

Standard Bidding Document

Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge (Non-Consultancy Services)

National

Single Stage-Two Envelope

CORRIGENDUM # 1	CORR-P165945-001
Initiation Date	October 23, 2026



October 23, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

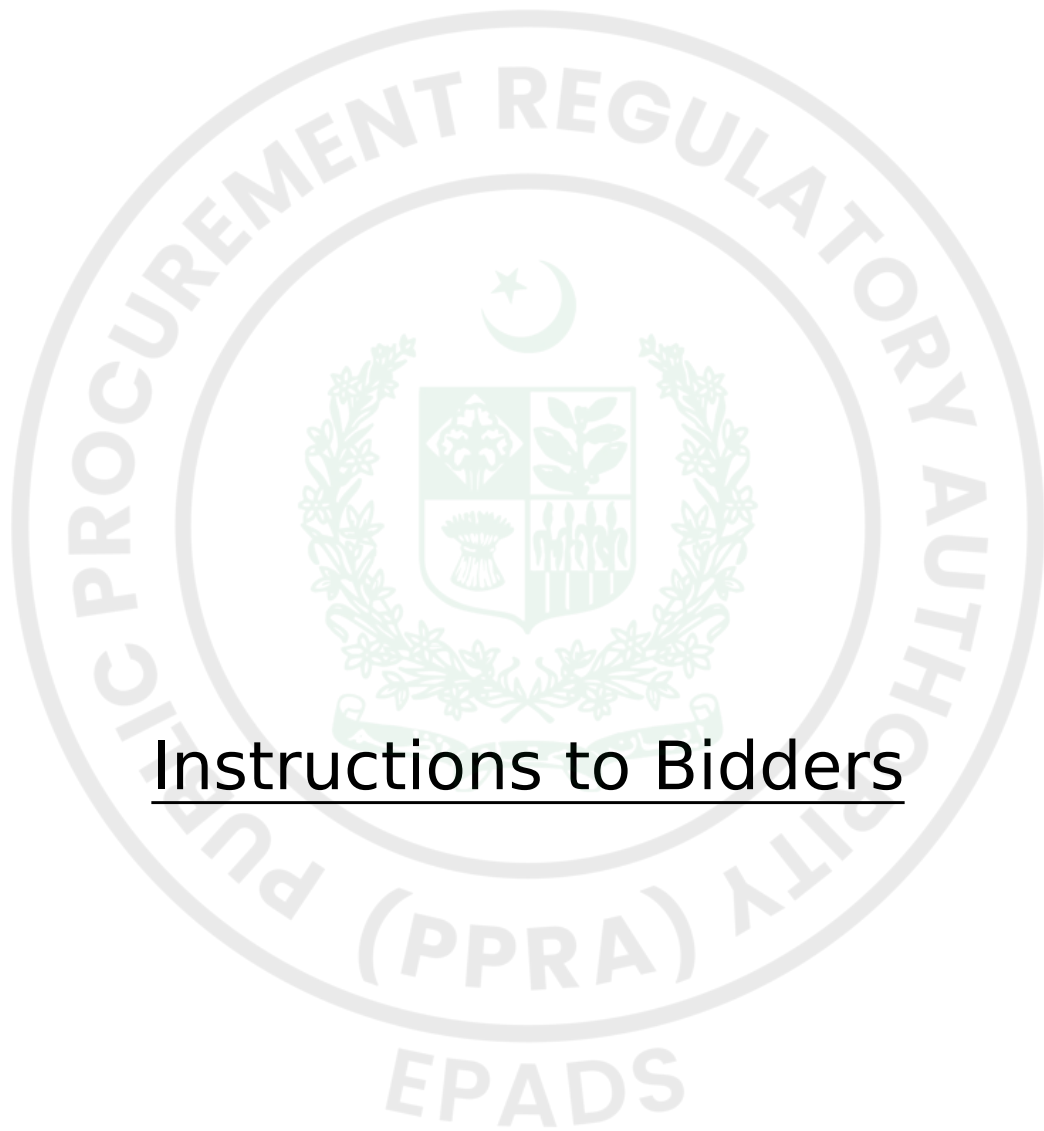
1. The **National Faceless Centre (NFC) (National Faceless Centre)** has reserved Funds for the procurement planned for FY **2026-27**. The **National Faceless Centre (NFC) (National Faceless Centre)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the **“Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge”** with the reference of **"P165945"**
2. The **National Faceless Centre (NFC) (National Faceless Centre)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Quality and Cost Based Selection (QCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2026 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Demand Draft** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **<https://epads.gov.pk/opportunities/federal/procurements/165945>**.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Thursday, November 5, 2026 11:00 AM**. E-bids will be opened on the same day at **Thursday, November 5, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0**, may register themselves on **<https://vendors.epads.gov.pk/>**. A tutorial to explain the registration process is available at

<https://www.youtube.com/watch?v=MNW6T38v7tc>

In terms of Rules 65 of Public Procurement Rules, 2026 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.gov.pk).

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Instructions to Bidders

A. Introduction

1. Scope of Bids

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. Source of Funds

2.1. Source of funds is referred in Clause-1 of Procurement Notice.

3. Fraud & Corruption

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. Eligible Bidders

4.1. A bidder shall be eligible to participate in a procurement process, if it—

4.1.1. possesses the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and past performance necessary to complete the procurement contract,

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. has not been declared bankrupt or, in the case of company or firm, insolvent or being wound up and its activities or affairs are suspended by a Competent Authority or by the Court of law;

4.1.4. is not under any legal proceedings which may result in bankruptcy or any other situation entailing the total or partial loss of the right to administer and dispose of the property;

4.1.5. has not been convicted by a final judgment of a Court of Law,

4.1.6. is not blacklisted by the procuring agency or cross-debarred by the Authority at the time of the submission of bid;

4.1.7. is not blacklisted or debarred at the time of the submission of bid by an international financial institution, international organizations, or other multilateral development Bank for the period defined by them; and

4.1.8. is not convicted in the case of a company, its owners and beneficial owners, directors or officers of a criminal offence related to-

4.1.8.1. its professional conduct; or

4.1.8.2. a prohibited practice within the period specified in the tender documents and has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been debarred from a procurement process in Pakistan.

4.2. Except as permitted under the Ordinance, rules and regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that-

4.2.1. discriminates against or among a bidder or against categories of bidders; or

4.2.2. is not required for the performance of the procurement contract; or

4.2.3. is not related to the avoidance of management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

5. Qualification of the Bidder

5.1. All Bidders shall provide Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. Contents of Standard Bidding Document

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued in accordance with **ITB 6.1** include:

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section V Fraud & Corruption

Section VI General Conditions of Contract (GCC)

Section VII Special Conditions of Contract (SCC)

Section VIII Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. Clarifications

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no

later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 8** .

7.4. If indicated **in the BDS**, 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 **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document 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 **ITB 8** .

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or

permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a bid:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. change in the ranking of the bidders.

From the time of bid(s) 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 so in writing or through electronic form that provides record of the content of communication.

8. Amendment of Bidding documents

8.1. 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 addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document pursuant to **ITB 8 .1** shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. 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 after record reason in writing:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB 10 and 11;

9.1.2. Documentary evidence established in accordance with ITB 8 that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with ITB 9 that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established in accordance with ITB 9.3 that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 14; and

9.1.6. Any other document required in the BDS.

10. Documents Establishing Eligibility of the Services and Conformity to bidding documents

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. Documents Establishing Eligibility and Qualification of the Bidder

11.1. Pursuant to ITB 8, the bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids 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.

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, provisions of services and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. Form of Bid

12.1. The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.

13. Bids Prices

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed

to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid in accordance with ITB 10 shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency 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 ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract.

14. Price Adjustment

14.1. Price adjustment shall not be applicable on the contract with less than 12 months period.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

14.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 11.2 shall not be applicable in that case.

15. Bids Currencies

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. Bid Validity Period

16.1. Bid(s) shall remain valid for the period specified in the BDS 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.

17. Bid Security or Bid Securing Declaration

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Form 9 The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB 14.5

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 14.5 are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, 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 ITB 13. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors pursuant to ITB 23; or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with ITB 32; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with ITB 33.**

17.6. The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.

18. Alternative Bids by Bidders

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Section V, Evaluation and Qualification Criteria.

19. Withdrawal, Substitution, and Modification of Bids

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. Format and Signing of Bids

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through EPADS v2.0.

D. Submission of Bids

21. Submission of Bids through EPADS v2.0 before Dead deadline

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. Opening & Evaluation of Bids by the Procurement Cell

22.1. As per Rule 10 of Public Procurement Rules, 2026 (PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2026)

23. Opening & Evaluation of Bids by the Bid Evaluation Committee

23.1. As per Rule 11 of Public Procurement Rules, 2026 (PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up to two billion rupees)

24. Third Party Validation

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

25. External Bid Evaluation Committee

25.1. **As per Rule 13 of Public Procurement Rules, 2026**, procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. Opening of Bids

26.1. The Procuring Agency will open all bids through EPADS, 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 **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

26.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (b) the presence of a bid security, if required; and (c) any other details as the procuring agency may consider appropriate.

26.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline.

26.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

27. Confidentiality

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 person(s) 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 decision may result in the rejection of his bid.

28. Preliminary Examination of Bids

28.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

28.1.1. meets the eligibility criteria defined in **ITB 3**;

28.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

28.1.3. is accompanied by the required securities; and

28.1.4. is substantially responsive to the requirements of the bidding document.

28.2. The procuring agency will confirm that the documents and information specified under **ITB 7,8 and 9** have been provided in the bids. 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.

28.3. 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.

29. Examination of Terms and Conditions, Technical Evaluation

29.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21**, to confirm that all requirements specified in **Section V - Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have

been met without material deviation or reservation.

29.2. 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 **ITB 21**, it shall reject the bids.

30. **Correction of Errors**

30.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

30.1.1. 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;

30.1.2. 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

30.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

30.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

30.2. 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 that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 14**.

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. Evaluation of Bids

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 21**.

32.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the **Bid Data Sheet (BDS)** and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

32.3. **In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.**

32.4. The Procuring agency/Employer's evaluation of a bid will take into account:

32.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

32.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30**;

32.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

32.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

32.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS**.

33. Determination of Most Advantageous Bids

33.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

34. Abnormally Low Financial Bids

34.1. Subject to sub-rule (2), a procuring agency may, in the procurement of goods, works and services, reject a bid if it 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 such that it raises material concerns on the part of the procuring agency as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. Rejection of Bids

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. Cancellation of procurement

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. Single Responsive Bid

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. Alternate Dispute Resolution (ADR)

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. Arbitration Clause

39.1. (Appointing Authority for the Arbitrator shall be Chief justice of Honorable Islamabad High Court OR Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

40. Fee of the Arbitrator

40.1. The fee shall be specified in PKR as determined by the Appointing Authority and shall be shared equally by each party.

41. Socio-economic development

41.1. As per Rule 63 of Public Procurement Rules, 2026, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by according preferences in line with the notified policies of the Federal Government

42. Environmental objectives

42.1. As per Rule 64 of Public Procurement Rules, 2026, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

F. Award of Contract

43. Appointment of Contract Manager

43.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2026.

44. Criteria of Award

44.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as Successful Bid .

45. Procuring Agency's Right to reject All Bids

45.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

45.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

46. Procuring Agency's Right to Vary Quantities at the Time of Award

46.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in

the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

47. Notification of Award

47.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

47.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Award 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).

47.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 33** and signing of the contract in accordance with **ITB 32**.

48. Signing of Contract

48.1. 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 successful bidder and the procuring agency shall sign the contract.

49. Performance Guarantee

49.1. After the receipt of the Letter of Award, 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 **BDS and SCC**, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

49.2. Failure of the successful bidder to comply with the requirement of **ITB 33.1** 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.

50. Advance Payment

50.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

51. Arbitration

51.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

52. Corrupt & Fraudulent Practices

52.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/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

53. Constitution of Grievance Redressal

53.1. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or

any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not 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-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

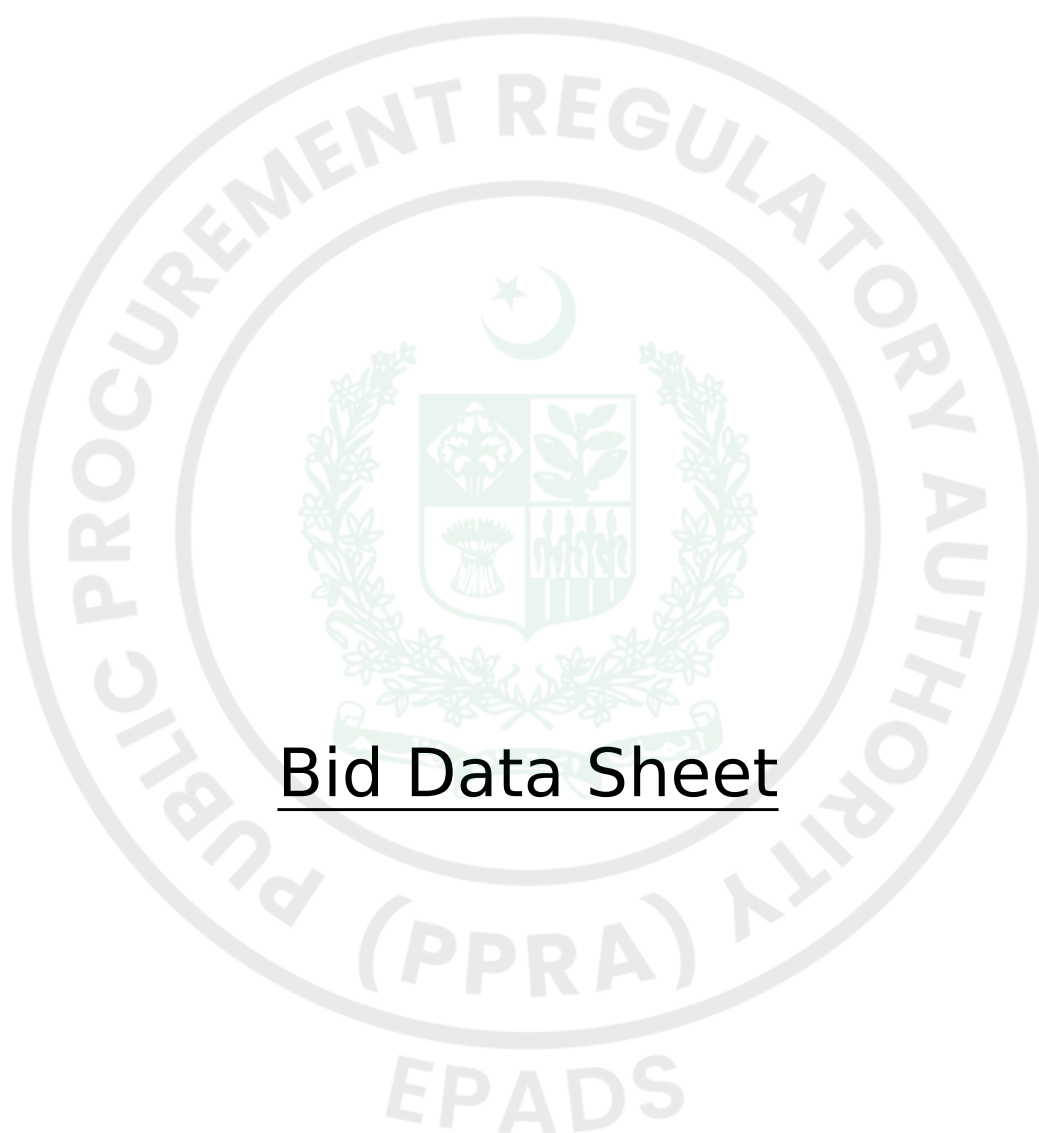
53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2026 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.





Bid Data Sheet

Bids Data Sheet (BDS)

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

BDS Clause Number

ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

ITB Number 1.1

Name of Procuring Agency: **National Faceless Centre (NFC) (National Faceless Centre)**

The subject of procurement is: **Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge**

Expected commencement date: **Tuesday, December 1, 2026**

BDS Clause Number 2

ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P165945**

BDS Clause Number 3

ITB Number 4.6

JV/Consortium or Association Allowed: **No**

Number of JV/Consortium Members: **Nil**

B. Bidding Documents

BDS Clause Number 4

ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date:
Monday, November 2, 2026
Pre-Bid Meeting: Wednesday, October 28, 2026 11:00 AM
Venue: NFC Building, Service Road, Mauve Area, G-9/1

BDS Clause Number 5

ITB Number 8.1

Any addendum, in case issued, shall be published on **National Faceless Centre (NFC) (National Faceless Centre)** website and on **EPADS v2.0**.

BDS Clause Number 6

ITB Number 9.1

List of documents required along with the bid: **No**

BDS Clause Number 7

ITB Number 11.1

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

ITB Number 7.6

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

ITB Number 13.1 & 13.2

Price schedule will be provided according to the format defined and acquired.

see section price schedule.

BDS Clause Number 10

ITB Number 7.6.2

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12

ITB Number 15.1

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

ITB Number 16.1

The Bids/Bid Validity period shall be: **90 Days**

BDS Clause Number 14

ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

Instrument of Bid Security Shall be in the Name of : **Director General, National Faceless Centre, FBR**

The Bid Security shall be in the form of: **Pay Order, Demand Draft**

BDS Clause Number 15

ITB Number 17.3

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 180 days so the bid security shall be valid for $180+28 = 208$ days.

BDS Clause Number 16

ITB Number 18.1

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

ITB Number 21.1

Bid shall be submitted online on **EPADS v2.0** whereas hard copy of the bid security should be submitted to the following;

NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Thursday, November 5, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

ITB Number 26.1

The Bids opening shall take place on **EPADS v2.0**.

Day : **Thursday**

Date: **Thursday, November 5, 2026**

Time : **11:30 AM**

BDS Clause Number 19

ITB Number 32.1

Selection technique adopted will be: **Quality and Cost Based Selection (QCBS)**

see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

ITB Number 49.1

The Performance guarantee shall: **0%**.

The Performance Guarantee shall be acceptable in the form of: **Nil**

BDS Clause Number 21

ITB Number 51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

ITB Number 53.1

Grievance against this procurement shall be submitted online on **EPADS v2.0**.

Eligibility Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Required Registration
NADRA CITIZENSHIP (CNIC/NICOP)
FBR (NTN)
FBR (GSTN)

Eligibility Criteria	Document
Registered on EOBI	Yes
Not blacklisted or debarred by any government body Affidavit on stamp paper (Form 4)	Yes
Registered for income tax and on the Active Taxpayers List	Yes
Registered for sales tax on services in Islamabad Capital Territory	Yes
At least 3 years in running cafés, restaurants or food service Registration documents or first contract or outlet licence	Yes
At least 2 cafés currently operated, or 2 office, institutional or corporate café contracts in the last 5 years Contracts, work orders or outlet licences	Yes

Valid food business licence from the Islamabad Food Authority or other competent food authority Licence copy, valid on the bid deadline	Yes
Certificate of incorporation (SECP) or registration of firm or sole proprietorship If Applicable	Yes
Interested vendor shall quote prices of each item in annexure as per defined terms in document and quote the total Amount in EPADS system.	No



Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Weightage

Technical Evaluation %	Financial Evaluation %
70	30

Technical Marks	100
Passing Marks	60
Technical Evaluation Criteria	
Experience in café or food service (Qualitative)(Doc Required)	5
At least 10 years (5)	
6 to 9 years (3)	
3 to 5 years (1)	
Cafés run or similar contracts in the last 5 years (office, institutional, corporate or stand alone cafés) 2 marks per café or contract, maximum 5. Licence or contract and satisfaction letter required (Qualitative)(Doc Required)	10

Design, style and branding of the café, canteen and lounge. Café (20): interior design, style and look, lighting, quality of furniture and finishes, seating (at least 40 seats), brand identity, signage and presentation, with drawings, mood board or 3D views and a fit-out schedule. Canteen (8): clean, washable and well lit design, seating, serving counter, hot holding and tea station, crockery and washing arrangement, consistent branding. Lounge (7): layout, furniture, comfort and quality of the items in Section VI, Part J. Each part: Excellent full; Good two thirds; Fair one third; Poor 0 (Qualitative)(Doc Required)	35
Menu and food quality Café: specialty coffee and tea, bakery, sandwiches and wraps, salads and bowls, daily hot lunch, healthy choices (10). Canteen: variety and weekly rotation of the value menu, with at least two fresh hot dishes daily (5). Excellent full; Good two thirds; Fair one third; Poor 0 (Qualitative)(Doc Required)	15
Key staff Café manager with at least 5 years experience: 4. Trained baristas (certificate or 2 years experience), at least 2: 3. Chef with at least 5 years experience: 3 (Qualitative)(Doc Required)	10
Food safety and hygiene ISO 22000 or HACCP certificate: 5. Clean food authority inspection record in the last 2 years: 5 (Qualitative)(Doc Required)	10
Financial capacity and investment Average annual turnover over the last 3 years of at least Rs. 10 million: 5. Value and quality of the fit-out and equipment committed (Form 7): 5. (Qualitative)(Doc Required)	10
Service and technology Cashless payments (cards, QR, Raast), FBR integrated point of sale, pre-ordering by app or message, feedback system: full 5; partial 3 (Qualitative)(Doc Required)	5

Required Services

Lot Title : Cafe Items

Bid Security : 50000 PKR

Position	Delivery Schedule	Quantity
Cappuccino (regular, about 8 oz)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: as per order Quantity: 1/Qty	1/Qty
Café latte (regular)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Americano (regular)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Doodh patti or karak chai (cup)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Green or herbal tea (cup)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Butter croissant	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Muffin	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty

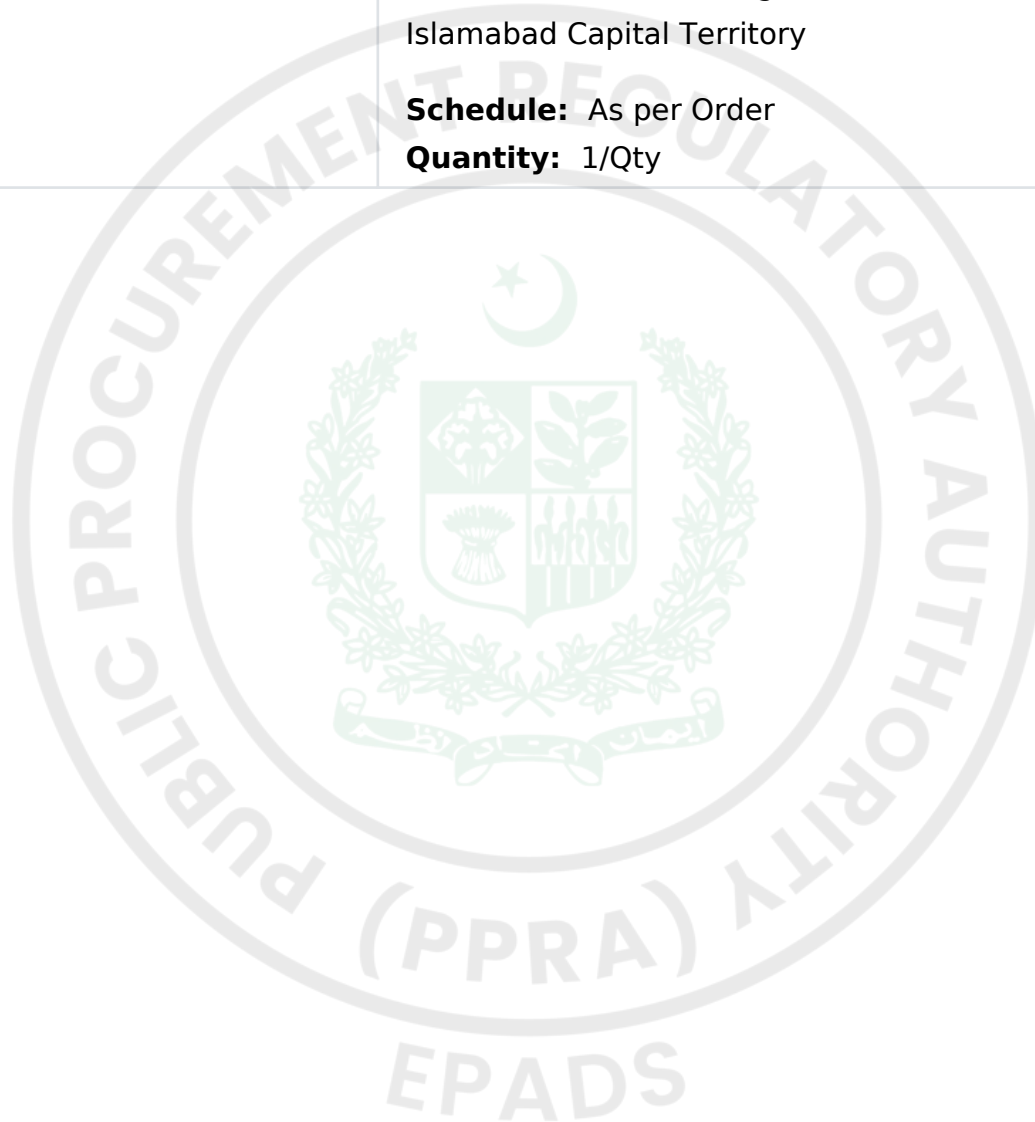
Position	Delivery Schedule	Quantity
Chicken club sandwich	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Grilled chicken panini or wrap	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Chicken rice or grain bowl	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Hot lunch of the day (main with roti or rice)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Vegetarian or daal lunch (with roti or rice)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Fresh fruit cup	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Fresh juice or smoothie (regular)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Mineral water (500 ml)	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Tea, doodh patti (cup, about 150 ml) Maximum price is 80 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Paratha (plain) Maximum price is 70 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Anda paratha or omelette with paratha Maximum price is 180 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Channay with 2 roti or naan Maximum price is 180 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Chicken biryani (plate, about 350 g, with raita) Maximum price is 300 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Chicken salan with 2 roti Maximum price is 300 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Daal or sabzi with 2 roti Maximum price is 180 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty
Roti (each) Maximum price is 25 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Samosa or pakora (2 pieces) Maximum price is 80 RS	Address: NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory Schedule: As per Order Quantity: 1/Qty	1/Qty



Related Services :

No



Services Specifications

Lot Title : Cafe Items

Position: Cappuccino (regular, about 8 oz)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Café latte (regular)

Specifications / Requirements:

details are mentioned in Annex attached.

Position: Americano (regular)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Doodh patti or karak chai (cup)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Green or herbal tea (cup)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Butter croissant

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Muffin

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Chicken club sandwich

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Grilled chicken panini or wrap

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Chicken rice or grain bowl

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Hot lunch of the day (main with roti or rice)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Vegetarian or daal lunch (with roti or rice)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Fresh fruit cup

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Fresh juice or smoothie (regular)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Mineral water (500 ml)

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Tea, doodh patti (cup, about 150 ml) Maximum price is 80 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Paratha (plain) Maximum price is 70 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Anda paratha or omelette with paratha Maximum price is 180 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Channay with 2 roti or naan Maximum price is 180 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Chicken biryani (plate, about 350 g, with raita) Maximum price is 300 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Chicken salan with 2 roti Maximum price is 300 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Daal or sabzi with 2 roti Maximum price is 180 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Roti (each) Maximum price is 25 RS

Specifications / Requirements:

Details are mentioned in Annex attached

Position: Samosa or pakora (2 pieces) Maximum price is 80 RS

Specifications / Requirements:

Details are mentioned in Annex attached

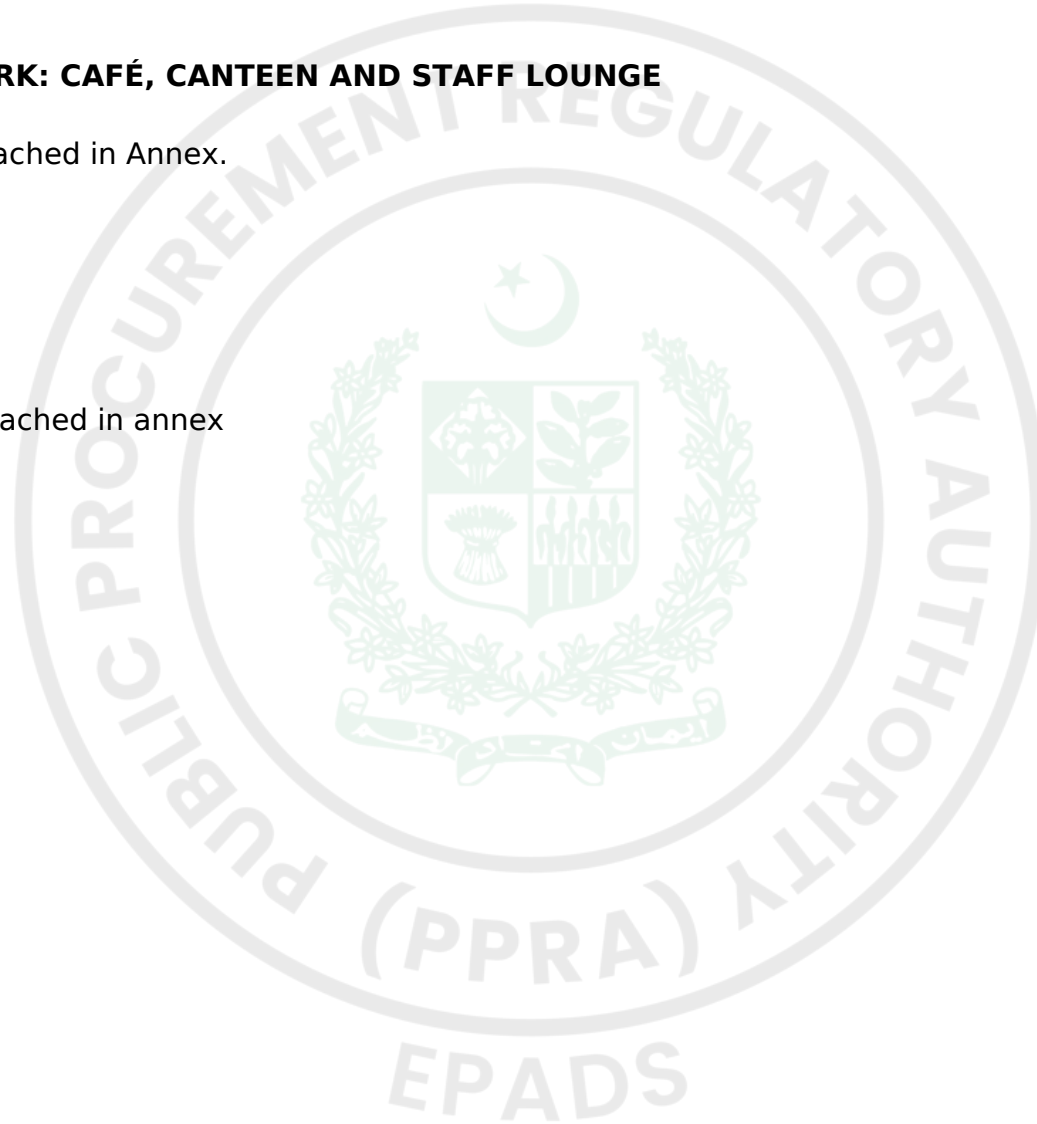
Scope of Work

SECTION VI: SCOPE OF WORK: CAFÉ, CANTEEN AND STAFF LOUNGE

Details of Scope of work is attached in Annex.

Brief Description

Description and details are attached in annex



Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		





General Conditions of Contract

A. General

1. Definitions

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

1.1.1. “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;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “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;

1.1.5. “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;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. “Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.

2. Applicable Law

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. Language

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 **English language** unless otherwise stated in the SCC. 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.

4. Notices

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 SCC.

5. Location

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in SCC.

6. Authorized Representatives / Authority of Member in charge

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 SCC.

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

7. Effectiveness of Contract

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 SCC.

8. Commencement of Services

8.1. The Contractor shall confirm availability of required resources and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC**.

9. Program schedule

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.

10. Starting Date/Expiration Date

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC**.

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC**.

11. Entire Agreement

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.

12. Modification

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.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. Force Majeure

13.1. Definition

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.

13.2. No Breach of Contract

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.

13.3. Extension of Time

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.

13.4. Payments

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.

14. Termination

14.1. By the Procuring Agency

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);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. 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;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. 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;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. By the Contractor

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.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within thirty (30) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. 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;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. General

15.1. Standard of Performance

15.1.1. 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;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. Law Applicable to Services

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.

16. Conflict of Interests

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 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.

16.2. Contractor and Affiliates Not to be Otherwise Interested in Project

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.

16.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 16.3.1. 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;
- 16.3.2. 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;
- 16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC**.

17. Insurance to be Taken Out by the Contractor

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. Contractor's Actions Requiring Procuring Agency's Prior Approval

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

- 18.1.1. appointing such members of the Personnel not provided by the Contractor;
- 18.1.2. changing the Program of activities; and
- 18.1.3. any other action that may be specified in the **SCC**.

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.

20. Liquidated Damages

20.1. Payments of Liquidated Damages

The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC**.

20.3. Lack of performance penalty

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. Performance Guarantee

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Service Provider failure to complete its obligations under the Contract.

21.3. 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.**

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Service Provider 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.**

22. Sustainable Procurement

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. Description of Personnel

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the 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.

24. Removal and / or Replacement of Personnel

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.

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.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. Change in the Applicable Law

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

26. Services and Facilities

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. Contract Price

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC.

28. Terms and Conditions of Payment

28.1. Payments will be made to the Contractor according to the payment schedule stated in the SCC and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. Quality Control Identifying Defects

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. 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 SCC.

30. Correction of Defects, and Lack of Performance Penalty

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.

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.

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.

31. Settlement of Disputes Amicable Settlement

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.

32. Dispute Settlement

32.1. Arbitration

32.1.1. **Alternate Dispute Resolution (ADR)**, After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including

Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: National Faceless Centre (NFC) (National Faceless Centre), Admin Officer NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory

Contractor is:

The title of the subject procurement is: Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

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 **English**.

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

National Faceless Centre (NFC) (National Faceless Centre), Admin Officer
NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory
+92-333-514-9401
officesuperintendentnfc@gmail.com

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

National Faceless Centre (NFC) (National Faceless Centre), Admin Officer
NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory
+92-333-514-9401
officesuperintendentnfc@gmail.com

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

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 Goods till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 16.

Number of GC Clause 20

Liquidated Damages

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 **0.00% to 0.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

Instrument of Performance Guarantee shall be in the Name of : **Nil**

The amount of performance guarantee shall be 0% of the contract price in acceptable form of Nil

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause 28

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause 29

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

interested Party must agree to all the Terms and conditions mentioned in the Annex attached

Performance guarantee Rs. 140,000 (fixed amount, Rule 51), bank guarantee from a scheduled bank, valid for the contract period plus 30 days. It secures completion of the fit-out, the canteen obligations and the lounge items.

The financial score shall be worked out as in Section V, Part C of the attached bidding document (canteen basket two thirds, café basket one third). The total amount entered in EPADS is for record only.

Delivery & Documents

interested Party must agree to all the Terms and conditions mentioned in the Annex attached

Number of GC Clause 31

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder 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 Bidder any monies due to the Bidder.

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 Bidder 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 Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.



Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.: **P165945**

To: **National Faceless Centre (NFC) (National Faceless Centre), Admin Officer NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the ____ day of _____ 20____ between **National Faceless Centre (NFC) (National Faceless Centre), Admin Officer NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory**

(hereinafter called “the Procuring Agency”) of the one part and [name of Bidder] of [city and country of Bidder] (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge (P165945)** and has accepted a Bids by the Bidder for the provision of Services in the sum of [contract price in words and figures] (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:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and
8. [add here: any other documents]

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 Goods 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 Goods 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.

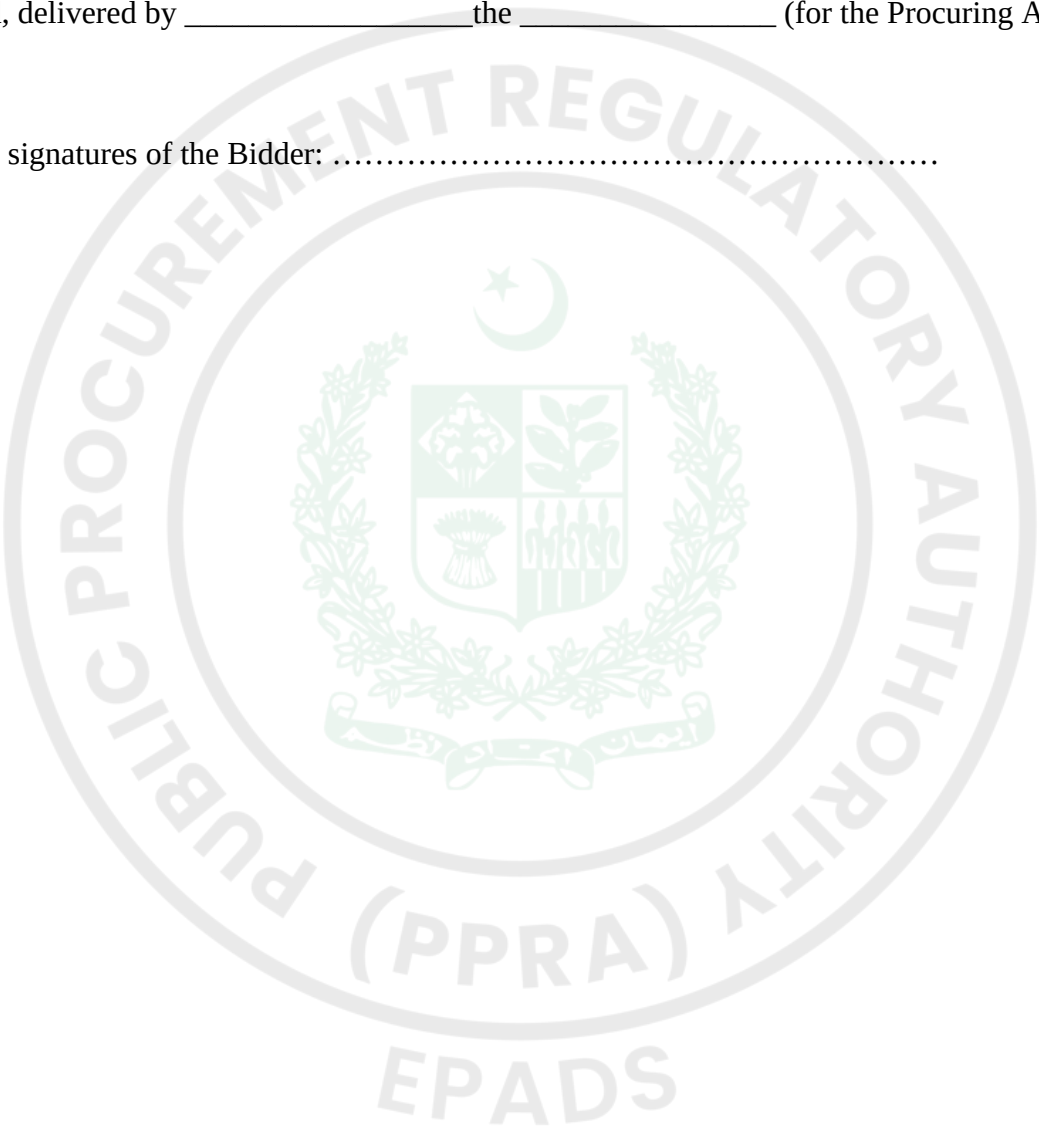
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

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: Contract

Value: Contract Title:

Dated:

[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.



Performance Guarantee Form

Performance Guarantee Form

To: **National Faceless Centre (NFC) (National Faceless Centre), Admin Officer NFC Building, Service Road, Mauve Area, G-9/1, Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Non-Consultancy Services (hereinafter called “the Contract”).

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

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, 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 Bidder 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]*

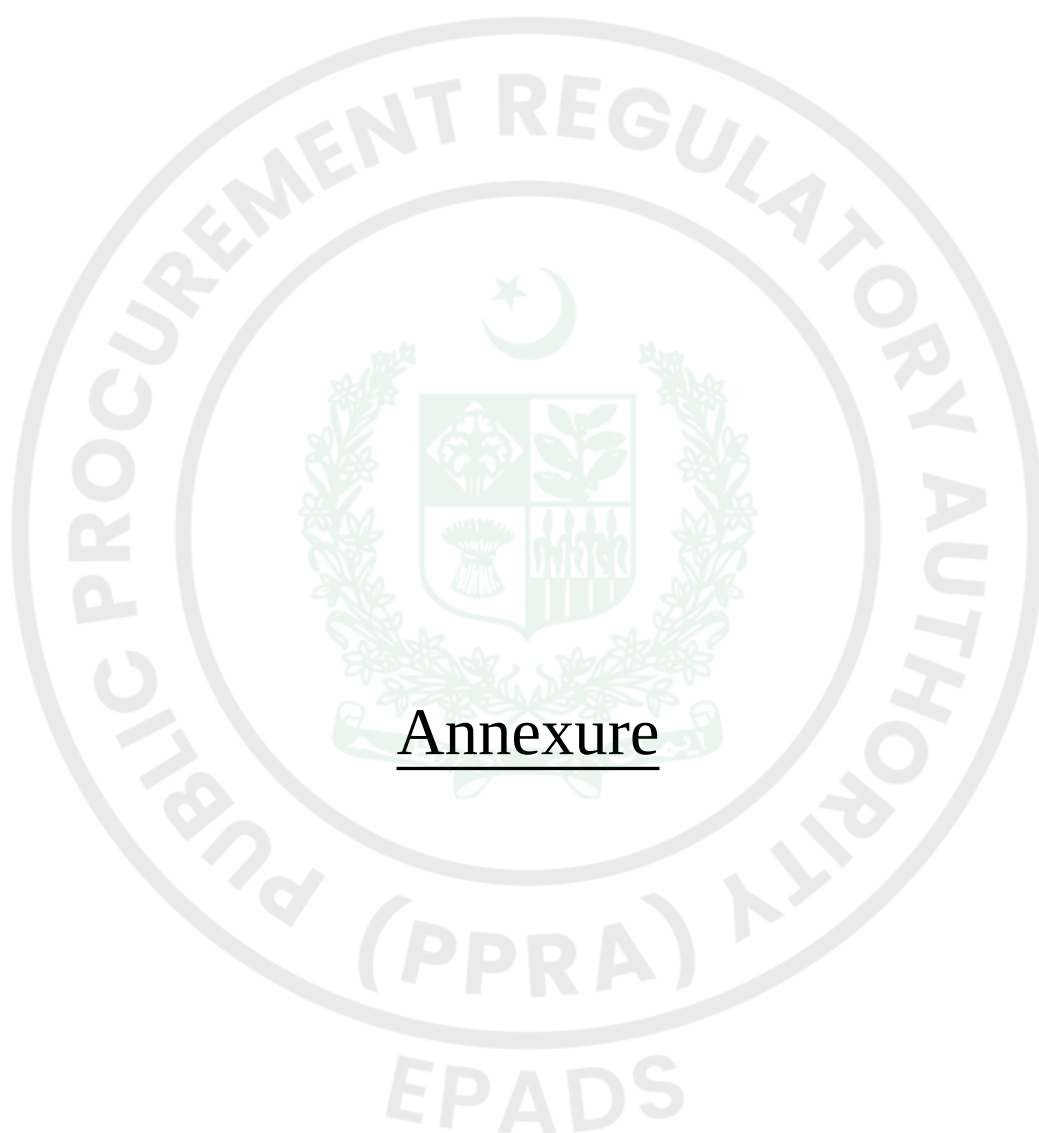
Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Bidding document with Technical forms

Technical forms to be submitted here only

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Bidding document with Technical forms** (page number: 82)

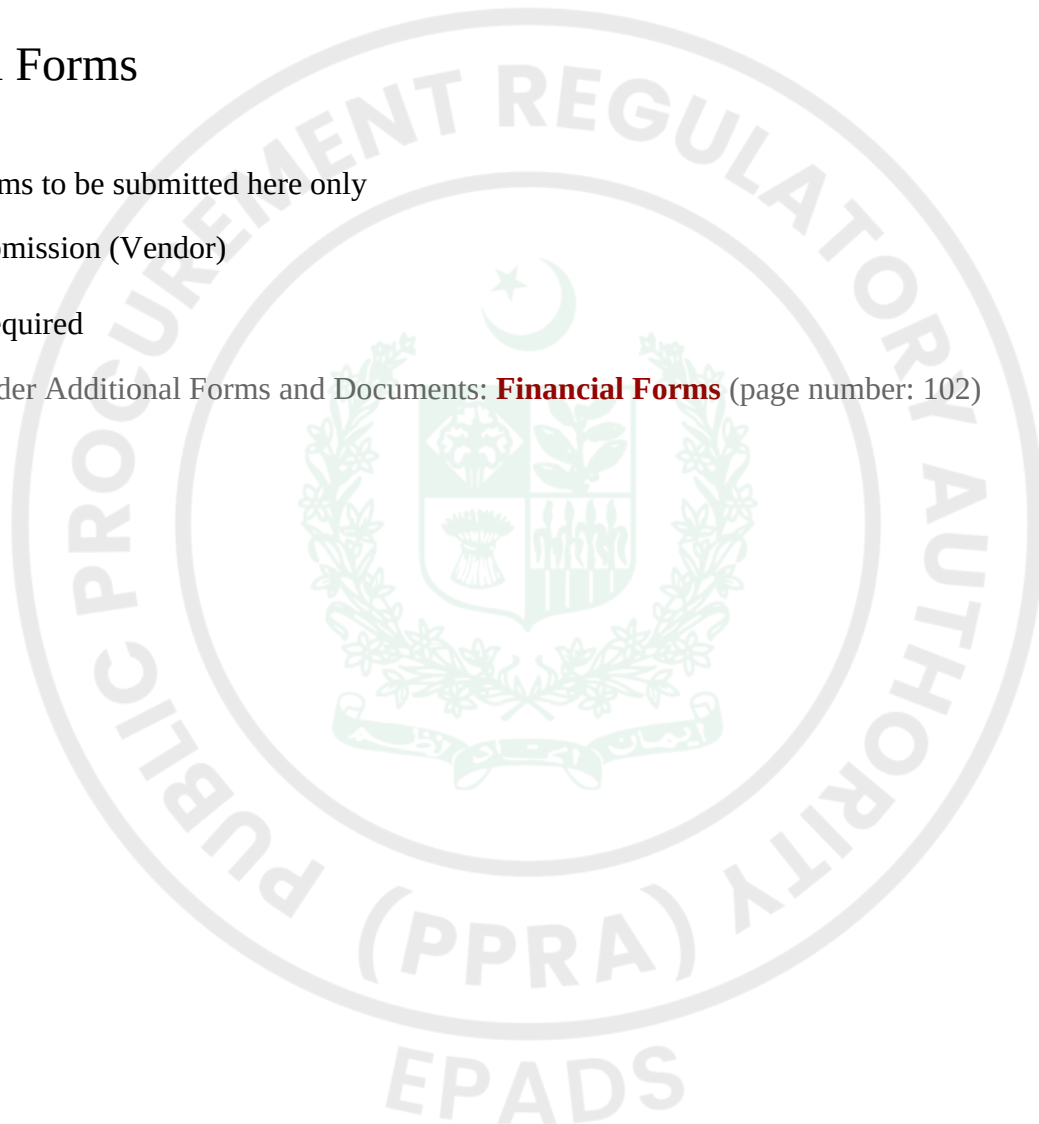
Financial Forms

Financial Forms to be submitted here only

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Financial Forms** (page number: 102)





Procurement Forms







Additional Forms and Documents

GOVERNMENT OF PAKISTAN
FEDERAL BOARD OF REVENUE
NATIONAL FACELESS CENTRE, ISLAMABAD

BIDDING DOCUMENT

Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge

(Non-Consultancy Services) 2026-29

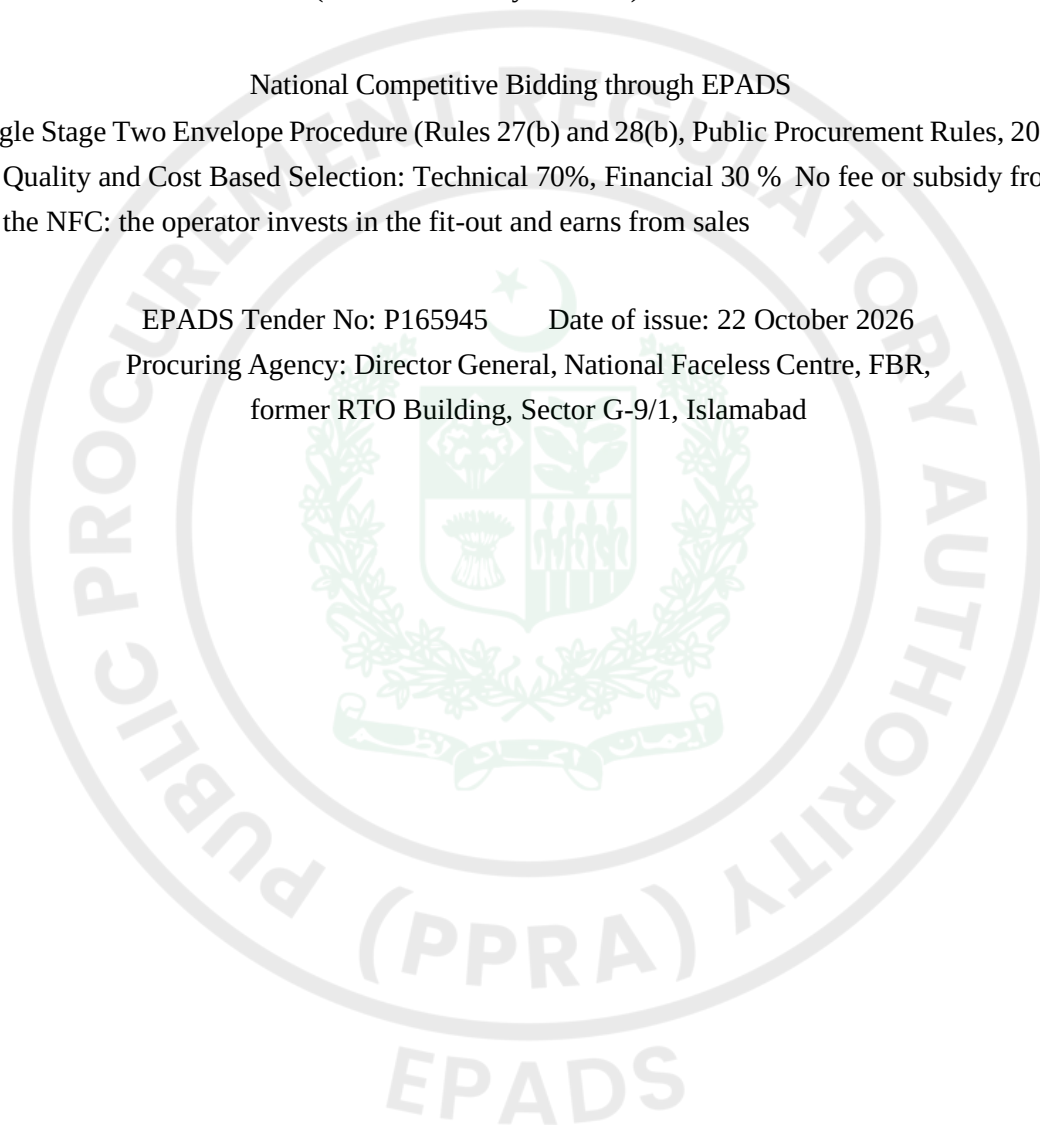
National Competitive Bidding through EPADS

Single Stage Two Envelope Procedure (Rules 27(b) and 28(b), Public Procurement Rules, 2026)

Quality and Cost Based Selection: Technical 70%, Financial 30 % No fee or subsidy from the NFC: the operator invests in the fit-out and earns from sales

EPADS Tender No: P165945 Date of issue: 22 October 2026

Procuring Agency: Director General, National Faceless Centre, FBR,
former RTO Building, Sector G-9/1, Islamabad



CONTENTS

Section I	Invitation for Bids
Section II	Instructions to Bidders
Section III	Bid Data Sheet
Section IV	Eligibility Criteria
Section V	Evaluation Criteria
Section VI	Scope of Work: Café, Canteen and Staff Lounge
Section VII	Price Schedule (Café and Canteen)
Section VIII	General Conditions of Contract
Section IX	Special Conditions of Contract
Section X	Forms



SECTION I: INVITATION FOR BIDS

1. The National Faceless Centre (NFC), Federal Board of Revenue, Islamabad, invites e-bids through the e-Pak Acquisition and Disposal System (EPADS) from café and food service operators registered with EPADS, on the Active Taxpayers List of FBR, and meeting the eligibility criteria in this document, to design, fit out and run (a) a modern staff café and (b) a staff canteen serving a value menu at fixed low prices, and to design and furnish an adjoining staff lounge, at the NFC building (former RTO Building), Sector G-9/1, Islamabad, for about 240 staff and their visitors.
2. The café and canteen will be outsourced together, as one contract. The NFC will pay no fee or subsidy. The operator will invest in the fit-out and equipment and earn from sales at the prices accepted in its bid. The operator will have the sole right to sell food and beverages in the NFC building.
3. Bidding will be conducted under the Single Stage Two Envelope procedure (Rules 27(b) and 28(b) of the Public Procurement Rules, 2026). The most advantageous bid will be selected on quality and cost: 70% weight for the technical proposal, in which design, style, branding and quality carry the most marks; 30% for the Financial. Low prices cannot make up for a weaker café or canteen.
4. The bidding document is available free of cost on EPADS at <https://epads.gov.pk>. Bids must be submitted on EPADS on or before 5 November 2026 at 11:00 hours. Technical proposals will be opened on EPADS on the same day at 11:30 hours.
5. Bid security of Rs. 50,000 (pay order in favor of Director General, National Faceless Centre, FBR) must reach the office below before the bid submission deadline.
6. A pre-bid meeting and site visit will be held on 28 October 2026 at 11:00 hours at the NFC building.
7. The procurement is subject to the Public Procurement Rules, 2026 (S.R.O. 1658(I)/2026) and the regulations of the Public Procurement Regulatory Authority. Grievances will be heard by a Grievance Redressal Committee constituted under Rule 65.

Director General

National Faceless Centre, FBR

Former RTO Building, Sector G-9/1, Islamabad

Phone: 051-9106387 Email: murtaza.akbar@fbr.gov.pk

SECTION II: INSTRUCTIONS TO BIDDERS

A. General

- 1.1 Procuring Agency. The Procuring Agency is the Director General, National Faceless Centre (NFC), FBR, Islamabad.
- 1.2 Scope. The café, the staff canteen, the staff lounge, the premises and the services are described in Section VI. A bid must cover all of them; a bid for only the café or only the canteen will be rejected.
- 1.3 Applicable rules. This procurement is governed by the Public Procurement Regulatory Authority Ordinance, 2002, the Public Procurement Rules, 2026 (the Rules), the regulations issued by the Authority, and the standard bidding documents of the Authority where notified (Rule 34). In case of conflict, the Rules prevail.
- 1.4 Language. The bid and all correspondence shall be in English (Rule 6).
- 1.5 Corrupt and fraudulent practices. Any bidder found engaged in corrupt, fraudulent, collusive, coercive or obstructive practices shall be rejected and may be blacklisted under Rule 25.
- 1.6 Joint ventures and subcontracting are not allowed. The operator may use specialist firms for the fit-out works under its own responsibility.

B. Bidding Document

- 2.1 Clarifications. Any bidder may seek clarification through EPADS up to 3 days before the bid submission deadline. The Procuring Agency will reply through EPADS within 2 days, to all bidders, without naming the enquirer (Rule 38).
- 2.2 Amendments. The Procuring Agency may amend the bidding document through an addendum published on EPADS in the same manner as the original notice (Rule 34(7)), and may extend the deadline under Rule 39.
- 2.3 Site visit. Bidders are required to inspect the café and kitchen space on the date given in the Bid Data Sheet before preparing their design and menu.

C. Preparation of Bids

- 3.1 Two envelopes. The bid shall consist of a Technical Proposal and a Financial Proposal, uploaded separately on EPADS in the portions marked technical and financial. Any price in the Technical Proposal will lead to rejection.
- 3.2 Technical Proposal. It shall contain: (a) Bid Submission Letter (Form 1); (b) documents proving each eligibility criterion in Section IV; (c) documents supporting each technical criterion in Section V; (d) the café and lounge concept and design proposal, with layouts, mood board or 3D views, seating plan, lounge furniture list and fit-out schedule; (e) the full menu, without prices; (f) staffing plan and CVs of key staff (Form 6); (g) equipment and fit-out list (Form 7); (h) affidavit (Form 4); (i) Integrity Pact (Form 9); and (j) site visit certificate (Form 8).
- 3.3 Financial Proposal. It shall contain the Financial Bid Form (Form 2), the canteen value menu and the café basket in Section VII, and the full menu of the café with prices.
- 3.4 Prices. Prices shall be in Pakistani Rupees per item, inclusive of all taxes, and fixed for the first year. Canteen prices shall not exceed the maximum prices in Section VII, Part B; a higher price for any item will make the bid non-responsive.
- 3.5 Bid security. A fixed amount as stated in the Bid Data Sheet, not more than 5% of the estimated value (Rule 36), as a pay order or demand draft from a scheduled bank. It will be returned to unsuccessful bidders after award, and to the successful bidder on receipt of the performance guarantee.

- 3.6 Bid validity. Bids shall remain valid for the period stated in the Bid Data Sheet. Any extension shall be sought through EPADS under Rule 37(3) and (4).
- 3.7 Alternative bids and conditional bids shall not be accepted.

D. Submission, Opening and Evaluation

- 4.1 Bids shall be submitted only on EPADS before the deadline (Rules 8 and 40). Late bids cannot be submitted.
- 4.2 Technical proposals will be opened through EPADS at the time stated in the Bid Data Sheet, not less than 30 minutes after the deadline (Rule 40). Financial proposals will remain unopened in EPADS until the technical evaluation is complete, and only those of technically responsive bids will then be opened (Rule 27(b)).
- 4.3 Bids will be evaluated by a Bid Evaluation Committee of an odd number of members, strictly under Sections IV and V (Rules 41 and 42): (i) eligibility, pass or fail; (ii) technical scoring out of 100, with at least 60 marks to qualify; (iii) opening of financial proposals of qualified bids only.
- 4.4 A summary technical evaluation report will be published on EPADS, the Authority's website and the FBR website before financial proposals are opened, and the final evaluation report, with brief reasons, before award (Rule 48).
- 4.5 A bid whose café or canteen prices are abnormally low for the quality offered will be asked through EPADS to justify them with a detailed price analysis, and may be rejected if the bidder fails to show it can perform at those prices (Rule 43).
- 4.6 The Procuring Agency may reject all bids before the letter of award under Rule 45 and call for re-bidding under Rule 47. A single responsive bid may be considered under Rule 50.

E. Award and Grievances

- 5.1 The contract will be awarded to the most advantageous bid within the bid validity period, after the time for complaints under Rule 65(3) and (6) has passed (Rule 49). The successful bidder shall furnish the performance guarantee (Rule 51) within 10 days and sign the contract (Form 10) within 14 days of the letter of award. The contract comes into force on signature (Rule 55). Evaluation and award documents will be made public on EPADS (Rule 57).
- 5.2 The Integrity Pact (Form 9) signed with the bid shall form part of the contract (Rule 7).
- 5.3 Complaints may be filed on EPADS with the Grievance Redressal Committee, whose members are from outside the NFC (Rule 65(1)): about the bidding document at least 2 days before the bid submission deadline; within 7 days of the technical evaluation report; and within 5 days of the final evaluation report. A complaint suspends the proceedings until decided. The Committee decides within 10 days; an appeal lies to the Appellate Committee of the Authority within 10 days, which decides within 45 days (Rule 65).

SECTION III: BID DATA SHEET

The Bid Data Sheet supplements the Instructions to Bidders. Where there is a conflict, the Bid Data Sheet prevails.

ITB	Item	Particulars
1.1	Procuring Agency	Director General, National Faceless Centre, FBR, former RTO Building, Sector G-9/1, Islamabad. Phone 051-9106387, Email murtaza.akbar@fbr.gov.pk
1.2	Nature of contract	Outsourcing: design, fit-out and operation of a staff café and a staff canteen, and design and furnishing of a staff lounge, as one contract. The operator has the sole right to sell food and beverages in the building; the NFC pays no fee or subsidy, only for official orders, as stated in Section IX
1.2	Contract period	Three years from the commencement date, subject to a satisfactory performance review at the end of each year
1.2	Fit-out period	Not more than 30 days from signing of the contract
1.3	Method	Open competitive bidding, national; Single Stage Two Envelope (Rules 27(b) and 28(b)); Technical 70% and Financial 30%.
2.1	Last date for clarifications	3 days before the bid submission deadline, through EPADS; replies within 2 days (Rule 38)
2.3	Pre-bid meeting and site visit	28 October 2026 at 11:00 hours, NFC building, G-9/1, Islamabad. Contact: Ch. Murtaza Ali Akbar Ph: - 051-9106387.
3.5	Bid security	Rs. 50,000, pay order or demand draft in favour of Director General, National Faceless Centre, FBR
3.6	Bid validity	90 days from the bid submission deadline
4.1	Bid submission deadline	5 November 2026 at 11:00 hours (not less than 10 days from publication on EPADS, Rule 19). Technical proposals opened through EPADS at 11:30 hours the same day (Rule 40)
4.3	Minimum technical score	60 out of 100
5.1	Performance guarantee	Rs. 140,000 (fixed amount, Rule 51), bank guarantee from a scheduled bank, valid for the contract period plus 30 days. It secures completion of the fit-out, the canteen obligations and the lounge items
—	Advertisement	EPADS, PPRA website and FBR website (Rule 18(1)); and two national dailies, one English and one Urdu, where the estimated value exceeds Rs. 5 million (Rule 18(2))

SECTION IV: ELIGIBILITY CRITERIA

Each criterion is pass or fail. A bid that fails any criterion will be declared ineligible and will not be scored.

#	Criterion	Evidence required
1	Legal entity registered in Pakistan	Certificate of incorporation (SECP) or registration of firm or sole proprietorship
2	Registered for income tax and on the Active Taxpayers List	NTN certificate and ATL status
3	Registered for sales tax on services in Islamabad Capital Territory	Registration certificate
4	Registered on EPADS and with EOBI	Registration certificates
5	Not blacklisted or debarred by any government body	Affidavit on stamp paper (Form 4)
6	At least 3 years in running cafés, restaurants or food service	Registration documents or first contract or outlet licence
7	At least 2 cafés currently operated, or 2 office, institutional or corporate café contracts in the last 5 years	Contracts, work orders or outlet licences
8	Valid food business licence from the Islamabad Food Authority or other competent food authority	Licence copy, valid on the bid deadline
9	Bid security of the required amount	Scanned copy in the bid; original delivered before the deadline
10	Site visit carried out	Site visit certificate (Form 8)

SECTION V: EVALUATION CRITERIA

A. Method

1. Evaluation is in four stages: (i) eligibility, pass or fail (Section IV); (ii) technical scoring out of 100, minimum 60 to qualify; (iii) opening of financial proposals of qualified bids; (iv) combined score, in which quality carries 70%, and Financial 30%.
2. Marks are awarded only on documents in the Technical Proposal. Claims without evidence will get no marks. The Committee may invite qualified bidders to present their café concept, for clarification only.

B. Technical Evaluation (100 marks; minimum 60)

#	Criterion	Basis of marks	Max
A	Experience in café or food service	At least 10 years: 5; 6 to 9 years: 3; 3 to 5 years: 1	5
B	Cafés run or similar contracts in the last 5 years (office, institutional, corporate or stand-alone cafés)	2 marks per café or contract, maximum 5. License or contract and satisfaction letter required	10
C	Design, style and branding of the café, canteen and lounge	Café (20): interior design, style and look, lighting, quality of furniture and finishes, seating (at least 40 seats), brand identity, signage and presentation, with drawings, mood board or 3D views and a fit-out schedule. Canteen (8): clean, washable and well lit design, seating, serving counter, hot holding and tea station, crockery and washing arrangement, consistent branding. Lounge (7): layout, furniture, comfort and quality of the items in Section VI, Part J. Each part: Excellent full; Good two thirds; Fair one third; Poor 0	35
D	Menu and food quality	Café: specialty coffee and tea, bakery, sandwiches and wraps, salads and bowls, daily hot lunch, healthy choices (10). Canteen: variety and weekly rotation of the value menu, with at least two fresh hot dishes daily (5). Excellent full; Good two thirds; Fair one third; Poor 0	15
E	Key staff	Café manager with at least 5 years experience: 4. Trained baristas (certificate or 2 years experience), at least 2: 3. Chef with at least 5 years experience: 3	10
F	Food safety and hygiene	ISO 22000 or HACCP certificate: 5. Clean food authority inspection record in the last 2 years: 5	10
G	Financial capacity and investment	Average annual turnover over the last 3 years of at least Rs. 10 million: 5. Value and quality of the fit-out and equipment committed (Form 7): 5	10
H	Service and technology	Cashless payments (cards, QR, Raast), FBR integrated point of sale, pre-ordering by app or message, feedback system: full 5; partial 3	5
	Total		100

C. Financial Score and Combined Score

1. Canteen price score (Pc). The evaluated canteen basket is the total of the weighted value menu in Section VII, Part B (the price of each item multiplied by its weight), inclusive of all taxes, after correction of arithmetic errors. $Pc = 100 \times \text{Lowest evaluated canteen basket among qualified bids} / \text{Evaluated canteen basket of the bid}$.

2. Café price score (Ps). The evaluated café basket is the total of the weighted café basket in Section VII, Part A, worked out in the same way. $Ps = 100 \times \text{Lowest evaluated café basket among qualified bids} / \text{Evaluated café basket of the bid}$.
3. Financial score (F) = $(2/3 \times Pc) + (1/3 \times Ps)$. Combined score = $(\text{Technical score} \times 0.70) + (F \times 0.30)$. In para 5, replace "most of the result and financial 30 %." with "most of the result; within the financial score, canteen prices count for two thirds and café prices for one third. The bid with the highest combined score is the most advantageous bid (Rule 2(1)(h)). If two bids have the same combined score, the bidders concerned will be invited through EPADS to give a best and final offer, with prices not higher than their original offer (Rule 42(4)).
4. Why these weights. The NFC wants a good café and an affordable, clean canteen for its staff. Quality (70%), and within it the design, style, branding and quality of the café, canteen and lounge, decides most of the result and financial 30 %. A bidder cannot win on low prices alone.



SECTION VI: SCOPE OF WORK: CAFÉ, CANTEEN AND STAFF LOUNGE

A. The Premises and Users

1. The café will be on the ground floor of the NFC building, former RTO Building, Sector G-9/1, Islamabad, in a space of about 840 sq. ft., including an existing kitchen area. The staff canteen will be in the basement, in a space of about 1972 sq. ft. Bidders shall verify both spaces, ventilation, drainage and power at the site visit. The canteen may be served from the café kitchen or from its own kitchen, as proposed by the bidder and approved by the NFC.
2. About 240 officers and staff work in the building, from senior officers to support staff. The café will also serve official visitors. Neither outlet is open to the general public.
3. Confidentiality. The NFC handles taxpayer information. Café staff shall stay within the café and kitchen except when delivering orders, shall not read, copy or photograph any document or screen, and shall sign the confidentiality undertaking (Form 12).

B. The Concept

1. The NFC wants two outlets run by one operator: a modern café, which is a bright, clean and contemporary space where staff can take a proper break and eat well; and a staff canteen, which offers simple, fresh local food and tea at fixed low prices for everyone, with the same standard of cleanliness and quality as the café.
2. The look shall be modern and simple: good natural and warm lighting, quality furniture with a mix of dining tables, counter or bar seating and a few soft seats, at least 40 seats, an open espresso bar and a glass display counter for bakery and ready food, and plants or green elements. Bidders may use their own café brand with the NFC's approval; no FBR or NFC logo may be used without written permission.
3. The atmosphere shall suit a government office: low background music, no smoking, no television in the café itself, and a quiet corner suitable for a short informal meeting. A separate staff lounge for relaxing is described in Part J.

C. Fit-out

1. The operator shall design and complete the fit-out at its own cost: counters and espresso bar, interior finishes, lighting, furniture, signage, kitchen layout, exhaust and ventilation, water filtration, and any minor civil, electrical and plumbing works needed.
2. The final design shall be approved in writing by the NFC before work starts. No structural change, and no change to fire safety, electrical load or building services, may be made without written approval. All works shall meet building, electrical and fire safety standards.
3. The fit-out of both the café and the staff lounge shall be complete, and the café open, within the fit-out period stated in the Bid Data Sheet.
4. At the end of the contract, fixed fit-out items (counters, wall and ceiling finishes, fixed lighting, ducting) shall remain with the NFC without payment. Movable equipment and furniture remain the operator's property and shall be removed, leaving the space clean and in good condition.

D. Equipment

The operator shall install, at least: commercial espresso machine and grinder; tea and filtered coffee brewers; refrigerated display counter; under-counter and walk-in or upright refrigerators and freezer; convection oven and grill or panini press; cooking range with exhaust hood; dishwasher or a three-sink wash area; RO water filtration; and a point-of-sale system with card and QR payment.

E. Menu

The minimum daily menu is below. The detailed menu, with a weekly rotation, shall be approved by the NFC before opening.

Category	Minimum offer	Notes
Coffee and tea	Espresso, cappuccino, latte, americano, iced coffee; doodh patti and karak chai; green and herbal teas	Freshly ground beans; plant or low-fat milk on request
Bakery	Croissants, muffins, cookies, banana or other loaf cakes	Baked fresh daily or delivered fresh each morning
Breakfast	Egg sandwiches or wraps, omelettes, oats or yoghurt bowls	08:00 to 11:00
Sandwiches, wraps and paninis	At least 4 choices, including 1 vegetarian	Made fresh; date labelled
Salads and bowls	At least 2 salads and 1 rice or grain bowl	Healthy options marked
Hot lunch	At least 2 hot dishes daily, including 1 local dish (with roti or rice) and 1 vegetarian or daal	13:00 to 14:30
Healthy and drinks	Fresh fruit cups, smoothies or fresh juice, mineral water, soft drinks	Low sugar options available

F. Hours and Service

- Monday to Friday, 08:00 to 17:00; Saturday, 08:00 to 14:00 when the office is open. The NFC may change hours on 7 days notice.
- Counter service with seating; take-away in recyclable or paper packaging; delivery of orders to offices and meeting rooms within the building.
- Payment by card, QR code or Raast as well as cash. Sales invoices shall be issued through a point-of-sale system integrated with FBR where the law so requires.
- The approved price list shall be displayed at the counter and on any digital menu.

G. Food Safety and Staff

- The operator shall hold a valid food licence throughout the contract; keep all food handlers medically certified every six months, in clean uniforms, caps and gloves; use only fresh, branded and in-date ingredients; store food at safe temperatures; segregate and remove waste daily; and carry out pest control every month. The NFC may inspect at any time and may have food tested at the operator's cost if a complaint is found justified.
- Staff: a café manager, at least 2 trained baristas, a chef and kitchen and service staff enough to serve about 240 persons, all police verified, in uniform and paid at least the minimum wage.

H. Quality Monitoring

Measure	Standard	How checked
Staff satisfaction	At least 75% satisfied or very satisfied	Quarterly survey by the NFC
Hygiene	No adverse finding	Monthly NFC inspection; food authority inspections
Opening hours and menu	Open on time; minimum menu available	Monthly NFC review
Complaints	Each complaint answered within 2 working days	Complaint register and feedback QR code

Measure	Standard	How checked
Canteen prices and portions	No item above the approved price; standard portions served	Monthly NFC check and staff complaints

A staff committee nominated by the NFC will review quality, prices and complaints every month with the operator.

I. Staff Canteen (Value Menu)

1. Purpose. The canteen is for all staff, in particular support staff, who need a full meal or tea at a low price. It shall serve the value menu in Section VII, Part B at not more than the prices accepted in the bid.
2. Menu. Daily: tea (doodh patti) and plain water; breakfast (paratha, omelette or anda paratha, channay); lunch with at least two fresh hot dishes (one meat or chicken dish such as biryani or salan, and one daal or sabzi) with roti or rice; and snacks such as samosa or pakora. Weekly rotation approved by the NFC. Portions shall not be reduced below the standard portions in Section VII, Part B.
3. Hours. Monday to Friday, 08:00 to 17:00; Saturday, 08:00 to 14:00 when the office is open.
4. Cleanliness and service. Corporate standard of cleanliness: washable tables and floors cleaned after every meal service; food covered and kept hot in hot holding units; tea and food served in crockery, glass or steel, not in disposable cups or plates, except for take-away in paper packaging; drinking water through a filtered dispenser free of charge; staff in clean uniforms, caps and gloves; hand wash and waste bins with lids; daily cleaning log displayed.
5. Fit-out. The operator shall fit out the canteen at its own cost: serving counter, hot holding unit, tea station, washable tables and chairs, lighting, exhaust, crockery and a washing area.
6. Prices on display. The approved canteen price list shall be displayed at the counter in English and Urdu. Payment by cash, card, QR code or Raast.
7. Monitoring. The canteen is covered by the food safety rules in Part G and the quality measures in Part H. Overcharging, reduced portions, stale food or use of disposable cups and plates are breaches attracting the penalties in Section IX.

J. Staff Lounge

1. Space. Two adjoining rooms of about 10 x 12 ft each on the ground floor, separated by a removable partition, to be opened into one lounge of about 240 sq. ft. Removal of the partition and any change to lighting or power points needs prior written approval of the NFC.
2. Purpose. A modern, relaxed corporate lounge where staff can take a short break, unwind, watch the news, play a game or read. It is a staff amenity of the NFC, free for all staff, and is not part of the café's selling area.
3. Design and fit-out. The operator shall design and furnish the lounge at its own cost, in a look that matches the café, with at least: 4 to 6 bean bags; a sofa or 2 to 3 lounge chairs; 2 coffee or side tables; a wall-mounted smart LED TV of at least 50 inches with news and sports channels or streaming; a chess set and table, and at least 2 other board games (for example carrom and scrabble); a reading corner with a small shelf, newspapers and magazines; a rug; warm and dimmable lighting; indoor plants; and charging points.
4. Use. The lounge shall be open during office hours. The operator shall deliver tea, coffee and snacks to the lounge on order, at the café prices, but shall not sell from, store goods in, or use the lounge as extra café seating. The TV volume shall be kept low. The NFC may make simple rules of use.

5. Upkeep. Daily cleaning will be done under the NFC's janitorial contract. The operator shall keep the newspapers and magazines current, and shall repair or replace any lounge item it supplied that is damaged by normal use within 7 days of a complaint.
6. Ownership. All lounge furniture, the TV and the games shall be handed over to the NFC free of cost at the end of the contract, in working condition.



SECTION VII: PRICE SCHEDULE (CAFÉ AND CANTEEN)

To be submitted in the Financial Proposal only. Prices are per item, inclusive of all taxes, fixed for the first year.

Part A: Café Basket

#	Item (standard portion)	Weight	Price per item (Rs.)	Weighted price (Rs.)	Remarks
1	Cappuccino (regular, about 8 oz)	30			
2	Café latte (regular)	15			
3	Americano (regular)	10			
4	Doodh patti or karak chai (cup)	30			
5	Green or herbal tea (cup)	10			
6	Butter croissant	10			
7	Muffin	10			
8	Chicken club sandwich	15			
9	Grilled chicken panini or wrap	15			
10	Chicken rice or grain bowl	15			
11	Hot lunch of the day (main with roti or rice)	25			
12	Vegetarian or daal lunch (with roti or rice)	15			
13	Fresh fruit cup	10			
14	Fresh juice or smoothie (regular)	10			
15	Mineral water (500 ml)	15			
	Total weighted basket, inclusive of all taxes				

The weights are only for evaluation. Bidders shall attach their full menu with prices. Prices of items outside the basket shall be in line with the basket and are subject to NFC approval before award.

Part B: Canteen Value Menu

#	Item (standard portion)	Max. price (Rs.)	Weight	Price offered (Rs.)	Weighted price (Rs.)
1	Tea, doodh patti (cup, about 150 ml)	80	40		
2	Paratha (plain)	70	15		
3	Anda paratha or omelette with paratha	180	15		
4	Channay with 2 roti or naan	180	10		
5	Chicken biryani (plate, about 350 g, with raita)	300	30		
6	Chicken salan with 2 roti	300	15		

#	Item (standard portion)	Max. price (Rs.)	Weight	Price offered (Rs.)	Weighted price (Rs.)
7	Daal or sabzi with 2 roti	180	30		
8	Roti (each)	25	20		
9	Samosa or pakora (2 pieces)	80	15		
10	Mineral water (500 ml)	60	10		
	Total weighted canteen basket, inclusive of all taxes				

Maximum prices are set by the NFC. A price above the maximum for any item makes the bid non-responsive. The weights are only for evaluation.



SECTION VIII: GENERAL CONDITIONS OF CONTRACT

1. The General Conditions of Contract of the PPRA Standard Bidding Document for Non-Consultancy Services, as generated on EPADS, shall apply, read with the Special Conditions in Section IX.
2. Where the Special Conditions differ from the General Conditions, the Special Conditions prevail.



SECTION IX: SPECIAL CONDITIONS OF CONTRACT

Subject	Condition
Nature of contract	Outsourcing of the staff café and staff canteen, with the staff lounge, as one contract. The NFC pays no fee or subsidy. The operator bears the cost of fit-out, equipment, staff and supplies, and keeps all sales income. The operator has the sole right to sell food and beverages in the NFC building during the contract.
Contract manager	The NFC will appoint a contract manager to monitor performance and keep records of the contract (Rules 58 and 59).
Term and review	As in the Bid Data Sheet. Performance will be reviewed at the end of each year against Section VI, Part H. The NFC may end the contract after any year on unsatisfactory performance, on 30 days notice.
Fit-out	To be completed within the fit-out period. For each day of delay beyond it, Rs. 2,000 shall be recovered from the performance guarantee.
Prices	Café and canteen prices are fixed for the first year. On each annual review, prices may be revised by not more than the change in the Consumer Price Index (food), with written approval of the NFC. Canteen prices may never exceed the approved list, and portions may not be reduced. No new item or price without approval.
Official orders	The NFC pays only for refreshments it orders for official purposes, at the accepted prices, monthly in arrears within 30 days of a verified invoice (Rule 54).
Penalties	For each justified complaint of poor hygiene, stale food, overcharging, reduced portions, use of disposable cups or plates in the canteen, or failure to open either outlet: Rs. 5,000. Three penalties in a quarter, or any case of food poisoning, shall be a ground for termination and forfeiture of the performance guarantee.
Performance guarantee	As in the Bid Data Sheet, valid until 30 days after the end of the contract.
Insurance	The operator shall insure its staff, equipment and fit-out, and hold public liability insurance of at least Rs. 2 million.
Staff and confidentiality	All staff are employees of the operator, police verified and medically fit, and shall sign Form 12. The NFC may require removal of any staff member.
Labour laws	The operator is solely responsible for wages, EOBI, social security and all labour laws.
Handover at the end	Fixed fit-out of the café and canteen, and all lounge furniture, TV and games, stay with the NFC without payment. Movable equipment is removed within 15 days; both spaces are returned clean and in good condition.
Staff lounge	The lounge remains under the NFC's control. Any lounge item not repaired or replaced within 7 days of a complaint: deduction of Rs. 2,000 per item per week from the performance guarantee. Use of the lounge for selling or as café seating is a breach of contract.
Blacklisting and disputes	Blacklisting under Rule 25. Disputes by amicable settlement, failing which by arbitration under the Arbitration Act, 1940, seat at Islamabad (Rule 66).
Notices	NFC: Director General, NFC, former RTO Building, G-9/1, Islamabad. Operator: address given in the contract.

SECTION X: FORMS

Form 1: Bid Submission Letter (Technical Proposal)

To: The Director General, National Faceless Centre, FBR, Islamabad

Subject: Bid for Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge, EPADS Tender No. [_____]

We, the undersigned, having examined the bidding document including all addenda, offer to design, fit out and run the staff café and the staff canteen, and to design and furnish the staff lounge, in conformity with it. We confirm that our bid is valid for 90 days, that we have not been blacklisted, and that we accept all terms of the bidding document, including the maximum canteen prices.

Name and signature of authorised person: _____

Firm name, address, phone and email: _____

Date and stamp: _____

Form 2: Financial Bid Form

Subject: Financial bid for the NFC Staff Café and Staff Canteen, EPADS Tender No. [_____]

We offer (a) the canteen value menu in Section VII, Part B at a total weighted price of Rs. [in figures] (Rupees [in words]), with no item above its maximum price; and (b) the café basket in Section VII, Part A at a total weighted price of Rs. [in figures] (Rupees [in words]), with the prices in our attached full café menu; all inclusive of all taxes and fixed for the first year.

Name and signature: _____ Firm name and stamp: _____

Form 3: Bid Security

Pay order or demand draft of Rs. [___] in favour of [account title], drawn on a scheduled bank, No. [___] dated [___]. Scanned copy to be uploaded with the Technical Proposal; original to be delivered before the deadline.

Form 4: Affidavit (on stamp paper of appropriate value)

I, [name], [designation] of [firm], solemnly declare that: (a) the firm has not been blacklisted or debarred by any federal, provincial or local government body; (b) all information in the bid is true; (c) the firm and its staff hold all licences required for food business.

Deponent: _____ CNIC: _____

Attested by Oath Commissioner / Notary Public

Form 5: Cafés Run and Similar Contracts (last 5 years)

#	Café or client	Location	Seats or users served	Period	Contact person	Evidence attached
1						
2						
3						

Form 6: Key Staff

#	Name	Position proposed	Qualification	Years of experience	CNIC
1		Café manager			
2		Barista			
3		Chef			

Form 7: Fit-out, Equipment and Lounge Commitment (list café and lounge items separately)

#	Item	Brand and model	Quantity	Estimated value (Rs.)	Fixed or movable
1					
2					
3					

Form 8: Site Visit Certificate

Certified that [name] of [firm] visited the National Faceless Centre building, G-9/1, Islamabad, on [date] and inspected the café, canteen, kitchen and lounge spaces.

NFC representative: _____ Name, designation and stamp: _____

Form 9: Integrity Pact

[Firm name] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from the NFC through any corrupt business practice, and that it has fully declared any brokerage, commission or fees paid or payable to anyone in relation to this contract (Rule 7). The firm accepts full liability for any false declaration, without prejudice to any other action.

For the NFC: _____ For the bidder: _____

Form 10: Contract Agreement

This Contract is made at Islamabad on [date] between the Director General, National Faceless Centre, Federal Board of Revenue, Islamabad (the NFC) and [operator] (the Operator).

Whereas the NFC invited bids for Outsourcing of NFC Staff Café, Staff Canteen and Staff Lounge and has accepted the bid of the Operator, the parties agree that: (1) this Agreement, the Letter of Acceptance, the Special and General Conditions, the Scope of Work, the Operator's accepted bid with its design, menus and prices, and the Integrity Pact form the Contract; (2) the Operator shall design, fit out and run the café and the canteen, and design and furnish the staff lounge, as provided in the Contract; (3) the Contract runs from [date] to [date].

For the NFC: _____ For the Operator: _____

Witness 1: _____ Witness 2: _____

Form 11: Performance Guarantee (bank guarantee)

To: The Director General, National Faceless Centre, FBR, Islamabad

We, [bank], guarantee to pay you on first written demand, without demur, any sum up to Rs. [] if [operator] fails to perform the contract for the NFC Staff Café dated []. This guarantee is valid until [date].

Authorised signatory and bank seal: _____

Form 12: Confidentiality Undertaking (each staff member)

I, [name], CNIC [___], employed by [operator] at the National Faceless Centre café and lounge, undertake that I will not read, copy, photograph, record, remove or disclose any document, screen or information of the NFC, and that I will stay within the café and kitchen area except to deliver orders.

Signature: _____ Date: _____



SECTION VII: PRICE SCHEDULE (CAFÉ AND CANTEEN)

To be submitted in the Financial Proposal only. Prices are per item, inclusive of all taxes, fixed for the first year.

Part A: Café Basket

#	Item (standard portion)	Weight	Price per item (Rs.)	Weighted price (Rs.)	Remarks
1	Cappuccino (regular, about 8 oz)	30			
2	Café latte (regular)	15			
3	Americano (regular)	10			
4	Doodh patti or karak chai (cup)	30			
5	Green or herbal tea (cup)	10			
6	Butter croissant	10			
7	Muffin	10			
8	Chicken club sandwich	15			
9	Grilled chicken panini or wrap	15			
10	Chicken rice or grain bowl	15			
11	Hot lunch of the day (main with roti or rice)	25			
12	Vegetarian or daal lunch (with roti or rice)	15			
13	Fresh fruit cup	10			
14	Fresh juice or smoothie (regular)	10			
15	Mineral water (500 ml)	15			
	Total weighted basket, inclusive of all taxes				

The weights are only for evaluation. Bidders shall attach their full menu with prices. Prices of items outside the basket shall be in line with the basket and are subject to NFC approval before award.

Part B: Canteen Value Menu

#	Item (standard portion)	Max. price (Rs.)	Weight	Price offered (Rs.)	Weighted price (Rs.)
1	Tea, doodh patti (cup, about 150 ml)	80	40		
2	Paratha (plain)	70	15		
3	Anda paratha or omelette with paratha	180	15		
4	Channay with 2 roti or naan	180	10		

5	Chicken biryani (plate, about 350 g, with raita)	300	30		
6	Chicken salan with 2 roti	300	15		
#	Item (standard portion)	Max. price (Rs.)	Weight	Price offered (Rs.)	Weighted price (Rs.)
7	Daal or sabzi with 2 roti	180	30		
8	Roti (each)	25	20		
9	Samosa or pakora (2 pieces)	80	15		
10	Mineral water (500 ml)	60	10		
	Total weighted canteen basket, inclusive of all taxes				

Maximum prices are set by the NFC. A price above the maximum for any item makes the bid non-responsive. The weights are only for evaluation.

Form 2: Financial Bid Form

Subject: Financial bid for the NFC Staff Café and Staff Canteen, EPADS Tender No. [_____]

We offer (a) the canteen value menu in Section VII, Part B at a total weighted price of Rs. [in figures] (Rupees [in words]), with no item above its maximum price; and (b) the café basket in Section VII, Part A at a total weighted price of Rs. [in figures] (Rupees [in words]), with the prices in our attached full café menu; all inclusive of all taxes and fixed for the first year.

Name and signature: _____ Firm name and stamp: _____

