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GoS-KHI-24F6A1F1CA11B5CE

Rs 68,906/-

Description	: Contract - 15(a)
Principal	: Institute of Business Administration, Karachi [27024407]
Contractor	: Master Management (Pvt) Limited [25657526]
Applicant	: Ammad Ali [42201-0644228-3]
Stamp Duty Paid by	: Master Management (Pvt) Limited [25657526]
Issue Date	: 25-Sep-2026, 12:33:31 PM
Paid Through Challan	: 2026CC61B26993E1
Amount in Words	: Sixty Eight Thousand Nine Hundred and Six Rupees Only

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Cafeteria Services on Framework Basis

This Agreement is made at Karachi on this day, the August 01, 2026

BETWEEN

M/s. Institute of Business Administration, through its Registrar, located at **Main Campus, University Enclave, Karachi**, hereinafter called and referred to as “**IBA**” (which expression shall wherever the context so permits, be deemed to include its legal representatives, executors, successors and assigns) of the FIRST PART.

AND

M/s Master Management (Pvt) Ltd, having its office at 1004, 10th Floor, Business Avenue, 26-A, Block-6, PECHS, Shahra-e-Faisal, Karachi hereinafter referred to as "THE SERVICE PROVIDER" (which expression shall wherever the context so permits be deemed to include its legal representatives, executors, successor and assigns), through its Director, Mr. Azhar Alam holding CNIC No. 42201-4958479-9 on the SECOND PART.

WHEREAS the **IBA** is the premier institute of education in Pakistan and a citadel of higher learning and the **SERVICE PROVIDER** is in the business of cafeteria services/operation and sales of edible items. The IBA intends to obtain services of a professional operator of cafeteria services to operate / function the cafeteria premises mentioned below:

Sr #	Canteen with Locations
1.	Cafeteria / Canteen behind Adamjee Academic Block (Main Campus)
2.	Cafeteria / Canteen at Aman Tower 5 th Floor (City Campus)



NOW IT IS HEREBY AGREED & DECLARED BY AND BETWEEN THE PARTIES AS FOLLOWS:

WITNESSETH

The IBA agrees to offer and appoint the 'THE SERVICE PROVIDER' as the official operator of the Cafeteria Services for Main Campus & City Campus 'THE SERVICE PROVIDER' hereby agrees to accept the terms and conditions set herein below forth as also identified in the tender document on the agreed charges.

ARTICLE I

SCOPE OF SERVICES

- 1.1 This agreement covers the provision of cafeteria services inclusive of edible items
- 1.2 Electrical installation, cooking & electrical appliances, crockery & cutlery, and tablewares in accordance with international standards & HSE will be the responsibility of THE SERVICE PROVIDER.
- 1.3 In detailing the scope of these services:
 - 1.3.1 **Daily Services:** Providing high-quality refreshments, lunch, and beverages to students, faculty, and staff at allotted space.
 - 1.3.2 **Official Events:** Catering for official events, including refreshments, lunches & dinner for meetings, activities, and staff tea.
- 1.4 That the IBA will allow The SERVICE PROVIDER, their authorized agents, officers, employees, and workers access to the IBA Cafeteria for the express purpose of inspecting, implementing and servicing this agreement. The nominated Security official of the IBA will screen the authorized agents, officers, employees and workers of THE SERVICE PROVIDER and if any employee of THE SERVICE PROVIDER is found undesirable or involved in any act unacceptable to the IBA will be removed by THE SERVICE PROVIDER immediately from the premises.
- 1.5 THE SERVICE PROVIDER will employ their people for the maintenance of the Cafeteria and market/sell/provide edible items which shall remain owned and always possessed by THE SERVICE PROVIDER. Notwithstanding anything contained in this Agreement, THE SERVICE PROVIDER shall always remain a service provider to the IBA and shall use the above-mentioned locations as a bare tenant and shall not acquire any rights in the land or property of the Cafeteria or any other premises of the IBA.
- 1.6 Payment of space rental, utility bills, and payment of wages to any persons hired will be the responsibility of THE SERVICE PROVIDER.
- 1.7 Bottled soft drinks, branded edible items will be sold at the MRP on cash/Counter Sale. However 15% service chagres will be applicable over MRP on credit billings only. The service charges include the charges for serving and credit component of billing.
- 1.8 Use of till Machine/POS System for all Cash Counter in all Cafeteria.
- 1.9 Avoide cash dealing and make sure the arrangement of alternates such as easypaisa, jazzcash, sadapay, QR Code, etc.
- 1.10 Provide a subsidized Lunch for lower category staff.
- 1.11 THE SERVICE PROVIDER shall not sub-let the said premises to any person(s) / society/institution on any terms whatsoever it may be.
- 1.12 THE SERVICE PROVIDER wishes to not operate during Ramazan, Summer Holidays & Winter Holiday, then no rent and no utility charges shall be charged by IBA for this period.



- 1.13 THE SERVICE PROVIDER is responsible for the repair of Hall & Furniture during the contract period.
- 1.14 New edible item(s) will be introduced with due approval of IBA on the agreed rate(s).
- 1.15 THE SERVICE PROVIDER will clearly display the daily menu and rates at a prominent place on the cafeteria premises.
- 1.16 THE SERVICE PROVIDER shall maintain adequate stock (minimum for 300 persons) of Crockery, Cutlery including necessary decoration for different kinds of meetings, conferences, seminars, and Events within IBA Premises.
- 1.17 THE SERVICE PROVIDER shall maintain adequate lighting in all specified areas
- 1.18 The IBA will not be responsible for any incident, accident, or mishap on the premises of rented premises. THE SERVICE PROVIDER will not cause any disturbance, inconvenience, noise pollution or indecent acts on the premises.
- 1.19 The IBA has the right to use the Canteen space for their Official Events with prior information.
- 1.20 Working Days Monday, Tuesday Wednesday, Thursday, Friday, Saturday & Sunday (7 days) and occasionally on holidays.
- 1.21 **IBA Facilities for Contractors**
 - 1.21.1 Kitchen with Natural Gas if available, however during load management by SSGC, THE SERVICE PROVIDER is responsible for the arrangement of Gas for cooking with own resources.
 - 1.21.2 Hall & Furniture (During the Contract repair of Furniture will be the responsibility of THE SERVICE PROVIDER.
- 1.22 **THE SERVICE PROVIDER Liabilities**
 - 1.22.1 Kitchen Accessories
 - 1.22.2 Crockery fine quality (stoneware)
 - 1.22.3 Refrigerator / Deep Freezer etc.
 - 1.22.4 Oven/Microwave Oven
 - 1.22.5 Visi Cooler (Standing Refrigerators)
 - 1.22.6 Gas for cooking during load management by SSGC.
 - 1.22.7 Mineral Water (Aquafina only) for drinking and Cooking
 - 1.22.8 Manpower such as:
 - a. Chef
 - b. Cooks
 - c. Skilled labour
 - d. Waiters
 - e. Dish washer
 - f. Janitorial Staff
 - 1.22.9 Uniform for waiters etc.
 - 1.22.10 Medical facilities for his staff
 - 1.22.11 Insurance to its employees. The contractor shall be bound to have its staff/employees insured/registered against any/all applicable social security schemes/institutions including Employees Old Age-benefits Institution (EOBI). Employees Social Security Institution (SESSI) or any other government scheme under any other law without owning responsibility to IBA. The Contractor, in addition to the above, undertakes to fully indemnify if and hold harmless the IBA against any claim, losses, damages, or expenses in relation to injury or death of



- any persons or loss or damage to property arising out of the performance of Services hereunder.
- 1.22.12 No employee of THE SERVICE PROVIDER shall be deemed an employee of IBA. Any claim regarding salary, gratuity, EOBI, SESSI, compensation, benefits or wrongful termination shall be solely the responsibility of THE SERVICE PROVIDER.
 - 1.22.13 All employees of THE SERVICE PROVIDER shall comply with IBA's policies regarding workplace conduct, anti-harassment, discrimination, safety and security.
 - 1.22.14 Pay wages to its employees on regular basis as per the minimum wages rule of GoS.
 - 1.22.15 Submission of medical fitness certificate for cooks and waiters before the commencement of the job and thereafter, every six months. Certified Copies of Medical Certificates so obtained will be displayed on the Notice Board in assigned cafeterias.
 - 1.22.16 All manpower deployed by THE SERVICE PROVIDER shall be professionally trained in food handling, hygiene, customer service, and occupational health & safety practices.
 - 1.22.17 Cooks shall possess relevant professional experience and/or recognized vocational certification in culinary arts or food production.
 - 1.22.18 Waiters and serving staff shall have a minimum educational qualification of Intermediate (Grade 12) or equivalent, while cooks and skilled labour shall have at least Matriculation (Grade 10) or equivalent.
 - 1.22.19 All staff shall maintain a high standard of personal grooming, hygiene, professional conduct, and wear the prescribed uniform while on IBA premises.
 - 1.22.20 THE SERVICE PROVIDER shall provide periodic refresher training to all deployed staff on food safety, hygiene, customer service, and emergency response procedures.
 - 1.22.21 IBA reserves the right to reject or require replacement of any staff member found to be untrained, unprofessional, or unsuitable for cafeteria operations.
 - 1.22.22 If any food item or ingredient is declared unsafe by the Sindh Food Authority or any competent authority, THE SERVICE PROVIDER shall immediately remove such items from all IBA premises at its own cost.
- 1.23 The food should be Hygienic, Nutritional and suit the taste buds of all stakeholders. The quality must not only be built into the food it must be apparent from the presentation, appearance, and handling.
 - 1.24 THE SERVICE PROVIDER is expected to be fully aware of the modern principles of diet, food standards and calorie requirements of all age groups. Such food must be offered at reasonable prices to suit the pocket of students and staff alike.
 - 1.25 THE SERVICE PROVIDER shall include some diet menu i.e. vegetables, dessert and soups for staff and students, who may wish to have it.
 - 1.26 Only Certified/Branded Gas Cylinder(s) as per IBA standards are allowed for live cooking/cooking inside the campus.
 - 1.27 Ingredients to be used i.e., meat/vegetables/fruits/spices/dairy products must be fresh.
 - 1.28 Recommended Specifications and Brands for packed items:
 - 1.28.1 Tomato Ketchup: Mitchells/Shangrilla/Knorr/National/Dipit/Mehran or equivalent
 - 1.28.2 Mayonnaise: Youngs/National/Dipit or equivalent
 - 1.28.3 Frozen Meat: Fauji/K&N/Sabroso/Sufi or equivalent
 - 1.28.4 Cooking Oil: Fresh and High-Quality refined OMEGA-3 oil i.e., Soya Supreme/Habib/ Tullo/Eva or equivalent
 - 1.28.5 Bread: Dawn/Granny/Wonder or equivalent
 - 1.28.6 Butter and Margarine: Nurpur/Nestle/Adams or equivalent



- 1.28.7 Jam/Jelly: Mitchells/National or equivalent
- 1.28.8 Paratha: Dawn/Granny/Wonder or Fresh using Ponam/Sunridge Flour or equivalent
- 1.28.9 Rice (Sela and Basmati): Super Kernal/Falak or equivalent
- 1.28.10 Lentils and Pulses (Daal): Ponam/Sunridge or equivalent
- 1.28.11 Tea Whitener: Everyday or equivalent
- 1.28.12 Tea: Tapal / Lipton or equivalent
- 1.28.13 Coffee: Nestle Nescafe or equivalent
- 1.29 All food items must be served with quality tissue paper, preferably logo printed.
- 1.30 Compliance with rules of Govt. Food Agencies is mandatory which is required to maintain, hygiene safety and quality standards for example Sindh Food Authority etc.
- 1.31 THE SERVICE PROVIDER shall provide proper Uniforms (Dress, Cap, Gloves, Shoes, etc.) to its staff at time of serving in any event.
- 1.32 THE SERVICE PROVIDER must have the facility to serve meals/refreshments in offices or meeting rooms with crockery and Cutlery to the Faculty and Staff and depute serving staff in meetings and events without additional charge.
- 1.33 THE SERVICE PROVIDER must comply with all local regulations and standards for food pricing and adjustment.
- 1.34 Failure to comply with the quality, quantity, specifications and serving standards may result in penalties from 2% to 10% on the final payment of the invoice or may issue warning or termination of the contract.
- 1.35 Submission of medical fitness certificate for cooks and bearer before commencement of the job and thereafter, on a 6 monthly basis. Certified Copies of Medical Certificates obtained will be provided to the admin department.
- 1.36 All items required to be served at the specified location with the best quality of crockery and cutlery of Ceramic, labour, transportation and waiter services.

ARTICLE II

REMUNERATION

- 2.1 THE SERVICE PROVIDER will charge student(s), IBA employee(s) & IBA populace the cost of the edible item(s) according to the following approved rates within the applicability of this agreement:

2.2 Single Serving Items

List of Items to be Served	Size & Quality	Rate (Rs.)
Staff Tea Serving tea (110 ml) – Mix Tea Scope: To deliver daily Tea in a vacuum jug (maintained by the vendor), twice a day at both campuses in respective departments' pantries as per requirement. (Main Campus = 11,500 + 11,500 = 23,000 cups per month) (All location at Main campus, Staff Town, Girls Hostel, Boys hostel) (City Campus = 7,000 + 7,000 = 14,000 cups per month)	110 ml (Everyday Milk Powder with branded tea)	55

2.3 Serve at Canteen Counter

- 2.3.1 Refreshments should be served as per standard of United King, Rehmat-e-Shireen, Kababjees or equivalent.
- 2.3.2 Ketchup should be served with all fried items, burgers, sandwiches
- 2.3.3 Paper plates may be used for single serving(s) of edible items.



Sr. #	List of Items to be Served	Size & Quality	Rate (Rs.)
TEA & BEVERAGES			
1	Tea Mix (with Tea Whitener)	110 ml	80
2	Tea - (Tea Bag)	110 ml	70
3	Green Tea (Tea Bag)	110 ml	60
4	Coffee (Nescafe)	110 ml	150
5	Cold Drinks (unchilled)		At MRP printed on the pack
	a. Pepsi, 7up, Dew, Mirinda	250 ml Glass bottles	
	b. Pepsi, 7up, Dew, Mirinda	200 / 300 ml Can	
	c. Pepsi, 7up, Dew, Mirinda	345 ml Disposable	
	d. Pepsi, 7up, Dew, Mirinda	1.5 ltr Disposable	
6	Juices		
	a. Slice	200 ml	
	b. Gatarode /Revive	500 ml	
	c. Gatarode /Revive	350 ml	
	d. Pakola Milk (Chilled-All flavours)	250 ml	
7	Mineral Water (Aquafina) – Chilled	500 ml	
8	Mineral Water (Aquafina) – Chilled	1 Litre	

2.4 Refreshment/Fast Food

S. #	List of Items to be Served	Size & Quality	Rate (Rs.)
1.	Chicken Burger/Beef Burger (with French fries, coleslaw & sauce)	120 gm (patty)	260
2.	Zinger Burger (with French fries, salad & sauce)	200 gm	380
3.	Chicken Boti Burger (with French fries, salad & sauce)	180 gm	260
4.	Chicken Sandwich	120 gm	200
5.	Chicken Broast	300 gm	400
6.	Club Sandwich	140 gm	320
7.	Aaloo Samosa	80~100 gm	50
8.	Chicken Samosa/Beef Samosa	60 gm	70
9.	Chinese Samosa	60 gm	70
10.	Spring Roll/Chinese Roll	90 gm	80
11.	Chicken Patties	110 gm	80
12.	Vegetable Patties	80 gm	60
13.	Chana Chaat	120 gm	120
14.	Dahi Baray (Sweet & Sour)	120 gm	150
15.	Chicken Paratha Roll	100 gm	230
16.	French Fries	100~150 gm	150
17.	Pizza Slice/Mini Pizza	As per standard	150
18.	Bread Roll		180
19.	Chicken Bar B Q Sandwich		250
20.	Chicken Cheese Roll		180
21.	Chicken Croissant		150
22.	Pastry		150
23.	Donuts		200
24.	Brownie		200
25.	Lemon Tart		120
26.	Chocolate Tart		120
27.	Coffee Pastry		150
28.	Fudge Pastry		100
29.	Chicken Pie		90
30.	Mini Croissant		80
31.	Chocolate Cup Cake		80
32.	Chocolate Roll		100



33.	Biscuits (All types) All renown Brands	Ticky Pack, Half Roll & Snack Pack	At MRP printed on the pack
34.	Ice Cream Brand: Walls/Igloo/O'more	All sizes	

2.5 Breakfast Deals

S. #	List of Items to be Served	Size & Quality	Rate (Rs.)
1	Paratha, Qeema, Tea / Coffee	As per market standard	250
2	4 Bread Slice, Butter / Jam, Tea / Coffee		220
3	Puri with Aaloo & Chana Tarkari		100
4	Anda with Paratha		150
5	Aaloo Paratha		110
6	Nutella Paratha		130
7	French Toast		160
8	Omelet		100
9	Cheese Omelet		150

2.6 Chinese Food

S. #	List of Items to be Served	Size & Quality	Rate (Rs.)
1	Chicken Chowmein	200 gm	350
2	Chicken Jalfrezi / Ginger	250 gm	300
3	Chicken Shaslik with Fried Rice	250 gm	350
4	Alfredo Pasta	250 gm	350
5	Chicken Lasania	250 gm	350
6	Chicken Dry Chilli with Fried Rice	250 gm	380
7	Vegetable Fried Rice	120 gm	200

2.7 Pakistani/Desi Food

S. #	List of Items to be Served	Size & Quality	Rate (Rs.)
1a	Chicken Biryani (with or without Potato)*	250 gm (half)	250
1b	Chicken Biryani (with or without Potato)*	500 gm	350
2a	Chicken Pulao (with or without Potato)*	250 gm (half)	250
2b	Chicken Pulao (with or without Potato)*	500 gm	350
3a	Beef Biryani (with or without Potato)*	250 gm (half)	300
3b	Beef Biryani (with or without Potato)*	500 gm	400
4a	Beef Pulao (with or without Potato)*	250 gm (half)	300
4b	Beef Pulao (with or without Potato)*	500 gm	400
5	Chicken Karahi/Qorma/any Chicken Curry*	250 gm	300
6	Chicken Nehari	250 gm	300
7	Chicken Handi	250 gm	350
8	Daal	250 gm	150
9	Plain Rice	150 gm	150
10	Daal Chawal	200 gm	220
11	Mix Vegetable	250 gm	150
12	Chicken Haleem	250 gm	250
13	Chicken Tikka	150 gm	450
14	Chicken Roll in Pori Paratha (Garlic, Cheese, Mayonnaise, Chatni & Reshmi Kabab)	Standard Size	300
15	Fruit Chaat (Fresh Fruits)	80 gm	200

*Meat Ratio: 10 pieces of Chicken in a 1-kilogram food

2.8 MENU FOR EVENTS

- Food up to 300 persons with Crockery, Cutlery & serving for different kinds of meetings, conferences, seminars and small Events per head, without any additional cost.
- All items required to be served on the specified location with the best quality of crockery and cutlery of Ceramic, Melamine and Disposable as per requirement.
- The payment for beverages and water will be made on actual consumption as per MRP.



- The food should be Hygienic, Nutritional and suit the taste buds of all stakeholders. The quality must not only be built into the food it must be apparent from the presentation, appearance, handling and serving.
- Refreshment items should be equivalent in size and quantity to those provided by United King, Rehmat-e-Shireen, or Kababjees Bakers.

2.9 Refreshments/Hi-Tea

Menu No.	Description	Tentative Events	Qty Per Head	Tentative Overall Qty	Rate (Rs.) Per Head
1.	• Half Roll Biscuits • Tea/Juices (Slice)	200	3 1	4,000	160
2.	• Chicken Samosa (one bite) • Half Roll Biscuits • Tea + Coffee + Green Tea	50	3 2 1	400	220
3.	• Aaloo Samosa (One Bite) • Half Roll Biscuits • Tea + Coffee + Green Tea	100	3 2 1	500	200
4.	• Chicken Pie • Fruit Cake / Marble Cake / Pastry • Tea + Coffee + Green Tea	40	1 2 1	200	280
5.	• Bakery Biscuits (Assorted) • Aaloo Samosa (One Bite) • Assorted Sandwiches (including Brown Bread sandwich) • Tea + Coffee + Green Tea	10	2 1 2 1	700	410
6.	• Aaloo Samosa (One Bite) • Bakery Biscuits (Assorted) • Tea + Coffee + Green Tea	50	3 3 1	1,200	315
7.	• Chicken Samosa (One Bite) • Bakery Biscuits (Assorted) • Tea + Coffee + Green Tea	50	3 3 1	1,200	370
8.	• Bakery Biscuits (Assorted) • Chicken Samosa (One Bite) • Assorted Sandwiches (including Brown Bread sandwich) • Tea + Coffee + Green Tea	10	2 3 2 1	200	510
9.	• Chicken Samosa (One Bite) • Brownie / Lemon Tart • Tea + Coffee + Green Tea	10	3 2 1	200	380
10.	• Spring Roll (Small) • Assorted Sandwiches • Fruit Cake / Marble Cake • Tea + Coffee + Green Tea	10	2 2 2 1	200	510
11.	• Aaloo Samosa (One Bite) • Club Sandwiches with Fries (small) • Tea + Coffee + Green Tea	15	3 0.5 1	50	330
12.	• Aaloo Samosa (One Bite) • Spring Roll (Small) • Bakery Biscuits • Lemon Tart • Assorted Sandwiches (including Brown Bread sandwich) • Tea + Coffee + Green Tea	10	3 2 2 1 2 1	250	650
13.	• Chicken Nuggets • Chicken Sandwich • Gulab Jamun (medium) • Tea + Coffee + Green Tea	10	3 2 4 1	400	550

14.	• Chana Chaat • Dahi Phulki (Sweet & Sour) • Tea + Coffee + Green Tea or Mix Tea	50	1 portion 1 portion 1	600	450
15.	• Chana Chaat • Dahi Phulki (Sweet & Sour) • Aaloo Samosa (One bite) • Cold drink (Jambo)/ Tea + Coffee + Green Tea or Mix Tea	8	1 portion 1 portion 3 1	600	550
16.	• Chana Chaat • Dahi Phulki (Sweet & Sour) • Assorted Sandwiches • Aaloo Samosa (One Bite) • Cold drink (Jambo)/ Tea + Coffee + Green Tea or Mix Tea	6	1 portion 1 portion 2 3 1	600	610
17.	• Aaloo Samosa (One bite) • Brownies • Drumsticks • Lemon Tart • Cold Drink (Jambo) or Juices (Fresh Juices, Serve in glass) • Assorted Sandwiches (including Brown Bread sandwich) • Tea + Coffee + Green Tea	8	1 1 1 2 1 1 1	150	875
18.	• Aaloo Samosa (Large) • Brownie • Slice Juice	6	1.5 1 1	400	350
19.	• Chicken Sandwich (small) • Chicken Patties (One Bite) • Slice Juice	10	2 1 1	400	400
20.	• Chicken Cutlet / Shami Kabab • Fruit Cake / Marble Cake • Tea + Coffee + Green Tea	10	2 2 1	30	510
21.	• Chicken Croissant • Chicken Cheese Patties (One bite) • Brownie / Lemon Tart • Tea + Coffee + Green Tea	10	1 2 1 1	50	610

2.10 Lunch / Dinner Menu

Menu No.	Menu for Lunch / Dinner	Tentative Event	Tentative Overall Qty	Rate (Rs.) per head
i.	Crockery, Cutlery & Services	50	200	200
ii.	Live Tea + Green Tea (for minimum 100 person in an event) <i>With disposable glass</i>	30	500	110
iii.	Ice Cream on Cart with scoop and live cone (for minimum 100 person in an event) – With two / three flavors	20	600	160
iv.	• Raita & Green Salad	700	each	100
1.	• Beverages .i.e. Mineral Water, Cold Drink and Tea/Coffee/Green Tea	700	1500	170
2.	• Chicken Biryani / Chicken Pulao • Raita / Salad • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	50	1500	535
3.	• Chicken Biryani/Chicken Pulao/Afghani Pulao • Chicken Tikka • Raita / Salad	40	1000	1040



	• Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa			
4.	• Chicken Biryani/Chicken Pulao/Afghani Pulao • Raita / Salad • Seekh Kabab • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	40	1000	1060
5.	• Chicken Biryani/Chicken Pulao • Chicken Karahi/Chicken Qorma /Chicken Achari/ Chicken White Qorma • Raita / Salad • Chicken Tikka • Milky Naan / Chapati • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	60	1500	1260
6.	• Chicken Biryani/Chicken Pulao • Chicken Karahi/Chicken Korma/Chicken White Qorma • Seekh Kabab • Raita / Salad • Milky Naan / Chapati • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	60	1500	1260
7.	• Chicken Fried Rice • Chicken Jalfrazi / Shahshlik • Raita / Salad • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	60	1000	850
8.	• Chicken Manchurian • Chicken Fried Rice • Shahi Tukray	60	1000	900
9.	• Chicken Handi (Boneless) • Milky Naan / Chapati	20	200	675
10.	• Chicken Karahi • Milky Naan / Chapati	20	200	650
11.	• Chicken Handi (Boneless) • Chicken Pulao • Milky Naan / Chapati • Raita / Salad • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	20	300	990
12.	• Chicken Yakhni Pulao • Chicken Ginger • Fresh Fruit Platter • Salad & Raita • Milky Naan / Chapati • Kheer / Fruit Trifle / Custard/ Lab e Shireen/Cream Cocktail/ Gulab Jaman/ Carrot Halwa	20	300	1060
13.	• Beef Biryani (1.25 meat - Boneless) • Chicken Karahi (Live) • Chicken Tikka		500	1480



	- Salad & Raita - Carrot Halwa (equivalent to Rehmat e Shireen) / Rabri Kheer / Loki Halwa / Cream Cocktail - Live Naan + Puri Paratha + Chapatti			
14.	- Chicken Biryani - Chicken Green Karahi - Chicken Malai Boti - Carrot Halwa / Rabri Kheer / Loki Halwa / Cream Cocktail - Milky Naan + Puri Paratha + Chapatti - Raita + Russian Salad	100	500	1550
15.	- Chicken Biryani / Chicken Pulao - Shami Kabab - Kheer / Fruit Trifle / Custard (in disposable Box)	400	1500	500
16.	- Chicken Biryani / Chicken Pulao - Chicken Tikka - Kheer / Fruit Trifle / Custard (in disposable Box)	400	1500	650
17.	Salads - Russian Salad - Pineapple - Sweet Corn - Beans - Mixed Pakistani Salad - German Potato Salad - Noodle Salad - Fresh Garden Salad Main Course - Crumbed Fried Fish with tartar Sauce - Chicken Karahi (Live) - Chicken Yakhni Pulao - Vegetable Bhujia / Mix Vegetable - Beef Chapli Kabab / Turkish Kabab - Milky Naan / Chapati - Raita, Dahi, Achar, Chutney Dessert - Carrot Halwa / Rabri Kheer / Loki Halwa / Cream Cocktail - Kheer / Fruit Trifle / Custard - Chocolate Mousse	10	200	2400
18.	- Beef Biryani 1.25 meat (Boneless) - Mutton Karahi - Live - Chandan Kabab / Turkish Kabab - Palak Paneer / Mix Sabzi / Daal Makhni / Daal with zeera Rice - Carrot Halwa / Rabri Kheer / Loki Halwa / Cream Cocktail - Milky Naan / Chapati - Raita / Salad	10	200	2550
19.	- Chicken Biryani - Mutton Karahi (Live) - Chandan Kabab / Turkish Kabab - Palak Paneer / Mix Sabzi / Daal Makhni / Daal with zeera Rice - Cream Cocktail / Rabri Kheer / Gajar Halwa / Loki Halwa - Milky Naan / Chapati	10	200	2550



	Raita / Salad			
19A.	- Beef Biryani 1.25 meat (Boneless) - Mutton Kunna - Chandan Kabab / Turkish Kabab - Palak Paneer / Mix Sabzi / Daal Makhni / Daal with zeera Rice - Cream Cocktail / Rabri Kheer / Gajar Halwa / Loki Halwa - Live Tandoor (Roghni Naan) - Raita / Salad	10	200	2600
20.	- Beef Biryani 1.25 meat (Boneless) - Mutton Kunna - Chicken Tikka (BBQ) - Palak Paneer / Mix Sabzi - Cream Cocktail / Rabri Kheer / Gajar Halwa / Loki Halwa - Live Tandoor (Roghni Naan) - Raita / Salad	10	200	2600

2.11 Breakfast

Menu No.	Description for Breakfast	Tentative Event	Rate (Rs.) per head
1.	- Egg Omelet/Half Fry - Paratha - Tea	20	240
2.	- Jam Butter - Toast - Tea	20	200
3.	Puri with Chana and Aaloo Tarkari and Halwa	20	250

2.12 Crockery, Cutlery & serving including necessary decoration for different kinds of meetings, conferences, seminars and Events per head

2.13 All items required to be served on the specified location with the best quality of crockery and cutlery of Ceramic, Melamine and Disposable as per requirement

2.14 'THE SERVICE PROVIDER' will provide the edible items on the approved and agreed rates only to the students and employee populace of the IBA whatever, wherever and whenever required.

2.15 The remuneration /wages/ payment of Cafeteria employee(s) hired by THE SERVICE PROVIDER will be its sole responsibility & paid by the Cafeteria Operator without prejudice of public interest(s). The IBA will not accept any liability about THE SERVICE PROVIDER's employee.

2.16 Government Tax(es) / Levy(ies) / Charges will be charged at actual as per SRO.

2.17 Invoice(s) /Bill(s) / Rent(s) should be submitted to the Finance Department of IBA after proper verification/approval by the concerned departments of the IBA.

2.18 'THE SERVICE PROVIDER' will pay rent as approved by competent authorities cafeteria at Main & City Campus. The rent must be paid on or before the fifth day of every month in form of a Pay Order / Crossed Cheque of any commercialized bank in favour of the Institute of Business Administration, Karachi.



2.19 RENT FOR CAFETERIA WITH LOCATIONS

The rent of the cafeteria will be valid for one year. Revision in rent and rate of Price List may be considered & revised with the consent of the IBA. To facilitate such revision (if any), THE SERVICE PROVIDER shall be required to submit a monthly statement of sale proceeds/service charges recovered during a specified time.

S #	Name of Canteen	Rent* (per month)	Utilities	
			Electric	Gas
1	Cafeteria / Canteen behind Adamjee Academic Block (Main Campus)	Rs. 25,000/-	As per Actual	
2	Cafeteria / Canteen at Aman Tower 5th Floor (City Campus)**	Rs. 15,000/-	As per Actual	

*Excluding 15% SST

** Space may be relocated

2.20 Price Adjustment Mechanism

To determine price revisions, IBA will calculate the percentage deviation in the prices of cooking oil rice, wheat, sugar, and meats compared to quoted prices over a specified period. If the average price deviation exceeds 10%, we will mutually agree on necessary adjustments to the menu prices. IBA reserves the right to review the price. Shelf/retail prices of Metro Pakistan/Commissioner Karachi will be considered to calculate the deviation.

Raw Material	Cost Share
Cooking Oil	15%
Rice	15%
Flour	30%
Sugar	30%
Meat	35%

2.20.1 Weighted Average Deviation will be used on the change in prices of above mentioned raw materials to determine the average price deviation.

2.20.2 If the weighted average deviation exceeds a certain threshold (e.g., 10%), menu price adjustment could be triggered.

2.20.3 Price Increase: If there will be an increase of more than 10% as per Weighted Average Deviation, the menu prices will be adjusted as shown above.

2.20.4 Price Decrease: If there will be a decrease of more than 10% as per Weighted Average Deviation, the menu prices will be adjusted as shown below.

- **3-10% raw material fluctuation** → No or minimal impact on menu price (absorbable by margins).
- **11-20% raw material fluctuation** → 4% menu price adjustment.
- **21-30% raw material fluctuation** → 8% menu price adjustment.

2.20.5 The price adjustment mechanism is subject to review and approval by IBA's administration.

2.20.6 Any disputes arising from the price adjustment process will be resolved through IBA ADRC.

2.20.7 THE SERVICE PROVIDER is required to maintain detailed records of ingredient prices and provide supporting documentation upon request.



ARTICLE III

PENALTY

- 3.1 Failure to comply with the quality, quantity, specifications and serving standards may result in penalties ranging Rs. 1,000/- to Rs. 100,000/- for each case or may issue warning or termination of the contract. The Registrar on the recommendation of the *Canteen Committee* due to non-adherence of quality/quantity and any clause of bidding documents and agreement.

Article IV

INDEMNITY

- 4.1 The 'THE SERVICE PROVIDER' in its individual capacity shall indemnify and keep the IBA and any person claiming through IBA fully indemnified and harmless from and against all / any damage(s), cost(s) and expense(s) caused to or incurred by 'THE SERVICE PROVIDER' as a result of any damage in the title of 'IBA' or any fault, neglect, misbehaviour or/and quality of food and payment(s) by THE SERVICE PROVIDER which disturbs or damage the reputation, quality or the standard of the services provided by THE SERVICE PROVIDER and any person claiming through the IBA.
- 4.2 THE SERVICE PROVIDER shall be solely liable for any food poisoning, contamination, allergic reaction, illness, injury or death arising from food supplied by it and shall indemnify IBA against all claims, losses, damages, penalties and proceedings.
- 4.3 Performance Security should provide 10% (of bid amount per unit basis) of the total value in the form of a Pay Order or bank guarantee within 7 days of the signing of this agreement by 'THE SERVICE PROVIDER'.
- 4.4 IBA may deduct from the Performance Security any unpaid rent, utility charges, penalties, damages, repair costs or other sums due under this Agreement.

Article V

INTEGRITY PACT

- 5.1 The intention is not to obtain the procurement/work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- 5.2 Without limiting the generality of the forgoing the M/s Master Management (Pvt) Ltd represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- 5.3 M/s Master Management (Pvt) Ltd accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instruments, be stand void at the discretion of the IBA.
- 5.4 Notwithstanding any right and remedies exercised by the IBA in this regard, M/s Master Management (Pvt) Ltd agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the M/s



Master Management (Pvt) Ltdas aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

- 5.5 The Service Provider shall not employ any person below the age permitted under applicable labour laws and shall comply with all laws relating to child labour and forced labour.

Article VI

RENEWAL

- 6.1 This Agreement shall be renewed with mutual consent & satisfactory performance upon completion of one year if the IBA Karachi and the SERVICE PROVIDER agree so.
- 6.2 THE SERVICE PROVIDER shall have no vested or automatic right of renewal. Renewal shall be solely at the discretion of IBA and subject to satisfactory performance, market evaluation and procurement requirements.
- 6.3 This agreement is effective from August 01, 2026 to July 31, 2027.

Article VII

TERMINATION

- 7.1 "IBA" may terminate this agreement if the job is not executed according to the requirement at any time after issuing a 30 days' notice.
- 7.2 IBA may terminate this Agreement immediately without notice in the event of (i) food poisoning, (ii) serious hygiene violations, (iii) use of expired or adulterated food, (iv) subletting, (v) criminal conduct, (vi) non-payment of rent/utilities for more than 15 days, or (vii) any act that, in IBA's opinion, adversely affects its reputation or campus safety.

Article VIII

SEVERABILITY

- 8.1 If any terms covenant or condition of this agreement shall be deemed invalid or unenforceable in a court of law or equity, the remainder of this agreement shall be valid & enforced to the fullest extent permitted by prevailing law.

Article IX

NOTICE

- 9.1 Any notice given under this AGREEMENT shall be sufficient if it is in writing and if sent by courier or registered mail.
- 9.2 On receipt of any complaint from the IBA, staff, students about the quality of edibles/drinks, general cleanliness, un-hygienic foodstuff, behaviour/conduct of cafeteria staff, a frequent complaint about service untidy and poorly dressed staff etc, the IBA will investigate the matter properly. If the complaint is found genuine a written notice will be served. If the complaint is not paid any heed even after the second notice, after a lapse of 30 days a third notice will be served and thereafter the contract would have deemed to have been terminated if appropriate remedial steps are not initiated within 24 Hours as per the satisfaction of the IBA
- 9.3 The IBA will have the authority to terminate the contract after third notice.

Article X

ARBITRATION

- 10.1 In case of any dispute, difference, or question which may at any time arise between the parties hereto or any person under them, arising out of or in respect of this Letter of Intent or the subject matter hereof, the same shall be referred to and finally resolved by arbitration under the Arbitration Act, 1940, as amended from time to time. The arbitration shall be administered in accordance with the rules and procedures of the Alternative Dispute Resolution International Center (ADRIC) at the Institute of Business Administration (IBA), Karachi.



10.2 The arbitration shall be conducted by a sole independent arbitrator mutually agreed upon by the parties. If the parties fail to agree on an arbitrator within fifteen (15) days of a written request by either party, the arbitrator shall be appointed in accordance with the rules of the ADRI. The seat and venue of arbitration shall be Karachi, Pakistan, and the proceedings shall be conducted in the English language. The substantive and procedural laws of Pakistan shall apply. Subject to the foregoing, the parties agree that the courts at Karachi shall have exclusive jurisdiction.

Article XI **COMPLIANCE**

- 11.1 THE SERVICE PROVIDER will have to be registered with the relevant authority. THE SERVICE PROVIDER will ensure strict compliance with the SOPs of the Sindh Food Authority vide letter no. SO(U)/U&B/Misc/23-81/2019/902 dated April 15, 2019.
- 11.2 That THE SERVICE PROVIDER should comply with rules of Govt. food agencies are mandatory which is required to maintain, hygiene safety and quality standards, for example, Sindh Food Authority etc.
- 11.3 All staff must have CNIC and mention to discourage work through child labour.
- 11.4 SOPs of Covid-19 as prescribed by Govt. of Sindh should be adhered by THE SERVICE PROVIDER.
- 11.5 Staff Should wear a proper uniform with shoes as per the approved standard.
- 11.6 The nominated "Canteen Committee" may pay surprise visits at any time to identify any shortcomings in the standard of quality of food, service, or hygiene.
- 11.7 The Canteen Committee may issue a warning letter or impose a fine in case of any material deviation of hygiene, quality of food or any other breach of the code of conduct.
- 11.8 Three warnings issued by the Canteen Committee may lead to the termination of this contract.
- 11.9 The quality control department of THE SERVICE PROVIDER should visit at least twice in a month and submit their report to IBA.
- 11.10 THE SERVICE PROVIDER shall be responsible for the Training and development of their cooking and serving staff.
- 11.11 THE SERVICE PROVIDER shall place a computer or teller machine for the order/billing mechanism.
- 11.12 THE SERVICE PROVIDER shall submit the educational qualifications, CNIC copies, experience records, and relevant training certificates of all deployed staff to IBA before deployment and whenever replacements are made.

Article XII **UTILITIES**

- 12.1 IBA will provide Electric connection. Provision of additional water required if any will be allowed by IBA on payment by THE SERVICE PROVIDER. Water charges will be based on a fixed amount determined by IBA Finance, IBA Maintenance Office and THE SERVICE PROVIDER. These payments will be inclusive of admissible govt. taxes/levies as per SRO to the IBA. IBA shall not be responsible for any disconnections due to non-payment or default or breach by THE SERVICE PROVIDER or otherwise.



- 12.2 The IBA shall provide electricity and natural gas to the premises which THE SERVICE PROVIDER would use. THE SERVICE PROVIDER would pay the monthly bill as per actual consumption through Electric and Gas Meters. IBA shall issue the bill of utility charges, electricity & gas to the tenant for payments on the rates applicable to IBA including taxes.
- 12.3 The rental, electricity and gas bills to be paid by THE SERVICE PROVIDER on monthly basis through the prescribed process by the IBA Finance department. In case of any failure of payment the amount shall be adjusted from the security deposit. Utility Bill(s) will be paid by THE SERVICE PROVIDER within the due date on the receipt of the Bill(s).

Article XIII
MAINTENANCE

- 13.1 THE SERVICE PROVIDER shall keep and maintain the said rented premises in good condition and they shall look after the said rented premises with reasonable care and shall be exclusively responsible for the repair occasioned by use of the Cafeteria location mentioned in the agreement.
- 13.2 THE SERVICE PROVIDER shall not use the said premises for any illegal business, or activity and shall not store or stock therein any article of combustible or hazardous nature neither suffer to be done any act which may expose the premises to the risk of fire or any loss or damage at any cost.
- 13.3 That THE SERVICE PROVIDER shall not make addition, alteration, or modification to the structure of the rented premises without prior written permission of the owner.
- 13.4 The Security and the maintenance & repair including normal wear and tear of the equipment as provided by the IBA will be the responsibility of THE SERVICE PROVIDER and hence THE SERVICE PROVIDER will keep the said items always in working condition. Periodic / planned maintenance of electrical/mechanical/plumbing/ furniture and fixture etc. will be carried out by 'The IBA' as per the planned maintenance system.

Article XIV
CLEANLINESS

- 14.1 THE SERVICE PROVIDER should always keep the premises in a hygienically clean state. Proper and timely maintenance of electrical/mechanical fixtures etc will be carried on by IBA as a standard practice. However, daily disposal of waste material will be the sole responsibility of THE SERVICE PROVIDER.
- 14.2 THE SERVICE PROVIDER shall responsible at all times to maintain a very high standard of cleanliness, and hygiene both externally and internally at the mentioned cafeteria and shall undertake cleaning of walls, flooring, furniture items, kitchen, service counters, lightening and Air Conditioning fixtures related spaces including storerooms both inside and outside all times. It will also be the responsibility of THE SERVICE PROVIDER to dispose of waste/garbage material on daily basis.
- 14.3 THE SERVICE PROVIDER is responsible for Fumigation of kitchen premises for pest & rodent control on a monthly basis while sharing the reports with IBA.

Article XV
PROHIBITION

- 15.1 IBA is a No-Smoking Zone. Cigarette smoking, Pan/Beatle Leaf & Gutka chewing is not allowed. Alcohol drinking & use of any intoxicant is prohibited in IBA, Karachi premises.
- 15.2 It will be the responsibility of THE SERVICE PROVIDER to expel such person who uses prohibited item(s) & report to the Registrar without loss of time



15.3 Energy Drinks are strictly prohibited in the vicinity of IBA Karachi, therefore, THE SERVICE PROVIDER is bound to follow the same.

Article XVI
FORCE MAJEURE

16.1 That this Agreement for any failure or delay in the performance of this Agreement, if it is due to any event beyond its reasonable control including (but not limited to) acts of God, war, fire, flood and national emergencies and the Party so delayed, shall be entitled to a reasonable extension of time for performing such obligations.

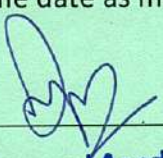
Article XVII
MISCELLANEOUS

17.1 Cafeteria employees will be hired by the contractor and their antecedents will be screened by the IBA. Only those will be employed/posted who are cleared by the IBA.

17.2 Competent Authority reserves the right to change/alter/remove any item or reduce/enhance quantity without assigning any reason.

17.3 The terms and conditions of this Agreement have been read over to the parties which they admit to being corrected and abide by the same.

In witness whereof both the parties hereto have set their respective hand to this agreement at Karachi on the date as mentioned above.



IBA, Karachi
Dr. Mohammad Asad Ilyas
Registrar
IBA, Karachi
CNIC # _____

Address:
Institute of Business Administration
Main Campus, University Road, Karachi



M/s. Master Management (Pvt) Ltd
Azhar Alam
Director

CNIC # 42201-4958479-9

Address:
Office 1004, 10th Floor, Business Avenue,
26-A, Block-6, PECHS Shahra-e-Faisal
Karachi

WITNESS:

1. 

IBA, Karachi
Syed Fahad Jawed
Head of Procurement

CNIC # 92201-9125136-3

Address:
Institute of Business Administration
Main Campus, University Road, Karachi

Focal Person IBA _____

2. 

M/s. Master Management (Pvt) Ltd
Manzar Alam
General Manager

CNIC # 42101-1573674-3

Address:
Office No 1004, 10th Floor, Business
Avenue, 26-A, Block-6, PECHS Shahra-e-
Faisal Karachi.