

## **Terms of Reference for Catering Services**

### **1. Background**

The United Nations High Commissioner for Refugees (UNHCR) Representation to Central Asia, with offices in Astana and Almaty, requires catering services for its program implementation. To achieve cost efficiency from economies of scale while ensuring outstanding quality of services, the Office of the United Nations High Commissioner for Refugees (UNHCR) MCO Kazakhstan (Almaty and Astana), would like to establish Frame Agreement for 2 (two) years, potentially extendable for 3 (three) additional periods of 1 (one) year each, with reputable and qualified companies for the required services and associated supports to provide high-quality catering services as per the requirements outlined below. The Frame Agreement will enter into force following the successful selection process of the best price offer, by and between the United Nations High Commissioner for Refugees ("UNHCR") MCO Kazakhstan, acting for itself and on behalf of other participating organizations in the United Nations system in the Republic of Kazakhstan (UNDP KAZ, ILO, IOM, UN Women, UNAIDS, UNCTAD, UNDGC, UNESCO, UNFPA, UNICEF, UNDRR, UNOCHA, UNODC, WHO, FAO, UNOPS, ESCAP).

The summary of the scope of services within the FA:

<b>Description of services</b>
Catering Service in UN Plaza Almaty, Kazakhstan
Catering Service in UN CP Astana, Kazakhstan
Catering Service in the requested venues of Almaty, Astana, and other cities of Kazakhstan
Any miscellaneous tasks that might arise from the organization of the Catering.

**Suppliers must maintain the unit price offer for the entire duration of the Frame Agreement. The total maximum ceiling amount for catering services is as follows:**

- UNHCR – USD 38,000
- UN Women – USD 50,000
- UNESCAP – USD 50,000
- UNODC – USD 150,000

**Other United Nations Agencies, Funds, and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidder.**

## **Responsibilities of the supplier:**

- The supplier is responsible for the provision of food and beverages for catering purposes including hot drinks (tea, coffee, chocolate, etc.), soft canned drinks as well as lunch and/or dinner meals during meetings, training and workshop sessions;
- Provide catering services in strong compliance with the sanitary norms and regulations according to the Order of the Minister of Health of the Republic of Kazakhstan dated February 17, 2022 №QR DSM-16;
- The contractor is requested to set up, serve, and clean the catering stations, when requested;
- The supplier is to provide necessary equipment (kettles, tablecloths, dishware, cutlery, when requested);
- The supplier is to provide catering services as per the requested day(s) and time without delay;
- The supplier is responsible for providing the required number of employees, as requested to provide the required services;
- The supplier is fully responsible for his/her employees' attitude, hygiene standards (including wearing gloves and covering hair when serving food);
- The supplier should provide for each employee assigned to this contract with the copy of valid ID card to be carried when serving food;
- The supplier should provide valid Health books for key personnel according to the legislation
- The supplier is responsible to provide employees with uniform during working hours;
- The supplier should ensure speedy delivery of food at least 30 minutes before serving time;
- The supplier should ensure that at least 40/60% gender representation at all service provision.
- The supplier must avoid plastics where possible and opt for sustainable materials, as well as sort and minimize waste generated by catering services.

Companies that can prove equal gender diversity in their management composition will have an advantage.

## **Responsibility of UNHCR MCO Kazakhstan:**

- To ensure that the invoice is settled within 30 working days
- Give adequate notice (7 working days before the event) to the service provider to supply food
- Provide feedback on the quality of food and services provided

## 2. Context

**The catering services are provided in flexible packages based on the scale and budget of the event. Each package can be customized by selecting individual services such as coffee-breaks, lunches, or dinner separately across Basic, Standard, and Premium options.**

### **Package 1: Basic**

- Suitable for a smaller budget
- Simple menu with a focus on quality
- Include options for appetizers, main courses, and desserts
- Beverages (non-alcoholic)

### **Package 2: Standard**

- Mid-range pricing
- A more extensive menu with a variety of choices
- Include options for appetizers, main courses, side dishes, and desserts
- Beverages (non-alcoholic)

### **Package 3: Premium**

- Higher-end pricing
- Gourmet menu with premium ingredients
- Include options for appetizers, main courses, side dishes, desserts, and beverages (non-alcoholic)
- Additional services such as table setup, serving staff, a barista-operated coffee machine, and any other premium services you offer

### **Package 4: Boxed Sets**

- Special snack boxes to support field visits or meetings
- Minimum of three snack items
- Bottle of mineral water

### **Annex 1: Example:**

<b>DESCRIPTION</b>	<b>UNIT COST PER PERSON IN KZT</b>
Minimum package: 1 coffee break (morning): Tea/coffee/juice (limited) 3 types of snacks 1 lunch: 1 main course and 1 salad	

Medium package: 2 coffee breaks (morning, afternoon): 1 coffee break (morning): Tea/coffee/juice (limited) 3 types of snacks Fruits 1 lunch: 2 main courses, 2 salads	
Maximum package: 2 coffee breaks (morning, afternoon): Tea/coffee/juice (unlimited) 3 types of snacks Fruits Sweets 1 lunch: 3 main courses (fish, chicken, meat), 3 salads, salad bar, tea/coffee/juices/water (unlimited), patisserie 1 dinner: 3 main courses (fish, chicken, meat), 3 salads, salad bar, tea/coffee/juices/water (unlimited), patisserie	

To maximize flexibility, each coffee-break, lunch and dinner option can also be ordered independently within the Basic, Standard, and Premium categories:

Coffee-break		
Category	Description	Unit cost per person in KZT
Basic		
Standard		
Premium		
Lunch		
Category	Description	Unit cost per person in KZT
Basic		
Standard		
Premium		
Dinner		
Category	Description	Unit cost per person in KZT
Basic		
Standard		
Premium		

### 3. Scope of Services (sample):

The catering service provider is expected to serve UN Agencies, on a demand basis, variety of foods and beverages for lunch, dinner, coffee breaks and snack boxes with detail as follows:

- The type of serving for lunch and dinner will be served either buffet or box: please specify in your request types of lunches (no plastic boxes/utensils are allowed)
- The type of serving for coffee break will be served either buffet or box: please specify in your offer all types of coffee breaks
- For lunch and dinner there should be five different types of foods/meals in each type of serving (buffet or box) which should at least contain rice, meat (fish/beef/chicken), two types of side dish, cracker, mineral water (in glass bottles or glass jars) and desert
- For Coffee breaks there should be at least three different types of snacks and beverage (tea and coffee or cold beverage – juice/soft drinks)
- For snack box there should be at least three different types of snacks and a bottle of mineral water
- Additionally, the catering provider is expected to deliver the above-mentioned catering service on ad-hoc basis upon request in the form of Purchase Order (PO) for in house requirement or outside REDD+<sup>1</sup> Office.

#### **4. Objectives:**

- To provide high-quality catering service at a reasonable price
- To professionally manage demand from UN Agencies in terms of quality food, service and time delivery
- To provide dietary preference including halal meals and snacks in variety of packages without minimum order requirement

**5. Payment terms:** Payment will be made 100% upon submission and acceptance of service and original invoice within 30 days.

#### **6. Technical Offer**

Proposers shall submit the following documents, in the technical proposal (free form with Company logo, if applicable):

- The Company's profile indicating experience provision of this type of services (min 2 years)
- The Company's registration and license documents showing the number of years in this type of business.
- The Company shall provide a brief description, in the technical proposal, of how the company plans to carry out this Frame Agreement.
- Proposed menu plan: the itemized menu for the coffee breaks, lunch and dinner should include a wide variety of items. This part should demonstrate your ability

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<sup>1</sup> REDD+ is a climate change mitigation solution developed by Parties to the United Nations Framework Convention on Climate Change (UNFCCC): <https://www.unep.org/explore-topics/climate-action/what-we-do/redd>

of presenting variety of food, healthy food, snacks, and beverages to accommodate different needs and tastes.

- Details of the Company's quality assurance procedures and practices showing how the quality of food and services are monitored to ensure the receipt of excellent level of services.

## **7. Financial offer**

All suppliers who meet the technical requirements outlined in the terms and conditions/ technical offer are invited to participate in this Request for Quotation (RFQ).

Please note that it is essential for all participating suppliers to maintain their pricing throughout the entirety of the framework agreement, which will be in effect for a duration of initial two years. This commitment to stable pricing is vital for ensuring budget predictability and consistency in service delivery. **Please see Annex 1: Example and maintain your offer accordingly.**

We appreciate your understanding of the importance of these stipulations as they help us create a transparent and equitable procurement process. We look forward to your participation and are eager to evaluate the proposals submitted by qualified suppliers who share our dedication to quality and compliance with the established criteria.

## **INQUIRIES**

Please direct any inquiries to the below-dedicated email addresses indicating the bid reference:

UNHCR Admin and Supply team: [akhmetov@unhcr.org](mailto:akhmetov@unhcr.org) and [boev@unhcr.org](mailto:boev@unhcr.org)

## **SUBMISSION**

Proposals with all supporting documents should be addressed **only** to:  
**[KAZALTENDERS@UNHCR.ORG](mailto:KAZALTENDERS@UNHCR.ORG)**