



EUROPEAN UNION

DELEGATION TO MONTENEGRO

Call for Expression of Interest

Provision of Cafeteria/Canteen Services in the Delegation of the European Union to Montenegro - EEAS-DELMNEP-CANTEEN-SER-DIR-2-2025

Basic information for Candidates interested in submitting an Expression of Interest

The Delegation of the European Union to Montenegro, hereinafter referred to as the Tenant.

The Tenant invite Expression of interest for the provision of:

- 1. Cafeteria/canteen services with typical serving of coffee, tea, and soft drinks with option to offer light meals such as sandwiches, snacks, salads and similar.**

Main obligations of the Contractor

The Contractor shall provide:

- The Contractor shall provide cafeteria/canteen services to the Customers with option to offer snacks and sandwiches, to a standard and at a pricing structure which is competitive to the local market.
- The Contractor shall commit to ensuring that their service responds to and meets the reasonable needs and expectations of the Customers.
- The Contractor shall suitably equip the café area and the kitchen/pantry with the necessary appliances, furniture, cutlery and crockery etc. required for the purposes of the service.

Main obligations of the Tenant

The Tenant shall provide the Contractor with access to its cafeteria/canteen area and with the right to operate the cafeteria/canteen on a commercial basis whilst within the terms of the Agreement. The canteen will be used by EU Delegation staff and visitors invited for official meetings at the delegation's premises. The Service Agreement will provide exclusive rights to operate the cafeteria/canteen but does not provide exclusivity of other catering supply to the offices and catering for special events held within the building. Occasional preparation of meals for official visits may be requested.

The cafeteria/canteen space during working days from 10:00 to 14:30, the utilities of electricity, water and garbage, and heating/air-conditioned, shall be provided by the Tenant **without charge to the Contractor**.

One telephone point in the cafeteria/canteen area is provided for internal use only - for the communication between the Tenant and the Contractor.

Cleaning of the canteen area.

Service Agreement

The Tenant and selected Contractor shall jointly enter into to a Service Agreement. This is the agreement outlining the terms and conditions applying. The Service Agreement will be signed for 1 year and renewable pending satisfactory performance for a maximum of 5 further years. The tentative Agreement start date is 1st July 2025.

Estimated quantities in relation to cafeteria/canteen services are the entire responsibility of the franchise contractor.

Description of the cafeteria space available

The Tenant's building is located at Vuka Karadzica 12, 81000 Podgorica.

The building includes the ground floor small house for the use of the building tenants and their guests. Of this area approximately 35m² is made available for the cafeteria/canteen. Attached to the common area are toilet facilities and a separate kitchen and pantry of approximately 10m².

The ground floor is accessible through the EU security. It is not open to uninvited public. EU security regulations will apply at all times. Without prejudice to the regulations the Contractor staff will be provided with access rights to the cantine building normal working hours.

Scope of Cafeteria/Canteen Services required

The service provided must be an all-inclusive service.

The Contractor will execute under its sole responsibility and liability, all activities which are required to provide a service, correctly and legally operated to the applicable food, health and safety standards.

Two types of services are to be available:

- 1) Cafeteria/Canteen services for the private use of the Customers** (hot and cold beverages, and pending on the contractor's decision light meals (such as snacks, sandwiches, etc.) may be offered.
- 2) Cafeteria/Canteen services for official meetings and events** (light meals/canapes);

Standards of service

The Contractor is responsible for a satisfactory standard of service delivery.

Personnel serving at the counter shall all be sufficiently fluent in local language and English language for the purposes of understanding and responding to the requests of staff. Personnel are required to conduct business in a courteous and professional manner. All personnel working under this Service Agreement will be adequately trained as prescribed by the local legislation. They shall be of good health, physically able and shall be free of any communicable disease, and shall have a clean police record. The selected Contractor will be required to provide confirming documentation prior to the award of Agreement including medical certificates and sanitary inspection certificates issued by the relevant public health institutions.

Maintaining standards of food/beverage provision and service

The Contractor shall note that the cafeteria and its appeal to the staff is an integral part of the Tenant intent to provide a welcoming office working environment. The Contractor is responsible to ensure that the cafeteria is managed with a view to satisfying the tastes of the Customers as determined by these terms of reference and subsequently by feedback from the staff. The Contractor shall maintain a service culture of 'continuous improvement' and responsiveness to the reasonable demands of the customer.

Working Hours

The Contractor will provide services from 10.00 to 14.30hrs, Monday to Fridays.

The Contractor may only close on official days when the operations of the Tenant are

themselves suspended.

Equipment and furniture

The space is made available to the Contractor furnished and equipped.

Cafeteria/canteen facilities and the equipment of a reasonable standard are provided by the Tenant and they include the following:

Kitchen area

1. microwave oven, cool-storage for sandwiches/fruits/yoghurt etc., sink, storage facilities, ventilation system, fire-extinguisher;

Canteen area

2. tables, chairs (for approx. 20 persons inside and on the terrace), TV and internet;
3. rest-rooms, storage facilities, ventilation, counter/service area,

Service provider shall be responsible for all additional material and items provided such as cutlery, crockery and day-to-day necessities and that staff working is adequately supported and equipped.

60 persons currently compose the Delegation's staffing, out of which 40/50% are estimated will be using the cafeteria on a daily basis.

Upon termination of the Service Agreement, the Contractor is to repair modifications/damages incurred during occupancy to the equipment provided by the Tenant. The Tenant shall have the right of admission and of the inspection of the kitchen/pantry area at all times.

The Tenant is responsible for equipping the cafeteria dining area and the external terrace area with tables, chairs and other furniture required for the effective functioning of the cafeteria/canteen and the provision of a suitable ambient environment for the cafeteria customers to enjoy.

The Contractor may not use on-site the facility for the purposes outside of the scope of the Agreement with the Tenant.

Invoicing

Beverages, as well as snacks and sandwiches if offered, served to customers at their request shall be charged directly to the customer. The Tenant shall not be liable for any charges relating to the provision of such services. The Contractor shall use the statutorily required cash register for issuing of payment receipts and shall adhere to the financial regulations/taxes etc. applicable to it under the prevailing laws.

For beverages ordered by authorized representatives of the Tenant, the Contractor will submit to the tenant a monthly invoice. The invoice must be supported by relevant evidential documentation including signature of the authorized representative etc.

Legal, Regulatory and Insurance requirements

The Contractor must fully satisfy all the regulatory requirements prevailing and required to conduct a cafeteria/canteen business. The Contractor is obliged to comply with all local legislation including, but not limited to, health regulations and the payment of social contributions for all of its employees. All employees, including temporary employees, must be adequately insured, and the Contractor must provide proof of all payments/registrations on

request of the Tenant. The Contractor shall have the necessary insurance coverage in respect of injuries to persons or damages to property which may arise from or in connection with the performance of the services they provide. The Contractor will insure and register his employees in compliance with provisions of local legislation.

Security provision and code of conduct

A security briefing will be held and the security rules and instructions of the Tenant have to be respected at all times.

The Contractor shall submit the contracting authority a copy of the ID card of its staff allocated to this contract.

It is forbidden for the Contractor's staff to take with them any objects, even if declared useless, belonging to the Delegation and to any of the contracting authority's staff.

The Contractor commits itself neither to use nor to communicate any information, knowledge regarding the Tenant to any third party. This obligation will bind the contractor, its employees during the execution of this contract and after its end or termination.

The Contractor must obtain a signed declaration, regarding the mentioned confidentiality, from each of its staff assigned to this contract and must provide copy thereof to the Tenant at the start of the contract and, for its newly assigned staff, upon taking up services. In this declaration, its staff must commit in writing to respect the secrecy of any information which he/she could have knowledge of on the occasion of the execution of their services and to not make known or public to any third party or to use for his/her own profit, any information, even after retirement from his/her job.

The cost of the repair of any damage caused by the contractor's staff or linked to the use of inappropriate equipment, supplies or products will be borne by the contractor. Non-respect of security rules will result in immediate termination of the

How to apply

The interested candidates can apply through two stages process.

The stage one is a submission of an Expression of Interest (please see details below). The stage one is open to all interested candidates.

The stage two is submission of an offer. The complete Terms of Reference and details on how to submit an offer will be provided to short listed candidates only.

How to submit an Expression of interest

Candidates who fulfil the eligibility criteria may submit an **Expression of Interest** using the format in **Annex 1**. Expressions of interest should be submitted **by 6 June 2025, 13.00 hours**.

The Expression of Interest together with supporting documents can be sent to the following email address: delegation-montenegro-admin-procurement@eeas.europa.eu

An evaluation committee comprising of representatives of the Tenant will review the received expressions of interest. Only those candidates considered eligible by the committee and based upon the documentation submitted will then be invited to submit an offer to provide the services.