



## Call for Expression of Interest (EOI) for Service Providers Centre for Equality and Liberty (CEL)

General information			
Procurement Number:	EI 02/2024		
Post Title:	Call for Expression of Interest (EOI) for Service Providers		
Location:	Prishtina/Kosova		
Duration:	5 years		
Date of publication:	19 November	Deadline for application:	19 December
Expected Start Date:	January 2025	End date of work:	December 2029
Contracting Authority:	Centre for Equality and Liberty (CEL Kosova)		

### 1. Introduction

The Centre for Equality and Liberty (CEL) for the LGBTI+ community in Kosovo is a leading non-governmental organization dedicated to the empowerment, advocacy, and protection of the rights of LGBTI+ individuals in Kosovo. Since its establishment in July 2013, CEL has been at the forefront of initiatives to prevent discrimination, raise awareness, and promote equality in line with the legal frameworks of the Republic of Kosovo. To support its ongoing and future initiatives, CEL is establishing a roster of pre-vetted providers for the period 2024-2029. This roster will serve as a resource for catering, conference room, and hotel accommodation services across various projects.

We are seeking one or several providers to deliver high-quality services in the areas of catering, conference facilities, and hotel accommodation as outlined below. CEL reserves the right to select one or more applicants for each category, depending on the specific needs of the project. **Inclusion in the roster does not guarantee employment or an obligation to work with CEL but provides an opportunity for service providers to be considered for work on a project-by-project basis.**

### 2. Beneficiaries

CEL Kosovo is the Contracting Authority for contracts awarded to service providers included in the Roster. Providers of catering, conference room, and hotel accommodation services will be legally and professionally liable to CEL for delivering the services required for CEL activities, such as meetings, workshops, conferences, hotel accommodation, and related events. The ultimate beneficiaries of these services are the LGBTI+ community in Kosovo, as well as participants, partners, and stakeholders involved in CEL's initiatives and events.



## 3. Legal Form and Nationality of Applicants

Only legal entities are eligible to apply. Service providers must include a portfolio detailing their services offered or products, as well as certificates of unique number.

## 4. Service Required

CEL Kosovo seeks reputable service providers to deliver the following services in support of its activities:

### 1. Catering Services

Service providers should offer a three-option menu to accommodate diverse dietary preferences, including:

- Standard menu
- Vegetarian menu
- Gourmet menu

Each menu option should include:

- Appetizers (e.g., fresh salads, finger foods, or soup)
- Main Course (choice of meat, vegetarian, or vegan dishes)
- Dessert (including at least one light, healthy option)
- Beverages (water, juices, and coffee/tea as a standard)

Pricing should be inclusive of:

- Preparation and delivery to event location
- Setup and teardown of catering stations
- Use of high-quality dishes, glassware, and cutlery
- Tables for food setup (if required)

Additional Services:

- Table linens and decorations (optional, based on event needs)
- Serving staff to assist with food distribution and clean-up
- Flexibility to scale services based on event size and location requirements

### 2. Conference Room Facilities

#### Room Capacity Options

- Small Group: 10-20 people
- Medium Group: 20-50 people
- Large Group: 50 or more people

Each room should provide:

- Flexible Seating Arrangements (e.g., theater, classroom, U-shape, or boardroom styles)



**Audiovisual Equipment:**

- Projector or large display screen
- Wi-Fi access for all participants

**Climate Control: Adjustable temperature settings for comfort**

- Presentation Tools: Whiteboard, flip chart, and markers

**Meals and Refreshments:**

- Appetizers (e.g., fresh salads, finger foods, or soup)
- Main Course (choice of meat, vegetarian, or vegan dishes)
- Dessert (including at least one light, healthy option)
- Beverages (water, juices, and coffee/tea as a standard)

**Pricing should cover:**

- Rental for the chosen duration (half-day, full-day, or hourly options)
- Use of all specified equipment
- Room setup and teardown
- Meals and Refreshments for 1 participant

### 3. Hotel Accommodation Services

The following outlines the requirements for hotel accommodation services:

**Room Types:**

- Single Room: Suitable for individual guests attending CEL events.
- Double Room: Suitable for guests requiring shared accommodation or couples attending CEL events.

**Room Amenities:**

- Comfortable furnishings, free Wi-Fi, work desk, and in-room dining options.
- Daily housekeeping service and basic toiletries provided.
- Rooms should meet accessibility standards to accommodate guests with disabilities.
- Climate control, television, and mini-fridge (optional).

**Food and Beverage Options:**

- Breakfast Included: A diverse breakfast menu included with accommodation, offering options for standard, vegetarian, and vegan/gluten-free diets.
- Option for guests to pre-book lunch or dinner as part of the accommodation package.

**Additional Requirements:**

- Flexible booking arrangements, with options for short and extended stays.
- Competitive pricing with potential discounts for group bookings.
- Access to hotel amenities, such as gym, pool, and parking (if available).



## 5. Requirements for Experience and Qualifications

Applicants for catering, hotel accommodation, or conference room services must meet the following minimum requirements:

**Catering Providers:** Minimum of 1 year in catering services, capable of handling events of various sizes with a diverse menu selection.

**Hotel Accommodation Providers:** Minimum of 1 year in hotel or lodging services, ensuring quality standards, cleanliness, and guest satisfaction.

**Conference Room Providers:** Minimum of 1 year in managing conference spaces, including setup, audio-visual support, and on-site assistance.

## 6. General Principles

The main purpose of establishing the Roster is to facilitate the appointment of service providers for short-term assignments related to catering and hotel services under framework contracts, which include service fees and other assignment-related expenses. This guide regulates the main rules and principles of the application process, conditions, and the procedure for enrolment in the Roster, as well as the criteria against which applicants will be evaluated.

## 7. Contracting Arrangements

Service providers enrolled in the Roster will be contacted when opportunities for engagement in catering and hotel services arise. Inclusion in the Roster does not guarantee a contract. Terms of each assignment, including scope, deliverables, and timelines, will be detailed in a specific purchase order or terms of reference issued under the framework contract. Detailed terms of reference will describe the services to be provided and include functions, deliverables, and travel requirements (if any).

## 8. Duties and Responsibilities of the Service Providers

Service providers enrolled in the Roster are expected to provide high-quality catering and hotel services and fulfill specific obligations negotiated in individual contracts with CEL. They bear individual responsibility for the quality of services rendered and must adhere to the highest professional standards.

## 9. Evaluation Criteria

Applications will be evaluated based on the following criteria:

- **Location:** Proximity to CEL Kosovo's events and ability to provide services efficiently within required locations.



- **Price:** Competitive pricing aligned with budgetary considerations, ensuring value for money in the services offered.
- **Demonstrated Experience:** Proven track record in providing high-quality catering and hotel services, with references or examples of past work.
- **Service Capacity and Reliability:** Ability to handle service demands promptly and reliably, including flexibility for event-specific needs and logistical requirements.
- **Quality Assurance:** Commitment to maintaining high standards in service delivery, hygiene, and professionalism throughout the duration of the contract.

## 10. Description of the Procedure

The Evaluation Committee at CEL will evaluate all applications to establish a list of service providers who meet the criteria set out in section 5 (Requirements for Experience and Qualifications). The selection procedure will be conducted every five years to ensure the roster remains up-to-date and relevant. All applicants will be notified of the results of the selection process.

Once included in the Roster, a pre-vetted service provider can be selected for individual assignments that correspond to CEL's needs or the needs of specific projects. Selection for assignments will be based on the match between the service provider's capabilities and the specific requirements of the assignment.

CEL will establish and maintain a database of service providers based on the submitted applications for the Roster. This database will be regularly updated with new information provided by the service providers and with performance evaluations from individual assignments contracted through the Roster. These evaluations will help ensure that service providers continue to meet CEL's standards and can effectively contribute to future projects.

## 11. Application Procedure

Applicants may choose to apply for one specific service or for all services listed above.

To be included in the Roster of Service Providers, interested legal entities are invited to submit an application in accordance with the following:

For legal entities: A company profile and Certificate of Unique Number.

**Pricing Offer:** A detailed pricing list for catering services, room accommodations, and conference room setups. The pricing should be both, with VAT included and VAT Excluded.

**Portfolio:** A portfolio showcasing menu options, conference room setups, room accommodations, and other relevant services.

**Required Forms:** A completed Cover Letter and Declaration of Honor on Exclusion Criteria and Absence of Conflict-of-Interest form, available for download

Applications should be submitted electronically to [info@cel-ks.org](mailto:info@cel-ks.org) by the deadline of 19 December. Please include "Framework Contract Application" in the subject line of your email.



Applications will be reviewed continuously, and only shortlisted service providers will be notified if they are selected for the roster. No further evaluation will be conducted.

Service Providers not selected will not be notified, and if you have not heard back within one month after the application deadline, please consider your application unsuccessful.

**Pricing Offer:**

No.	Category	Service/Product	Quantity	Price
1	<b>Catering Services</b>  Appetizers (e.g., fresh salads, finger foods, or soup) Main Course (choice of meat, vegetarian, or vegan dishes) Dessert (including at least one light, healthy option) Beverages (water, juices, and coffee/tea as a standard)	Standard menu	1	
		Vegetarian menu	1	
		Gourmet menu	1	

No.	Category	Service/Product	Quantity	Price
1.	<b>Conference Room Capacity Options</b>	Small Group: 10-20 people	0.5 day	
		Small Group: 10-20 people	1 day	
		Medium Group: 20-50 people	0.5 day	
		Medium Group: 20-50 people	1 day	
		Large Group: 50 or more people	0.5 day	
		Large Group: 50 or more people	1 day	
2.	<b>Meals and Refreshments</b>  Appetizers (e.g., fresh salads, finger foods, or soup) Main Course (choice of meat, vegetarian, or vegan dishes) Dessert (including at least one light, healthy option) Beverages (water, juices, and coffee/tea as a standard)	Option 1 (Describe the Menu)	1 Participant	
		Option 2 (Describe the Menu)	1 Participant	

No.	Category	Service/Product	Quantity	Price
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1	<b>Hotel Accommodation Services</b> Breakfast Included: A diverse breakfast menu included with accommodation, offering options for standard, vegetarian, and vegan/gluten-free diets.	Single Room:	1	
		Double Room:	1	
2	<b>Meals and Refreshments</b> Option for guests to pre-book lunch or dinner as part of the accommodation package.	Lunch	1	
		Dinner	1	

## 13. Protection of Personal Data

All personal data collected during the application process will be handled in accordance with CEL's data protection policies and used solely for the purposes of this EOI and subsequent selection procedures.

## 14. Contact Information

For further information or inquiries regarding this call, please contact CEL at [info@cel-ks.org](mailto:info@cel-ks.org).