TERMS & CONDITIONS/INSTRUCTIONS

1. Interested parties will submit their sealed technical bids containing:
   i. List of trained staff strength (Cooks, Tandorchi, waiters/serving staff)
   ii. Specific experience of cooking & serving with certificates from government/reputable private/public organizations.
   iii. Complete Set of Documents as per requirements mentioned in **(1. *Technical Proposal Evaluation).***

2. The contract award will be given on the basis of quality and cost based evaluation criteria given at the end of document, which shall be final and binding.

3. If two or more bidders obtain equal marks in aggregate, then the contract will be awarded to the one with lowest financial bid.

4. Rates/Quotations are required against all items. Financial Evaluation and comparison will be made on rate per unit basis for those items shortlisted by the committee.

5. Bidding firm / company must submit documentary evidence (Bank statements of last 2 years) showing their sound financial position and reputation.

6. A company /firm (vendor) which is on Active Taxpayers List (ATL) qualifies to participate in the bidding process. Copies of NTN and STN certificates must be submitted along with the bids.

7. Single Stage-Two Envelope Bidding procedure will be observed.

8. Incomplete bids or bids which do not meet the criteria laid down in this BOQ document (Annex-I) and other terms and conditions will be rejected.

9. The Bidding firm must be based in Islamabad/Rawalpindi and running canteen/restaurant within areas of Islamabad/Rawalpindi.

10. Sample of the high ceramic crockery to be used for serving (plates, cups, glasses etc) will be examined by the Ministry in advance.

11. Medical Fitness/Vaccination Certificate of the Canteen staff has to be provided by the successful Bidder.

12. Staff and workers of the canteen should wear neat & clean uniform. The color and style/design of uniform shall be approved by the Ministry.

13. Furniture and other electrical appliances (Air Conditioners, Fans, three vending machines) have to be arranged by the Contractor/Vendor. A minimum requirement of equipment for canteens is given in the document.

14. There should be standardized and satisfactory cleanliness and hygienic measures including uniforms for staff.

MINISTRY OF FOREIGN AFFAIRS * Government of Pakistan *

15. In case of approved tender, successful contractors will sign the contract on Stamp Paper of value Rs. 100/- or more certified by the Notary Public/Oath Commissioner.

16. The contractor shall not appoint sub -contractor to carry out the contractual obligation in the canteen. The contract of a Successful bidder or contractor if found to have sublet the canteens to someone else will be rescinded and the advance monthly rent will be confiscated in violation of contract. This termination may also include blacklisting of the contractor/firm.

17. Quality of food items should have to be as per the Government standards prescribed by Pakistan food Authority. If any complain received from any officer/official, the Ministry has right to cancel the contract.

18. The Contractors will be required to submit **Bank Draft Pay Order (Refundable) Rs. 200,000/** each canteen in favor of Ministry of Foreign Affairs, Islamabad for Canteen as security deposit with their quotations. No quotation will be accepted without security deposits.

19. The successful Contractor/ company shall occupy the allocated space on "as is, where is basis' and shall install minimum Furniture & Fixtures electrical appliances (Air conditioners, Refrigerators, vending machines & lights) and relevant equipment as prescribed in the Tender Documents.

20. The first three months of the renewable contract will be considered as probationary period to evaluate the quality of food & services rendered.

21. The successful Contractor / company will keep the premises clean at its own expense, including the minor day-to-day repairs and maintenance of appliances. The successful Contractor/ company will not carry out any alterations or renovations within the allocated space without prior approval of the Ministry.

22. The successful Contractor / company will be solely responsible for all disciplinary matters of its employees, agents or representative and remain liable for all damages or losses if any suffered by the Ministry or third parties due to the negligence and /or misconduct of his / her employees, agents or representatives.

23. The personnel should be security cleared and be security pass bearer. No employee will be replaced without prior 1 month notification to the Ministry.

24. The Ministry will provide the following facilities free of cost to the contractor:-
    i. Hall for serving lunch
    ii. Tap water for dish washing etc.
    iii. Supply of filtered drinking water
    iv. Any other items/service (to be mutually agreed)
    v. Cleaning of hall

25. Penalty of Rs. 10,000/- shall be imposed in case of any complaint on Unhygienic Food or Cleanliness.

26. Contract period is for 02-(Two) year with subject to further extension on mutual consent.

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

Bidder's Eligibility:

Eligible parties/contractors shall be one which clears the Pre-Qualification/Eligibility criteria given in (1. **Technical Proposal Evaluation**).

Bidder's Evaluation Criteria:

i. Evaluation criteria for each bid are given in the technical proposal. Minimum threshold for qualifying in the technical proposal is 70% i.e. 70 marks.

ii. The Ministry will consider the qualified firms in Pre-qualification/evaluation criteria for onsite inspection and evaluation of quality of their services and Food at currently ongoing projects of the Bidders. For this purpose, the Committee/ representatives of the Ministry will Inspect the canteen/restaurant of the Bidder and rate in order of quality of service and food.

iii. Weightage of Technical and Financial proposals will be 70% and 30% respectively. The bidder obtaining highest marks combining both Technical and Financial proposal will be awarded the contract.

iv. Evaluation criteria of Financial Proposal is as under:

Financial Score = $\frac{30 \times \text{Aggregate amount of selected menu quoted by the lowest bidder in financial bid}}{\text{Aggregate amount of selected menu quoted by the company whose financial Score is to be calculated}}$

(Ehsan Kareem)
Deputy Director (GS-SYKB)
Ministry of Foreign Affairs
Islamabad
Contact No. 051-9204374

MINISTRY OF FOREIGN AFFAIRS * Government of Pakistan *

Minimum Requirements for Staff Cafe

The following items/equipment must be installed/fixed by the successful contractor/company at both canteens before the start of operation.

List of Items Required for Cafeteria

Sr. No	Items Description	Specification/Make Model	Qty	Remarks
1	Chairs	Stainless steel with foam seated	40	
2	Dining Table	Stainless steel with glass top	10	
3	Counter/Reception Table		01	
4	Telephone Set		01	
5	Air Conditioners	(Heat & Cool 2 Ton, Gree)	02	
6	Refrigerator	Any reputable Brand, large size	02	
7	Deep Freezer	Any reputable Brand, large size	01	
8	Microwave	Any reputable Brand	02	
9	Stove	Any reputable Brand	04	
10	Tandoor		02	
11	**Ceramic Crockery** i. Plates ii. Tea Cups iii. Glasses iv. Cutlery	 Ceramic Ceramic Amroc Stainless steel	 120 120 120 120	
12	Tissue Boxes	Rose Petal	(01 at each table)	
13	Mineral Water	½ litter & 1 ½ litter		
14	Electric water cooler	Cooler with high quality water filters	01	
15	Tap Water Filter		02	
16	Cold Drinks	Coca Cola (½ litter , 1 ½ litter)		
17	Dust Bins with waste disposal bags	small	With each table	
18	Wheeled plastic bin with waste disposal bags	Large	02	
19	Uniforms for Staff		As per requirement	
20	Gloves, Aprons, Chef/Cooking caps	As required	As per requirement	
21	Take Away food containers	Containers/boxes/plates/cups	As per requirement	

MINISTRY OF FOREIGN AFFAIRS * Government of Pakistan *

List of Items Required for Excutive Cafeteria at Top Floor of SYKB

Sr. No	Items Description	Specification/Make Model	Qty	Remarks
1	Chairs	Stainless steel with foam seated	40	
2	Dining Table	Stainless steel with glass top	10	
3	Counter/Reception Table		01	
4	Telephone Set		01	
5	Air Conditioners	(Heat & Cool 2 Ton, Gree)	02	
6	Refrigerator	Any reputable Brand, large size	02	
7	Deep Freezer	Any reputable Brand, large size	01	
8	Microwave	Any reputable Brand	02	
9	Stove	Any reputable Brand	04	
10	Tandoor		01	
11	Sound/ Music System		01	
11	**Ceramic Crockery** i. Plates ii. Tea Cups iii. Glasses iv. Cutlery	Complete Ceramic Dinner sets Cutlery high quality Stainless steel	60 sets	
12	Tissue Boxes	Rose Petal	(01 at each table)	
13	Mineral Water	½ litter & 1 ½ litter		
14	Electric water cooler	Cooler with high quality water filters	01	
15	Tap Water Filter		01	
16	Cold Drinks	Coca Cola (½ litter , 1 ½ litter)		
17	Dust Bins with waste disposal bags	small	With each table	
18	Wheeled plastic bin with waste disposal bags	Large	02	
19	Uniforms for Staff		As per requirement	
20	Gloves, Aprons, Chef/Cooking caps	As required	As per requirement	
21	Take Away food containers	Containers/boxes/plates/cups	As per requirement	

MINISTRY OF FOREIGN AFFAIRS Government of Pakistan

1. Technical Proposal Evaluation

Sr. No.	Description	Marks	Detail
1.	Year of Establishment / Experience (1 mark per two years)	5	To be provided on Annex-I
2.	Undertaking for not being issued any Warning/ letter of displeasure	15	To be provided on Annex-II
3.	Provision of Certificate of having certified cook/chef	10	To be provided on Annex-III
4.	Similar job/ contract (in-hand) (05-marks for each job, maximum 03-contract/ jobs will be considered)	15	To be provided on Annex-IV
5.	Financial Soundness (Proof via verifiable bank statements for last two years)	5	Bank certificates to be provided
6.	Undertaking for all information provided as true	5	To be provided on Annex-V
7.	Undertaking for not being blacklisted	5	To be provided on Annex-VI
8.	Reputation of Bidding Firm (2.5 marks for each appreciation letter, maximum 02 letter will be considered)	5	Subject to verification
9.	On site inspection by Committee/Representatives for ongoing projects for evaluation of quality of food and services	35	On site Inspection
Total		100	

Financial Proposal Evaluation

Description	Maximum Marks
Rates quoted for menu by the bidder	30
Total	30

Note: Marks will be awarded to the vendors as per the formula stated in the document.

MINISTRY OF FOREIGN AFFAIRS Government of Pakistan

Annex-I

Experience Record

Sr. No.	Nature/Particular of Services (Cafeteria/Restaurant/Canteen)	Period/Date

Note: Proof/Certificates of Establishment must be attached.

(Signature, Name & Official Seal)

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

Annex-II

UNDERTAKING

It is certified that the Contractor/Firm_____ has not been issued warning/letter of displeasure by any Government /Public/Private Organization and that the Firm will be liable to any legal action (including blacklisting of firm) for furnishing false information/documents.

SIGNATURE
WITH STAMP OF THE FIRM

Date: _____

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

Annex-III

Certificate of Cook/Chef

Provided copies of Certificate of having certified cook/chef.

_____

(Signature, Name & Official Seal)

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

Annex-IV

Similar Job/ Contract (In hand).

Use a separate sheet for each Client / Contract/ Work Order-

1.	Name of the Project/Client/Contract/ Work order
2.	Name of Organization / Client
3.	Organization / Client Address
4.	Value of the Contract on Monthly Basis
5.	Date of Award
6.	Any other detail.

(Signature, Name & Official Seal)

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

Annex-V

UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with.

I/We have gone through all the conditions of tender / bidding documents and am/are liable to any legal action (including blacklisting of firm) for furnishing false information / documents.

SIGNATURE
WITH STAMP OF THE FIRM

Date: _____

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

Annex-VI

UNDERTAKING

It is certified that the Contractor/Firm_____ has never been barred or blacklisted by any Government/Public/Private Organization and that the Firm will be liable to any legal action (including blacklisting of firm) for furnishing false information / documents.

SIGNATURE
WITH STAMP OF THE FIRM

Date: _____

MINISTRY OF FOREIGN AFFAIRS
Govt of Pakistan

FINANCIAL BID FORM

Rates/Quotation for Menu Items for Cafeteria Services at Ministry.

S. No.	Category	Item	Quantity	Rate Inclusive of All Taxes
1.	Meal	Mix Vegetables (Seasonal)	180gm/ Per Plate	
2.		Daal Channa	180gm/ Per Plate	
3.		Daal Maash	180gm/ Per Plate	
4.		Channy	180gm/ Per Plate	
5.		Chicken Qourma	180gm/ Per Plate	
6.		Aaloo Qeema	180gm/ Per Plate	
7.		Chicken Karahi	250gm/ Per Plate	
8.		Chicken Biryani	250gm/ Per Plate	
9.		Chicken Palao	300gm/ Per Plate	
10.		Kofta Curry (Chicken)	200gm/ Per Plate	
11.		Kofta Curry (Beef)	200gm/ Per Plate	
12.		Chicken Jalfrezi	200gm/ Per Plate	
13.		Chicken Haleem	200gm/ Per Plate	
14.		Lobia	180gm/ Per Plate	
15.		Chicken Manchorian	200gm/ Per Plate	
16.		Egg Fried Rice	300gm/ Per Plate	
17.		Curry Pakora	200gm/ Per Plate	
18.		Aaloo Anda Kaari	180gm/ Per Plate	
19.		Roti Tandori (Standard)	One	
20.		Naan (Standard)	One	
21.		Paratha (Standard)	One	
22.		Milk Tea	Per Cup	
23.		Green Tea	Per Cup	
24.		Coffee	Per Cup	
25.	Fast Food	Egg Sandwich	Per Sandwich	
26.		Club Sandwich	Per Sandwich	
27.		Chicken Sandwich	Per Sandwich	
28.		Pakoray	125mg/ Per Plate	
29.		Zinger Burger	One	
30.		Beef Patty Burger	One	
31.		Chana Chart	200mg/ Per Plate	
32.		Dahi Barray	200mg/ Per Plate	
33.		Samosa (Aaloo/Vegetable) big	Single Piece	
34.		Shami Burger	One	
35.		Anda Shami Burger	One	
36.		Shami Kabab	Single Piece	
37.		Egg Omelet	Per Egg	
38.		Fried Egg	Per Egg	
39.		Bread	Per Slice	
40.		Raita	Per Serving	
41.		Salad	Per Serving	

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan

42.	**Snack Bar**	Cardamom Tea (Nestle Machine)	Per Cup	
43.		Black Coffee (Nestle Machine)	Per Cup	
44.		Cappuccino (Nestle Machine)	Per Cup	
45.		Milk Shake (Seasonal)	One Glass	
46.		Fruit Chat	Per Plate	
47.		Crisps	As per Market Rate	
48.		Juices (Boxesd)		
49.		Cold Drinks		
50.		Mineral Water		
51.		Biscuits		

Name of Bidder:_____

Signature: _____

Stamp: _____

Date: _____

MINISTRY OF FOREIGN AFFAIRS
Government of Pakistan