



Invitation to Express Interest  
Catering Services for UEFA EURO 2020 IBC



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## 1. Introduction

UEFA EURO 2020™ will be held in twelve (12) host cities across Europe in June and July 2020. UEFA, together with any of its subsidiaries, wishes to select a company or companies to be responsible for the provision of catering services at the International Broadcast Centre (“IBC”) which will be located at the Expo Haarlemmermeer outside Amsterdam in the Netherlands. For such purposes, UEFA intends to organise a tendering process (“Tender”).

The IBC is the hub of all broadcast operations at every major international sporting event. It houses the core broadcast operations and personnel and provides the focal point for all television and radio operations. The IBC serves as the headquarters of the host broadcaster (“HB”) during the final tournament. The host broadcaster is a group set up specifically to manage the production and broadcasting of the tournament, comprising multiple international suppliers and UEFA staff. Every television feed from each of the twelve (12) UEFA EURO 2020™ venues is sent to the IBC, where it is monitored and distributed to the Unilateral Broadcast Partners (“UBPs”) for transmission to their own countries. The building will accommodate everything from TV studios, production areas and offices to shops, restaurants and other ancillary services. The IBC will operate 24 hours a day, 7 days a week during the tournament.

The catering services at the IBC will be managed by Broadcast Logistics, a project within the Event Operations unit of UEFA Events SA, and is responsible for delivering integrated event support services to UEFA staff and suppliers at all UEFA EURO 2020™ venues, including the IBC.

An overview of the catering services required is set out at Appendix 2 to this Invitation to Express Interest.

## 2. The Selection Process

The process for the selection of a company(ies) responsible for IBC Catering Services for UEFA EURO 2020™, as currently planned, is divided into two-phases:

- ✧ Phase 1 – Invitation to Express Interest: the initial, pre-Tender phase during which UEFA collects information regarding the candidate(s) based on which it evaluates eligibility of such candidate(s) to participate in Phase 2; and
- ✧ Phase 2 – The Tender: the tender for the selected candidate(s) and/or any other entities invited by UEFA, during which UEFA will evaluate proposals and subsequently select and appoint a qualified company to provide the required services for UEFA EURO 2020™.

All participants in the Tender will receive the Invitation to Tender document (“ITT”), which will set forth all applicable terms and conditions for the Tender. To give each candidate(s) an overview of the timing and further proceedings, UEFA has put into place the following tender process plan (which may be subject to change at any time, as deemed necessary by UEFA):

Candidate(s) receive invitation to express interest	14/12/2018
↓	
Candidates express interest to Tender	14/01/2019
↓	
Selected entity(ies) receive the ITT	30/01/2019
↓	
Selected entity(ies) submit offers	01/03/2019
↓	
Evaluation and selection of short-listed candidate(s)	01/04/2019
↓	
Proposal presentations to UEFA	15/04/2019
↓	
Supplier(s) appointment	01/05/2019
↓	
Onsite delivery of the required services	April – July 2020

### 3. Submissions of Expression of Interest

In order to be considered eligible to participate in the Tender, interested candidate(s) shall respond to this ITEI by submitting the relevant information and documentation as set out below.

Candidate(s) shall submit to UEFA an official letter, on headed notepaper and in English (the "Letter") expressing their interest in participating in the Tender and requesting the ITT, no later than 14/01/2019. The Letter shall include the following supporting information:

- ✘ Full details of the return address and contact person for all matters in connection with this ITEI;
- ✘ All of the information/documents (in English) required in Section 4 below entitled "Required information and documentation"; and
- ✘ The "Statement of Undertaking" in the form provided in Appendix 1 below, duly signed by an authorised representative.

The Letter with all supporting information and documentation must be sent in hardcopy and/or email and by registered post to the following address by no later than **18:00 CET on 14 January 2019:**

UEFA Events SA  
 Roxandra Gotsi  
 Route de Genève 46  
 CH-1260 Nyon 2

For general queries, please contact:  
 Roxandra Gotsi  
 Events Operations Manager

Email: roxandra.gotsi@uefa.ch  
 Main tel.: +41 (0)848 00 27 27

Direct tel.: +41 (0)22 707 20 43  
Mobile: +41 (0)79 829 20 43

Or

Johane Grosjean  
Broadcast Logistics Coordinator  
Email: johane.grosjean@uefa.ch  
Main tel.: +41 (0)848 00 27 27  
Direct tel.: +41 (0)22 707 26 77  
Mobile: +41 (0)79 829 26 77

Incomplete submissions which do not include all the above information and/or documentation will be immediately rejected by UEFA. Upon receipt of the Letter with all required supporting information and documentation, UEFA shall determine, at its sole discretion, if it requires further information/documentation or clarification from any or all the candidate(s).

In such cases, UEFA reserves the right to contact the relevant candidate accordingly and to request that they provide such additional information/documentation.

#### **4. Required Information and Documentation**

Before the selection of the candidate(s) that will participate in the Tender and receive the ITT, UEFA shall evaluate the eligibility of any candidate(s) based on the review of the following information and documentation (all documentation must be returned in English):

- ✖ Description of proven experience in provision of catering services for large events (in quantity of people and for a long period of time);
- ✖ Annual reports or key accounting figures from the last three years;
- ✖ Proof of strong financial standing with up-to-date declarations from the inland revenue, national treasury department or other relevant governmental body;
- ✖ Evidence of sufficient resources and appropriate infrastructure to provide the services;
- ✖ Provision of an organisational chart with key personnel (need to be English-speaking and adequately trained management personnel); and

NOTE: During the Tender, UEFA reserves the right to request additional information/ documentation as deemed necessary including but not limited to any guarantees.

#### **5. Legal Provisions**

1. This ITEI does not constitute an invitation to make offers or an invitation to participate in the Tender, nor does it constitute the basis of any contract which may be concluded upon conclusion of the Tender.

2. Information collected through this Invitation to Express Interest will be used by UEFA solely for its analysis and will not be disclosed to the public.
3. UEFA reserves the right to reject any and all submissions of expression of interest, amend or supplement any rules set up herein as well to cancel part of or the entire selection process (and/or the Tender). If part of or the entire selection process is cancelled, it may be restarted at any time and any given interested candidate may or may not be invited to participate in the new selection process, at UEFA's absolute discretion.
4. UEFA has taken all reasonable care to ensure that any information provided by UEFA in relation to this ITEI, the Tender and/or the ITT is accurate in all material respects. However, any such information is provided solely by way of explanation of the services which UEFA intends to use, and neither UEFA nor any of its representatives, agents or employees make any representation or warranty or accept any responsibility for the accuracy or completeness of any such information. Nor shall they be liable for any loss or damage suffered by any candidates in reliance on such information or any subsequent communication made by UEFA.
5. The candidate agrees that:
  - a. it (and its officers, employees, agents and advisers) shall keep confidential the terms of this ITEI and any information relating to affairs or business of UEFA which comes into its possession in relation to this ITEI and/or the Tender;
  - b. it shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of UEFA, which may be given or withheld in its absolute discretion (save, where required by law);
  - c. it shall only be entitled to use confidential information for the purpose of the Tender; and
  - d. it shall not discuss the financial terms of the Tender with rival candidates.
6. Each candidate is responsible for all costs, expenses and liabilities incurred in the preparation of its Letter, any responses to requests for further information by UEFA and any negotiation with UEFA following receipt by UEFA of its Letter (whether or not an invitation to participate in the ITT is issued). UEFA shall bear no liability whatsoever in this respect.
7. Each candidate is strictly prohibited from making any form of public announcement or statement relating directly or indirectly to this ITEI, the Tender, UEFA, and/or any UEFA competition (whether it is invited to participate in the Tender or not) without the prior written consent of UEFA, which may be given or withheld in its absolute discretion.
8. The appointment of the company to provide the Services will be subject to such selected company and UEFA or any of its subsidiaries entering into a long-form agreement(s) provided by UEFA in due course, which shall contain the full terms and conditions of such appointment.
9. UEFA shall not be liable to any interested candidate for any costs or losses arising in connection the submission of information and documentation related to this Invitation to Express Interest.



## Appendix 1: Statement of Undertaking

Name of company: \_\_\_\_\_

Tax number: \_\_\_\_\_

Address: \_\_\_\_\_

Referred to hereinafter as the "Company", hereby expresses interest in participating in the Tender for the IBC Catering Services for UEFA EURO 2020™ and requests the ITT from UEFA, and undertakes that:

1. No information provided nor representations made to UEFA are false, inaccurate or misleading;
2. None of the Company's representatives or employees shall make any form of public announcement or statement relating directly or indirectly to UEFA, the Invitation to Express Interest and/or the Tender to any media without the prior written approval of UEFA and that any non-compliance will lead to the penalty of being held responsible for any damages caused;
3. It (and its officers, employees, agents and advisers) shall keep confidential the terms of this ITEI and any information relating to affairs or business of UEFA which comes into its possession in relation to this ITEI and/or the Tender, it shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of UEFA, which may be given or withheld in its absolute discretion (save, where required by law) and it shall only be entitled to use confidential information for the purpose of the Tender;
4. All intellectual property and commercial rights in relation to UEFA, UEFA EURO 2020™, this Invitation to Express Interest and/or the Tender belong exclusively to UEFA;
5. it is capable of and shall comply with all legal provisions contained in the ITEI or otherwise agreed in writing with UEFA;
6. UEFA shall not be held responsible for any costs, expenses and/or liabilities incurred in by the Company in the preparation and submission of the information and/or documentation in response to the Invitation to Express Interest and/or any responses to requests for further information by UEFA;
7. Any association with UEFA or UEFA EURO 2020™ in any manner whatsoever without UEFA's prior written approval is strictly prohibited;



8. UEFA shall not be required to invite the Company to participate in the Tender and reserves the right to organize any services related to the Tender itself or to re-open part of or the entire tendering process at a later stage;
9. This statement of undertaking and any related documentation shall be governed by and construed in accordance with the law of Switzerland. The place of jurisdiction shall be Nyon, Switzerland;

By submitting this Statement of Undertaking (where capitalised terms shall have the meaning as defined in the Invitation to Express Interest, unless otherwise defined herein), I/we confirm that I/we have read and understood the foregoing terms and conditions issued by UEFA regarding the process for selection of a candidate(s) to provide IBC Catering Services for UEFA EURO 2020™, and agree that the Company that I/we duly represent is/are bound by such terms and conditions.

Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_ Date: \_\_\_\_\_

Place: \_\_\_\_\_ Official Stamp: \_\_\_\_\_

## Appendix 2- Catering Services Details

### Project Goals and Objectives

The International Broadcast Centre will be comprised of a working population of approximately 500 UEFA staff and 500 Unilateral Broadcast Partners staff. The staff will typically reflect a wide range of different nationalities from across Europe and the world and will use the IBC as a full-time workplace, based in offices, studios and technical areas. Often staff will be working unusually long days from early morning to late evening, or even into the early hours of the following day, and it will be mostly the same staff on-site every day eating on-site, often twice a day. The quality, quantity and variety of dishes will be the key to making the IBC a comfortable working environment for the IBC staff.

It is therefore imperative that a varied choice of high quality international as well as local dishes are offered at each meal. Menus and meal descriptions must be displayed clearly in English at all times. Kitchens and eating areas on-site will need to be able to cater for at least 500 people per meal time at peak times. Peak numbers may reach as many as 1000 people per day.

The key will be a flexible operation, able to grow according to the work schedule of the operation and according to on-site demand. Flexible opening and working hours should be taken into account, including late evening and weekend services.

### Catering Facilities

The candidate will set up and operate several catering solutions which could be as follows:

- ✘ A Café providing hot and cold drinks, pastries, snacks, salads and sandwiches in the premises. This will be operational from April to July 2020.
- ✘ A full kitchen operation and Restaurant/Food court and a covered outside break area from 10 May to 14 July 2020. This catering solution will provide a full range and variety of food and drink products such as starters, hot dishes, snacks and pastries, as well as hot and cold beverages and alcoholic drinks (wine and beer).
- ✘ Temporary catering solutions such as food trucks, food booths, food buffet, juice bar providing food specialities as hot dogs, paella, barbecues.
- ✘ Should UEFA appoint commercial sponsorship partners in a drink, food (or in any other) category, all suppliers will be expected to work with such partners to maintain their exclusivity in their relevant area (for example soft drinks or beer). Candidates may also be required to offer payment solutions consistent with any UEFA payment services sponsor.

The candidate should be aware that UEFA reserves to select more than one supplier, so as to encourage competition to keep prices reasonable and service levels and quality levels high, therefore the catering options may be split between several suppliers. Each candidate may express interest for

one or more of the catering options and may be selected either for one or more services. The catering options will be identified in the Invitation to Tender.

The candidate(s) will be required to provide all equipment and staff necessary to perform the catering services.

The candidate(s) will maintain the agreed upon hours of operations, during which the candidate shall cover lunch and evening meal options. Below is the first estimation of the opening dates and times.

<b>Action</b>	<b>Date</b>	<b>Approximate number of staff on site</b>	<b>Café</b>	<b>Restaurant / Terrace</b>
Construction starts	30 March 2020	50*	09:00 - 16:00	-
UEFA Offices open, MCR installation	05 May 2020	100	09:00 - 18:00	-
Broadcasters arrival	18 May 2020	300	07:00 - 22:00	12:00 -21:00
IBC fully operational	08 June 2020	600	07:00 - 00:00	11:00 -23:00
Opening Match	12 June 2020	900	07:00 - 02:00	11:00 -23:00
Final Match	12 July 2020	700	07:00 - 00:00	11:00 -23:00
UBP departures	13 July 2020	200	08:00 - 20:00	11:00 -23:00
Hand back of halls	31 July 2020	30	09:00 - 16:00	-

\*The candidate is informed that these numbers are approximate and subject to change.

## **Meal Planning**

The Broadcast Logistics team will work closely with the candidate(s) and provide guidelines, where possible, on the expected numbers of IBC staff each day. They will meet regularly with the candidates' main contact during the operational period to discuss catering feedback and planned weekly menus. The Broadcast Logistics team at the IBC is the point of contact and liaison for the IBC candidates and also for any issues, complaints or suggestions arising through the comments of staff on site.

## **Quality and Range of Cuisine**

When performing the catering services, the candidate(s) will ensure that a varied choice of high quality international as well as local dishes are offered at every mealtime, with menus and meal descriptions displayed clearly in English at all times. The candidate will use its best endeavours to serve food as fresh and local as possible and to ensure that all dishes are well-presented and tasty.

All dishes will be prepared freshly on site and the menu planning can respond to the feedback and comments of the IBC staff and, in particular, UEFA project management. On-site chefs shall be directly involved in these discussions.



Menus will include vegetarian and gluten-free meal options and the candidate(s) shall be able to respond promptly to any special or additional dietary requests.

The candidate(s) will ensure they adhere to any sponsored product restrictions in food and drink categories, as well as ensuring acceptance of any credit card or banking sponsor cards or specific payment methods.

Local regulations, restrictions and permissions for outside or inside catering will be managed by the candidate(s).

### **Extra Catering**

The candidate(s) will also offer a price list of extras, for meetings, VIP catering or special events which either UEFA units or UBPs can order directly from the candidate and have delivered to their area. Broadcast Logistics has no budget for this and will not get involved in the ordering or invoicing process. It is simply an additional, optional and commercial service offered by the candidate.

### **Forms of Payment**

The candidate will utilise the payment system (if any) specified by UEFA. This could include credit cards, including the cards or payment system of any UEFA banking or payment systems sponsor, cash and a meal voucher system will be accepted as a form of payment at all catering solutions.

### **Scan devices system**

UEFA will provide to the candidate(s) the scan devices in order to scan the accreditation of each staff and suppliers working at the IBC who will constitute approximately 50% of the total IBC staff each day.

Each fully accredited UEFA staff member will be entitled to **one** meal per day (or such other number of meals as UEFA may determine) as from the date of activation of the accreditation scan system (mid-May).

Other target groups will pay directly by credit card or cash or other payment methods.

### **Cleaning**

The candidate(s) will be responsible for the cleaning of the IBC catering options.



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