



## INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

### ANNEX B

TO THE CONTRACT NO. 2024-07-060

TERMS OF REFERENCE

#### 1. Background

The International Institute for Democracy and Electoral Assistance (International IDEA) is an intergovernmental organisation established in 1995, and with an explicit mandate to support sustainable democracy worldwide. The Institute advances, promotes and protects sustainable democracy worldwide in consideration of human rights commitments through policy-relevant knowledge, capacity development, advocacy, and the convening of dialogues.

International IDEA organizes several meetings and events annually at its headquarters in Stockholm. Thus, engaging catering companies on non-exclusive Framework Contracts is considered a more efficient and effective way of procuring these services.

#### 1. Objectives of the Assignment

To achieve efficiency while ensuring outstanding service, International IDEA wishes to enter into Framework Contracts with service providers to provide catering services for its Stockholm Offices meetings as the need arises.

Each Framework Contract entered into will be non-exclusive, and International IDEA reserves the right to issue more than one contract under this tender.

#### 2. Scope of Work

The Service Provider shall provide all the necessary management, supervisory and other catering personnel with the required experience, the know-how, and ability and other required resources to plan and set up and deliver catering services as per each service order following standard hygiene practices.

The Service Provider shall ensure, throughout the duration of the Framework Agreement that all necessary health and hygiene certificates and/or licenses are held, and all applicable statutory regulations and standards are enforced and upheld. In particular, the Service Provider must ensure its compliance with all the current and changing legislation concerning all aspects of health, safety, and hygiene at work with particular reference to the relevant Food Safety Act of the country.

The following general services will be required under the Framework Contract:

- i. Offer a diverse menu that caters to various preferences, deliver and supply catering services in accordance with the agreed menus;
- ii. Ensure that options regarding dietary requirements are available (e.g., vegetarian, vegan, and gluten / dairy free);
- iii. Ensure that food is of high quality and as described in the menus;
- iv. Detailed labelling of ingredients in the dishes served;
- v. Ensure that catering staff are qualified and experienced;
- vi. Set up the dining/event area as agreed in service order;
- vii. Provide the necessary tableware, glasses, cutlery and table settings that are required as per the service order;
- viii. Responsible for ensuring that the quantity of food provided for each meeting/program is sufficient as agreed in the service order(s);
- ix. Ability to cater to events ranging from small meetings to large conferences
- x. Ability to provide services within our budget constraints while delivering high-quality catering services;
- xi. Clearing up and collection of any equipment after the event;
- xii. Any other catering related services as may be required

### **3. Deliverables and Reporting Requirements**

The deliverables will be agreed in the Service Order as the needs arise. After each service, the service provider should provide International IDEA with delivery notes of services along with invoices.

Upon completion of the services the selected firm shall submit a separate invoice to International IDEA for each signed Service Order. Payments shall be executed only if the selected firm has fulfilled all its contractual obligations by the date on which the invoice is submitted. The selected firm shall ensure that invoices contain the following information:

- The reference number of the Framework Contract and Service Order to which the invoice refers.
- The list of services provided i.e. option number, number of participants and price
- Pricing structure with itemized costs for menu items, service fees, equipment fees, and any additional charges should be incorporated.
- The price should indicate the price inclusive of any applicable taxes.
- Name, address, and bank account details of the selected firm as provided for in the Framework Contract

Any increase to the foreseen and agreed budget of the Service Order must be specified and approved in writing (email) in advance by the International IDEA.

#### **4. Management and Organisation**

The service provider will appoint a contract manager/focal point to be responsible for the management of the Framework Contract on its behalf and to act as a contact point for all contractual issues, orders, and invoicing. The Contract Manager/ focal point should have experience and should possess a good level of spoken English.

#### **5. Monitoring and Evaluation**

Periodic meetings will be held between International IDEA and the Service Provider focal point to discuss any issues arising

International IDEA will not be obliged to enter into any contracts arising from this process, nor will it bear any costs in relation to the preparation of any submission or any quotation for services.