

## OUTSOURCING CANTEN SERVICES

Sardar Bahadur Khan Women's University (SBKWU) intends to invite proposals from tax registered firms with their name on active taxpayer list (ATL), for the following setups on rental basis:

Tender Title	Tender Submission	Tender Opening
<b>Outsourcing Canteen Services, at main campus SBK Women's University:</b>	20-02-2025 (11:00 AM)	20-02-2025 (11:30 AM)

1. Tender Documents can be obtained from the Deputy Director Administration/university website on payment of Rs. 2,000/- (non-refundable) against each tender document in the form of Bank Challan on company's name/P.O or D.D in favor of the Treasurer SBKWU for outstation firms shall also be included in addition to the Tender Documents fee if Tender Documents are required in hard copy.
2. ("Single Stage – Two Envelope Bidding Procedure") will be followed.
3. Method of tender: Single package containing two separate sealed envelopes.
4. Technical Proposals must be supported with bid security of PKR: 50,000/- (refundable), in the form of C.D.R/D. D/P.O/Banker's Cheque in favor of the Treasurer SBKWU.
5. Technical Proposals submitted by the firms\_ containing incomplete/conditional/deficient proposal will be rejected.
6. Technically sound and shortlisted firms in accordance with our evaluation criteria, may be asked for briefing/presentation against their respective Technical Proposals.
7. Firms having qualified against their respective Technical Proposals will be entertained for their respective Financial Proposals.
8. The contract will be awarded to technically as well as financially sound firm in accordance with our evaluation criteria and PPRA Rules.
9. SBKWU reserve the right to accept or reject any or all bids under relevant PPRA Rule/s.
10. Sealed envelopes must clearly state the Tender Title.

### Registrar

Sardar Bahadur Khan Women's University Barewery Road Quetta  
Phone: 081-9213302, Ext: 224/225

URL: [www.sbkwu.edu.pk](http://www.sbkwu.edu.pk)



**Sardar Bahadur Khan Women's University  
(SBKWU)**

**TENDER DOCUMENTS**

**For**

**Provision of Canteen Services at Main Campus.”**

**(Single Stage – Two Envelopes Procedure)**

**Submission Date & Time: 20<sup>th</sup> of February 2025 till 11:00 am**

**Opening Date & Time: 20<sup>th</sup> of February 2025 at 11:30 am**

**Tender Issued to M/S\_\_\_\_\_For Category\_\_\_\_\_**

Directorate of Administration, SBKWU Barewery Road , Quetta

Phone# +92 (81) 29213302

Web: <https://www.sbkwu.edu.pk>

**INVITATION TO BID**

**Provision of Canteen Services, at Main Campus.”**

1. SBKWU, a public sector University situated at Quetta, invites sealed bids from the *authorized distributors/reputed firms/general order suppliers* registered with income and sales tax departments and who are on the active taxpayer's list (ATL) of FBR for the work titled Provision of Canteen Services, at Main Campus.” **(category wise)** as per the following details:

#### **Categorization of Canteens**

- Canteens will be categorized based on their area and standard into **Category A** and **Category B**.

- **Category A Canteens:**

- Main Canteen (Near Faculty of Basic Sciences, 3094 Sq ft)
- Bathak Café (Near Faculty of Basic Sciences, 2400 Sq ft)
- Grape Wine Café (Back Side of Hanna Hall, 1029 Sq ft)
- Double Quarters Canteen (Near Juniper Hostel, 999 Sq ft)
- Canteen B-Block (Near the New Library in B-Block 798 Sqft)

**Minimum Rent:** Rs. 120,000.

- **Category B Canteens:**

- Container Shop (Near Football Ground, 160 Sq ft)
- Dhaba

**Minimum Rent:** Rs. 50,000 (minimum) per month)

2. Bidding documents, which contain detailed terms and conditions, method of procurement, the procedure for submission of bids, bid security, bid validity, the opening of bid, evaluation criteria, clarification/rejection of bids, performance guarantee (where applicable), etc. are available for the interested bidders at “Directorate of Administration SBKWU.” The non-refundable fee for the bidding document is Rs. 2,000 (Two Thousand Rupees Only) in the shape of a pay order/demand draft in favor of the Treasurer SBKWU.
3. The procedure of open competitive bidding is Single Stage-Two Envelopes.
4. Single package containing two separate sealed envelopes\_ marked as Technical Proposal and Financial Proposal are required to be submitted by 11.00 AM Feb 20, 2025 at the Directorate of Administration SBKWU Barewery Road, Quetta. Tender Documents/Technical Proposals will be opened on the same day at 11.30 AM.
5. Technical Proposals must be supported with bid security of PKR: 50,000/-(refundable), in the form of C.D.R/D.D/P.O/Banker’s Cheque in favor of the Treasurer SBKWU. The SBKWU shall reject any bid not accompanied by bid security as nonresponsive and without any right of appeal.
6. Proposals submitted by the firms\_ containing incomplete/conditional/deficient proposal will be rejected.
7. Technically sound and shortlisted firms in accordance with our evaluation criteria may be asked for briefing/presentation against their respective Technical Proposals.
8. Firms having qualified against their respective Technical Proposals will be entertained for their respective Financial Proposals.

9. The contract will be awarded to technically as well as financially sound firm in accordance with our evaluation criteria and PPRA Rules.
10. The bids, prepared in accordance with the instructions in the bidding documents, must reach the Directorate of Administration SBKWU, Barewery Road on or before 11.00 AM on **20th of February 2025**. Bids will be opened at 11.30 AM on the same day, in the presence of the bidder's representatives who choose to attend at the same address. This advertisement is also available on the PPRA website: [www.ppra.org.pk](http://www.ppra.org.pk) and on the SBKWU website: <https://www.sbkwu.edu.pk>

**Registrar**  
SBKWU, Quetta

## **TERMS AND CONDITIONS**

1. **Eligible Bidders.** - Bidding is open to all firms and persons meeting the following requirements:
  - a) Registered with Income and Sales Tax Departments, Government of Pakistan
  - b) and who are on the Active Taxpayers List (ATL) of the Federal Board of Revenue (FBR), Government of Pakistan and BRA.
2. **Tender Document Fee (Non-Refundable).** - Bidding documents along with Pay Order / Demand Draft amounting to **Rs. 2,000/-** as a tender document fee (Non-Refundable) shall be submitted in Favor of Treasurer SBKWU. No bid will be accepted without the tender documents fee.
3. **Bid Security (Refundable).** - The bidder is required to furnish a Deposit at Call (CDR) or a Bank Guarantee issued by a Scheduled Bank in Pakistan equivalent to PKR: 50,000/- as Bid Security in favor of "Treasurer" The university shall reject any bid not accompanied by acceptable bid security as non-responsive and without any right of appeal.
  - a. The bid securities of unsuccessful bidders will be returned upon award of contract/Issuance of Purchase Order to the successful bidder or expiry of the validity of Bid Security, whichever is earlier.
  - b. The Bid Security may be forfeited:

- i. If a bidder withdraws his bid during the period of bid validity
  - ii. If a bidder does not accept the correction of his bid price
  - iii. in case of a successful bidder, if he fails to sign the contract agreement or execute the work specified in the bill of quantities/ list of goods.
  - iv. in case of nonperformance of the contract, delayed supply/installations, or substandard supply/installation, short in quantity, the security deposited will be forfeited, and the firm will be blacklisted.
  
4. **Bid validity.** - All prices should be valid for at least **90 days**. Withdrawal or any modification of the original offer within the validity period shall entitle SBKWU, Quetta to forfeit the bid security or ban such firm participation in SBKWU tenders/works.
  
5. **AWARD OF CONTRACT:**  
The award of contract shall be made through agreement.
  
6. All prices should be quoted in (Pak Rupees).
  
7. The bid proposal should include freight, all other taxes, and delivery of items at SBKWU Quetta premises.
  
8. All pages (Terms & Conditions) must be signed/stamped, failing which the bid may be rejected.
  
9. The bid form must be duly filled in, stamped, and signed by the bidder's authorized representative.
  
10. Any addition, deletion, or modification of any clause of the terms and conditions of SBKWU Tender by any Firm will not be accepted. It may lead to rejection of the bid.
  
11. **Site Visits/Concerned Office.** - Before quoting, the bidder can visit the **Directorate of Administration, SBKWU** to see the site and to know the full implications of the assignment. Failure to do so will not absolve the firm of his responsibility to carry out the work as specified in the tender documents. The firm shall bear the cost of visiting the site and shall be at his responsibility and risk.
  
12. **Method of Bidding.** – The Procedure will be Open Competitive Bidding.
  
13. **Submission and opening of bids.** – Single package containing two separate sealed envelopes\_ marked as Technical Proposal and Financial Proposal are required to be submitted by 11.00AM February 19, 2025 at the Directorate of Administration, SBKWU Barewery Road Quetta. Tender Documents/Technical Proposals will be opened on the same day at 11.30AM in the presence of available bidders and contracts Management

Committee. All bids submitted after the time prescribed shall be rejected and returned without being opened.

14. If the Government declares the opening date as a public holiday, the next working day shall be deemed the date for submission and opening of the tender at the same time and venue.
15. After the opening of bids, SBKWU will examine the bids for completeness as per the tender document.
16. The envelope should be marked as below:

**Registrar**  
**SBKWU, Barewery Road Quetta.**  
**Tel: Ext: Phone# +92 (81)**  
**9213302**

The envelope shall also bear the words “Quotation of Provision of Canteen Services, at Main Campus.”

17. **Clarification of bids.** - After the opening of bids, bidders are not allowed to alter or modify their bids. However, the procuring agency may seek and accept clarifications to the bid that do not change the substance of the bid.
18. **Arithmetic Errors.** The tender shall be checked for any arithmetic errors and rectified. As determined after arithmetic corrections, the Tender Price shall be termed the Corrected Total Tender Price which shall be binding upon the Tenderer.
19. **Evaluation of bids.** - Bids will be evaluated in accordance with the evaluation criteria and other terms and conditions set forth in the bidding documents.
20. **Evaluation Criteria:** Bids will be evaluated based on the following criteria:
  - The Tender will be evaluated on the basis of the highest score of Financial Criteria after Technical evaluation.
  - Company Profile and copies of CNIC, National Tax Number (NTN)/General Sales Tax (GST)/B.R.A Certificate/s must be attached. **(Mandatory Requirements)**
  - Experience of the firm in providing canteen services, to any Federal or Provincial Universities, Education Boards, etc., anywhere in Pakistan. Please attach Contract/Agreements.
  - Preference will be given to those firms that have experience in providing canteen services, to well-reputed universities/educational institutions.
  - The bidder who has not been blacklisted by any Federal or Provincial Government Department, Agency, Organization or autonomous body, University, or Private

Sector Organization anywhere in Pakistan. The firm will provide this undertaking on non-judicial stamp paper. **(Mandatory Requirement)**

**TECHNICAL PROPOSAL:** (Total Marks=100)  
(Criteria/Requirements)

S#	Description	Maximum Marks	Remarks
1	Year of Establishment/Experience (1 mark per year upto max. of 10 year)	10	Attach relevant document/evidence
2	Principal Business Setup at Quetta Provision of certificate with regard to=10 <ul style="list-style-type: none"> <li>• Cleaning</li> <li>• Catering</li> <li>• Personal Appearance</li> <li>• Quality of Food</li> </ul>	10	Attach relevant document/evidence (visit to the existing setup made by the representatives of the Food Authority) A fresh certificate is required not prior than two years
3	Comprehensive Proposal Against the Location  *** Proposal Contents shared ahead	15	Attach plan. (presentation against the proposal may be made)
4	Certificate from Baluchistan Food Authority	10	Attach copy of certificate.
5	Registration certificate from FBR	10	
6	Rate and menu card	5	
7	Detail of equipment+crockery+furniture	10	
8	Detail of staff <b>Supervisor</b> one=2 marks more than one=5 marks <b>Cook</b> one=2 marks more than one=5 marks <b>Waiter</b> One-three =2 marks more than three=5 marks <b>Helper</b> One-three =2 marks	35	Attach Documentary proof

	more than three=5 marks <b>provision of female staff= 10 marks</b>		
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- i. Technical Proposal must be supported with bid security (refundable) amounting to Rs. 50,000/- (in the form of CDR/D.D/P.O/Banker's Cheque in favor the Treasurer-SBKWU). Technical Proposal not supported with bid security may stand cancelled. **(Mandatory Requirements)**
  - ii. Bidder must provide affidavit (on Rs.100/- stamp paper) duly attested by the Notary Public, to the effect that the firm has not been blacklisted/debarred by the Government/SemiGovernment organization and further the firm is not a defaulter at any Government/SemiGovernment organization in Pakistan. Technical Proposal not supported with affidavit may stand cancelled. **(Mandatory Requirement)**
  - iii. **Note:** (Failing the Mandatory Requirement will disqualify the bidder from the process.)
- 22.** After the evaluation and approval of the technical proposal SBKWU, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically nonresponsive shall be returned un-opened to the respective bidders.
- 23.** Bidder scoring at least 60% under technical criteria on total, will be entertained for opening of their respective financial proposal/s.

### \*\*\* Proposal Contents

#### 1. Company Background and Experience

- Briefly describe your company and its experience in operating cafeterias.
- Include details on similar sized operations you currently manage.

#### 2. Proposed Menu and Price List

- Outline your proposed menu
- Discuss your approach to portion sizing and pricing.

#### 3. Food Quality and Safety

- Detail your sourcing practices for ingredients, emphasizing freshness and quality control measures.
- Describe your food safety protocols and certifications.
- Outline your plan for maintaining a clean and hygienic dining environment.
- Outline your plans for reducing waste

#### 4. Staffing and Training Plan

- Specify the number and qualifications of staff you plan to employ.
- Describe your training program for ensuring staff is knowledgeable about food safety, customer service, and menu items.

#### 5. Price List/Financial Outcome

- Provide a detailed breakdown of your pricing structure for meals, beverages, and any additional services offered.



- Include projected financial statements for the first few years of operation.
- 6. Community Engagement**
  - Detail your approach to engaging with the University community, including soliciting student feedback and promoting special events.
  - Outline specific initiatives you plan to implement within the cafeteria that promote social responsibility.
- 7. Timeline and Implementation Plan**
  - Outline your proposed timeline for assuming operations of the cafeteria.
  - Detail your plan for a smooth transition and minimal disruption to ongoing service.

### **FINANCIAL PROPOSAL:**

#### **(Criteria/Requirements)**

- **Quotation** on company letterhead containing **monthly offered rent** along with **rate list/menu card with rates, weight, quantity etc. of eatables at discounted rates** must be attached.
- Validity of the bid should be at-least 90 days from the date of Tender opening.
- Rent and eatables rates are to be quoted on TCA (Total Cost of Acquisition) basis, which shall exclude taxes; taxes are to be paid in addition to the quoted/offered rent/eatables rates at the risk & cost of the Firm / Business Firm.

**Note:** (Failing the Mandatory Requirement will disqualify the bidder from the process.)

#### **24. AWARD OF CONTRACT:**

After getting qualified in Technical Evaluation, Quoting the highest Rent for Canteens, will get the award of contract.

**25. One Bid per Bidder.** - Conditional or alternative bids are not allowed. Bidders are required to quote one bid.

#### **26. SBKWU reserves the right to reject the bid if;**

- i. Received without Bid Security.
- ii. Received later than the date and time fixed for tender submission.
- iii. The tender is unsigned/ unstamped.
- iv. The offer is ambiguous.
- v. The offer is conditional.
- vi. The offer is made by the unauthorized agent/ supplier of the original equipment manufacturer.
- vii. The offer is from a firm, which is blacklisted by any Govt Office.
- viii. The offer is received by telephone/telex/fax/telegram.
- ix. Any unsigned/ambiguous erasing, cutting/overwriting, etc., are made.

**27.** The Firm's sole responsibility is to comply with Pakistan's applicable laws.

**28. Rejection of bids.** – SBKWU reserves the right to reject all bids or proposals at any time before accepting a bid or proposal. SBKWU will communicate the grounds for rejecting bids upon request of any firm but is not liable to justify those grounds.

**29.** If the delivered goods/services are not according to the required quality standards/specifications, they shall be liable to be rejected after inspection. The firm would be required to supply as per the requirements; otherwise, the purchase/ contract award will be canceled after the due date with confiscation of bid security.

**30. Blacklisting of Firm.** - A Tendering agency can permanently or temporarily bar the firm who either consistently failed to provide satisfactory performances or were found to be indulged in corrupt or fraudulent practices from participation in its respective bidding proceedings.

**31.** In case of any grievances, the matter will be redressed as per PPRa/BPPRA Rules.

**32. TERMS OF REFERENCE:**

- i. The contract would be valid for Two (02) calendar years with annual increment @ 10%, subject to satisfactory performance of the Firm, to be evaluated and determined by SBKWU; the contract would be extendable/renewable in accordance with the performance of the Firm under rules, and upon mutual consent of both the parties.
- ii. SBKWU and the Firm hereto may mutually agree to extend the said term of contract by entering into appropriate agreements/supplemental/addendum with annual rent increment @ 10%.
- iii. Contract would be signed with successful bidder on judicial paper of Rs.100/- in 2 originals, with each party hereto having one original; both originals taken together shall form one and the same agreement/contract.
- iv. The Firm shall pay monthly rent by 5th of every month in advance; in case of late payment, penalty in the shape of fine would be charged by the SBKWU.
- v. The Firm shall be responsible for timely payment of utilities as per meter/sub meter(s) reading on commercial basis/tariff.
- vi. The timing of the canteen and other setups except mess services at hostel shall be from 8:00 am to 3:00 pm.

- vii. The Firm will have to deposit Rs. 200,000/- or 3 months' advance rent whichever was higher as performance security; performance security would be in addition to the monthly rent and will be returned on successful completion of the contract.
- viii. The Successful bidder NOT WILLING to take up the job (by their own will) will have to face bid/performance security forfeiture.
- ix. The Firm shall be responsible for provision of all necessary equipment/accessories: with the consent of university.
- x. The Firm shall provide the furniture (chairs and tables etc) at least for 50 persons at one time.
- xi. The Firm shall be responsible for offering items at the approved rates of the university and shall also display these rates at prominent places in canteen and other setups.
- xii. The Firm shall not sublet the canteen.
- xiii. The Firm shall provide clean and neat uniform to its employees.
- xiv. The Firm applied for canteen, juice shop and mess services shall be responsible for maintaining hygienic conditions at their own expense.
- xv. The Firm shall be responsible for maintaining standard quality and quantity of foods/eatables and snacks and shall be responsible for their timely availability.
- xvi. The copies of paid utility bills and receipt of monthly rent shall be submitted by the Firm with the Directorate of Administration, accounts officer and contracts management committee on monthly basis; in case of failure the connections will be disconnected.
- xvii. The designated representatives of the University can make surprise checks and inspection of edibles, hygienic conditions and utensils etc and on the quality/ quantity of food and other services.
- xviii. In case of any dispute, the settlement shall be made by Contract Management Committee of SBKWU and its decision shall be final, and the Firm shall not challenge such decision of Contract Management Committee before any court.

**35.** The bidder should furnish a certificate as worded below in token of acceptance of all the terms and conditions of the tender. Otherwise, the tender will not be considered under any circumstances.

**36.** I / We hereby confirm to have read carefully the terms and conditions of the Tender dated \_\_\_\_\_ for opening on \_\_\_\_\_ for the purchase of

\_\_\_\_\_

I agree to abide by all these terms and conditions/instructions.

**37.** Certified that the prices quoted by our firm include G.S.T and all taxes as per rules and regulations.

Signature of CEO/Bidder

Stamp: \_\_\_\_\_

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

## TENDER APPLICATION FORM

1. Registered Name of the Firm (Block Letters)														
2. Name of CEO/Bidder (Block Letters)														
3. CNIC Number														
4. Contact Information:														
_____														
i. Head Office: _____														
ii. Franchise/Outlet: _____														
iii. Postal Address: _____														
_____														
iv. Office No: _____														
Cell No: _____ : _____														
Email														
5. Registration with sale Tax/B.R.A (Copy to be attached) _____														
6. National Tax No. (NTN):														

- **Please also attach the Certificate supporting being an Active Tax Payer as per requirement of FBR.**

Signature of CEO/Bidder

Stamp: \_\_\_\_\_

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

## PRICE SCHEDULE

*(to be printed on the Company's Letter Head)*

### Provision of Canteen Services to Cater for Students at SBKWU Main Campus

Tender No. \_\_\_\_\_

S#	Job/Description	Unit	Qty.	Rent of Shop/ Month
1	Provision of Canteen Services for Students and Staff of SBKWU.	Shop/ Facility	1	
	Shop on rental basis			
Total Amount in Words				

**Note: The above quoted monthly rent would be considered exclusive of any taxes. All applicable taxes would be sole responsibility of the Firm in addition to the above quoted rent.**

Signature of CEO/Bidder

Stamp:

\_\_\_\_\_

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

### CHECKLIST OF SUPPORTING DOCUMENTS

S. No.	ITEM NAME	Yes/NO
(i)	Receipt of Tender FEE of Rs.2000 attached	
(ii)	CDR @ PKR:50,000/- attached	
(iii)	The FBR active Income Tax/B.R.A Certificate/s are attached	
(iv)	The FBR active Sales Tax Certificate is attached	
(v)	Experience of the firm in providing Canteen Services, to any Federal or Provincial Universities, Education Boards	
(vi)	Non-Black Listing Certificate on non-judicial stamp paper	
(vii)	Proposal/Plan is attached	
(viii)	Price Schedules/Quotations	

Signature of CEO/Bidder

Stamp:

\_\_\_\_\_

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

