United Nations Children's Fund
Rwanda Country Office

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Terms of Reference (TOR)

Provision of Catering Services for Internal and External Meetings and Events

UNICEF RWANDA CO / Ebenezer House

1. Purpose

To regulate the provision of catering services for approved UNICEF meetings and events held within the UNICEF compound and at approved external venues. Catering services may be provided by the UNICEF canteen operator and/or other external catering service providers approved in accordance with applicable UNICEF procurement and financial procedures, based on requests from UNICEF sections.

2. Scope

This TOR applies to:

- All UNICEF sections requesting catering services for approved meetings and events held within the UNICEF compound or at approved external venues.
- The UNICEF canteen operator and other external catering service providers approved to provide catering services within the UNICEF compound or at approved external venues, as specified in the approved request from the requesting section.

This TOR excludes:

- Private or social events.
- Catering services for private clients or activities unrelated to approved UNICEF meetings and events.
- Events involving external participants without prior written authorization.

3. Financial Modality

- Catering services shall be provided on a full cost-recovery or contractual payment basis, as applicable to the selected service provider.
- Costs shall be charged to the approved Fund Commitment/FC of the requesting unit.
- All costs must be pre-authorized by the Budget Owner prior to service delivery.
- Prices shall be reasonable, transparent, and supported by an approved quotation, contract, purchase order, or other applicable documentation.

Where catering services are provided by the UNICEF canteen operator, the canteen space is provided by UNICEF at no cost to the operator, and electricity and water costs are borne by UNICEF. These exemptions shall be reflected in the canteen operator's pricing structure. Other external catering service providers shall submit quotations that clearly itemize all applicable costs, including approved transport, delivery, setup, and related service costs. All pricing shall remain reasonable, transparent, and aligned with applicable UNICEF procurement and financial procedures.

- Cost settlement shall follow applicable UNICEF Finance SOPs and payment procedures.

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4. Roles and Responsibilities

4.1 Catering Service Provider(s)

- Provide catering services within the UNICEF compound or at approved external venues, in line with approved requests, locations, menus, quantities, and timelines.
- Submit a clear quotation or cost estimate prior to service provision.
- Maintain supporting documentation required for payment, cost recovery, and audit purposes, as applicable.
- Comply with food safety, hygiene, security, and applicable contractual requirements.

4.2 Control, Safety, and Compliance Measures

- Catering services shall not be delivered without prior financial authorization and applicable procurement approval.
- Alcohol and smoking are strictly prohibited.
- Catering service provider personnel shall comply with UNICEF security and access control procedures and with applicable requirements at approved external venues.
- Food safety, hygiene, waste management, and environmental standards shall be respected.