

# **Bid Document**

**Tender No. ZTBL-03-2026**

**Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad**



**ZARAI TARAQIATI BANK LIMITED**  
**(ZTBL)**

**January 2026**

## **PREFACE**

This Bidding Document for Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad has been prepared by the Zarai Taraqiati Bank Limited (ZTBL), Islamabad and is based on the Standard Bidding Document for the Procurement of Goods issued by the Public Procurement Regulatory Authority (PPRA). For any missing information in this document, PPRA standard bid document for Procurement of Information Technology Products and Services shall be considered for guidance.

**Zarai Taraqati Bank Limited (ZTBL)**, formerly known as Agricultural Development Bank of Pakistan (ADBP), is the premier financial institution geared towards the development of agriculture sector through provision of financial services and technical knowhow. ZTBL is a key RFI of Pakistan providing affordable agriculture financial/non-financial services to the rural Pakistan.

ZTBL having the network of 501 Branches and 31 Regional Offices is the only specialized financial institution for agriculture sector in Pakistan, catering to the credit needs of farmers for the production, development purposes and modernization of agriculture through field force of Mobile Credit Officers (MCO) at doorstep of the farmers.

The main purpose of the Bank is to provide sustainable rural finance and services particularly to small farmers and low-income households to strengthen the rural and agriculture sector, mitigate poverty, capital market and investment activities and other banking business. ZTBL aims to be involved in improving the rural and agriculture sector and is determined to enter into other commercial activities. The Bank is committed to bring unbanked segments of population especially in rural area, particularly poor and marginalized groups through the continuum of sound financial access. The bank serves around half a million clients annually and has over one million accumulated account holders.

## **Corporate Vision**

Dedicated to serve the needs of the farming community, by delivering financial products and technical services on a competitive and sustainable basis, in a convenient, efficient and professional manner, leading to success of the Bank and the farmers.

## **Corporate Mission**

To play effective role in the promotion of economic growth, by enhancing the availability of credit to the agriculture sector, through reliable access to sustainable financing, special lending programs, technical assistance, and other products & services, and to promote career development opportunities for increasing professionalism and technical proficiencies of employees.

## **Disclaimer**

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its officers and employees disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this bid document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers & employees. The Bank and its officers, and employees disclaim any liability, pecuniary or otherwise that may accrue or arise from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting due to the information contained herein and/or by virtue of copying, adopting, reproducing, any of the material which may be in the Bid Document.

The execution of the Project is subject to issuance of Purchase order by the Bank after completion of codal and regulatory requirements including signing of contract. The Bank or any employee of the Bank holds no responsibility for the cost(s) incurred by the bidder on preparation of proposal, submission of earnest money, retention of earnest money by the Bank or any other costs involved in bid submission by the bidder.

# **Bidding Documents for Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad**

## **PART-A – BIDDING PROCEDURE & REQUIREMENTS**

### **Section I - Invitation to Bids**

### **Section II- Instructions to Bidders (ITB)**

This Section provides information to help Bidders prepare their Bids. Information is provided for the submission, opening, and evaluation of Bids and for the award of Contract.

### **Section III- Bid Data Sheet (BDS)**

This Section includes provisions specific to procurement and to supplement Section-II, Instructions to Bidders. This section may be customized where option is available, in accordance with the requirements of the Procuring Agency.

### **Section IV - Eligible Countries**

This Section contains information regarding eligible countries.

### **Section V - Technical Specifications, Schedule of Requirements**

This Section includes the details of specifications for the goods and ancillary services to be procured and schedule of requirements.

### **Section VI - Standard Forms**

This Section includes the standard forms for the Bid Submission, Price Schedules, and Bid Security etc. These forms are to be completed and submitted by the Bidder as part of - Bid.

## **PART-B – CONDITIONS OF CONTRACT AND CONTRACT FORMS**

### **Section VII - General Conditions of Contract (GCC)**

This Section includes the general clauses to be applied in all the contracts.

### **Section VIII - Special Conditions of Contract (SCC)**

This Section consists of Contract Specific general and special conditions. The procuring agency may customize the general conditions of the contract section, in accordance with the requirements.

### **Section IX - Contract Forms**

This Section contains forms which, once completed, will become part of the Contract. The forms for **Performance Security** will be submitted by the successful bidder to whom Letter of Acceptance is issued, before the award of contract.

#### **Integrity Pact**

The successful bidder shall be required to furnish Integrity Pact as per the attached format.

**PART-A**  
**BIDDING PROCEDURE & REQUIREMENTS**

**SECTION I: INVITATION TO BIDS**

# ZARAI TARAQIATI BANK LIMITED

## INVITATION TO e-BID

**(Tender No. ZTBL-03-2026)**

### **[Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad]**

Zarai Taraqiati Bank Limited, Head Office Islamabad, a Public Sector Bank, invites electronic bids on PPRA e-Pak Acquisition & Disposal System (EPADS) from Firm/Company registered with Income Tax & Sales Tax Departments who are on FBR Active Taxpayers List for “**Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad**”.

e-Bidding documents as per regulations, containing detailed terms and conditions, etc. are available at Procurement Department, ZTBL Head Office, Islamabad. Price of the bidding documents is Rs. 2,000/-.The Bidding document can also be downloaded free of cost from the ZTBL ([www.ztbl.com.pk](http://www.ztbl.com.pk)), PPRA Website and from PPRA EPAD System.

Bidders are required to submit their electronic bids through PPRA EPAD System ([www.eprocure.gov.pk](http://www.eprocure.gov.pk)). Manual Bids shall not be accepted. However, the original bid security and original affidavits, as required in bid document, must be delivered to ZTBL on below mentioned address before bid submission closing date & time. Bids must be submitted through EPADS as per the following schedule:

<b>Bid Submission Date &amp; Time</b>	17th February 2026 @ 10:30 AM
<b>Bid Opening Date &amp; Time</b>	17th February 2026 @ 11:00 AM

Pre-bid meeting will be held on 09.02.2026 (11:00 am) at Procurement Department, ZTBL, Head Office, Islamabad.

**Note:** Notification of the GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS & ZTBL Website.

Head, Procurement Department,  
General Services Division,  
ZTBL Head Office, Islamabad.  
Email: [haseeb.akhtar@ztbl.com.pk](mailto:haseeb.akhtar@ztbl.com.pk)  
Phone No. 051-9252798

Contents

**Corporate Vision** ..... 2  
**Corporate Mission** ..... 2  
**Disclaimer**..... 3  
**SECTION II: INSTRUCTION TO BIDDERS (ITBs)** ..... 9  
A. INTRODUCTION ..... 9  
B. BIDDING DOCUMENTS ..... 12  
C. PREPARATION OF BIDS ..... 14  
D. SUBMISSION OF BIDS ..... 21  
E. OPENING AND EVALUATION OF BIDS ..... 22  
F. AWARD OF CONTRACT ..... 31  
G. GRIEVANCE REDRESSAL & COMPLAINT REVIEW MECHANISM ..... 34  
H. MECHANISM OF BLACKLISTING ..... 34  
**SECTION III: BID DATA SHEET Bid Data Sheet (BDS)** ..... 37  
A. Introduction ..... 38  
B. Bidding Documents ..... 38  
C. Preparation of Bids ..... 39  
E. Opening and Evaluation of Bids ..... 40  
F. Award of Contract ..... 41  
G. Review of Procurement Decisions ..... 42  
**Section IV. Eligible Countries** ..... 43  
Scope of Project ..... 44  
    Objective ..... 44  
    2. Scope of Services ..... 44  
    3. Deliverables ..... 45  
    4. Responsibilities of ZTBL ..... 46  
    5. Contractor Liabilities ..... 46  
Delivery Schedule: ..... 50  
    1. Commencement of Services ..... 50  
    2. Mobilization Period ..... 50  
    3. Daily Service Timings ..... 50  
Payment Schedule: ..... 50  
    1. Payment Mechanism ..... 50  
    2. No Financial Liability on ZTBL ..... 51  
    3. Pricing and Receipts ..... 51  
    4. Digital Payment Facilitation ..... 51  
    5. Revenue Responsibility ..... 51  
    6. Taxation and Record Keeping ..... 51  
    7. No Advance or Credit Facility ..... 51  
**SECTION VI STANDARD FORMS FOR**..... 52  
Bidder Information Form (including experience) ..... 55  
Form-C ..... 58  
Form-D ..... 59  
Name ..... 59  
Visit date and time ..... 59  
Price Schedule Form ..... 60  
Letter of Acceptance (Format) ..... 64

<b>SECTION VII: GENERAL CONDITIONS OF THE CONTRACT .....</b>	<b>65</b>
<b>GENERAL CONDITIONS OF CONTRACT.....</b>	<b>66</b>
<b>SECTION VIII. SPECIAL CONDITIONS OF CONTRACT .....</b>	<b>76</b>
1. Payment Mechanism .....	79
2. No Financial Liability on ZTBL .....	79
3. Pricing and Receipts .....	80
4. Digital Payment Facilitation .....	80
5. Revenue Responsibility .....	80
6. Taxation and Record Keeping .....	80
7. No Advance or Credit Facility .....	80
<b>SECTION IX: CONTRACT FORMS .....</b>	<b>93</b>
Form of Contract.....	93
Performance Security (or guarantee) Form .....	95
Integrity Pact.....	96

## SECTION II: INSTRUCTION TO BIDDERS (ITBs)

### A. INTRODUCTION

<b>1. Scope of Bid</b>	1.1	The Procuring Agency (PA), as indicated in the <b>Bid Data Sheet</b> (BDS) invites Bids for Procurement of Canteen Contractor Services for Employees of ZTBL Head Office, Islamabad as specified in the BDS and <b>Section V - SCOPE, TECHNICAL SPECIFICATION &amp; SCHEDULE OF REQUIREMENTS</b> . The successful Bidders will be expected to supply the bags within the specified period and timeline(s) as stated in the <b>BDS</b> .
	1.2	Unless otherwise stated throughout this document definitions and interpretations shall be as prescribed in the General Conditions of the Contract (GCC).
<b>2. Source of Funds</b>	2.1	Source of funds is referred in Clause-2 of Invitation for Bids.
<b>3. Eligible Bidders</b>	3.1	A Bidder may be natural person, company or firm or public or semi-public agency of Pakistan or any foreign country. <b>If joint venture allowed in Bid Data Sheet (BDS)</b> , joint venture, consortium, or association, shall be jointly and severally liable by all members for the execution of the Contract in accordance with the terms and conditions of the Contract. The joint venture, consortium, or association shall nominate a Lead Member as nominated in the BDS, who shall have the authority to conduct all business for and on behalf of any and all the members of the joint venture, consortium, or association during the Bidding process, and in case of award of contract, during the execution of contract.
	3.2	The appointment of Lead Member in the joint venture, consortium, or association shall be confirmed by submission of a valid Power of Attorney to the Procuring Agency.
	3.3	Verifiable copy of the agreement that forms a joint venture, consortium or association shall be required to be submitted as part of the Bid.
	3.4	Any bid submitted by the joint venture, consortium or association shall indicate the part of proposed contract to be performed by each party and each party shall be evaluated (or post qualified if required) with respect to its contribution only, and the responsibilities of each party shall not be substantially altered without prior written approval of the Procuring Agency and in line with any instructions issued by the Authority.
	3.5	The invitation for Bids is open to all prospective supplier, manufacturers or authorized agents/dealers subject to any provisions of incorporation or licensing by the respective

		national incorporating agency or statutory body established for that particular trade or business.
	3.6 .	Foreign Bidders must be locally registered with the appropriate national incorporating body or the statutory body, before participating in the national/international competitive tendering with the exception of such procurements made by the foreign missions of Pakistan. For such purpose the bidder must have to initiate the registration process before the bid submission and the necessary evidence shall be submitted to the procuring agency along with their bid, however, the final award will be subject to the complete registration process.
	3.7	<p>A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:</p> <ul style="list-style-type: none"> <li>a. are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the Goodss to be procured under this Invitation for Bids.</li> <li>b. have controlling shareholders in common; or</li> <li>c. receive or have received any direct or indirect subsidy from any of them; or</li> <li>d. have the same legal representative for purposes of this Bid; or</li> <li>e. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or</li> <li>f. influence on the Bid of another Bidder, or influence the decisions of the Procuring Agency regarding this Bidding process; or</li> <li>g. Submit more than one Bid in this Bidding process.</li> </ul>
	3.8	<p>A Bidder may be ineligible if –</p> <ul style="list-style-type: none"> <li>a. he is declared bankrupt or, in the case of company or firm, insolvent;</li> <li>b. payments in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with the national laws) in the total or partial loss of the right to administer and dispose of its property;</li> <li>c. legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation</li> </ul>

		<p>entailing the total or partial loss of the right to administer and dispose of the property;</p> <p>d. the Bidder is convicted, by a final judgment, of any offence involving professional conduct;</p> <p>e. The Bidder is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of bid securing declaration.</p> <p>f. The firm, supplier and contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for the period defined by them.</p>
	3.9	Bidders shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.
	3.10	Bidders shall provide such evidence of their continued eligibility to the satisfaction of the Procuring Agency, as the Procuring Agency shall reasonably request.
	3.11	Bidders shall submit proposals relating to the nature, conditions and modalities of sub-contracting wherever the sub-contracting of any elements of the contract amounting to the more than ten (10) percent of the Bid price is envisaged.
<b>4. Eligible Good/ Goods and Related Services</b>	4.1	<p>For the purposes of these Bidding Documents, the Goods means all:</p> <p>a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational (collectively called “the Goods” in some clauses of the ITB); and</p> <p>b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Goods to be provided by the selected Bidder and as specified in the Contract.</p>
	4.2	All Goods made up of goods and services to be supplied under the contract shall have their origin in eligible source countries, and all expenditures made under the contract will be limited to the supply and installation Goodss. For purpose of this Bid, ineligible countries are stated in the section-4 titled as “Eligible Countries”.
	4.3	For purposes of this Clause, “origin” means the place where the goods and services making Goods are produced in or supplied from. An Goods is deemed to be produced in a certain

		country when, in the territory of that country, through software development, manufacturing, or substantial or major assembly or integration of components, a commercially recognized product result that is substantially different in basic characteristic or in purpose or utility from its component.
	4.4	The nationality of the supplier that supplies and install the Goods shall not determine the origin of the goods.
	4.5	To establish the eligibility of the Goods and Services, Bidders shall fill the country-of-origin declarations included in the Form of Bid.
	4.6	If so required in the <b>BDS</b> , the Bidder shall demonstrate that it has been duly authorized for provision of Canteen services.
<b>5. One Bid per Bidder</b>	5.1	A bidder shall submit only one Bid, in the same bidding process, either individually as a Bidder or as a member in a joint venture or any similar arrangement.
	5.2	No bidder can be a sub-contractor while submitting a Bid individually or as a member of a joint venture in the same Bidding process.
	5.3	A person or a firm cannot be a sub-contractor with more than one bidder in the same bidding process.
<b>6. Cost of Bidding</b>	6.1	The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## B. BIDDING DOCUMENTS

<b>7. Contents of Bidding Documents</b>	7.1	The Contents of the Bidding Documents listed below should be read in conjunction with any addenda issued in accordance with ITB 9.2 include: <b>Section I</b> -Invitation to Bids <b>Section II</b> Instructions to Bidders (ITBs) <b>Section III</b> Bid Data Sheet (BDS) <b>Section IV</b> Eligible Countries <b>Section V</b> Technical Specifications & Schedule of Requirements. <b>Section VI</b> Forms – Bid <b>Section VII</b> General Conditions of Contract (GCC) <b>Section VIII</b> Special Conditions of Contract (SCC) <b>Section IX</b> Contract Forms
	7.2	The number of copies to be completed and returned with the Bid is specified in the <b>BDS</b> .
	7.4	The Procuring Agency is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Procuring Agency or the signed pdf

		version form downloaded from the website of the Procuring Agency. However, Procuring Agency shall place both the pdf and same editable version to facilitate the bidder for filling the forms.
	7.5	The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all the information required in the Bidding Documents will be at the Bidder's risk and may result in the rejection of his Bid.
<b>8. Clarification of Bidding Documents, Pre-Bid Meeting and Site Visit</b>	8.1	A prospective Bidder requiring any clarification of the Bidding Documents may notify the Procuring Agency in through EPADS as indicated in the <b>BDS</b> .
	8.2	ZTBL will <b>within three (3) working days</b> after receiving the request for clarification, respond through EPADS to any request for clarification provided that such request is <b>received not later than three (03) days prior to the deadline</b> for the submission of Bids as prescribed in <b>ITB 23.1</b> .
	8.3	Copies of the Procuring Agency's response will be forwarded to all identified Prospective Bidders through EPADS, including a description of the inquiry, but without identifying its source.
	8.4	Should the Procuring Agency deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under <b>ITB 9</b> .
	8.5	If indicated <b>in the BDS</b> , the Bidder's designated representative is invited at the Bidder's cost to attend a pre-Bid meeting at the place, date and time mentioned <b>in the BDS</b> . During this pre-Bid meeting, prospective Bidders may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the Bidding Documents.
	8.6	Minutes of the pre-Bid meeting, if applicable, including the text of the questions asked by Bidders, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Bidders who have obtained the Bidding Documents. Any modification to the Bidding Documents that may become necessary as a result of the pre-Bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to <b>ITB 9</b> . Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a Bidder.
	8.7	The Bidder may wish to visit and examine the site or sites of the ZTBL and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and

		entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.
	8.8	The Procuring Agency will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the Procuring Agency adequate notice of a proposed visit of at least seven (07) days. Alternatively, the Procuring Agency may organize a site visit or visits concurrently with the pre-bid meeting, as specified in the BDS for ITB Clause 8.5. Failure of a Bidder to make a site visit will not be a cause for its disqualification
	8.9	No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.
<b>9. Amendment of Bidding Documents</b>	9.1	Before the deadline for submission of Bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder or pre-bid meeting may modify the Bidding Documents by issuing addenda.
	9.2	Any addendum issued including the notice of any extension of the deadline shall be part of the Bidding Documents pursuant to <b>ITB 7.1</b> and shall be communicated in writing or in any identified electronic form that provide record of the content of communication to all the bidders who have obtained the Bidding Documents from the Procuring Agency. The Procuring Agency shall promptly publish the Addendum at the Procuring Agency's web page identified in the BDS: Provided that the bidder who had either already submitted their bid or handed over the bid to the courier prior to the issuance of any such addendum shall have the right to withdraw his already filed bid and submit the revised bid prior to the original or extended bid submission deadline.
	9.3	To give prospective Bidders reasonable time in which to take an addendum/corrigendum into account in preparing their Bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of Bids: Provided that the Procuring Agency shall extend the deadline for submission of Bid, if such an addendum is issued within last three (03) days of the Bid submission deadline.

**C. PREPARATION OF BIDS**

<b>10. Language of Bid</b>	10.1	The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Procuring Agency shall be written in the <b>English language</b> unless otherwise specified in the <b>BDS</b> . Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate
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		translation of the relevant pages in the English language unless specified in the <b>BDS</b> , in which case, for purposes of interpretation of the Bidder, the translation shall govern.
<b>11. Documents Constituting the Bid</b>	11.1	<p>The Bid prepared by the Bidder shall constitute the following components: -</p> <ol style="list-style-type: none"> <li>a. Form of Bid (as per sample given in RFP)</li> <li>b. Details of the Sample(s) <b>where applicable</b> and requested in the <b>BDS</b>.</li> <li>c. The documentary evidence of the Bidder’s eligibility to Bid shall establish to the satisfaction of the Procuring Agency that the Bidder, at the time of submission of its bid, is from an eligible country as defined in Section-4 titled as “Eligible Countries”. The local firms having valid NTN/STRN are required to submit copies/copy of NTN/STRN etc.</li> <li>d. In the case of a Bidder offering to supply and install goods under the contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the Manufacturer or producer or distributor agent to supply the goods in Pakistan (<b>where applicable</b> and requested in the <b>BDS</b>).</li> <li>e. the Bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in <b>BDS</b>. (As requested in bidder qualification criteria).</li> <li>f. In the case of a Bidder not doing business within Pakistan, the Bidder is or will be (if awarded the contract) represented by an Agent in Pakistan equipped, and able to carry out the Supplier’s maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.</li> <li>g. that the Bidder meets the qualification criteria (General &amp; Technical) listed in the <b>Bid Data Sheet</b>.</li> <li>h. Bid security in accordance with <b>ITB 18</b>;</li> <li>i. Duly Notarized Power of Attorney authorizing the signatory of the Bidder to submit the bid;</li> <li>j. Affidavit of nonblack listing</li> <li>k. Any other document required in the <b>BDS</b>.</li> </ol>
<b>12.</b>		Covered in <b>ITB 11</b>
<b>13.</b>		Covered in <b>ITB 11</b>
<b>14. Form of Bid</b>	14.1	The Bidder shall fill the Form of Bid furnished in the Bidding Documents. The Bid Form must be completed without any alterations to its format and no substitute shall be accepted.
<b>15. Bid Prices</b>	15.1	The Bid Prices and discounts quoted by the Bidder in the Price Schedules shall conform to the requirements specified below in

		ITB Clause 15 or exclusively mentioned hereafter in the bidding documents i.e Price Schedule.
	15.2	All items in the Schedule of requirement must be listed and priced separately in the Price Schedule(s). If a Price Schedule shows items listed but not priced, their prices shall be construed to be included in the prices of other items.
	15.3	Items not listed in the Price Schedule shall be assumed not to be included in the Bid, and provided that the Bid is still substantially responsive in their absence or due to their nominal nature, if required by PA the corresponding average price of the respective item(s) of the remaining substantially responsive bidder(s) shall be construed to be the price of those missing item(s): Provided that: <ul style="list-style-type: none"> <li>a) where there is only one (substantially) responsive bidder, or</li> <li>b) where there is provision for alternate proposals and the respective items are not listed in the other bids,</li> </ul> the procuring agency may fix the price of missing items in accordance with market survey, and the same shall be considered as final price.
	15.4	The Bid price to be quoted in the Price schedule in accordance with <b>ITB 15.1</b> shall be the total price of the Bid, excluding any discounts offered.
	15.5	The Bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total Bid price of the goods it proposes to deliver under the contract.
	15.6	Prices indicated on the Price Schedule shall be entered separately in the following manner: <ul style="list-style-type: none"> <li>a) For goods &amp; services manufactured within Pakistan <ul style="list-style-type: none"> <li>i) the price of the goods quoted EXW (ex-works, ex-factory, ex-warehouse, ex-showroom, or off-the-shelf, as applicable), including all customs duties and sales and other taxes already paid or payable: <ul style="list-style-type: none"> <li>A. on the components and raw material used in the manufacturing or assembly of goods quoted ex-works or ex-factory; or</li> <li>B. on the previously imported goods of foreign origin quoted ex-warehouse, ex-showroom, or off-the-shelf.</li> </ul> </li> <li>ii) all applicable taxes which will be payable on the goods if the contract is awarded.</li> <li>iii) the price for inland transportation, insurance, and other local costs incidental to delivery of the goods to their final destination, if specified in the BDS.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>iv) the price of other (incidental or allied) services, if any, listed in the BDS.</li> </ul> <p>b) For goods &amp; services offered from abroad:</p> <ul style="list-style-type: none"> <li>i) the price of the goods shall be quoted CIF named port of destination, or CIP border point, or CIP named place of destination, in the Procuring Agency's country, as specified in the BDS. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Bidder may obtain insurance services from any eligible source country. or</li> <li>ii) the price of the goods quoted FOB port of shipment (or FCA, as the case may be), if specified in the BDS. or</li> <li>iii) the price of goods quoted CFR port of destination (or CPT as the case may be), if specified in the BDS.</li> <li>iv) the price for inland transportation, insurance, and other local costs incidental to delivery of the goods from the port of entry to their final destination, if specified in the BDS.</li> <li>v) the price of (incidental) services, if any, listed in the BDS.</li> </ul>
	15.7	<p>Prices proposed on the Price Schedule for goods and related services shall be disaggregated, where appropriate as indicated in this Clause. This desegregation shall be solely for the purpose of facilitating the comparison of Bids by the Procuring Agency. This, shall not in any way limit the Procuring Agency's right to contract on any of the terms and conditions offered: -</p> <p>a) <b>For Goods: -</b></p> <ul style="list-style-type: none"> <li>i) the price of the Goods, quoted as per applicable INCOTERMS as specified in the BDS</li> <li>ii) all customs duties, sales tax, and other taxes applicable on goods or on the components and raw materials used in their manufacture or assembly, if the contract is awarded to the Bidder, and</li> </ul> <p>b) <b>For Related Services</b></p> <ul style="list-style-type: none"> <li>i. The price of the related services, and</li> <li>ii. All customs duties, sales tax and other taxes applicable in Pakistan, paid or payable, on the related services, if the contract is awarded to the Bidder.</li> </ul>
	15.8	<p>Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account. A Bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, pursuant to <b>ITB 29</b>.</p>
	15.9	<p>If so indicated in the Invitation to Bids and Instructions to Bidders, that Bids are being invited for individual contracts (Lots) or for any combination of contracts (packages), Bidders wishing to offer any price reduction for the award of more than one contract shall specify in their Bid the price reductions</p>

		applicable to each package, or alternatively, to individual contracts (Lots) within a package.
<b>16. Bid Currencies</b>	16.1	Prices shall be quoted in the following currencies: a) For goods and services that the Bidder will deliver from within Pakistan, the prices shall be quoted in Pakistani Rupees, unless otherwise specified in the BDS. b) For goods and related services that the Bidder will deliver from outside Pakistan, or for imported parts or components of goods and related services originating outside Pakistan, the Bid prices shall be quoted in US Dollar. <b>Note: The payment shall be made in PKR as per payment terms mentioned in schedule of payment.</b>
	16.2	For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the BDS. The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial part of) bids specified in the bidding documents, as notified by the State Bank of Pakistan/NBP on that day.
	16.3	The Currency of the Contract shall be Pakistani Rupee unless otherwise stated in the BDS.
<b>17. Bid Validity Period</b>	17.1	Bids shall remain valid for the period specified in the <b>BDS</b> after the Bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of Bid validity will be determined from the complementary bid securing instrument i.e., the expiry period of bid security or bid securing declaration as the case may be.
	17.2	Under exceptional circumstances, prior to the expiration of the initial Bid validity period, the Procuring Agency may request the Bidders' consent to an extension of the period of validity of their Bids only once, for the period not more than the period of initial bid validity. The request and the Bidders responses shall be made in writing or in electronic forms that provide record of the content of communication. The Bid Security provided under <b>ITB 18</b> shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security or causing to be executed its Bid Securing Declaration. A Bidder agreeing to the request will not be required nor permitted to modify its Bid, but will be required to extend the validity of its Bid Security or Bid Securing Declaration for the period of the extension, and in compliance with <b>ITB 18</b> in all respects.
	17.3	If the award is delayed by a period exceeding sixty (60) days beyond the expiry of the initial Bid validity period, the contract price may be adjusted by a factor specified in the request for extension. However, the Bid evaluation shall be based on the

		already quoted Bid Price without taking into consideration on the above correction.
<b>18. Bid Security</b>	18.1	Pursuant to <b>ITB 11</b> , unless otherwise specified in the <b>BDS</b> , the Bidder shall furnish as part of its Bid, a Bid Security in form of fixed amount and in the amount & currency specified in the <b>BDS</b> the format provided in <b>Section VI (Standard Forms)</b> . The soft copy of the bid security shall be submitted through EPADS and original bid security shall be submitted to PA before given deadlines.
	18.2	The Bid Security is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to <b>ITB 18.9</b> .
	18.3	The Bid Security shall be denominated in the local currency and it shall be in the form specified in the <b>BDS</b> which shall be in any of the following: a) CDR/PO valid for twenty-eight (28) days beyond the end of the validity of the Bid. This shall also apply if the period for Bid Validity is extended. In either case, the form must include the complete name of the Bidder; b) another security if indicated in the <b>BDS</b>
	18.4	The Bid Security or Bid Securing Declaration shall be in accordance with the Form of the Bid Security or Bid Securing Declaration included in <b>Section VI (Standard Forms)</b> or another form approved by the Procuring Agency prior to the Bid submission.
	18.5	The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in <b>ITB 18.9</b> are invoked.
	18.6	Any Bid not accompanied by a Bid Security in accordance with <b>ITB 18.1 or 18.3</b> shall be rejected by the Procuring Agency as non-responsive, pursuant to <b>ITB 29</b> .
	18.7	Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible and on the written request of the bidder, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency pursuant to <b>ITB 17</b> . The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, after whichever of the following that occurs earliest: (a) the expiry of the Bid Security; (b) the entry into force of a procurement contract and the provision of a performance security (or guarantee), for the performance of the contract if such a security (or guarantee), is required by the Bidding documents; (c) the rejection by the Procuring Agency of all Bids;

		(d) the withdrawal of the Bid prior to the deadline for the submission of Bids, unless the Bidding documents stipulate that no such withdrawal is permitted.
	18.8	The successful Bidder's Bid Security will be discharged upon the Bidder signing the contract pursuant to <b>ITB 42</b> , or furnishing the performance guarantee, pursuant to <b>ITB 43</b> .
	18.9	The Bid Security may be forfeited: a) if a Bidder: i) withdraws its Bid during the period of Bid Validity as specified by the Procuring Agency, and referred by the bidder on the Form of Bid except as provided for in <b>ITB 17.2</b> ; or ii) does not accept the correction of errors pursuant to <b>ITB 31.2</b> ; or b) in the case of a successful Bidder, if the Bidder fails: i) to sign the contract in accordance with <b>ITB 42</b> ; or ii) to furnish performance security (or guarantee) in accordance with <b>ITB 43</b> .
<b>19. Alternative Bids by Bidders</b>	19.1	Bidders shall submit offers that comply with the requirements of the Bidding Documents, including the basic Bidder's technical design as indicated in the specifications and Schedule of Requirements. Alternatives will not be considered, unless specifically allowed for in the Bid Data Sheet ( <b>BDS</b> ). If so allowed, <b>ITB 19.2</b> shall prevail.
	19.2	When alternative schedule for supply and installation of goods is explicitly invited, a statement of that effect will be included in the <b>BDS</b> as will the method for evaluating different schedule for goods.
	19.3	If so allowed in the <b>BDS</b> , Bidders wishing to offer technical alternatives to the requirements of the Bidding Documents must also submit a Bid that complies with the requirements of the Bidding Documents, including the basic technical design as indicated in the specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Procuring Agency, including technical specifications, breakdown of prices, and other relevant details. Only the technical alternatives, if any, of the Most Advantageous Bidder conforming to the basic technical requirements (without altering the bid price) shall be considered by the Procuring Agency.
<b>20. Withdrawal, Substitution, and Modification of Bids</b>	20.1	Before bid submission deadline, any bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and the corresponding substitution or modification must accompany the respective written notice.

	20.2	Bids requested to be withdrawn in accordance with <b>ITB 20.1</b> shall be withdrawn through EPADS.
<b>21. Format and Signing of Bid</b>	21.1	The Bidder shall prepare the bids in soft form for submission through PPRA EPADS system. Format of bid shall be same as acceptable by EPADS system.
	21.2	The Bid shall be typed or written in PDF format and shall be signed by the Bidder or a person or persons duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the <b>BDS</b> and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid, except for un-amended printed literature, shall be initialed by the person or persons signing the Bid.
	21.3	Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Bid.

#### **D. SUBMISSION OF BIDS**

<b>22. Sealing and Marking of Bids</b>	22.1	ZTBL shall use the bidding procure as defined in BDS. In case of <b>Single Stage One Envelope Procedure</b> , the Bidder shall submit the original Bid online through EPADs. <b>Note:</b> <i>Please follow PPRA rules and e-procurement regulations for online bid submission.</i>
	22.2	b) Deleted as per EPADS
	22.3	In case of <b>Single Stage Two Envelope Procedure</b> , The Bid shall comprise two proposal simultaneously, one called the Technical Proposal and the other Financial Proposal. Each Bidder shall submit his bid as under: a) Bidder shall submit <b>TECHNICAL PROPOSAL</b> and <b>FINANCIAL PROPOSAL</b> through PPRA (e-procurement) EPADS system. b) Please ensure to upload technical and Financial proposal in relevant part of e-procurement system otherwise wrong attachments will lead to rejection of bids.
	22.4	a) Deleted as per EDPADS
<b>23. Deadline for Submission of Bids</b>	23.1	Bids shall be received by the Procuring Agency no later than the date and time specified in the <b>BDS</b> .
	23.2	The Procuring Agency may, in exceptional circumstances and at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents in accordance with <b>ITB 9</b> , in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline will thereafter be subject to the new deadline.

<b>24. Late Bids</b>	24.1	The Procuring Agency shall not consider for evaluation any Bid that arrives after the deadline for submission of Bids, in accordance with <b>ITB 23</b> .
	24.2	Late Bids are not allowed on EPADS as well as in rules.
<b>25. Withdrawal, Substitution, and Modification of Bids</b>	25.1	A Bidder may withdraw, substitute, or modify its bid after submission, as permissible on EPADS. All notices including submitted bid security release notice must be duly signed by an authorized representative and shall include a copy of the authorization (the power of attorney).
	25.2	The Bidder modification, substitution or withdrawal notice shall be made through EPADS, no later than the deadline for submission of Bids.
	25.3	Bids may only be modified by withdrawal of the original Bids and submission of a replacement Bid in accordance with sub-Clause 25.1. Modifications submitted in any other way shall not be taken into account in the evaluation of Bids.
	25.4	Bidders may only offer discounts to or otherwise modify the prices of their Bids by substituting Bid modifications in accordance with this clause or included in the original bid submission.
	25.5	No Bid may be withdrawn, replaced or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Form of Bid. Withdrawal of a Bid during this interval shall result in the Bidders forfeiture of its Bid Security or execution of the Bid Securing Declaration.
	25.6	Revised bid (if allowed on EPADS) may be submitted after the withdrawal of the original bid in accordance with the provisions referred in ITB 25.

### **E. OPENING AND EVALUATION OF BIDS**

<b>26. Opening of Bids</b>	26.1	The Procuring Agency will open all online submitted Bids, in public, in the presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the Bid proceedings at the place, on the date and at the time, specified in the <b>BDS</b> . The Bidders' representatives present shall sign a register/attendance as proof of their attendance.
	26.2	Deleted as per EPADS
	26.3	Deleted as per EPADS
	26.4	Deleted as per EPADS
	26.5	Online submitted Bids through EPADS shall be opened one at a time, in case of Single Stage One Envelope Procedure, the Bidders names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or

		permitted), any discounts, the presence or absence of Bid Security, Bid Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Procurement Evaluation Committee.
	26.6	In case of Single Stage Two Envelope Procedure, the Procuring Agency will open the Technical Proposals in public at the address, date and time specified in the <b>BDS</b> in the presence of Bidders` designated representatives who choose to attend and other parties with a legitimate interest in the Bid proceedings. The Financial Proposals will remain unopened and will be held in custody of the Procuring Agency until the specified time of their opening.
	26.7	The envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded: (a) the name of the Bidder; (b) whether there is a modification or substitution; (c) the presence of a Bid Security, if required; and (d) Any other details as the Procuring Agency may consider appropriate.
	26.8	Bids not opened and not read out at the Bid opening shall not be considered further for evaluation, irrespective of the circumstances. In particular, any discount offered by a Bidder which is not read out at Bid opening shall not be considered further.
	26.9	Bidders are advised to send in a representative with the knowledge of the content of the Bid who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Bidder`s representative shall indemnify the Procuring Agency against any claim or failure to read out the correct information contained in the Bidder`s Bid.
	26.10	No Bid will be rejected at the time of Bid opening except for late Bids which will be returned unopened to the Bidder, pursuant to <b>ITB 24</b> .
	26.11	The Procuring Agency shall prepare record of the Bid opening. The record of the Bid opening shall include, as a minimum: the name of the Bidder and whether or not there is a withdrawal, substitution or modification, the Bid price if applicable, including any discounts and alternative offers and the presence or absence of a Bid Security or Bid Securing Declaration.
	26.12	The Bidders` representatives who are present shall be requested to sign on the attendance sheet. The omission of a Bidder`s signature on the record shall not invalidate the contents and affect the record. A copy of the record shall be uploaded on EPADS.
	26.13	A copy of the record of the Bid opening shall be furnished to individual Bidders upon request.

	26.14	In case of Single Stage Two Envelop Bidding Procedure, after the evaluation and approval of technical proposal the procuring agency, shall at a time within the bid validity period, publically open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders subject to redress of the grievances from all tiers of grievances.
<b>27. Confidentiality</b>	27.1	Information relating to the examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report.
	27.2	Any effort by a Bidder to influence the Procuring Agency processing of Bids or award decisions may result in the rejection of its Bid.
	27.3	Notwithstanding <b>ITB 27.2</b> from the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.
<b>28. Clarification of Bids</b>	28.1	To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.
	28.2	The request for clarification and the response shall be through EPADS or in electronic forms that provide record of the content of communication. In case of Single Stage Two Envelope Procedure, no change in the prices or substance of the Bid shall be sought, offered, or permitted, whereas in case of Single Stage One Envelope Procedure, only the correction of arithmetic errors discovered by the Procuring Agency in the evaluation of Bids should be sought in accordance with <b>ITB 31</b> .
	28.3	The alteration or modification in THE BID which is in any affect, the following parameters will be considered as a change in the substance of a bid: <ul style="list-style-type: none"> <li>a) evaluation &amp; qualification criteria;</li> <li>b) required scope of work or specifications;</li> <li>c) all securities requirements;</li> <li>d) tax requirements;</li> <li>e) terms and conditions of bidding documents.</li> <li>f) change in the ranking of the bidder</li> </ul>
	28.4	From the time of Bid opening to the time of Contract award if any Bidder wishes to contact the Procuring Agency on any matter related to the Bid it should do through EPADS or in

		writing or in electronic forms that provide record of the content of communication.
<b>29. Preliminary Examination of Bids</b>	29.1	<p>Prior to the detailed evaluation of Bids, the Procuring Agency will determine whether each Bid:</p> <ul style="list-style-type: none"> <li>a) meets the eligibility criteria defined in <b>ITB 3</b> and <b>ITB 4</b>;</li> <li>b) has been prepared as per the format and contents defined by the Procuring Agency in the Bidding Documents;</li> <li>c) has been properly signed;</li> <li>d) is accompanied by the required securities; and</li> <li>e) is substantially responsive to the requirements of the Bidding Documents.</li> </ul> <p>The Procuring Agency's determination of a Bid's responsiveness will be based on the contents of the Bid itself.</p>
	29.2	<p>A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the Bidding Documents, without material deviation or reservation. A material deviation or reservation is one that: -</p> <ul style="list-style-type: none"> <li>a) affects in any substantial way the scope, quality, or performance of the Services;</li> <li>b) limits in any substantial way, inconsistent with the Bidding Documents, the Procuring Agency's rights or the Bidders obligations under the Contract; or</li> <li>c) if rectified, would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.</li> </ul>
	29.3	<p>The Procuring Agency will confirm that the documents and information specified under <b>ITB 11</b> have been provided in the Bid. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the Bid shall be rejected.</p>
	29.4	<p>The Procuring Agency may waive off any minor informality, nonconformity, or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.</p> <p><b>Explanation:</b> A minor informality, non-conformity or irregularity is one that is merely a matter of form and not of substance. It also pertains to some immaterial defect in a Bid or variation of a bid from the exact requirements of the invitation that can be corrected or waived without being prejudicial to other bidders. The defect or variation is immaterial when the effect on quantity, quality, or delivery is negligible when contrasted with the total cost or scope of the supplies or services being acquired. The Procuring Agency either shall give the</p>

		<p>bidder an opportunity to cure any deficiency resulting from a minor informality or irregularity in a bid or waive the deficiency, whichever is advantageous to the Procuring Agency. Examples of minor informalities or irregularities include failure of a bidder to –</p> <p>Submit the number of copies of signed bids required by the invitation;</p> <p>Furnish required information concerning the number of its employees;</p> <p>the firm submitting a bid has formally adopted or authorized, before the date set for opening of bids, the execution of documents by typewritten, printed, or stamped signature and submits evidence of such authorization and the bid carries such a signature.</p>
	29.5	<p>Provided that a Technical Bid is substantially responsive, the Procuring Agency may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Technical Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any such aspect of the technical Proposal linked with the ranking of the bidders. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p>
	29.6	<p>Provided that a Technical Bid is substantially responsive, the Procuring Agency shall rectify quantifiable nonmaterial nonconformities or omissions related to the Financial Proposal. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of the missing or nonconforming item or component.</p>
	29.7	<p>If a Bid is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be evaluated for complete technical responsiveness.</p>
<b>30. Examination of Terms and Conditions; Technical Evaluation</b>	30.1	<p>The Procuring Agency shall examine the Bid to confirm that all terms and conditions specified in the <b>GCC</b> and the <b>SCC</b> have been accepted by the Bidder without any material deviation or reservation.</p>
	30.2	<p>The Procuring Agency shall evaluate the technical aspects of the Bid submitted in accordance with <b>ITB 22</b>, to confirm that all requirements specified in <b>Section V – Schedule of Requirements, Technical Specifications</b> of the Bidding Documents have been met without material deviation or reservation.</p> <p>(ZTBL has also attached annexure of technical compliance sheet for clear understanding of bidders)</p>

	30.3	If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Bid is not substantially responsive in accordance with <b>ITB 29</b> , it shall reject the Bid.
<b>31. Correction of Errors</b>	31.1	Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: - a) if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and c) where there is a discrepancy between the amounts in figures and in words, the amount in words will govern. d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.
	31.2	The amount stated in the Bid will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, with, the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with <b>ITB 18.9</b> .
<b>32. Conversion to Single Currency</b>	32.1	To facilitate evaluation and comparison, the Procuring Agency will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices are payable. For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents (BDS). The rate of exchange shall be the selling rate, prevailing on the date of opening of (financial part of ) bids specified in the bidding documents, as notified by the State Bank of Pakistan/NBP on that day.
	32.2	The currency selected for converting Bid prices to a common base for the purpose of evaluation, along with the source and date of the exchange rate, are specified in the <b>BDS</b> .
<b>33. Evaluation of Bids</b>	33.1	The Procuring Agency shall evaluate and compare only the Bids determined to be substantially responsive, pursuant to <b>ITB 29</b> .
	33.2	In evaluating the Technical Proposal of each Bid, the Procuring Agency shall use the criteria and methodologies listed in the

		<b>BDS</b> and in terms of Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.
	33.3	<p>The Procuring Agency’s evaluation of a Bid will take into account:</p> <ul style="list-style-type: none"> <li>a. in the case of goods/services manufactured in Pakistan or goods of foreign origin already imported in Pakistan, Income Tax, General Sales Tax and other similar/applicable taxes, which will be payable on the goods if a contract is awarded to the Bidder;</li> <li>b. in the case of goods/services of foreign origin offered from abroad, customs duties and other similar import taxes which will be payable on the goods if the contract is awarded to the Bidder.</li> </ul>
	33.4	The comparison shall be between the EXW price of the goods offered from within Pakistan, such price to include all costs, as well as duties and taxes paid or payable on components and raw material incorporated or to be incorporated in the goods, and named port of destination, border point, or named place of destination) in accordance with applicable INCOTERM in the price of the goods offered from outside Pakistan.
	33.5	<p>In evaluating the Bidders, the evaluation committee will, in addition to the Bid price quoted in accordance with ITB 15.1, take account of one or more of the following factors as specified in the <b>BDS</b>, and quantified in ITB 32:</p> <ul style="list-style-type: none"> <li>a. Cost of inland transportation, insurance, and other costs within the Pakistan incidental to delivery of the goods to their final destination.</li> <li>b. delivery schedule offered in the Bid;</li> <li>c. deviations in payment schedule from that specified in the Special Conditions of Contract;</li> <li>d. the cost of components, mandatory spare parts, and service;</li> <li>e. the availability (in Pakistan) of spare parts and after-sales services for the equipment offered in the Bid;</li> <li>f. the projected operating and maintenance costs during the life of the equipment;</li> <li>g. the performance and productivity of the equipment offered; and/or</li> <li>h. other specific criteria indicated in the <b>TBS</b> and/or in the Technical Specifications.</li> </ul>
	33.6	<p>For factors retained in <b>BDS</b>, pursuant to ITB 33.4 one or more of the following quantification methods will be applied, as detailed in the <b>BDS</b>:</p> <p>(a) <i>Delivery schedule.</i></p>

	<p>i) The goods covered under this invitation are required to be delivered (shipped) within an acceptable range of weeks specified in the Schedule of Requirement. <b>No credit will be given to earlier deliveries, and Bids offering delivery beyond this range will be charged LDC.</b></p> <p>(b) <i>Deviation in payment schedule.</i></p> <p>ii) The <b>SCC</b> stipulates the payment schedule offered by the Procuring Agency. If a Bid deviates from the schedule the bid <b>will be treated as non-responsive after clarification of bid.</b></p> <p>(c) <i>Cost of spare parts (if required in technical requirement section)</i></p> <p>i) The list of items and quantities of major assemblies, components, and selected spare parts, likely to be required during the initial period of operation specified in the <b>BDS</b>, is annexed to the Technical Specifications. The total cost of these items, at the unit prices quoted in each Bid, will be added to the Bid price.</p> <p style="text-align: center;"><b>Or</b></p> <p>ii) The Procuring Agency will draw up a list of high-usage and high-value items of components and spare parts, along with estimated quantities of usage in the initial period of operation specified in the <b>BDS</b>. The total cost of these items and quantities will be computed from spare parts unit prices submitted by the Bidder and added to the Bid price.</p> <p style="text-align: center;"><b>Or</b></p> <p>iii) The Procuring Agency will estimate the cost of spare parts usage in the initial period of operation specified in the <b>BDS</b>, based on information furnished by each Bidder, as well as on past experience of the Procuring Agency or other Procuring Agencies in similar situations. Such costs shall be added to the Bid price for evaluation.</p> <p>(d) <i>Operating and maintenance costs</i></p> <p>Since the operating and maintenance costs of the goods under procurement form a major part of the life cycle cost of the equipment, these costs will be evaluated in accordance with the criteria specified in the <b>BDS</b> or in the Technical Specifications.</p> <p>(e) <i>Specific additional criteria.</i></p> <p>Other specific additional criteria to be considered in the evaluation and the evaluation method shall be detailed in the <b>BDS</b> and/or the Technical Specifications.</p>
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	33.7	If these Bidding Documents allow Bidders to quote separate prices for different Lots, and the award to a single Bidder of multiple Lots, the methodology of evaluation to determine the lowest evaluated Lot combinations, including any discounts offered in the Form of Bid, is specified in the <b>BDS</b> .
<b>34. Domestic Preference</b>	34.1	If the <b>BDS</b> so specifies, the Procuring Agency will grant a margin of preference to certain goods in line with the rules, regulations, regulatory guides or instructions issued by the Authority from time to time.
<b>35. Determination of Most Advantageous Bid</b>	35.1	In case where the Procuring Agency adopts the Cost Based Evaluation Technique and, the Bid with the lowest evaluated price from amongst those which are eligible, compliant and substantially responsive and declared technically compliant bidders shall be the Most Advantageous Bid.
<b>6. Abnormally Low Financial Proposal</b>	36.1	<p>Where the Bid price is considered to be abnormally low, the Procuring Agency shall perform price analysis either during determination of Most Advantageous Bid or as a part of the post-qualification process. The following process shall apply:</p> <p>(a) The Procuring Agency may reject a Bid if the Procuring Agency has determined that the price in combination with other constituent elements of the Bid is abnormally low in relation to the subject matter of the procurement (i.e. scope of the procurement or ancillary services) and raises concerns as to the capability and capacity of the respective Bidder to perform that contract;</p> <p>(b) Before rejecting an abnormally low Bid the Procuring Agency shall request the Bidder an explanation of the Bid or of those parts which it considers contribute to the Bid being abnormally low; take account of the evidence provided in response to a request in writing; and subsequently verify the Bid or parts of the Bid being abnormally low;</p> <p>(c) The decision of the Procuring Agency to reject a Bid and reasons for the decision shall be recorded in the procurement proceedings and promptly communicated to the Bidder concerned;</p> <p>(d) The Procuring Agency shall not incur any liability solely by rejecting abnormal Bid; and</p> <p>(e) An abnormally low Bid means, in the light of the Procuring Agency's estimate and of all the Bids submitted, the Bid appears to be abnormally low by not providing a margin for normal levels of profit.</p> <p>Guidance for Procuring Agency: In order to identify the Abnormally Low Bid (ALB) following approaches can be considered to minimize the scope of subjectivity:</p>

		<ul style="list-style-type: none"> <li>(i) Comparing the bid price with the cost estimate;</li> <li>(ii) Comparing the bid price with the bids offered by other bidders submitting substantially responsive bids; and</li> <li>(iii) Comparing the bid price with prices paid in similar contracts in the recent past either government- or development partner-funded.</li> </ul>
	36.2	The Procuring Agency will determine to its satisfaction whether the Bidder that is selected as having submitted the most advantageous Bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB 13.3.
	36.3	The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 13.3, as well as such other information as the Procuring Agency deems necessary and appropriate. Factors not included in these Bidding Documents shall not be used in the evaluation of the Bidders' qualifications.
	36.4	Procuring Agency may seek "Certificate for Independent Price Determination" from the Bidder and the results of reference checks may be used in determining award of contract. Explanation: The Certificate shall be furnished by the bidder. The bidder shall certify that the price is determined keeping in view of all the essential aspects such as raw material, its processing, value addition, optimization of resources due to economy of scale, transportation, insurance and margin of profit etc.
	36.5	An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's Bid, in which event the Procuring Agency will proceed to the next ranked bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

**F. AWARD OF CONTRACT**

<b>37. Criteria of Award</b>	37.1	<p>Subject to <b>ITB 36 and 38</b>, the Procuring Agency will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the Bidding Documents and who has been declared as Most Advantageous Bidder, provided that such Bidder has been determined to be:</p> <ul style="list-style-type: none"> <li>a. eligible in accordance with the provisions of ITB 3;</li> </ul>
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		<ul style="list-style-type: none"> <li>b. is determined to be qualified to perform the Contract satisfactorily; and</li> <li>c. Successful negotiations have been concluded, if any.</li> </ul>
<b>38. Negotiations</b>	38.1	<p>Negotiations may be undertaken with the Most Advantageous Bid relating to the following areas:</p> <ul style="list-style-type: none"> <li>a. a minor alteration to the technical details of the statement of requirements;</li> <li>b. reduction of quantities for budgetary reasons, where the reduction is in excess of any provided for in the Bidding documents;</li> <li>c. a minor amendment to the special conditions of Contract;</li> <li>d. finalizing payment arrangements;</li> <li>e. delivery arrangements;</li> <li>f. the methodology for provision of related services; or</li> <li>g. clarifying details that were not apparent or could not be finalized at the time of Bidding;</li> </ul>
	38.2	Where negotiation fails to result into an agreement, the Procuring Agency may invite the next ranked Bidder for negotiations. Where negotiations are commenced with the next ranked Bidder, the Procuring Agency shall not reopen earlier negotiations.
<b>39. Procuring Agency's Right to reject All Bids</b>	39.1	Notwithstanding <b>ITB 37</b> , the Procuring Agency reserves the right to reject all the bids, and to annul the Bidding process at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders. However, the Authority (i.e. PPRA) may call from the Procuring Agency the justification of those grounds.
	39.2	Notice of the rejection of all Bids shall be given promptly to all Bidders that have submitted Bids.
	39.3	The Procuring Agency shall upon request communicate to any Bidder the grounds for its rejection of its Bids, but is not required to justify those grounds.
<b>40. Procuring Agency's Right to Vary Quantities at the Time of Award</b>	40.1	The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantity of goods or related services originally specified in these Bidding Documents (schedule of requirements) provided this does not exceed by the percentage indicated in the <b>BDS</b> , without any change in unit price or other terms and conditions of the Bid and Bidding Documents.
<b>41. Notification of Award</b>	41.1	Prior to the award of contract, the Procuring Agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.
	41.2	Where no complaints have been lodged, the Bidder whose Bid has been accepted will be notified of the award by the Procuring Agency prior to expiration of the Bid Validity period in writing or electronic forms that provide record of the content of communication. The Letter of Acceptance will state the sum that

		the Procuring Agency will pay the successful Bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).
	41.3	The notification of award will constitute the formation of the Contract, subject to the Bidder furnishing the Performance guarantee in accordance with <b>ITB 43</b> and signing of the contract in accordance with <b>ITB 42.2</b> .
	41.4	Upon the successful Bidder's furnishing of the performance security guarantee pursuant to <b>ITB 43</b> , the Procuring Agency will promptly notify each unsuccessful Bidder (on request), the name of the successful Bidder and the Contract amount and will discharge the Bid Security or Bid Securing Declaration of the Bidders pursuant to <b>ITB 18.7</b> .
<b>42. Signing of Contract</b>	42.1	Promptly after notification of award, Procuring Agency shall send the successful Bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The same draft is also attached with bidding document.
	42.2	Immediately after the Redressal of grievance by the GRC, and <b>after fulfillment of all conditions precedent</b> of the Contract Form, the successful Bidder and the Procuring Agency shall sign the contract.
	42.3	Where no formal signing of a contract is required, purchase order issued to the bidder shall be construed to be the contract.
	42.4	After signing of contract, ZTBL shall formally issue purchase order(s) for formal execution of project within 30 days (subject to requirements).
<b>43. Performance Security (or Guarantee)</b>	43.1	After the receipt of the Letter of Acceptance, the successful Bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the <b>BDS and SCC</b> , denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.
	43.2	If the Performance Security Guarantee is provided by the successful Bidder and it shall be in the form specified in the <b>BDS</b> which shall be in following manners: a. bank guarantee confirmed by a reputable local bank or, in the case of a successful foreign Bidder, bonded by a foreign bank; or Performance Security (or guarantee) submitted shall be enforceable in Pakistan.
	43.3	Failure of the successful Bidder to comply with the requirement of <b>ITB 43.1</b> shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event the Procuring Agency may make the award to the next ranked Bidder or call for new Bids.

<b>44. Advance Payment</b>	44.1	The advance payment will not be provided. Detail is mentioned in BDS.
<b>45. Arbitrator</b>	45.1	The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the BDS/SCC.
<b>46. Corrupt &amp; Fraudulent Practices</b>	46.1	Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Suppliers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

### **G. GRIEVANCE REDRESSAL & COMPLAINT REVIEW MECHANISM**

<b>47. Constitution of Grievance Redressal</b>	47.1	ZTBL has constituted a Grievance Redressal Committee (GRC) to address the grievance of bidders (if any)
<b>48. GRC Procedure</b>	48.1	Any party can file its written complaint through EPADS against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the bid submission deadline.
	48.2	Any Bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than seven days of the announcement of technical evaluation report and five days after issuance of final evaluation report.
	48.3	In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report: Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.
	48.4	The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.
	48.5	Any bidder or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority on prescribed format after depositing the Prescribed fee.

### **H. MECHANISM OF BLACKLISTING**

<b>49. Mechanism of Blacklisting</b>	49.1	The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either: <ul style="list-style-type: none"> <li>i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules;</li> <li>ii. Fails to perform his contractual obligations; and</li> <li>iii. Fails to abide by the id securing declaration;</li> </ul>
	49.2	The show cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the bidder or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debarring the bidder or contractor from participating in public procurements of all the procuring agencies.
	49.3	The procuring agency shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice
	49.4	In case, the bidder or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.
	49.5	In case the bidder or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.
	49.6	The Procuring Agency shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed
	49.7	The procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.
	49.8	The Procuring Agency shall communicate to the bidder or contractor the order of debarring the bidder or contractor from participating in any public procurement with a statement that the bidder or contractor may, within thirty days, prefer a representation against the order before the Authority.

	49.9	Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.
	49.10	The bidder may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with “Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021”. The Committee shall evaluate the case and decide within ninety days of filing of review petition
	49.11	The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.
	49.12	The Authority on the basis of decision made by the committee either may debar a bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as the deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.

## **SECTION III: BID DATA SHEET**

### ***Bid Data Sheet (BDS)***

The following specific data for the Goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITBs). Whenever there is a conflict, the provisions herein shall prevail over those in ITBs.

<b>BDS Clause Number</b>	<b>ITB Number</b>	<b>Amendments of, and Supplements to, Clauses in the Instruction to Bidders</b>
<b>A. Introduction</b>		
<b>3</b>	<b>1.1</b>	Name of Procuring Agency: ZARAI TARAQIATI BANK LIMITED (ZTBL) The Description (as specified in ITB) of the System is: [Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad] Name and identification number of the Contract: Tender No. ZTBL-03-2026 Period for delivery: <i>[as per SECTION V of the bid document]</i> Commencement date for delivery: <u>Date of Purchase Order</u>
<b>4</b>	<b>2.1 &amp; 2.2</b>	Financial year for the operations of the Procuring Agency: FY 2026
<b>5</b>	<b>3.1</b>	Joint Venture is Not applicable.
<b>6</b>	<b>4.6</b>	Demonstration of authorization by manufacturer or authorization of manufacturer distributor is NOT required.

### **B. Bidding Documents**

<b>7</b>	<b>7.2</b>	The number of documents to be completed and submitted is one original through EPADS
<b>8</b>	<b>8.1</b>	All clarification shall be made through PPRA EPADS System  The authorized contact persons are as following;  <b>Primary Contact Address</b> Dr. Haseeb Akhtar Head, Procurement Department, General Services Division, Zarai Taraqiati Bank Limited Head Office, Islamabad Email: Haseeb.akhtar@ztbl.com.pk Phone No. 051-9252798

		<p><b>Alternate contact address:</b>  Muhammad Saleem  Head, Staff Relations &amp; Welfare Department,  Zarai Taraqiati Bank Limited  Head Office, Islamabad  Email: Saleem.79296@ztbl.com.pk  Phone No. 051-9559070,9252067</p> <p><b>All communications are required to be sent to both primary and alternate contact addresses (E-Mail is mandatory for a response-required query).</b></p>
	<b>8.5</b>	<p>Pre-bid meeting:  The pre-bid meeting will be held on dated 09.02.2026 at 11:00am at Procurement Department, ZTBL Head Office Islamabad.  Bidders can also submit request for any clarifications through EPAD and email.</p>

### C. Preparation of Bids

<b>9</b>	<b>10.1</b>	The Language of all correspondences and documents related to the Bid is: <b>English</b>
<b>10</b>	<b>11.1(d)</b>	Demonstration of authorization by manufacturer or authorization of manufacturer distributor is required (as requested in bidders qualification criteria).
<b>12</b>	<b>11.1 (e)</b>	If requested, in bidder qualification criteria in annexure.
<b>13</b>	<b>11.1 (g)</b>	ANNEXURE Z-A
<b>14</b>	<b>11.1 (h/d)</b>	<p>In addition to the documents stated in ITB 11, the following documents must be included with the Bid.</p> <ul style="list-style-type: none"> <li>• ANNEXURE Z-A</li> <li>• Details of Contracts of Similar Nature (Completed)</li> <li>• Details of Contracts of Similar Nature (In Hand)</li> <li>• Physical Verification of Principal Business (in hand) for Quality Service</li> </ul>
<b>15</b>	<b>15.6</b>	The cost of product, inland transportation, insurance, incidental or allied services (if required) All hidden local costs etc. shall be integral part of quoted price.
<b>16</b>	<b>15.7</b>	The price shall be Delivered duty paid (DDP)
<b>17</b>	<b>16.1 (a)</b>	<ul style="list-style-type: none"> <li>• The currency of the Bid shall be <i>Pakistani Rupees</i></li> </ul>
<b>18</b>	<b>16.3</b>	The currency of contract shall be as per quoted currency in financial proposal submitted by successful bidder. However, the payments shall be in PKR as per payment schedule.
<b>19</b>	<b>17.1</b>	The Bid Validity period shall be <b>120 days</b> .

20	18.1	The amount of Bid Security shall be <b>50,000/- PKR in favour of zarai tarqiaiti bank limited NTN No. 2567068-9</b> . The currency of the Bid Security shall be Pak Rupees. Bid Securing Declaration is not applicable. The bidder is required to upload copy of bid security on EPAD System and the original bid security must be delivered to ZTBL before closing date of submission of bid.
21	18.3	The Bid Security shall be in the form of: <b>CDR/PO/banker Cheque.</b>
22	18.3 (b)	Only Bid Security in shape of CDR/PO/banker cheque is required. Other forms of security are not acceptable
23	19.1, 19.3	Alternative Bids are not be permitted
24	21.1	The bidder is required to submit the bid online through PPRA EPAD System
25	21.2	The authorization shall consist of a written confirmation on firm letterhead duly signed & stamped shall be attached to the Bid document.

#### D. Submission of Bids

26	22.1	Open Competitive Bidding. <b>Single Stage – One Envelope</b> bidding procedure as defined in PPRA Rule 2004, Clause 36 (a) shall be used for this procurement.
27	22.2 (a)	Bid shall be submitted online through EPAD System. No bids shall be submitted physically.
28	22.2 (b)	Title of the subject Procurement or Project name: [Hiring of Canteen Contractor for Canteen Services at ZTBL Head Office, Islamabad] ITB title and No: (Tender No. ZTBL-03-2026]
29	23.1	<b>The deadline for Bid submission through EPADS is</b> <b>Day: [Tuesday]</b> <b>Date :[ 17-02-2026 ]</b> <b>Time: [ 10:30AM ]</b>

#### E. Opening and Evaluation of Bids

30	26.1	<b>The Bid opening shall take place at:</b> Procurement Department, 2 <sup>nd</sup> Floor, Main Building, ZTBL Head Office Islamabad. Zarai Taraqiati Bank Limited Head Office, Islamabad. 051-2002333 <b>Day: [Tuesday]</b> <b>Date :[ 17-02-2026 ]</b> <b>Time: [ 11:00 AM ]</b>
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31	32.2	The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: <i>[Pak Rupees]</i>
32	33.2	<b>Evaluation Techniques</b> <b>Least Cost Based Selection (LCBS)</b> After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory specifications/requirements and/or requisite quality threshold (if any), and having lowest evaluated cost (or financial proposal) shall be considered highest ranked bid.
33	33.5 (a)	ZTBL shall evaluate the compliant bids on the basis of bid price quoted by bidders. The Bid price shall be Delivered duty paid (DDP).
34	33.5 (b)	The financial bids will be evaluated basis on the Bid Security, price schedule provided by ZTBL in annexures, Delivery schedule & Payment Schedule. <i>as per SECTION V of the bid document</i>
35	33.5 (c)	Deviation in payment schedule is not acceptable. In case of any conflict, the payments terms of PA shall prevail.
36	33.5 (d)	Cost of spare parts: Not Applicable in this case
37	33.5 (e)	Spare parts are Not Applicable in this case
38	33.5 (f)	Operating and maintenance costs: Not Applicable
39	33.6(c)	Spare parts and after sales service facilities in Pakistan. Not Applicable
40	33.6(d)	Operating and maintenance costs: yes
41	33.6 (e)	<b>Criteria of evaluation is given in ANNEXURE Z-A &amp; ANNEXURE Z-B &amp; ITB-11</b>
42	33.7	In case of award to a single Bidder of multiple lots; the methodology of evaluation to determine the lowest evaluated bidder will be based lowest bidder in each lot. However <b>Separate lots are not applicable in this project</b>
43	34.1	Preference to domestic or national suppliers or contractors shall be provided in accordance with policies of the Federal Government and/or in accordance with the regulations issued by the Authority.
<b>F. Award of Contract</b>		

<b>44</b>	<b>40.1</b>	Percentage for quantity increase or decrease is [15%].
<b>45</b>	<b>43.1</b>	The Performance Security shall be Rs. 100,000/-. The successful bidder shall furnish the performance guarantee within 07 days of acceptance of Bid. The procuring agency reserves the right to extend the timelines for submission of contract/performance guarantee at his sole discretion.
<b>46</b>	<b>43.2</b>	The Performance Security shall be Bank's Guarantee or CDR/PO issued by the schedule bank of Pakistan
<b>47</b>	<b>44.1</b>	No Advance Payment shall be made.
<b>48</b>	<b>45.1</b>	Arbitrator shall be appointed by ZTBL.

### **G. Review of Procurement Decisions**

<b>49</b>	<b>48.1</b>	The address of the Procuring Agency; Convener Bidders Grievance Redressal committee Zarai Taraqiati Bank Limited Head Office, 1 Faisal Avenue Zero point Islamabad
	<b>48.6</b>	The Address of PPRA to submit a <b>copy</b> of grievance: Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1 <sup>st</sup> Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254

## **Section IV. Eligible Countries**

All the bidders are allowed to participate in the subject procurement without regard to nationality, except bidders of some nationality, prohibited in accordance with policy of the Federal Government.

Following countries are ineligible to participate in the procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL). Information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx#L>

## **SECTION V: SCOPE OF PROJECT, MANDATORY DOCUMENTS, FINANCIAL PROPOSAL AND SCHEDULE OF REQUIREMENTS**

### **Scope of Project**

#### **Objective**

The objective of this contract is to engage a qualified and experienced Canteen Contractor to operate and manage the Staff Canteen located at Zarai Taraqati Bank Limited (ZTBL) Head Office, Islamabad. The aim is to ensure provision of hygienic, nutritious, and affordable meals, snacks, and beverages to the employees and authorized visitors of the Bank in a clean, comfortable, and professional environment.

#### **2. Scope of Services**

The selected contractor shall be responsible for comprehensive management and operation of the ZTBL Head Office canteen and for catering and tea and lunch services for training of employees at ZTBL staff college, including but not limited to the following:

##### **2.1 Canteen Operations**

- Operate the canteen during official working hours and as per timings approved by ZTBL.
  - **Working Hours: 08:30 am to 06:00 pm**
  - **Working Days: Monday to Friday**
- Prepare, cook, and serve breakfast, lunch, tea, snacks, and beverages to ZTBL employees and authorized guests.
  - **Approximately 800 employees posted at ZTBL Head Office.**
- Ensure uninterrupted services during tea/lunch breaks and on special occasions or meetings as directed by ZTBL.

##### **2.2 Catering and food services for Trainees:**

- Contractor will be responsible to arrange catering and food services on need basis for ZTBL employees (trainees) at ztbl staff college at orchard scheme Islamabad.
- The contractor shall arrange tea and buffet lunch as per menu decided by ZTBL training division.
- The buffet setup including crockery shall be charged as per agreed rates in price schedule.
- The price of tea and lunch items shall be charged as per agreed price.

##### **2.3 Quality and Hygiene Standards**

- Maintain high standards of hygiene, sanitation, and cleanliness in the kitchen, dining area, storage, and serving spaces.
- Use only fresh and quality ingredients; stale, expired, or substandard items shall strictly be prohibited.

- Ensure all staff maintain personal hygiene and wear clean uniforms, aprons, gloves, and head covers.
- Comply with all applicable municipal and food safety regulations.

## **2.4 Menu and Pricing**

- Provide a variety of healthy and reasonably priced meals, snacks, and beverages as approved by the designated ZTBL Committee.
- Display the approved menu and rate list prominently within the canteen premises.
- Prices shall remain fixed during the contract period unless a revision is approved in writing by ZTBL canteen management committee after recording reasons of revision such as inflation etc.

## **2.5 Staffing**

- Deploy sufficient number of trained, courteous, and medically fit staff to efficiently manage kitchen, serving, and cleaning duties.
- Ensure that staff are paid in accordance with labor laws and are covered under relevant statutory obligations.
- Maintain discipline and proper conduct of staff at all times.

## **2.6 Equipment and Facilities**

- Properly use and maintain canteen furniture, fixtures, and equipment provided by ZTBL.
- Report any equipment malfunction immediately and bear the cost of damage caused by negligence.
- Provide tools, utensils, or equipment at contractor's own expense if required for smooth operations.

## **2.7 Compliance and Legal Obligations**

- The contractor shall comply with all applicable labor, tax, municipal, and food safety laws.
- Obtain and maintain valid licenses, registrations, and permits necessary for operation of the canteen.
- The contractor shall be solely responsible for the acts, conduct, and liabilities of its employees.

## **2.8 Monitoring and Evaluation**

- ZTBL reserves the right to conduct inspections of the canteen premises, food items, and hygiene conditions at any time.
- Contractor's performance shall be periodically evaluated by the authorized ZTBL Committee based on quality, hygiene, service, and staff behavior.
- ZTBL may issue written notices for any deficiencies observed, and persistent non-compliance may result in termination of the contract.

## **3. Deliverables**

The contractor shall ensure the following deliverables throughout the contract period:

- Continuous provision of hygienic and quality food and beverages during working hours.
- Maintenance of cleanliness and hygiene within the canteen premises.
- Compliance with approved menu, quality standards, and pricing.
- Timely redressal of any complaints from employees or the Bank's representatives.
- Submission of any required reports or records (menu, pricing, feedback, etc.) as requested by ZTBL.

#### **4. Responsibilities of ZTBL**

ZTBL shall be responsible for providing the following support and facilities to the selected contractor:

- Kitchen with Natural Gas if available, however during load management by SNGPL, Contractor is a responsible for arrangement of Gas for cooking by with own resources.
- Electricity (not backed up by generator or ups in case of load shedding).
- Hall & fixed Furniture (During Contract repair of Furniture will be responsibility of Contractor).
- 2 Refrigerator/Deep Freezer, 7 Gas Burner, 2 Exhaust Fan, 6 Bracket Fan, 1 Water Cooler, 1 Geyser, 1 LED, 1 Tandoor, One Microwave, 2 1.5-ton AC and 1 telephone would be provided by ZTBL. (During Contract repair/maintenance of items would be responsibility of Contractor)
- Constitution of a Canteen Management Committee to oversee quality, pricing, hygiene, and service standards.

The Committee shall coordinate with the contractor for periodic reviews and necessary improvements.

- Facilitation in dissemination of approved menus, rates, and notices to employees as required.

#### **5. Contractor Liabilities**

- Kitchen Accessories
- Crockery fine quality
- Gas for cooking during load management by SNGPL.
- Mineral Water (Nestle/Aquafina only) for drinking and Cooking
- Manpower such as:
  - Cooks
  - Skilled labor
  - Waiters
  - Uniform for waiters etc.
  - Medical facilities to his staff. (The Contractor, in addition to above undertakes to fully indemnify if and hold harmless the ZTBL against any claim, losses, damages, or expenses in relation to injury or death of any persons or loss or damage to property arising out of the performance of Services hereunder.)
  - Wages to its employees as per fair wages rule of GoP. Submission of medical fitness certificate for cooks and waiters before commencement of the job. Certified Copies of Medical Certificates so obtained will be displayed on the Notice Board in Cafeterias.

**6. Validity of contract:**

- The contract for canteen services shall be valid for two years. The contract can be renewed with the mutual consent of both parties on yearly basis subject to satisfactory performance of contractor and through signing of addendum.

### 1. Technical Evaluation Criteria with Marks

S.No.	Description	Marks
1	<b>Years of Establishment of Firm (4 marks per year up to max of 5 year)</b>	<b>20</b>
2	<b>Similar Job /Contracts (Completed – in last 3 year years)</b>  (Maximum 5 contract/jobs will be considered as per following criteria). Fill Form-B  i. For multinational companies /Autonomous Bodies per contract: 05 marks per job/contract ii. For Govt. Department per contract: 04 marks per job/contract iii. For School/College/ Universities canteen etc.: 03 marks per job/contract	<b>20</b>
3	<b>Similar Job /Contract (In hand)</b>  (Maximum 5 contract/jobs will be considered as per following criteria). Fill Form-C iv. For multinational companies per contract/ Autonomous Bodies: 05 marks per job/contract i. For Govt. Department per contract: 04 marks per job/contract ii. For School/College/ Universities cafeteria etc.: 03 marks per job/contract	<b>20</b>
4	<b>Valid Certification</b> (Concerned Food/related Authority Certificate)	<b>20</b>
6	<b>Physical Verification of Principal Business in Rawalpindi/Islamabad.</b>  Fill Form-D	<b>20</b>
	<b>Total</b>	<b>100</b>

**Passing marks: 75 marks**

**By signing this form, we hereby declare that all information provided above are correct by the best of our knowledge.**

**We accept all terms and conditions of bidding document and the Procurement Contract as specified in the bidding document and the advertisement.**

**Signatures of Authorized Person**

**Name** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Vendor Name**

Note: Please submit original bid security and affidavits required in bid document to ZTBL procurement department before bid submission timelines.

## **Delivery Schedule:**

The successful bidder shall be required to commence and maintain canteen services strictly in accordance with the following schedule and timelines:

### **1. Commencement of Services**

- The canteen operations shall commence within fifteen (15) days from the date of issuance of the Letter of Award (LoA) or signing of the formal contract, whichever is earlier.
- Prior to commencement, the contractor shall ensure complete readiness of staff, equipment, utensils, and hygiene arrangements.

### **2. Mobilization Period**

- A mobilization period of up to 10–15 working days shall be allowed to the contractor for site preparation, arrangement of manpower, procurement of supplies, and setup of operational facilities.
- The contractor shall coordinate with the designated ZTBL Committee during this period for inspection and approval of readiness.

### **3. Daily Service Timings**

- **Breakfast Service:** 08:30 a.m. – 11:00 a.m.
- **Lunch Service:** 12:30 p.m. – 03:30 p.m.
- **Tea/Snacks Service:** Throughout working hours or as per requirement of the Bank.
- The above timings may be modified with mutual consent as per Bank's operational needs.

## **Payment Schedule:**

### **1. Payment Mechanism**

- The canteen shall operate on a self-financed basis.
- The payment of tea and lunch for ZTBL trainees shall be made on credit basis.
- Payments for all food items, beverages, and services shall be made directly by the employees/customers to the contractor at the point of sale, either:
  - In cash, or
  - Through digital means (such as debit/credit card, QR payment, or mobile wallet), as facilitated by the contractor.

## **2. No Financial Liability on ZTBL**

- ZTBL shall bear no financial obligation towards the contractor for the sale of food, beverages, or any other canteen items to ZTBL employees.
- The Bank's role shall be limited to provision of space, utilities, and oversight through the Canteen Management Committee and for payment of tea and food items for trainees only.

## **3. Pricing and Receipts**

- Prices of all items shall be as per the approved rate list authorized by ZTBL and prominently displayed within the canteen premises.
- The contractor shall ensure transparent billing practices, providing printed or digital receipts to employees/customers for every transaction.
- The price of such items which are not included in price schedule shall be charged as per printed retail price or approved by Canteen Management Committee.

## **4. Digital Payment Facilitation**

- The contractor is encouraged to provide cashless payment options (e.g., QR code, POS terminal, or digital wallet system) for employees' convenience.
- Any associated digital transaction charges shall be the sole responsibility of the contractor.

## **5. Revenue Responsibility**

- The contractor shall retain all revenue generated through sales of food and beverages.
- ZTBL shall not be involved in collection, reconciliation, or management of daily sales proceeds.

## **6. Taxation and Record Keeping**

- The contractor shall be responsible for compliance with all taxation, accounting, and record-keeping requirements under applicable laws.
- ZTBL reserves the right to verify pricing, record maintenance, and compliance through periodic inspections.

## **7. No Advance or Credit Facility**

- Food and beverages shall be served strictly on cash or digital payment basis.
- No credit facility shall be extended to any individual, department, or official unless specifically approved in writing by ZTBL Management.

**SECTION VI STANDARD FORMS FOR  
(Single Stage One Envelope Procedure)**

**Table of Forms**

**Firm of Bid**

**Bidder Information Form**

**Authorization Form for Bidder's Representative**

**Details of Contracts of Similar Nature (Completed)**

**Details of Contracts of Similar Nature (In Hand)**

**Physical Verification of Principal Business for Quality Service**

**Price Schedule:**

**Form of Bid Security (Bid Bond)**

**Letter of Acceptance (Format)**

## Form of Bid

Date:

To: Gentlemen and/or Ladies:

Having examined the Bidding Documents including Addenda Nos: *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver *[the canteen services for ZTBL]* in conformity with the said Bidding Documents for the itemized prices such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We declare that our Bidding price did not involve agreements with other Bidders for the purpose of Bid suppression.

We are hereby confirming Islamabad district court to be the Appointing Authority, to appoint the adjudicator in case of any arisen disputes in accordance with **ITB Clause 45.1**

We undertake, if our Bid is accepted, to deliver the canteen services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we undertake to provide a Performance Security (or Guarantee) in the form, in the amounts, and within the times specified in the Bidding Documents.

We declare that, as Bidder(s) we do not have conflict of interest with reference to ITB Clause 3.7.

We agree to abide by this Bid for the Bid Validity Period specified in **BDS 19**, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We are not participating, as Bidders, in more than one Bid in this Bidding process, other than alternative offers in accordance with the Bidding Documents.

Our firm, its affiliates or subsidiaries – including any subcontractors or suppliers for any part of the contract – has not been declared ineligible by the Government of Pakistan under Pakistan's laws or official regulations.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements as per **ITB Clause 3** of the Bidding Documents

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

(Name) \_\_\_\_\_ [signature]  
[in the capacity of]

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

**Bidder Information Form (including experience)**

*[The Bidder shall fill in this Form in accordance with the instructions indicated below and shall place in Technical proposal. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid submission]*

No.: *[insert number of Bidding process]*

Page \_\_\_\_\_ of pages

1. Bidder's Name <i>[insert Bidder's legal name]</i>
3. Bidder's country of registration: <i>[insert actual or intended country of registration]</i>
4. Bidder's year of registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Address in country of registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorizd Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above. <input type="checkbox"/> Establishing that the Bidder is not under the supervision of the Procuring Agency
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership.

## A. Authorization Form for Bidder's Representative

(ON STAMP PAPER)

Date: \_\_\_\_\_

**Tender No:**

-

**Title:**

We, **M/s <Firm Title>**, incorporated under <mention the relevant Act/ordinance/ regulation> having its registered office at <**complete business address**> do hereby nominate **Mr.** <**Complete Name**>, <**Designation**>, CNIC# <xxxxx-xxxxxxx-x> as our lawful representative to participate, negotiate, sign, correspond and fulfil all associated formalities of the subject procurement on our behalf.

Official Seal & Signature of Bidder:

Date:

\_\_\_\_\_

**Details of Contracts of Similar Nature (Completed)**

**Form-B**

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

1	Name of the Project/Client/Contract /Work Order
2	Name of Employer
3	Employer Address
4	Value of the Contract on Annual Basis
5	Date of Award
6	Date of completion
7	Any other detail

**Note:** Copies of Satisfactory Completion Certificate(s) must be attached.

\_\_\_\_\_  
(Signatures, Name & Official Seal)

**Details of Contracts of Similar Nature (In Hand)**

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

1	Name of the Contract
4	Value of the Contract on Monthly Basis. (Calculated per annum)
5	Date of Award
6	Any other detail

**Note:** Copies of contract awards must be attached.

\_\_\_\_\_  
(Signatures, Name & Official Seal)

**Physical Verification of Principal Business for Quality Service**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Visit date and time** \_\_\_\_\_

S.No.	Description	Outstanding	Very Good	Good	Unsatisfactory
1	Cleaning				
2	Kitchen				
3	Dining Hall				
4	Catering				
5	Personal Appearance				
6	Quality of Food				
7	Other if any				

Outstanding = 20

Very Good = 15

Good = 10

Satisfactory = 5

Unsatisfactory = 0

\_\_\_\_\_  
(Signatures of the Officer (s))

## Price Schedule Form

(Should be placed in Financial Proposal)

Costs MUST reflect prices and rates quoted in accordance with ITB Clauses 14 and 15.

The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder's overall total bid price substantially, make the bid noncompetitive, or subject the Bidder to possible loss. The Procuring Agency will correct any arithmetic error.

- Bidders need to provide the pricing in strict compliance with the below format. Anything quoted financially outside the below template will not be considered and may result in disqualification of the bidder for evaluation process.

<b>CAFETERIA MENU</b>	
<b>BREAKFAST</b>	<b>BREAKFAST</b>
Fried Egg or Omelette	
Boiled Egg	
Parratha 140 Gram	
Channay (250 grams)	
<b>LUNCH</b>	<b>LUNCH</b>
Chicken Qorma with 1/12 piece of chicken.	
Chicken Karahi with 4/16 piece of chicken.	
Chicken Karahi Full 1kg	
Chicken Karahi 500 grams	
Chicken Ginger 200 grams of Chicken	
Chicken Jalfrazi 200 grams of Chicken	
Chicken Handi (Boneless) per plate (150 grm of chicken)	
Chicken Nihari (250 grams)	
Chicken (250 grams)	
Allo Keema (250 grams)	
Egg curry (250 grams)	
<b>VEGETABLES and Daal</b>	
All seasonal vegetables will be available the menu will be changed as per available vegetables in Market	
Dall Chana (250 grams)	

Dall Lobia (250 grams)	
Dall Mong (250 grams)	
Dall Mash (250 grams)	
Channay (250 grams)	
Haleem (Chicken/Beef 250 grams)	
<b>RICE</b>	<b>RICE</b>
Chicken Biryami + Mint Sause (2/12 piece of chicken 400 grams)	
Sindhi Biryami + Mint Sause (400 grams)	
Vegetable Rice + Mint Sause (400 grams)	
Egg Fried Rice + Mint Sause (400 grams)	
White Rice + Mint Sause (300 grams)	
<b>CHINESE</b>	<b>CHINESE</b>
Chicken Shashlik (250 grams)	
Chicken Vegetables (250 grams)	
Chicken Manchurian (250 grams)	
<b>SALAD &amp; RITA</b>	<b>SALAD &amp; RITA</b>
Green Salad	
Rita	
<b>ROTI &amp; NAN</b>	<b>ROTI &amp; NAN</b>
Roti 120 gram	
Plain Nan 120 gram	
<b>SOFT DRINK</b>	<b>SOFT DRINK</b>
Tea with 50% of fresh milk (Regular cup)	
Special Tea with 50% of fresh milk (disposal cup with cap)	
Coffee with 50% of fresh milk	
Fresh seasonal Juices (300 ml )	
<b>SWEET DISH Per Plate for 1 Person</b>	<b>SWEET DISH</b>
Kheer (125 grams)	

Fruit Trifle (125 grams)	
Zarda (125 grams)	
Halwa (suji) (125 grams)	
<b>FAST FOOD CORNER</b>	<b>FAST FOOD CORNER</b>
Chicken Sandwich (Fresh sandwich made with shredded chicken, lettuce, and mayonnaise, served in soft bread slices)	
Chicken Burger (Burger prepared with a crispy or grilled chicken patty, served in a bun with lettuce, mayonnaise, and sauce)	
Shami Burger (Burger prepared with freshly cooked shami kebab patty, served in a bun with onion, chutney, and sauce)	
Samosa (Per piece with Fresh Salad and Sauces)	
Pakora Plate (10 Piece With mint sauce)	
Fruit chat (disposal packing)	
Fresh fruit plate (disposal packing)	
<b>Food items for ZTBL official Trainings</b>	
<b>Price of single dish Lunch buffet setup for 25 persons (without food)</b>	
<b>TOTAL amount</b>	

**Note:**

1. The Financial Evaluation of technically compliant bidder shall be made on the basis of total quoted price of all items.
2. The packed items shall be charged as per printed retail price.
- 3.

Name of Bidder:	
Authorized Signature of Bidder:	

## Form of Bid Security

*{to be filled on company letterhead and place in technical proposal}*

**Beneficiary:** *[Procuring Agency to insert its name and address]*

**Tender No.:** *[Insert Tender No]*

**Alternative No.:** *[Insert identification No if this is a Bid for an alternative]*

**Date:** *[Insert date]*

**CDR No.:** *[Insert guarantee reference number]*

We have submitted the bid against in accordance to terms and conditions of this bid document. We bind ourselves, our successors and assigns, jointly and severally, firmly and undertake that ZTBL reserves the right to en-cash/forfeit the bid security if bidder;

- (a) has withdrawn its Bid during the period of Bid validity set forth in the Applicant's Letter of Bid ("the Bid Validity Period"), or any extension thereto provided by the Applicant; or
- (b) having been notified of the acceptance of its Bid by the Beneficiary during the Bid Validity Period or any extension thereto provided by the Applicant, (i) has failed to sign the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Bidders ("ITB") of the Beneficiary's bidding document.

The bid security shall remain in full force and effect up to and including the date 28 days after the date of expiration of the Bid Validity Period set forth in the Principal's Letter of Bid or any extension thereto provided/requested by the Procuring agency.

---

*[Signature(s)]*

Letter of Acceptance (Format)

*[Letter head paper of the Procuring Agency]*

*[date]*

To: *[name and address of the Supplier]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by us.

We hereby confirm *[insert the name of the Appointing Authority]*, to be the Appointing Authority, to appoint the Arbitrator in case of any arisen disputes.

You are hereby informed that after you have read and return the attached draft Contract the parties to the contract shall sign the vetted contract within fourteen (07 to 10) working days.

You are hereby required to furnish the Performance Guarantee/Security in the form and the amount stipulated in the Special Conditions of the Contract within a period of fourteen (07 to 10) days after the receipt of Letter of Acceptance.

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Attachment: Contract

Copy: Appointing Authority and Supplier

**SECTION VII: GENERAL CONDITIONS OF THE CONTRACT**

*GENERAL CONDITIONS OF CONTRACT*

<b>A. General</b>	
<b>1. Definitions</b>	<p>1.1 Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated</p> <ul style="list-style-type: none"><li>(a) “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;</li><li>(b) “The Contract” means an agreement enforceable by law;</li><li>(c) “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;</li><li>(d) “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;</li><li>(e) “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;</li><li>(f) “GCC” means the General Conditions of Contract contained in this section;</li><li>(g) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;</li><li>(h) “Day” means calendar day unless indicated otherwise;</li><li>(i) “Effective Date” means the date on which this Contract comes into force and effect;</li><li>(j) “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;</li><li>(k) “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;</li><li>(l) “Government” means the Government of Pakistan;</li><li>(m) “Local Currency” means the currency of Pakistan;</li><li>(n) “In Writing” means communicated in written form with proof of receipt;</li></ul>

	<p>(o) "Completion Date" means the date of completion of the Services by the Contractor as certified by the Procuring Agency;</p> <p>(p) "Foreign Currency" means any currency other than the currency of the country of the Procuring Agency;</p> <p>(q) "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;</p> <p>(r) "Service" means any object of procurement other than goods or works;</p> <p>(s) "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.</p>
<b>2. Applicable Law</b>	2.1 The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.
<b>3. Language</b>	3.1 The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractor and the Procuring Agency, shall be written in the <b>English language</b> unless otherwise stated in the <b>SCC</b> . Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.
<b>4. Notices</b>	4.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the <b>SCC</b> .
<b>5. Location</b>	5.1 The Services shall be performed at such locations as the Procuring Agency may approve and as specified in <b>SCC</b> .
<b>6. Authorized Representatives / Authority of Member in charge</b>	6.1 Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the <b>SCC</b> .

### **B. Commencement, Completion, Modification, and Termination of Contract**

<b>7. Effectiveness of Contract</b>	7.1 This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the <b>SCC</b> .
<b>8. Commencement of Services</b>	8.1 The Contractor shall confirm availability of Key professional staff and begin carrying out the Services not later than the number of days after the Effective Date specified in the <b>SCC</b> .

<p><b>9. Program schedule</b></p>	<p>9.1 Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.</p>
<p><b>10. Starting Date/Expiration Date</b></p>	<p>10.1 The Contractor shall start carrying out the Services fifteen (15) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.</p> <p>10.2 Unless terminated earlier pursuant to Clause <b>GCC 14</b> hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.</p>
<p><b>11. Entire Agreement</b></p>	<p>11.1 This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.</p>
<p><b>12. Modification</b></p>	<p>12.1 Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.</p> <p>12.2 In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.</p>
<p><b>13. Force Majeure</b></p>	<p><b>13.1 Definition</b> For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Contractor and which makes a Contractor’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p> <p><b>13.2 No Breach of Contract</b> The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p> <p><b>13.3 Extension of Time</b> Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p><b>13.4 Payments</b></p>

	<p>During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.</p> <p><b>13.5</b> Both the Parties agree that if either Party is delayed in performance of the work by Force Majeure, the affected Party shall promptly notify the other Party. The affected Party shall use all reasonable efforts to mitigate the effects of a Force Majeure event forthwith and without any delay.</p>
<p><b>14. Termination</b></p>	<p><b>14.1 By the Procuring Agency</b></p> <p>The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);</p> <ul style="list-style-type: none"> <li>(a) If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;</li> <li>(b) If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;</li> <li>(c) If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;</li> <li>(d) If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;</li> <li>(e) If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;</li> </ul> <p><b>14.2 By the Contractor</b></p> <p>The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.</p> <ul style="list-style-type: none"> <li>(a) If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;</li> <li>(b) If the Procuring Agency fails to comply with any final</li> </ul>

	decision reached as a result of arbitration;
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### C. Obligations of the Contractor

15. General	<p>15.1 Standard of Performance</p> <ul style="list-style-type: none"> <li>i. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency’s legitimate interests in any dealings with the third parties;</li> <li>ii. The Contractor shall employ and provide such experienced staff as are required to carry out the Services.</li> </ul> <p>15.2 Law Applicable to Services</p> <p>The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.</p> <p><b>15.3. Other, if specified in SSC.</b></p>
16. Conflict of Interests	<p>16.1 Contractor Not to Benefit from Commissions and Discounts: The remuneration of the Contractor shall constitute the Contractor’s sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in</p>

	<p>connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.</p>
	<p>16.2 Contractor and Affiliates Not to be Otherwise Interested in Project</p> <p>The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.</p> <p>16.3 Prohibition of Conflicting Activities</p> <p>Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:</p> <p>(a) during the term of this Contract, any business or professional activities in the Government’s country which would conflict with the activities assigned to them under this Contract;</p> <p>(b) during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;</p> <p>(c) after the termination of this Contract, such other activities as may be specified in the SCC.</p>
<p>18. Contractor’s Actions Requiring Procuring Agency’s Prior Approval</p>	<p>18.1 The Contractor shall obtain the Procuring Agency’s prior approval in writing before taking any of the following actions:</p> <p>(a) appointing such members of the Personnel not provided by the Contractor;</p>

	<p>(b) changing the Program of activities; and</p> <p>(c) No amendment or variation of the terms of this Agreement shall be valid and binding unless made in writing and signed by authorized representatives of each Party.</p> <p>(d) any other action that may be specified in the SCC.</p>
19. Reporting Obligations	19.1 The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency (if Any).
20. Liquidated Damages	20.1 If the Contractor fails to provide food, staff, cleanliness, or other required services on time or as agreed, the Procuring Agency may deduct a fixed amount per day or per incident as Liquidated Damages. This amount will cover inconvenience and service disruption and will be deducted from the Contractor's performance guarantee.
21. Performance Guarantee	<p>21.1 Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape &amp; amount specified in SCC.</p> <p>21.2 The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the contractor's failure to complete its obligations under the Contract.</p> <p>21.2 The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in SCC.</p> <p>21.3 The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise specified in SCC.</p>

**D. Contractor's Personnel**

<b>23. Description of Personnel</b>	23.1 The titles, agreed job descriptions, minimum qualifications,
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	Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.
<b>24. Removal and / or Replacement of Personnel</b>	<p>24.1 Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.</p> <p>24.2 If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.</p> <p>24.3 The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.</p>

#### **E. Obligations of the Procuring Agency**

<b>25. Change in the Applicable Law</b>	25.1 If, after the date of this Contract, there is any change in the Applicable Law corresponding adjustments shall be made referred in the <b>SCC</b> .
<b>26. Services and Facilities</b>	<p>ZTBL shall be responsible for providing the following support and facilities to the selected contractor:</p> <ul style="list-style-type: none"> <li>• Kitchen with Natural Gas if available, however during load management by SNGPL, Contractor is a responsible for arrangement of Gas for cooking by with own resources.</li> <li>• Electricity (not backed up by generator or ups in case of load shedding).</li> <li>• Hall &amp; fixed Furniture (During Contract repair of Furniture will be responsibility of Contractor).</li> <li>• 2 Refrigerator/Deep Freezer, 7 Gas Burner, 2 Exhaust Fan, 6 Bracket Fan, 1 Water Cooler, 1 Geyser, 1 LED, 1 Tandoor, One Microwave, 2 1.5-ton AC and 1 telephone would be provided by ZTBL. (During Contract repair/maintenance of items would be responsibility of Contractor)</li> <li>• Constitution of a Canteen Management Committee to oversee quality, pricing, hygiene, and service standards. The Committee shall coordinate with the contractor for periodic reviews and necessary improvements.</li> <li>• Facilitation in dissemination of approved menus, rates, and</li> </ul>

	notices to employees as required.
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#### F. Payments to the Contractor

<b>27. Contract Price</b>	27.1 The price payable shall be in Pakistani Rupees unless otherwise specified in the <b>SCC</b> .
<b>28. Terms and Conditions of Payment</b>	28.1 Payments will be made to the Contractor according to the payment schedule stated in the <b>SCC</b> and by customer on the Spot in cash or digital mean.
<b>29. Quality Control Identifying Defects</b>	29.1 The principle and modalities of Inspection of the Services by the PA shall be as indicated in the <b>SCC</b> . The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the <b>SCC</b> .
<b>30. Correction of Defects, and Lack of Performance Penalty</b>	<p>30.1 The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.</p> <p>30.2 Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.</p> <p>30.3 If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.</p>
<b>31. Settlement of Disputes Amicable Settlement</b>	31.1 The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
<b>32. Dispute Settlement</b>	<p><b>Arbitration</b></p> <p>32.1 If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.</p>

	<p>32.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with <b>GCC sub-clause 32.1</b>, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940.</p> <p>32.3 Notwithstanding any reference to arbitration herein, the parties shall continue to perform their obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.</p>
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<p><b>33. Other Terms &amp; Conditions</b></p>	<p>Other Terms &amp; conditions mentioned in Special Condition of Contract (SCC).</p>
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*SECTION VIII. SPECIAL CONDITIONS OF CONTRACT*

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
GCC 2	<p><b>Applicable/Governing Law:</b> The Contract shall be interpreted in accordance with the laws of <b>Islamic Republic of Pakistan.</b></p>
GCC 3	<p><b>Language:</b> The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in <b>English.</b></p>
GCC 4	<p><b>Notices:</b> <b>The addresses for the notices are:</b> The Procuring Agency: Mr.</p> <p>The Contractor/ Service Provider: [Name, address and telephone number]. The Contractor/ Bidder's Representative(s) [Name, address, telephone number and e-mail address]</p>
GCC 6.1	<p><b>The Authorized Representatives are: For the Procuring Agency:</b> <b>Name:</b> <b>Designation:</b> <b>Address:</b></p> <p><b>For the Contractor:</b> <b><u>Name: .....</u></b> <b><u>Designation: .....</u></b> <b><u>Address:</u></b> <b><u>.....</u></b></p>
GCC 7	<p><b>Effectiveness of the contract</b> The Contractor/Bidder shall be effective within 15 days from the date of signature of the Contract by both parties</p>
GCC 8	<p><b>Commencement of Services:</b> The Contractor/ Bidder shall provide Canteen Services from the effective date of contract.</p>
GCC 10.2	<p><b>Expiration of Contract:</b> The time period shall be Two (02) Year from the date of contract and may be renewed on the consent of both Parties.</p>

GCC 14	<p><b>Termination:</b> In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.</p>
GCC 15	<p><b>Services:</b></p> <p><b>1.1 Canteen Operations</b></p> <ul style="list-style-type: none"> <li>• Operate the canteen during official working hours and as per timings approved by ZTBL. <ul style="list-style-type: none"> <li>▪ Working Hours: 08:30 am to 06:00 pm</li> <li>▪ Working Days: Monday to Friday</li> </ul> </li> <li>• Prepare, cook, and serve breakfast, lunch, tea, snacks, and beverages to ZTBL employees and authorized guests. <ul style="list-style-type: none"> <li>▪ Approximately 800 employees posted at ZTBL Head Office.</li> </ul> </li> <li>• Ensure uninterrupted services during tea/lunch breaks and on special occasions or meetings as directed by ZTBL.</li> </ul> <p><b>1.2 Quality and Hygiene Standards</b></p> <ul style="list-style-type: none"> <li>• Maintain high standards of hygiene, sanitation, and cleanliness in the kitchen, dining area, storage, and serving spaces.</li> <li>• Use only fresh and quality ingredients; stale, expired, or substandard items shall strictly be prohibited.</li> <li>• Ensure all staff maintain personal hygiene and wear clean uniforms, aprons, gloves, and head covers.</li> <li>• Comply with all applicable municipal and food safety regulations.</li> </ul> <p><b>1.3 Menu and Pricing</b></p> <ul style="list-style-type: none"> <li>• Provide a variety of healthy and reasonably priced meals, snacks, and beverages as approved by the designated ZTBL Committee.</li> <li>• Display the approved menu and rate list prominently within the canteen premises.</li> <li>• Prices shall remain fixed during the contract period unless a revision is approved in writing by ZTBL.</li> </ul> <p><b>1.4 Staffing</b></p>

- Deploy sufficient number of trained, courteous, and medically fit staff to efficiently manage kitchen, serving, and cleaning duties.
- Ensure that staff are paid in accordance with labor laws and are covered under relevant statutory obligations.
- Maintain discipline and proper conduct of staff at all times.

#### **1.5 Equipment and Facilities**

- Properly use and maintain canteen furniture, fixtures, and equipment provided by ZTBL.
- Report any equipment malfunction immediately and bear the cost of damage caused by negligence.
- Provide tools, utensils, or equipment at contractor's own expense if required for smooth operations.

#### **1.6 Compliance and Legal Obligations**

- The contractor shall comply with all applicable labor, tax, municipal, and food safety laws.
- Obtain and maintain valid licenses, registrations, and permits necessary for operation of the canteen.
- The contractor shall be solely responsible for the acts, conduct, and liabilities of its employees.

#### **1.7 Monitoring and Evaluation**

- ZTBL reserves the right to conduct inspections of the canteen premises, food items, and hygiene conditions at any time.
- Contractor's performance shall be periodically evaluated by the authorized ZTBL Committee based on quality, hygiene, service, and staff behavior.
- ZTBL may issue written notices for any deficiencies observed, and persistent non-compliance may result in termination of the contract.

### **2. Deliverables**

The contractor shall ensure the following deliverables throughout the contract period:

- Continuous provision of hygienic and quality food and beverages during working hours.
- Maintenance of cleanliness and hygiene within the canteen premises.

	<ul style="list-style-type: none"> <li>• <b>Compliance with approved menu, quality standards, and pricing.</b></li> <li>• <b>Timely redressal of any complaints from employees or the Bank’s representatives.</b></li> <li>• <b>Submission of any required reports or records (menu, pricing, feedback, etc.) as requested by ZTBL.</b></li> </ul>
<b>GCC 16</b>	<p><b>Conflict of Interest:</b> The Procuring Agency reserves the right to determine on a case-by-case basis at any time whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC 17.</p>
<b>GCC 20</b>	<p><b>Liquidated Damages:</b> If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the procuring agency as Liquidated Damages at a rate of <b>0.1% to 10%</b> of the Contract value, in accordance with the extent of performance failure &amp; the cost of investigating such incidents as judged by the Authority.</p>
<b>GCC 21</b>	<p><b>Performance Guarantee:</b> The amount of performance guarantee shall be PKR 100,000/- in the form bank guarantee/CDR in favour of ZTBL.</p>
<b>GCC 28</b>	<p><b>Payment terms:</b></p> <p><b>1. Payment Mechanism</b></p> <ul style="list-style-type: none"> <li>• The canteen shall operate on a self-financed basis.</li> <li>• Payments for all food items, beverages, and services shall be made directly by the employees/customers to the contractor at the point of sale, either: <ul style="list-style-type: none"> <li>○ In cash, or</li> <li>○ Through digital means (such as debit/credit card, QR payment, or mobile wallet), as facilitated by the contractor.</li> </ul> </li> </ul> <p><b>2. No Financial Liability on ZTBL</b></p> <ul style="list-style-type: none"> <li>• ZTBL shall bear no financial obligation towards the contractor for the sale of food, beverages, or any other canteen items.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Bank’s role shall be limited to provision of space, utilities, and oversight through the Canteen Management Committee.</li> </ul> <p><b>3. Pricing and Receipts</b></p> <ul style="list-style-type: none"> <li>• Prices of all items shall be as per the approved rate list authorized by ZTBL and prominently displayed within the canteen premises.</li> <li>• The contractor shall ensure transparent billing practices, providing printed or digital receipts to employees/customers for every transaction.</li> </ul> <p><b>4. Digital Payment Facilitation</b></p> <ul style="list-style-type: none"> <li>• The contractor is encouraged to provide cashless payment options (e.g., QR code, POS terminal, or digital wallet system) for employees’ convenience.</li> <li>• Any associated digital transaction charges shall be the sole responsibility of the contractor.</li> </ul> <p><b>5. Revenue Responsibility</b></p> <ul style="list-style-type: none"> <li>• The contractor shall retain all revenue generated through sales of food and beverages.</li> <li>• ZTBL shall not be involved in collection, reconciliation, or management of daily sales proceeds.</li> </ul> <p><b>6. Taxation and Record Keeping</b></p> <ul style="list-style-type: none"> <li>• The contractor shall be responsible for compliance with all taxation, accounting, and record-keeping requirements under applicable laws.</li> <li>• ZTBL reserves the right to verify pricing, record maintenance, and compliance through periodic inspections.</li> </ul> <p><b>7. No Advance or Credit Facility</b></p> <ul style="list-style-type: none"> <li>• Food and beverages shall be served strictly on cash or digital payment basis.</li> <li>• No credit facility shall be extended to any individual, department, or official unless specifically approved in writing by ZTBL Management.</li> </ul>
GCC 29	<p><b>Identifying Defects:</b>  The procuring agency reserves the right at any time to inspect the premises of the contractor to inspect arrangements for the services and monitor the services being provided.</p>

GCC 31

**Guidance for Dispute Resolution:**

- i. If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
- ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
- iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.
- iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion, however, the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.
- v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the contractor any monies due to the Contractor.

**Arbitrator's fee:**

The fee shall be specified in Pak Rupees, as determined by the

Arbitrator, which shall be shared equally by both parties.

**Appointing Authority for Arbitrator:**

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

**Rules of procedure for arbitration proceedings:**

Any dispute between the Authority and a contractor who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however, above provision shall prevail in referring the case to the Arbitrator.

**Place of Arbitration and Award:**

The arbitration shall be conducted in English language and place of arbitration shall be at ZTBL, Head office, Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

**Other Terms & Conditions**

**INDEMNIFICATION:**

- i. The Service provider shall be liable to the Bank for all injuries, damages, cause of action, claims or expenses that are related to or arise from any act, omission, or negligence which is caused by the willful misconduct on the part of the Service Provider, its agents, employees, sub-contractor, or others acting on its behalf in relation to this Agreement.
- ii. Service Provider hereby confirms that ZTBL shall not be responsible for the quality of the Service Provider's services under this Agreement.

**SEVERABILITY AND SURVIVABILITY:**

- i. In the event any provision of this Agreement (or portion thereof) is determined by a court of competent jurisdiction to be invalid, illegal, or otherwise unenforceable, such provision shall be deemed to have been deleted from this Agreement, while the remainder of this Agreement shall remain in full force and effect according to its terms.
- ii. Provisions contained in this Agreement that by their sense and context are intended to survive completion of performance, termination or expiration of this Agreement, shall so survive.

**ASSIGNMENT AND SUB-CONTRACTING:**

- i. Service Provider/ Company shall not assign any rights or delegate any duties under this Agreement without the ZTBL's prior written consent.

**GOOD FAITH:**

- i. The Parties shall deal with each other in good faith at all times with respect to the matters under this Agreement.

**CONFIDENTIALITY:**

- i. Each Party acknowledges that in the course of the performance of this Agreement, it may obtain Confidential Information, of the other Party. The Receiving Party shall, at all times, both during the Term and thereafter for a period of five (05) years, keep in confidence and trust all of the Disclosing Party's

Confidential Information received by it. The Receiving Party shall not use the Confidential Information of the Disclosing Party other than as necessary to fulfill the Receiving Party's obligations or to exercise the Receiving Party's rights under the terms of this Agreement. The Receiving Party shall take reasonable steps to prevent unauthorized disclosure or use of the Disclosing Party's Confidential Information and to prevent it from falling into the public domain or into the possession of unauthorized persons, but in no event shall the Receiving Party use less care than it reasonably would in connection with its own similar Confidential Information. The Receiving Party shall not disclose Confidential Information of the Disclosing Party to any person or entity other than its officers, employees and consultants who need access to such Confidential Information in order to effect the intent of this Agreement and who have entered into confidentiality agreements which protect the Confidential Information of the Disclosing Party, sufficiently to enable the Receiving Party to comply with this section.

- ii. No marking is required to classify the disclosed information as Confidential Information. All written or oral information which is intended to be Confidential Information shall be considered to be Confidential Information even if it is not marked "confidential", "proprietary" or the substantial equivalent, or in event of oral information is identified by the Company as Confidential Information at the time of such disclosure.
- iii. The obligations set forth in this clause shall not apply to the extent that Confidential Information includes information which is:
  - a) now or hereafter, through no unauthorized act or omission on the Receiving Party's part, is in the public domain;
  - b) known to the Receiving Party without an obligation of confidentiality at the time the Receiving Party received the same from the Disclosing Party, as evidenced by written records;
  - c) hereafter furnished to the Receiving Party by a third party as a matter of right and without restriction on

disclosure;

- d) furnished to others by the Disclosing Party without restriction on disclosure; or
- e) independently developed by the Receiving Party without use of the Disclosing Party's Confidential Information.

**PERMITTED DISCLOSURES:**

Nothing in this Agreement shall prevent the Receiving Party from disclosing Confidential Information to the extent that Receiving Party is legally compelled to do so by any Governmental investigative or judicial agency pursuant to proceedings over which such agency has jurisdiction; provided always, that prior to any such disclosure, the Receiving Party shall (i) assert the confidential nature of the Confidential Information to the agency; (ii) immediately notify the Disclosing Party in writing of the agency's order or request to disclose; and (iii) cooperate fully with the Disclosing Party in protecting against any such disclosure and/or obtaining a protective order narrowing the scope of the compelled disclosure and protecting its confidentiality.

a. In the event of a breach of this clause both Parties acknowledge and agree that any disclosure, advertent or inadvertent, of any Confidential Information prohibited herein or any breach of the provisions herein may result in irreparable injury and damage to the other Party, which will not be adequately compensable in monetary damages, that either Party will have no adequate remedy at law therefore, and that either Party may, in addition to all other remedies available to it at law or in equity, including but not limited to, suit for monetary damages, obtain such preliminary, temporary or permanent, mandatory or restraining injunctions, orders or decrees as may be necessary to protect either Party against, or on account of any breach, by the other Party, its employees or agents, or any third party engaged by the other Party, jointly and severally, of the provisions contained herein, and both the Parties agree to reimburse the reasonable legal fees and

other costs incurred by either of the Parties in enforcing the provisions of this Agreement.

b. The terms of this Agreement shall be considered as confidential information.

**REPRESENTATIONS AND WARRANTIES:**

**By the Service Provider:** Service Provider represents and warrants that:

**a) Canteen Operations**

a) Operate the canteen during official working hours and as per timings approved by ZTBL.

1. Working Hours: 08:30 am to 06:00 pm

2. Working Days: Monday to Friday

b) Prepare, cook, and serve breakfast, lunch, tea, snacks, and beverages to ZTBL employees and authorized guests.

c) Ensure uninterrupted services during tea/lunch breaks and on special occasions or meetings as directed by ZTBL.

**b) Quality and Hygiene Standards**

a) Maintain high standards of hygiene, sanitation, and cleanliness in the kitchen, dining area, storage, and serving spaces.

b) Use only fresh and quality ingredients; stale, expired, or substandard items shall strictly be prohibited.

c) Ensure all staff maintain personal hygiene and wear clean uniforms, aprons, gloves, and head covers.

d) Comply with all applicable municipal and food safety regulations.

**iii. Menu and Pricing**

a) Provide a variety of healthy and reasonably priced meals, snacks, and beverages as approved by the designated ZTBL Committee.

b) Display the approved menu and rate list prominently within the canteen premises.

c) Prices shall remain fixed during the contract period unless a revision is approved in writing by ZTBL.

**iv. Staffing**

a) Deploy sufficient number of trained, courteous, and medically fit staff to efficiently manage kitchen, serving, and cleaning duties.

	<ul style="list-style-type: none"><li><ul style="list-style-type: none"><li><ul style="list-style-type: none"><li><b>b)</b> Ensure that staff are paid in accordance with labor laws and are covered under relevant statutory obligations.</li><li><b>c)</b> Maintain discipline and proper conduct of staff at all times.</li></ul></li><li><b>v. Equipment and Facilities</b><ul style="list-style-type: none"><li><b>a)</b> Properly use and maintain canteen furniture, fixtures, and equipment provided by ZTBL.</li><li><b>b)</b> Report any equipment malfunction immediately and bear the cost of damage caused by negligence.</li><li><b>c)</b> Provide tools, utensils, or equipment at contractor's own expense if required for smooth operations.</li></ul></li><li><b>vi. Compliance and Legal Obligations</b><ul style="list-style-type: none"><li><b>a)</b> The contractor shall comply with all applicable labor, tax, municipal, and food safety laws.</li><li><b>b)</b> Obtain and maintain valid licenses, registrations, and permits necessary for operation of the canteen.</li><li><b>c)</b> The contractor shall be solely responsible for the acts, conduct, and liabilities of its employees.</li></ul></li><li><b>vii. Monitoring and Evaluation</b><ul style="list-style-type: none"><li><b>a)</b> ZTBL reserves the right to conduct inspections of the canteen premises, food items, and hygiene conditions at any time.</li><li><b>b)</b> Contractor's performance shall be periodically evaluated by the authorized ZTBL Committee based on quality, hygiene, service, and staff behavior.</li><li><b>c)</b> ZTBL may issue written notices for any deficiencies observed, and persistent non-compliance may result in termination of the contract.</li></ul></li></ul></li></ul>
	<p><b>Deliverables</b></p> <ul style="list-style-type: none"><li><b>a)</b> The contractor shall ensure the following deliverables throughout the contract period:</li><li><b>b)</b> Continuous provision of hygienic and quality food and beverages during working hours.</li><li><b>c)</b> Maintenance of cleanliness and hygiene within the canteen premises.</li><li><b>d)</b> Compliance with approved menu, quality standards, and pricing.</li><li><b>e)</b> Timely redressal of any complaints from employees or the Bank's representatives.</li></ul>

	<p style="text-align: center;">f)Submission of any required reports or records (menu, pricing, feedback, etc.) as requested by ZTBL.</p> <p><b>By the ZTBL:</b> the ZTBL represents and warrants the following support and facilities to the selected contractor:</p> <ul style="list-style-type: none"> <li>• Kitchen with Natural Gas if available, however during load management by SNGPL, Contractor is a responsible for arrangement of Gas for cooking by with own resources.</li> <li>• Electricity (not backed up by generator or ups in case of load shedding).</li> <li>• Hall &amp; fixed Furniture (During Contract repair of Furniture will be responsibility of Contractor).</li> <li>• 2 Refrigerator/Deep Freezer, 7 Gas Burner, 2 Exhaust Fan, 6 Bracket Fan, 1 Water Cooler, 1 Geyser, 1 LED, 1 Tandoor, One Microwave, 2 1.5-ton AC and 1 telephone would be provided by ZTBL. (During Contract repair/maintenance of items would be responsibility of Contractor)</li> <li>• Constitution of a Canteen Management Committee to oversee quality, pricing, hygiene, and service standards. The Committee shall coordinate with the contractor for periodic reviews and necessary improvements.</li> <li>• Facilitation in dissemination of approved menus, rates, and notices to employees as required.</li> </ul>
	<p><b>Performance Requirements:</b></p> <ul style="list-style-type: none"> <li>• If the Services performed by the Company are below the agreed standards, the ZTBL reserves the right to terminate the agreement at its option by giving 30 days Notice to the Company of improving its services up to the standards failing which it shall be considered as terminated. The Termination under this clause shall not affect the rights of the Bank to sue the company for damages / reputational losses as may be available to it under this agreement or under any other law.</li> <li>• In case of any penalty imposed from Food Authority on Bank due to the negligence of the company, the company will be held responsible and same shall be recovered from the company.</li> </ul>

Integrity Pact

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE CONTRACTORS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE**

Contract Number: \_\_\_\_\_ Dated: \_\_\_\_\_  
Contract Value: \_\_\_\_\_ Contract Title: \_\_\_\_\_

[Name of Contractor] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Contractor] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Contractor] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Contractor] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

[Contractor]

[Buyer/Procuring Agency]

**Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts.**

1. Name
2. Father's Name/Spouse's Name
3. CNIC/NICOP/Passport No.
4. Nationality
5. Residential address
6. Email address
7. Date on which shareholding, control or interest acquired in the business.
8. In case of indirect shareholding, control or interest being exercised through intermediary companies, entries or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:
- 9.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
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Name	Legal form (Company / Limited Liability Partnership / Association of Persons/Single Member Company / Partnership Firm/ Trust/ Any other individual, body corporate (to be specified))	Date of incorporation / registration	Name of registering Authority	Business Address	Country	Email Address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the company	Identify of natural person who ultimately owns or control the legal person or arrangement

10. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>Name and Surname (in Block Letters)</b>	<b>CNIC NO. (In case of foreigner, Passport No.)</b>	<b>Father's/ Husband's Name in full</b>	<b>Current Nationality</b>	<b>Any other Nationality (ies)</b>	<b>Occupation</b>	<b>Residential address in full or the registered / principle office address for a subscriber other than natural person</b>	<b>Number of shares taken by cash subscriber (in figures and words)</b>
			<b>Total numbers of shares taken (in figures and words)</b>				

11. Any other information incidental to or relevant to Beneficial Owner(s).

**Name and Signature**

(Person authorized to issue notice on behalf of the company)

## SECTION IX: CONTRACT FORMS

### Form of Contract

THIS AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_, 2026 between *Zarai Taraqati Bank Limited (ZTBL)* (hereinafter called “the Procuring Agency”) of the one part and [M/s \_\_\_\_\_] of [\_\_\_\_\_] (hereinafter called “the Contractor”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of Canteen Services, viz., [\_\_\_\_\_] and has accepted a Bids by the Bidder for the provision of Canteen Services in the sum of [PKR. \_\_\_\_\_] (hereinafter called “the Contract Price”).

### NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below: -
  - (a) This form of Contract;
  - (b) the Technical and Financial proposal of vendor
  - (c) the General Conditions of the Contract;
  - (d) the Special Conditions of Contract;
  - (e) the Procuring Agency’s Letter of Intent
  - (f) The acceptance of letter of Intent by vendor
  - (g) Bid Document
  - (h) Scope of Work
  - (i) Technical Complaint Sheet
  - (j) Price of Parts (annexure-A)
3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Non-Consultancy Services related services and to remedy defects therein in conformity

in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Non-Consultancy Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

**For**

M/s. \_\_\_\_\_

-----

NAME

SIGNATURE & OFFICIAL STAMP  
STAMP

**WITNESS:**

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NAME

SIGNATURE & OFFICIAL STAMP  
STAMP

**For**

ZARAI TARAQIATI BANK LTD.

-----

NAME

SIGNATURE & OFFICIAL

NAME

SIGNATURE & OFFICIAL

**Performance Security (or guarantee) Form**

To: *[name of Procuring Agency]*

WHEREAS *[name of Supplier]* (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. *[Reference number of the contract]* dated *[insert date]* to delivery *[description of goods and services]* (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

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*[name of bank or financial institution]*

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*[address]*

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*[date]*

## Integrity Pact

### **DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE**

Contract Number: \_\_\_\_\_

Dated: \_\_\_\_\_

Contract Value: \_\_\_\_\_

Contract Title: \_\_\_\_\_

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name

of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

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[Buyer]

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[Seller/Supplier]

**\*\*\*End of Document\*\*\***