

BIDDING DOCUMENT FOR CANTEEN SERVICES

**BENAZIR INCOME SUPPORT PROGRAMME (BISP)
ISLAMABAD**



July, 2016

Government of Pakistan
BENAZIR INCOME SUPPORT PROGRAMME

INVITATION FOR BIDS
(CANTEEN/CAFETERIA

IFB # 9(07)/BISP/Admn/12-13

Benazir Income Support Programme hereby invites sealed "Bids" from well reputed Canteen/Cafeteria Services Providers/Caterers, duly registered with Income Tax & Sales Tax Departments, for award of contract of **BISP Cafeteria** for one year, extendable on performance basis.

2. The detailed terms & condition in the shape of "Bidding Document", can be downloaded from website; www.bisp.gov.pk/ or www.ppra.org.pk or they may be obtained from the office of Administration Officer (G), Room No. 239, Benazir Income Support Programme, F-Block, Pak. Secretariat, Islamabad (Tel: 051-9246422 Ext: 123). In case of any query, the bidder may contact on the given telephone number during working hours.

3. Single stage-one envelope procedure shall apply. Sealed bids supported with Rs. 20,000 refundable earnest, in the shape of pay order/demand draft/ call deposit/banker's cheque in the name of Deputy Director (Administration), BISP should reach the Benazir Income Support Programme, F-Block, Pak. Secretariat, Islamabad on/or before 1100 hours by **8th August, 2016**. A Sealed Bid Box is placed at the reception counter of said premises. Bids shall be opened on the same date i.e. **8th August, 2016** at 1130 hours in the presence of the bidders or their authorized representatives, who may choose to be present.

4. The bidders are requested to give their best and final prices inclusive of all taxes for provision of quality food services. Out of the eligible qualified bidders, lowest evaluated bidder will be considered for award of contract. BISP may reject all bids at any time prior to the acceptance of a bid by invoking rule 33 of Public Procurement Rule (PPR), 2004.

Deputy Director (Administration)
Benazir Income Support Programme,
F-Block, Pak. Secretariat,
Islamabad.

CANTEEN SERVICES

Instructions to Bidders (ITB)

Please read the Terms & Conditions carefully before preparing bid. Incomplete Bid shall be rejected. It is in the interest of respective bidders that s/he may inspect the proposed premises before submitting the bid.

Before submitting the tender, details of documents to be enclosed, may be verified from the "Submittals" Listed at ITB Clause: 29 of the Bidding Document. Otherwise, BISP at its discretion shall reject the incomplete bids at the time of opening of bids.

Instructions

1. All pages of the Bid must be signed by the Authorized Signatory and sealed with the stamp of the bidding Caterer.
2. National Tax Number (NTN) and General Sales Tax (GST) Number with documentary proof shall have to be provided by each bidder with their bid. No bid shall be accepted/ entertained, otherwise.
3. The rates quoted by all bidders should be valid upto 30th June 2017 from the date of opening of Bids.
4. The Bidders should be able to provide all food items in the canteen and catering services as indicated in the Appendix – I or as and when revised from time to time as per BISP's requirement.
5. An affidavit on legal stamp paper of Rs. 100/- certifying that the bidder has not been blacklisted by any of the Federal/Provincial Government Department/Organization.
6. BISP reserves the right to obtain feedback from the previous/present clients of the bidder and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot firsthand information regarding the quality of food and services, provided or being provided by the bidder. The decision of BISP in this regard shall be final and binding on all bidders.
7. Bids are to be supported with a Bank Draft/Pay Order/Call Deposit/Banker's Cheque not less than Rs. 20,000 (Rs. twenty thousand only) (refundable) in the name of Deputy Director (Administration), BISP as Earnest Money from any scheduled Bank of Islamic Republic of Pakistan. The Bank Draft/Pay Order/Call Deposit/Banker's Cheque of EMD should be valid for a period of one hundred and eighty (180) days from the date of opening of the Bids.
8. Bids received without the prescribed Earnest Money Deposit (EMD) shall be

rejected. An Earnest Money submitted by Bidder against any previous Bid shall not be adjusted against current IFB. Also, no personal cheques shall be acceptable at any cost.

9. The successful Bidder shall submit Performance Security Deposit in favour of performance of the contract of Rs. 50,000 (Rs. fifty thousand only) and the Earnest Money of unsuccessful bidders shall be returned within 30-60 working days with approval of competent authority.
10. In the event that the successful Bidder refuses or fails to honor its Bid, BISP shall be at liberty to forfeit the Earnest Money.
11. The Rates submitted by the Bidders must be inclusive of all applicable government taxes & levies and labour charges, consumables, overheads, profit, etc. as of the date of Bid Opening. If there is no mention of taxes/levies and/or charges, the offered/quoted rate(s) shall be considered as inclusive of all prevailing taxes/levies and/or charges.
12. Bids shall be rejected and Bidder may be penalized if documents and/or information submitted by the Bidder, is found to be misleading at any stage. Bidder(s) engaged in corrupt or fraudulent practices (including collusion / polling) shall be declared ineligible either indefinitely or for a stated period of time.
13. A Bid and all subsequent correspondence shall be in **English** language.
14. Bids shall be submitted in separate, sealed, opaque envelope, clearly mentioning the Bid title and Bidder's name and address.
15. The bidder is required to offer/quote rate(s) in the format prescribed at **Appendix-III**. "Rate List of Food Items" which is required to be filled-in very carefully, preferably all documentation shall be either printed or written in permanent ink. Any alteration/ correction must be initialed and stamped by an authorized representative of the Bidder, otherwise, the quoted rate(s) shall stand non-responsive.
16. Entries with lead pencil are not acceptable.
17. Bids shall be submitted on or before the due date and time mentioned by BISP in the "Invitation for Bids (IFB)" (but not later than 1100 hours), on a working day to following representative:

Attention: Deputy Director (Administration)
Benazir Income Support Programme (BISP)
BISP Headquarter,
F - Block, Pak. Secretariat,
Islamabad.
18. Bid submitted after prescribed time shall not be entertained.
19. The bids shall be evaluated in the following manner:

- 19.1 The bidder should have atleast five years experience of providing canteen/cafeteria/catering services.
 - 19.2 Documentary evidence of providing staff canteen/cafeteria services to at least three (03) organizations of comparable scale and standing during the last five years.
 - 19.2 Bidder must be NTN/GST registered.
 - 19.3 The bidder should have well trained team of cooks and other support staff having experience of preparing quality, healthy and hygienic food.
20. The bidders' performance, as per format provided at Appendix – II for each work completed in the last five years and in-hand should be certified by a responsible person i.e. a person holding post of BPS - 19 in a Public Sector Department/Organization or equivalent. In case where the Bidder has worked in private sector, the performance certificate should be certified by General Manager or equivalent. The certificate should also indicate the compliance of statutory requirements complied by the bidder.
21. The bidder offering lowest evaluated package rate and found responsive to the post qualification criteria, mentioned at ITB Clause: 24, hereinabove, shall be offered the contract.
22. Payments on account of a Contract Agreement to successful bidder shall only be made in Pakistani Rupees. Therefore, the rates quoted by bidders in “**Rate List of Food Items**” (**Appendix – III**) should be offered in Pakistani Rupees and shall be written in figures. In addition, the total of offered “Rates” in the aforesaid appendix must be given in figures as well as words.
23. BISP reserves the right to reject any or all quotations without assigning any reason. However, BISP shall upon request communicate, to any bidder who submits a quotation, the grounds for rejection of their respective quotation but is not required to justify those grounds.

APPENDIX I

Bid Submission Form

(This Form must be submitted only using the Company/Firm/Supplier's Official Letterhead/Stationery)

Place & Date:

Deputy Director (Administration),
Benazir Income Support Programme,
Government of Pakistan,
BISP Secretariat,
F. Block, Pak Secretariat,
Islamabad.

Subject: **SUBMISSION OF BIDS FOR PROVIDING CATERING SERVICES AT BISP(HQ)**

Having visited the site & examined the details given in IFB, published in the newspapers and on the websites of PPRA & BISP for the above cited services & the Bidding Documents, we hereby, submit the Bid duly filled as well as enclosing therewith, the required Appendices.

1. We hereby certify that all the statements made and information provided in the enclosed forms, are true and correct.
2. We have furnished all information and details necessary for award of contract and have no further pertinent information to provide.
3. We duly authorize BISP to approach individuals, employers, firms and corporations/organizations and to verify our similar works completed by us in the past and being executed at the present organization, as per following details so as to establish our competence and general reputation either by a visit or through correspondence:

S. No.	Name of Organization/ Department	Name, designation, Address, Telephone, Fax, email of dealing official	Period of Work	No of persons served daily
1.				
2.				
3.				

Signature of Applicant
Seal

APPENDIX II
FORMAT FOR PERFORMANCE CERTIFICATION

(Furnish this information on letterhead of respective department/organization for each individual work from the employer for whom the work was executed)

Name of the contract and location

Agreement No.:-

Scope of Contract: (Also mention the number of employees/clients/persons served, daily)

Start Date:

Period:

Amount of compensation levied, if any: Rs.

Performance Report

- (i) Quality of Food - Excellent/Very Good/Good/Average/Below Average
- (ii) Resourcefulness - Excellent/Very Good/Good/Average/Below Average
- (iii) Hygienic Condition/Cleanliness - Excellent/Very Good/Good/Average/
Below Average

Compliance of all statutory requirements- Yes / No

(Seal of the Organization)

(Name, designation of the signing officer)

Date:

Note: *Signing Officer should not be below BPS - 19 or equivalent in case of Govt. Department/ Organization or General Manager or equivalent in case of Private Sector Organization)*

APPENDIX III
RATE LIST OF THE FOOD ITEMS

S.No.	ITEMS	Unit	Rate in Pak. Rs. (To be filled by the Caterer)
TEA/COFFEE/COLD DRINKS/MINERAL WATER/ FRUIT JUICE			
1.	One Cup tea (Readymade)	125 ml	
2.	One Cup tea (Separate with Tea Bag & Powder Milk)	125 ml	
3.	Black Tea / Lemon Tea	125 ml	
4.	Half set tea comprising two cups of tea		
5.	Full Set tea comprising four cups of tea		
6.	One cup coffee (Readymade)	125 ml	
7.	One cup coffee (Espresso)	125 ml	
8.	Half set coffee comprising two cups of coffee		
9.	Mineral Water (Any brand, size/weight)		
10.	Cold Drinks (Any brand, size/weight)		
11.	Fruit Juice (Fresh)	200 ml	
12.	Lassi	200 ml	
13.	Shikanjbeen	200 ml	
SNACKS / BISCUITS			
14.	One Samosa (Vegetables)	70 grams	
15.	One Samosa (Keema)	70 grams	
16.	One Samosa (Potato)	70 grams	
17.	One Vegetable Cutlet	70 grams	
18.	Samosa Plate Single	One Plate	
19.	One piece bread slice (big size)		
20.	One Egg Boiled		
21.	One Egg Omlette and two big slices		
22.	Two pieces Vegetarian sandwich – Big size bread pieces		
23.	Biscuits – All good quality biscuits		
24.	Spring Roll (Vegetable)	6 PCS	
25.	Spring Roll (Chicken)		
26.	Vegetable Burger	1PC	
27.	Chicken Burger	1PC	
28.	Beef Burger	1PC	
29.	Vegetable Sandwich	1PC	
30.	Chicken Sandwich	1PC	
31.	French Fry	1000 grams	
32.	Crispy Chilly Potato	200 grams	
33.	Potato Pakora	250 grams	
34.	Dehi Bhaly	Per Plate	
35.	Channa Chat	Per Plate	
36.	Misc. tuk shop and bakery items		

37.	Any other item proposed by the Caterer		
LUNCH			
38.	Nan/Roti	100 grams	
39.	Paratha	100 grams	
40.	Egg Fry	Per Plate	
41.	Mixed Vegetables	Per Plate	
42.	Daal Fry	Per Plate	
43.	Nihari	Per Plate	
44.	Chicken korma	Per Plate	
45.	Patota beef Kari	Per Plate	
46.	Patato keema Kari	Per Plate	
47.	Chicken Karahi	500 grams	
48.	Chicken Karahi	1 Kg	
49.	Channa Pulao	400 grams	
50.	Chicken Pulao	400 grams	
51.	Chicken biryani	400 grams	
52.	Vegetable Pulao/biryani	400 grams	
53.	Chicken Fried Rice	400 grams	
54.	Haleem	Per Plate	
55.	Raita	200 grams	
56.	Salaad	Per Plate	
57.	Any other item proposed by the Caterer		
SWEETS			
58.	Gajjar ka Halva	100 grams	
59.	Kheer mix	100 grams	
60.	Fruit Chat	Per Plate	
61.	Any other item proposed by the Caterer		
Total =			

Note: *Items whose units are not mentioned, their units must be mentioned appropriately, by the bidder.*

**Signature of Applicant
Seal**

DRAFT CONTRACT AGREEMENT

This contract is entered into and executed at Islamabad on this ____ day of the month of _____ 2016;

By & between

BENAZIR INCOME SUPPORT PROGRAMME (BISP), Government of Pakistan, having its principal place of business at BISP Headquarter, F – Block, Pak. Secretariat, Islamabad, (hereinafter referred to as the “**BISP**”, which expression shall, where the context so permits, include its successors, legal, representatives and permitted assignees of the one part);

And

(name of the bidder), a registered “Caterer”, having its head office at **(complete address)** (hereinafter referred to as “**Caterer**”, which expression shall, where the context so permits, include its successors, legal, representatives and permitted assignees of the other part);

WHEREAS the Bidder is engaged into the business of “Catering/Canteen Services”, who has been qualified and has stood successful in bidding executed by BISP, for “Canteen Services”, through “Invitation for Bids”, hence BISP is willing to award “**Services**” through this agreement; and the Caterer is willing to provide “**Services**” according to the “**Rates**” appended with this agreement at “Schedule – I” as integral part of this agreement.

NOW, THEREFORE, in consideration of the mutual representations and covenants hereinafter set forth and for other services consideration the adequacy of which is hereby acknowledged by the parties and the mutual benefits to be derived there from, the representations, covenants, conditions and promises contained herein below and intending to be legally bound, the parties agree as follows:

CONDITIONS OF CONTRACT

1. Contract Effectiveness
 - 1.1. This agreement shall come into effect from the date of its signing. Initially the contract agreement shall be signed for 12 months, which can be extended on satisfactory performance of the Caterer. In case the contractor fails to operationalize the canteen services within 15 days of signing of contract, the contract will be cancelled and performance security will be forfeited.
 - 1.2. The Caterer shall, prior to the commencement of the operation of contract, make available to BISP, the particulars of all the employees who shall be deployed in its premises by the Caterer for providing Canteen Services. Such particulars, inter alia, should include age/date of birth, permanent address, police verification report and profile of the health status of the employees. In case of replacement of any employee, the Caterer shall inform BISP Administration and shall provide the

aforementioned particulars immediate to the replacement.

2. Expiration of Contract
Unless terminated earlier pursuant to Clause 4 hereof, this Contract shall expire after 12 months. However,
3. Extension
Upon expiry, BISP reserves the right to extend the contract further for an interim period upto three months or till the finalization of fresh contract.
4. Termination
4.1 The Contract can be terminated by either party by giving sixty (60) days' notice to the other party extendable by mutual agreement till alternate arrangements are made. However, BISP on providing non-satisfactory by the contractor, can terminate the contract without giving any notice.

4.2. Notwithstanding above, BISP reserves the right to terminate the contract , if at any time BISP finds that the caterer has failed to fulfill any of the conditions of this contract or that his performance is unsatisfactory. In this case, the Performance Security Deposit shall be forfeited and the Caterer shall also be blacklisted.
5. Performance Security
The Caterer shall be required to furnish a Bank Draft/Pay Order/Call Deposit/Banker's Cheque as "Performance Security" in favour of Director (Administration), BISP of an amount of Rs. 50,000/- (Rs. Fifty thousand only) towards performance within ten (10) days from the date of issuance of work order.

The security deposit shall be refunded to the Caterer, after successful completion of the Contract. Whereas, the security deposit is liable to be forfeited pursuant to clause 4.2 hereinabove.
6. Assignment
The Caterer shall not appoint any Sub-caterer or sublet the contract to carry out his obligations under the contract.
7. Facilities to be provided by BISP
Following facilities/infrastructure shall be provided by BISP free of cost.
 - a) Canteen Hall,
 - b) Kitchen,
 - c) Electricity
 - d) Gas
 - e) Proper supply of water in the kitchen.
8. Services
8.1 The Caterer shall be responsible for engaging adequate number of manpower for providing quality services in BISP including their hygienic conditions/manners. The service boys will be neat and clear and will wear proper uniform.

8.2 The Caterer shall bring his own tools, cookers, hot boxes,

steam boxes, trolleys, equipment for running the canteen including Crockery, Cutlery, Table linen, Flower Posts, Livery for the Canteen Staff. The caterer shall arrange the food items on daily basis as per the approved menu and in case of violation, fine as deemed appropriate by the BISP Management will be imposed. In case of such repeated violations, the contract will be termination including confiscation of performance security and blacklisting as per provision of Public Procurement Rules, 2004.

8.3. The prices/rates decided and agreed between the parties for various items as appended in Schedule – I shall not be subject to any variation during currency of the contract until and unless anything approved by BISP Management in writing.

8.4 The Caterer shall display the approved daily menu prominently in the canteen and should be compliant to the rates as agreed in Schedule – I.

8.5 The canteen shall be kept open from 0900 to 1800 hours on working days or any other timing including gazetted holidays and ensure that food items are sufficiently available as per approved menu for that duration to cater for the needs of the employees.

8.6 The Caterer shall maintain the hygienic environment for preparation of food and shall use products of renowned brands.

8.7 The Caterer shall not make any kind of excavation or construction including alteration or modification in the premises, including electrical appliances, sanitary fittings and other fitting/equipment, without the permission of BISP in writing and further he shall have no right to use BISP's property for his employee's personal purpose.

9. Prohibition Storing & supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in BISP premises. Any breach of such restrictions by the Caterer shall attract deterrent action against the Caterer as per statutory norms.
10. Indemnification The Caterer shall indemnify BISP and hold it harmless/ not responsible in respect of all & any expenses arising from any injury or damage to persons or property and also in respect of any claim made in respect of injury or damage under any Acts of Government.
11. Resolution of Disputes The Parties shall seek to resolve any dispute amicably by mutual consultation and shall be addressed & settled in accordance with the Standard Operating Procedures devised by BISP to this effect besides invoking provision of Public

Procurement Rules, 2004 and the relevant laws of the Islamic Republic of Pakistan.

This agreement is executed in two counterparts, each of which shall be deemed an original, but both of which together shall constitute one and the same instrument.

Signature and seal of the BISP:
FOR AND BEHALF OF

Signature and seal of the Caterer:
FOR AND BEHALF OF

Director (Administration)

Name of Authorized Representative

SCHEDULE I
RATE LIST OF THE FOOD ITEMS

S. No.	ITEMS	Unit	Rate in Pak. Rs.
TEA/COFFEE/COLD DRINKS/MINERAL WATER/ FRUIT JUICE			
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11.	Fruit Juice (Fresh)	200 ml	
12.	Lassi	200 ml	
13.	Shikanjbeen	200 ml	
SNACKS / BISCUITS			
14.	One Samosa (Vegetables)	70 grams	
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19.	One piece bread slice (big size)		
20.	One Egg Boiled		
21.	One Egg omlette and two big slices		
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36.	Misc. tuk shop and bakery items		
37.	Any other item proposed by the Caterer		
LUNCH			

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