

TENDER FORM

Tender # MISC/02/23-24

Cafeteria Services (Framework Contract)

Date of Issue : February 19, 2024

Last Date of Submission : March 8, 2024 (3:00 PM)

Date of Opening of Tender : March 8, 2024 (3:30 PM)

Company Name: _____

NTN: _____, **SRB Registration Number:** _____

GST Registration Number: _____

Pay Order / Demand Draft # _____, **Dated:** _____

Amount of Rs. _____, **Drawn on Bank:** _____

Notice Invitation Tender (NIT)

Tender Notice

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpayers of Service Providers/Cafeteria or Canteen Operators registered with relevant tax authorities, for the following tender.

Tender Title (Ref. No.)	Procedure	Bid Security
Cafeteria Services (Framework Contract) (MISC/02/23-24)	Single Stage One Envelope	5%
Tender Fee and Dates		
▶ <i>Tender Fee:</i> Rs. 5,000/-		
▶ <i>Issuance start date:</i> February 19, 2024, from 9 AM		
▶ <i>Issuance end date & time:</i> March 8, 2024, till 3 PM		
▶ <i>Submission date & time:</i> February 19, 2024, till March 8, 2024, from 9 AM to 3 PM		
▶ <i>Opening date & time:</i> March 8, 2024, at 3:30 PM		

Tender Documents may be collected after submission of the paid fee challan from the Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). Alternatively, the tender document can be downloaded from the website. The Tender fee challan is to be generated from the IBA website <https://www.iba.edu.pk/tenders> which may be deposited in any branch of Meezan Bank Ltd. Sealed bids should be dropped in the Tender Box placed at the Security Office, Gate # 4, IBA Main Campus University Enclave Karachi and will be opened on the same date & venue in the presence of the bidder's representatives who may wish to attend. In case of a holiday, the tender shall be opened/received on the next working day at the same place and time. Bid Security in form of a Pay Order or Demand Draft has to be submitted in favour of "IBA Karachi" along with the Tender.

Kindly mention "Tender Number" at the top left corner of the envelope.

N.B. IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to the relevant provision of SPP Rules 2010.

REGISTRAR

IBA, Main Campus, University Enclave, Karachi 75270

111-422-422 Fax (92-21) 99261508

Contact Person Sr. Executive Procurement on 38104700 ext: 2152

Email tenders@iba.edu.pk Website <https://www.iba.edu.pk/tenders>

SPPRA Website: <https://ppms.pprasindh.gov.pk/PPMS/public/portal/notice-inviting-tender>

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1. Introduction

Dear Tenderer:

Thank you for the interest you have shown in response to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on February 19, 2024, to Cafeteria Services (Framework Contract).

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards that meet our prime & basic specifications through this transaction.

Thank you.

-sd-

Registrar

2. Instructions

- (a) The Institute of Business Administration, Karachi (IBA) expects that aspirant individual(s) /party(ies) company(ies) /firm(s) to operate cafeteria services should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and every page. Moreover, attach required supporting document according to the requirement.
- (b) It is of utmost importance to fill in the Tender Form in writing in ink or type. **Do not leave any column/item blank.** If you want to leave the item/column unanswered please, write 'Not Applicable'. If you need more space please attach a paper & mention the item/column name or number etc. that referred to the column/item of the Tender Form.
- (c) You can collect the Tender Document from the office of the Head of Procurement, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Road, Karachi from February 19, 2024, to March 8, 2024 from 9:00 AM to 3:00 PM.
- (d) The last date of submit the Tender Document in sealed envelope in March 8, 2024 by 3:00 PM in the Office of the Security Office, Gate # 4, IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.
- (e) Bid Security of 5% amount will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (f) Successful bidder should provide 10% Performance Security (of bid amount per unit basis) total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract / Warranty, whichever is longest.
- (g) Please mention "Tender Number" at top left corner of the envelopes. IBA may reject any bid subject to relevant provision of SPP Rules 2010 may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.
- (h) Should you need further any assistance / guidance please feel free to contact with Mr. Muhammad Ather Rana on the following numbers: 38104700 Ext: 2010. Or Cell # 03362585084.

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3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of Works:** Cafeteria Services (Framework Contract).
- (c) **Procuring Agency's Address:** Main Campus, University Enclave, Karachi.
- (d) **Amount of Bid Security:** Bid Security of 5% of the total amount/cost will be submitted along with Tender Documents in the shape of PAY ORDER / DEMAND DRAFT only in the name of the Institute of Business Administration, Karachi.
- (e) **Period of Bid Validity (days):** Ninety (90) Days.
- (f) **Deadline for Submission of Bids along with time:** The last date for submitting the Tender Document in a sealed envelope is March 8, 2024, by 3:00 PM in the Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi. The Tender will be opened on the same day at 3:30 PM in the presence of representatives who may care to attend.
- (g) **The Venue, Time, and Date of Bid Opening:** The Tender will be opened on March 8, 2024, at 3:30 PM at IBA Main Campus, University Enclave, Karachi in the presence of representatives who may care to attend.
- (h) **Liquidity damages:** Liquidated damages 2% per month of the total contract amount will be imposed on delayed delivery.
- (i) **Deposit Receipt No:** _____ **Dated:** _____
- (j) **Amount (in words and figures):** _____
- (k) **Pay Order / Demand Draft #:** _____, **Amount: Rs.** _____
- (l) **Drawn on Bank:** _____, **Dated:** _____

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4. Bidder Qualification Criteria

Only those bidders can apply in this tender who meet the criteria. Please attach supporting documents/evidence of your claim(s)

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1.	Minimum 05 years of relevant experience in multinational organizations/hospitals/universities with no dissatisfactory performance (testimonial from the organization).	
2.	Last 3 years' annual turnover with a minimum of 15 million (per year) on average as Audited Financial Statement and Annual Return.	
3.	Sales tax registration certificates both FBR and SRB and NTN certificates at the time of submission of the bidding document.	
4.	Have at least one running Catering Outlets/Cafeteria contract at the time of bidding	
5.	Detail of Qualification of Key Professionals with Designation and Experience	
6.	Registered with Sindh Food Authority	
7.	Attended Pre-Bid Meeting with Manager Administration	

Note: Must provide supporting documentation for evaluation.

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5. Scope of Cafeteria Services

In establishing a dynamic and efficient cafeteria service at IBA Karachi, the selected vendor will play a pivotal role in managing and operating the cafeteria facilities across both the main and city campuses. With a vibrant community comprising approximately 5,000 students, 400 faculty members, and 900 staff, the vendor will be entrusted with the responsibility of offering high-quality food and beverage services to meet the diverse preferences of the IBA community.

To enhance the culinary experience, the vendor is expected to develop an enticing and nutritionally balanced menu that caters to the tastes and preferences of the IBA community. The use of fresh, high-quality ingredients will be paramount to ensure the overall satisfaction of the patrons.

The cafeteria vendor will be required to efficiently manage daily operations, aligning service hours with the schedules of students, faculty, and staff. Emphasis will be placed on implementing effective processes to handle peak hours, ensuring timely service and a seamless dining experience.

Beyond daily operations, the vendor will be a crucial partner in facilitating catering services for various events, including daily meetings, scheduled conferences, seminars, and gatherings hosted on campus. This includes accommodating a variety of dietary requirements and offering customized menus tailored to the specific needs of each event.

The hospitality services provided by the cafeteria vendor will extend to visitors of IBA Karachi, including distinguished and international guests. The vendor will play a role in showcasing the diverse culinary offerings available on campus, contributing to a positive impression of IBA.

Collaboration with the 25 student societies is integral to the cafeteria vendor's role, as they will be expected to support and cater to the unique events organized by these societies throughout the academic year. The vendor should be flexible in offering customizable menus to suit the different occasions hosted by student groups.

In complementing the array of professional development centers at IBA City Campus, which provide cutting-edge training and professional courses to the corporate sector, the need for high-quality food and services for corporate trainees is imperative. The cafeteria vendor will play a pivotal role in catering to the unique requirements of these centers, ensuring that the dining experience aligns seamlessly with the professional development initiatives.

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Maintaining the highest standards of hygiene and safety is non-negotiable. The vendor must adhere to all local health regulations, ensuring the health and well-being of cafeteria patrons.

In the spirit of innovation and sustainability, the vendor is encouraged to propose creative ideas for food offerings and adopt eco-friendly practices, contributing to a socially responsible dining environment.

A robust feedback system will be established, allowing the collection of customer opinions for continuous improvement. The vendor is expected to be responsive to customer feedback and proactively address areas of improvement.

Lastly, compliance with all legal requirements, licenses, and permits necessary for operating a cafeteria on the IBA premises is essential. The vendor should provide a detailed financial proposal, including a transparent pricing structure, and any additional costs associated with special services or events.

Cafeteria Location / Premises:

1. Behind Adamjee Academic Block (**Main Campus**)
2. On 5th Floor, Aman Tower (**City Campus**)

This detailed scope outlines the multifaceted expectations and requirements for the cafeteria vendor at IBA Karachi, emphasizing the importance of delivering high-quality services that align with the diverse needs of the IBA community.

In detailing the scope of these services:

- a) First, it is essential that the Canteen Operator aligns with IBA's food philosophy, emphasizing Total Quality Management (TQM). The commitment is to conform to high-quality standards throughout all activities and operations.
- b) The expectation is to deliver food that is not only hygienic and nutritional but also appeals to the taste buds of all stakeholders. Quality, in this context, is not confined to the food alone but extends to its presentation, appearance, and handling.
- c) The Canteen Operator is expected to showcase a deep understanding of modern dietary principles, encompassing knowledge of diet, food standards, and calorie requirements across various age groups. Additionally, the affordability of the food offerings is highlighted, ensuring that they suit the financial constraints of both students and staff.
- d) Certifications and licensing from widely recognized authorities are a prerequisite. This certification should cover standard operating procedures across the entire supply chain, ensuring quality from raw material procurement to cooking, storage, and serving. The emphasis is on training, motivating, compensating, and continuously monitoring the entire staff, reflecting a commitment to modern concepts of food science.

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- e) In terms of the menu, diversity is key. It should include a range of hygienic and healthy items, encompassing Pakistani, Fast Food, Chinese, and Italian options. A separate counter for salads/drinks and various in-between meal options, such as sandwiches and other healthy snacks, is also expected.
- f) Moreover, the Canteen Operator is required to present a comprehensive menu and price list, demonstrating a clear understanding of IBA's food requirements.
- g) To support their claim of fully comprehending the nuances of the required food services, the Canteen Operator is urged to attach all relevant certifications, letters of reference, awards, and supporting documents. These will serve as tangible evidence of their commitment to the modern concepts of food science.
- h) Strict adherence to the agreed-upon Standard Operating Procedures (SOPs) is expected, as this food service is not perceived as ordinary, but one founded on the most modern concepts of food science.
- i) The Services Provider must ensure the availability of the listed item.
- j) All food items must be served with quality tissue paper, preferably logo printed.
- k) Fried Items i.e., samosa, roll, patties, etc. must be served on disposable paper plates. (thermocool crockery strictly not allowed in IBA Premises)
- l) Ingredients to be used i.e., meat/vegetables/fruits/spices/dairy products must be fresh.
- m) Recommended Specifications and Brands for packed items:
 - 1. Tomato Ketchup: Mitchells/Shangrilla/Mehran
 - 2. Mayonnaise: Youngs/National
 - 3. Frozen Meat: Meat One/Fauji/K&N
 - 4. Cooking Oil: Fresh and High-Quality refined OMEGA-3 oil i.e., Soya Supreme/Habib/Tullo
 - 5. Bread: Dawn/Granny/Wonder
 - 6. Butter and Margarine: Nurpur/Blue Band
 - 7. Jam/Jelly: Mitchells/National
 - 8. Paratha: Dawn/Granny/Wonder or Fresh using Ponam/Sunridge Flour
 - 9. Rice (Sela and Basmati): Super Kernal/Falak
 - 10. Lentils and Pulses (Daal): Ponam/Sunridge
- n) Rent of Facilities will be informed at the time of the pre-bid meeting. A site visit and Pre-bid Meeting (mandatory) will be held on March 4, 2024, at IBA Main Campus at 3 PM with Assistant Manager Admin to understand the exact nature of the job.

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- o) Rates for special events/meetings will be decided on mutual negotiations as per market rates.
- p) A menu of lunch must be prepared on a monthly basis. The daily menu of Students/Faculty & staff will comprise at least one (1) item from each category of food given in "Menu" and any other food item may be inserted in the monthly lunch menu of Students/Faculty & staff after negotiation.
- q) The bidder shall be hired from the technically qualified bidder who has quoted the lowest financial bid and upon the recommendations of the relevant IBA Committee.
- r) For IBA Events, the Payment term will be 30 days credit from the submission of Bills.
- s) Penalty of ranging Rs. 1,000/- to Rs. 100,000/- for each case can be imposed by the Head of Admin on the recommendation of the Cafeteria Committee due to non-adherence of quality/quantity and any clause of Bidding Documents and Agreement.
- t) The Canteen Operator will use the Till/POS Machine for Cash Counter(s) in all Cafeteria.
- u) The Canteen Operator will provide a **subsidized Lunch** for lower-category staff.
- v) Payment for beverages will be made on actual consumption during the event, where required.
- w) Hot plate & Tray Stands for self-service

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6. Bill of Quantity (Framework Contract)

THE CANTEEN OPERATOR 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:

Sr #	List of Items to be Served	Size	Rate (Rs.)
TEA & BEVERAGES			
1	Tea Mix (using Nestle Everyday Milk)	110 ml	
2	Tea (using Tapal/Lipton Tea Bag & Nestle Everyday Milk)	110 ml	
3	Green Tea (using Tapal/Lipton Tea Bag)	110 ml	
4	Coffee (Nestle Nescafe)	110 ml	
5	Cold Drinks (un-chilled) of PepsiCo All variants (i.e. Pepsi, 7up, Dew, Mirinda, Sting) in all available handy packing		At MRP printed on the pack
6	Juices (i.e., Slice, Tropicana, Rani, Red Bull, Pakola Milk) All flavours in all available handy packing		
7	Mineral Water (Aquafina) Chilled, in all available handy packings		

Sr #	List of Items to be Served	Size/Quantity	Rate (Rs.)
REFRESHMENT/FAST FOOD			
1.	Chicken Burger/Beef Burger (with French Fries, Coleslaw, Ketchup & Sauce)	120 gm	
2.	Zinger Burger (with French Fries, Coleslaw, Ketchup & Sauce)	200 gm	
3.	Chicken Boti Burger (with French Fries, Coleslaw, Ketchup & Sauce)	180 gm	
4.	Chicken Sandwich (with Ketchup and sauce)	120 gm	
5.a	Chicken Broast (with French Fries, Coleslaw, Ketchup & Sauce)	Quarter Piece	
5.b	Chicken Broast (with French Fries, Coleslaw, Ketchup & Sauce)	Half Piece	
6.	Club Sandwich (with French Fries, Coleslaw, Ketchup & Sauce)	140 gm	
7.	Aaloo Samosa (with Tomato Ketchup)	80-100 gm	
8.	Chicken Samosa/Beef Samosa (with Tomato Ketchup)	60 gm	
9.	Chinese Samosa (with Tomato Ketchup)	60 gm	
10.	Spring Roll/Chinese Roll (with Tomato Ketchup)	90 gm	
11.	Chicken Patties (with Tomato Ketchup)	110 gm	
12.	Vegetable Patties (with Tomato Ketchup)	80 gm	

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Sr #	List of Items to be Served	Size/Quantity	Rate (Rs.)
13.	Chana Chat	120 gm	
14.	Dahi Baray (Sweet & Sour)	120 gm	
15.	Chicken Paratha Roll (with Tomato Ketchup)	100 gm	
16.	French Fries (flavored) (with Tomato Ketchup)	100~150 gm	
17.	Pizza Slice	As per standard	
18.	Mini Pizza		
19.	Bread Roll		
20.	Chicken Bar B Q Sandwich		
21.	Chicken Cheese Roll		
22.	Chicken Croissant		
23.	Pastry		
24.	Doughnut (Donut)		
25.	Brownie		
26.	Lemon Tart		
27.	Chocolate Tart		
28.	Coffee Pastry		
29.	Fudge Pastry		
30.	Chicken Pie		
31.	Mini Croissant		
32.	Chocolate Cup Cake		
33.	Chocolate Roll		
34.	Biscuits (All types) In all available handy packing of all renowned Brands		At MRP printed on the pack
35.	Ice Cream and Frozen Dessert In all available handy packing Brand: Walls/Hico/Omore		

Sr #	List of Items to be Served	Size/Quantity	Rate (Rs.)
BREAKFAST DEALS			
1	<ul style="list-style-type: none"> Paratha (Plain / Whole Wheat) Egg (Omelet/Half Fried) Tea / Coffee 	As per standard	
2	<ul style="list-style-type: none"> Bread (4 slices) Egg (Omelet/Half Fried) Butter / Jam Tea / Coffee 		
3	<ul style="list-style-type: none"> Bread (4 slices) Butter / Jam Tea / Coffee 		
4	<ul style="list-style-type: none"> Halwa Puri Aaloo & Chana Tarkari As per Darbar/Disco/Delicacy Bakers' standard		

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Sr #	List of Items to be Served	Size/Quantity	Rate (Rs.)
5	Qeema Paratha	As per standard	
6	Aaloo Paratha		
7	Nutella Paratha		
8	French Toast		
9	Egg Omelet		

CHINESE			
1	Chicken Chowmein	200 gm	
2	Chicken Jalfrezi / Ginger	250 gm	
3	Chicken Shaslik with Fried Rice	250 gm	
4	Chicken Pasta	250 gm	
5	Chicken Lasania	250 gm	
6	Chicken Dry Chilli with Fried Rice	250 gm	
7	Chicken Fried Rice	120 gm	

PAKISTANI			
1a	Chicken Biryani/Beef Biryani (with and without Aaloo)	250 gm	
1b	Chicken Biryani/Beef Biryani (with and without Aaloo)	500 gm	
2a	Chicken Pulao	250 gm	
2b	Chicken Pulao	500 gm	
3	Chicken Karahi / Qorma / any Chicken Curry	250 gm	
4	Chicken Nehari	250 gm	
5	Chicken Handi (Boneless)	250 gm	
6	Daal	250 gm	
7	Plain Rice	150 gm	
8a	Daal Chawal	250 gm	
8b	Daal Chawal	500 gm	
9	Mix Vegetable	250 gm	
10	Chicken Haleem	250 gm	
11	Chicken Tikka	150 gm	
12	Chicken Roll (Garlic, Cheese, Chatni & Reshmi Kabab)	Standard	
13	Fruit Chaat, with fresh fruits	80 gm	

1. 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.
2. The selected Canteen Operator shall provide proper Uniforms (Dress, Cap, Gloves, Shoes, etc.) to its staff.
3. The selected Canteen Operator 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.

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4. The selected Canteen Operator must have crockery and Cutlery arrangements for a minimum of 300 guests for any official event arranged by the Administration Department without any additional charges either the event is scheduled indoors or in an open area within the campus.
5. The selected Canteen Operator will be responsible for maintaining a high standard of cleanliness of the Cafeteria premises.
6. IBA Management has the first right to hold their official events on the Cafeteria premises. IBA management will inform the Canteen Operator of the booking of the premises in advance.
7. IBA may give orders through petty purchase/RFQ to any other vendor, especially where any specific menu is not available at the selected Canteen Operator.

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7. Menu for Events

(Crockery, Cutlery & serving for different kinds of meetings, conferences, seminars and Events per head)

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

a. Refreshments/Hi-Tea

S.No.	Description	Rate Per Head (without ST)
1.	Menu – 1 1. Snack Pack Biscuits/One Bite Aaloo Samosa 2. Tea/Juices	
2.	Menu - 2 1. Tea/Coffee/Green Tea 2. Chicken Samosa (Small) 3. Ticky Pack Biscuits	
3.	Menu - 2 a 1. Tea/Coffee/Green Tea 2. Chicken Samosa (Small)	
4.	Menu - 3 1. Tea/Coffee/Green Tea 2. Aaloo Samosa (One Bite) 3. Ticky Pack Biscuits	
5.	Menu - 3 a 1. Tea/Coffee/Green Tea 2. Aaloo Samosa (One Bite)	
6.	Menu - 4 1. Tea/Coffee/Green Tea 2. Club Sandwiches with Fries	
7.	Menu - 5 1. Tea/Coffee/Green Tea 2. Chicken Pie 3. Fruit Cake / Marble Cake / Pastry	
8.	Menu - 6 1. Tea/Coffee/Green Tea 2. Assorted Cookies 3. Aaloo Samosa (One Bite) 4. Assorted Sandwiches (<i>including Brown Bread sandwich</i>)	
9.	Menu - 7 1. Tea/Coffee/ Green Tea 2. Aaloo Samosa (One Bite) 3. Bakery Biscuits	

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S.No.	Description	Rate Per Head (without ST)
10.	Menu - 8 1. Tea/Coffee/ Green Tea 2. Chicken Samosa (One Bite) 3. Bakery Biscuits	
11.	Menu - 9 1. Tea/Coffee/Green Tea 2. Bakery Biscuits 3. Chicken Samosa (One Bite) 4. Assorted Sandwiches (<i>including Brown Bread sandwich</i>)	
12.	Menu - 10 1. Tea/Coffee/Green Tea 2. Chicken Samosa (One Bite) 3. Brownie / Lemon Tart	
13.	Menu - 11 1. Tea/Coffee/Green Tea 2. Spring Roll (Small) 3. Assorted Sandwiches 4. Fruit Cake / Marble Cake	
14.	Menu - 12 1. Tea/Coffee/Green Tea 2. Aaloo Samosa (One Bite) 3. Club Sandwiches with Fries	
15.	Menu - 13 1. Tea/Coffee/Green Tea 2. Aaloo Samosa (One bite) 3. Spring Roll (Small) 4. Assorted Sandwiches (<i>including Brown Bread sandwich</i>) 5. Bakery Biscuits 6. Lemon Tart	
16.	Menu – 14 1. Chicken Nuggets 2. Chicken Sandwich 3. Gulab Jamun 4. Tea/Coffee/Green Tea	
17.	Menu – 15 1. Chana Chaat 2. Dahi Phulki (Sweet & Sour) 3. Assorted Sandwiches 4. One bite Aaloo Samosa 5. Mix Tea	

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S.No.	Description	Rate Per Head (without ST)
18.	Menu – 16 1. Dahi Phulki (Sweet & Sour) 2. Chana Chaat 3. Aaloo Samosa (One bite) 4. Mix Tea	
19.	Menu – 17 1. Aaloo Samosa (One bite) 2. Assorted Sandwiches (<i>including Brown Bread sandwich</i>) 3. Brownies 4. Drumsticks 5. Lemon Tart 6. Tea, Coffee, Green Tea 7. Juices	
20.	Menu – 18 (To serve in Disposable Box) 1. Aaloo Samosa (Large) 2. Brownie 3. Slice Juice	
21.	Menu – 19 (To serve in Disposable Box) 1. Chicken Sandwich 2. Chicken Patties 3. Slice Juice	
22.	Menu – 20 1. Tea/Coffee/Green Tea 2. Chicken Cutlet / Shami Kabab 3. Fruit Cake / Marble Cake	
23.	Menu – 21 1. Tea/Coffee/Green Tea 2. Chicken Croissant 3. Chicken Cheese Patties (One bite) 4. Brownie / Lemon Tart	
24.	Staff Tea (Serving) (110 ml) Scope: To prepare and serve/deliver Tea in a Vacuum Jug/Flask, twice a day at their respective departments' pantries/Boys & Girls Hostels or any other location as per requirement. <u>Approx Quantity (per day)</u> Main Campus: 396 (Monday to Friday) (On Saturday 283, and Sunday 85 approx. for one time only) City Campus: 280 (Monday to Friday) (On Saturday 190, and Sunday 40 approx. for one time only)	

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b. Lunch / Dinner Menu

With complete Crockery, Cutlery and Services

Sr. No.	Menu for Lunch / Dinner	Rate (Rs.) per head
	<i>Raita & salad</i>	
	<i>Beverages i.e., Mineral Water, Cold Drinks</i>	
	<i>Tea (Live or cooked), Green Tea, Coffee</i>	
1.	<u>Menu # 1</u> <ul style="list-style-type: none"> • Chicken Biryani or Chicken Pulao • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
2.	<u>Menu # 2</u> <ul style="list-style-type: none"> • Beef Biryani or Beef Pulao • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
3.	<u>Menu # 3</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao/Chicken Afghani Pulao • Chicken Tikka • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
4.	<u>Menu # 4</u> <ul style="list-style-type: none"> • Beef Biryani/Beef Pulao • Malai Boti • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
5.	<u>Menu # 5</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao/Chicken Afghani Pulao • Seekh Kabab • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
6.	<u>Menu # 6</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao/Chicken Afghani Pulao • Malai Boti • Seekh Kabab • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
7.	<u>Menu # 7</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao • Chicken Karahi/Chicken Qorma/Chicken Achari/ Chicken White Qorma • Chicken Tikka • Naan/Taftan/Chapati • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
8.	<u>Menu # 8</u> <ul style="list-style-type: none"> • Beef Biryani/Beef Pulao • Chicken Karahi/Chicken Korma/Chicken White Qorma • Seekh Kabab • Naan/Taftan/Chapati • Kheer/Fruit Trifle/Custard 	

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S.No.	Description	Rate Per Head (without ST)
9.	<u>Menu # 9</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao • Chicken Karahi/Chicken Korma/Chicken White Qorma • Shami Kabab • Naan/Taftan/Chapati • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
10.	<u>Menu # 10</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao • Shami Kabab • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
11.	<u>Menu # 11</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao • Mini Tikka • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
12.	<u>Menu: # 12</u> <ul style="list-style-type: none"> • Chicken Biryani • Beef Haleem • Gulab Jamon • Mix Tea 	
13.	<u>Menu: # 13</u> <ul style="list-style-type: none"> • Chicken Biryani • Chicken Haleem • Gulab Jamon • Mix Tea 	
14.	<u>Menu: # 14</u> <ul style="list-style-type: none"> • Chicken Karahi • Daal with Zeera Rice • Grilled Fish • Carrot Halwa • Tea/Coffee/Green Tea 	
15.	<u>Menu: # 15</u> <ul style="list-style-type: none"> • Chicken Fried Rice • Chicken Jalfrazi / Shahshlik • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream 	
16.	<u>Menu # 16</u> <ul style="list-style-type: none"> • Egg Fried Rice • Chili Chicken • Ice Cream • Raita, Salad Naan, • Cold Drink 	

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S.No.	Description	Rate Per Head (without ST)
17.	<u>Menu # 17</u> <ul style="list-style-type: none"> • Chicken Manchurian • Chicken Fried Rice • Shahi Tukray 	
18.	<u>Menu # 19</u> <ul style="list-style-type: none"> • Chicken Handi / Chicken Karahi • Naan/Taftan/Chapati • Kheer/Fruit Trifle/Custard/Lab-e-Shireen/Ice Cream /Gulab Jaman 	
19.	<u>Menu # 19</u> <ul style="list-style-type: none"> • Soup • Crackers • Wonton / Spring Roll Mini • Asian Stir Fry Chicken with Basil & Baby Corn / Schezwan Chicken / • Kung Pao Chicken • Chicken Chowmien / Thai Basil Noodles • Crispy Beef / Korean Beef • Vegetable Fried Rice / Jasmine Rice 	
20.	<u>Menu # 20</u> <ul style="list-style-type: none"> • Chicken Handi • Chicken Pulao • Naan/Taftan/Chapati • Kheer/Custard/Lab-e-Shireen/Ice Cream/Gulab Jaman 	
21.	<u>Menu # 21</u> <ul style="list-style-type: none"> • Chicken Pulao • Potato Cutlet • Chicken Handi • Mix Sabzi • Ice cream • Fresh Fruit Tray • Naan/Taftan/Chapati 	
22.	<u>Menu # 22</u> <ul style="list-style-type: none"> • Peas Pulao • Chicken Karhai • Shami Kabab • Gulab jamun • Naan 	

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S.No.	Description	Rate Per Head (without ST)
23.	<u>Menu # 23</u> <ul style="list-style-type: none"> • Chicken Cutlets with Sautéed Vegetables with Bread Slice • Shahi Tukray • Russian Salad • Plain Sandwich • Tea/Coffee 	
24.	<u>Menu # 24</u> <ul style="list-style-type: none"> • Chicken Yakhni Pulao • Chicken Ginger • Fruit Trifle • Fresh Fruit Platter • Salad & Raita • Naan & Chapatti • Tea & Coffee 	
25.	<u>Menu # 25</u> <ul style="list-style-type: none"> • Beef Biryani • Chicken Karahi (Live) • Chicken Tikka • Carrot Halwa • Live Naan & Chapatti • Tea & Coffee 	
26.	<u>Menu # 26</u> <ul style="list-style-type: none"> • Chicken Biryani • Chicken Green Karahi • Chicken Malai Boti • Kheer • Naan/Taftan • Raita + Russian Salad 	
27.	<u>Menu # 27</u> <ul style="list-style-type: none"> • Beef Biryani • Mutton Qorma • Sheermal Milky Naan • Raita 	
28.	<u>Menu # 28 (In Disposable Box)</u> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao • Shami Kabab • Kheer • Cold Drink (300 ml) 	

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S.No.	Description	Rate Per Head (without ST)
29.	<p><u>Menu # 29 (In Disposable Box)</u></p> <ul style="list-style-type: none"> • Chicken Biryani/Chicken Pulao • Chicken Tikka • Kheer • Cold Drink (300 ml) 	
30.	<p><u>Menu # 30</u></p> <p><u>Salads</u></p> <ul style="list-style-type: none"> • Mixed Pakistani Salad • Cucumber in Yogurt • Pasta Salad • German Potato Salad • Fresh Garden Salad <p><u>Main Course</u></p> <ul style="list-style-type: none"> • Chicken Masala Biryani • Chicken Badami Qorma • Beef Seekh Kabab • Palak Paneer • Nan, Taftan • Raita, Dahi, Achar, Chutney • Cream Caramel • Hot Gulab Jaman 	
31.	<p><u>Menu # 31</u></p> <p><u>Salads</u></p> <ul style="list-style-type: none"> • Apple & Cabbage Salad • Noodle Salad • Cucumber in Dill Dressing • Mixed Bean Salad • Fresh Garden Salad <p><u>Main Course</u></p> <ul style="list-style-type: none"> • Mutton Sindhi Biryani • Chicken Khara Masala • Chicken Behari Boti (on bone) • Pasta Alfredo • Nan, Taftan • Raita, Dahi, Achar, Chutney <p><u>Dessert</u></p> <ul style="list-style-type: none"> • Kheer • Lemon Soufle 	

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S.No.	Description	Rate Per Head (without ST)
32.	<p><u>Menu # 32</u></p> <p><u>Salads</u></p> <ul style="list-style-type: none"> • Kachumber • German Potato Salad • Chickpeas Salad • Noodle Salad • Fresh Garden Salad <p><u>Main Course</u></p> <ul style="list-style-type: none"> • Mutton Biryani • Chicken White Qorma • Chicken Boti Tikka (on bone) • Beef Seekh Kabab • Vegetable Bhujia • Nan, Taftan • Raita, Dahi, Achar, Chutney <p><u>Dessert</u></p> <ul style="list-style-type: none"> • Fruit Trifle • Shahi Tukra • Cream Caramel 	
33	<p><u>Menu # 33</u></p> <p><u>Salads</u></p> <ul style="list-style-type: none"> • Russian Salad • Mixed Pakistani Salad • German Potato Salad • Noodle Salad • Fresh Garden Salad <p><u>Main Course</u></p> <ul style="list-style-type: none"> • Crumbed Fried Fish with tartar Sauce • Chicken Karahi • Chicken Pulao • Vegetable Bhujia • Beef Chapli Kabab • Nan, Taftan • Raita, Dahi, Achar, Chutney <p><u>Dessert</u></p> <ul style="list-style-type: none"> • Kheer • Fruit Trifle • Chocolate Mousse 	

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S.No.	Description	Rate Per Head (without ST)
34	<p><u>Menu # 34</u></p> <ul style="list-style-type: none"> • Beef Biryani 1.25 meat (Boneless) • Mutton Karahi - Live • Chandan Kabab (BBQ) • Palak Paneer / Mix Sabzi / Daal Makhni / Vegetable Kofta • Cream Cocktail / Rabri Kheer / Gajar Halwa (anyone) • Milky Naan • Raita / Salad • Beverages (As per consumption) 	
35	<p><u>Menu # 35</u></p> <ul style="list-style-type: none"> • Chicken Biryani • Mutton Karahi - Live • Chandan Kabab (BBQ) • Palak Paneer / Mix Sabzi / Daal Makhni / Vegetable Kofta • Cream Cocktail / Rabri Kheer / Gajar Halwa (anyone) • Milky Naan 	
36	<p><u>Menu # 36</u></p> <ul style="list-style-type: none"> • Beef Biryani 1.25 meat (Boneless) • Mutton Kunna • Chandan Kabab (BBQ) • Palak Paneer / Mix Sabzi / Daal Makhni / Vegetable Kofta • Cream Cocktail / Rabri Kheer / Gajar Halwa (anyone) • Live Tandoor (Roghni Naan) 	
37	<p><u>Menu # 37</u></p> <ul style="list-style-type: none"> • Beef Biryani 1.25 meat (Boneless) • Mutton Kunna • Chicken Tikka (BBQ) • Palak Paneer / Mix Sabzi / Daal Makhni / Vegetable Kofta • Cream Cocktail / Rabri Kheer / Gajar Halwa (anyone) • Live Tandoor (Roghni Naan) 	
38	<p><u>Menu # 38</u></p> <ul style="list-style-type: none"> • Chicken Biryani • Mutton Karahi - Live • Chicken Tikka/Seekh Kabab (BBQ) • Palak Paneer / Mix Sabzi / Daal Makhni / Vegetable Kofta • Cream Cocktail / Rabri Kheer / Gajar Halwa (anyone) • Milky Naan 	

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S.No.	Description	Rate Per Head (without ST)
39	<u>Menu # 39</u> <ul style="list-style-type: none"> • Hot & Sour Soup • Hummus with Pita Bread • Fatoush Salad • Mutton Karahi Live • Biryani • Lahori Fish • Turkish Kebab • Shesh Taouk • Paneer Reshmi Handi • Milky Naan • Gulab Jamun 	
40	<u>Menu # 40</u> <ul style="list-style-type: none"> • Fish & Chips • Chicken Malai Boti • Chicken Biryani • Mutton Karahi • Naan • Lava with Vanilla Ice cream 	

c. Breakfast

Sr. No.	Description for Breakfast	Rate (Rs.) per head
1	<u>Menu # 01</u> Egg Omelet/Half Fry Paratha Tea	
2	<u>Menu # 02</u> Toast Jam Butter Tea	
3	<u>Menu # 03</u> Halwa Puri Aaloo & Chana Tarkari As per Darbar/Disco/Delicacy Bakers' standard	

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8. General Information

Working Days:

Monday, Tuesday Wednesday, Thursday, Friday & Saturday (6 days) and occasionally on holidays.

IBA Facilities for Contractors

- i. Kitchen with Natural Gas if available, however during load management by SSGC, the Contractor is responsible for arrangement of Gas for cooking with their own resources.
- ii. Hall & Furniture (During the Contract repair of Furniture will be the responsibility of the Contractor)

Contractor Liabilities

- i. Kitchen Accessories
- ii. Crockery fine quality (stoneware)
- iii. Refrigerator / Deep Freezer etc.
- iv. Oven/Microwave Oven
- v. Visi Cooler (Standing Refrigerators)
- vi. Gas for cooking during load management by SSGC.
- vii. Mineral Water (Aquafina only) for drinking and Cooking
- viii. Manpower such as:
 - a. Cooks
 - b. Skilled labour
 - c. Waiters
 - d. Uniforms for waiters etc.
- ix. Medical facilities for his staff
- x. Insurance to its employees. The contractor shall be bound to have its staff/employees insured/registered against any and 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 full indemnity 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.
- xi. Wages to its employees as per the Fair Wages Rule of GoP.
- xii. Submission of medical fitness certificate for cooks and waiters before commencement of the job and thereafter, on a half yearly basis. Certified Copies of Medical Certificates obtained will be displayed on the Notice Board in Both Cafeterias.

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9. Terms of Reference

1. **Signing of Contract Agreement:** The Canteen Operator will sign the contract agreement as an acknowledgement.
2. **Items Deliverable:** All item(s) must be provided on which the delivery execution, quantity, quality and specs are specified. Non-compliance with this condition renders the goods/services/works liable to non-acceptance.
3. **Duration:** The period of Execution identified in the Contract Agreement is extendable with mutual consent.
4. **Liquidity Damage:** Liquidity damage will be imposed due to delays in timing & if deemed necessary termination of the contract may be awarded in the interest of commuter prejudice.
5. **Submission of Bills/Invoices:** All Invoices/bills should be submitted to the authorized representative of the Admin Department only.
6. **Payment:** Payment against submission of a consolidated monthly invoice against approved orders will be made after deduction of withholding Tax / Sales Tax as per government regulations within 30 days from the submission of the Invoice.
7. **Utility Charges:** Utility Charges i.e. electricity, water, gas etc. if applicable will be paid by the Cafeteria / Canteen Operator at the actual unit consumed plus admissible Govt. Taxes/Levies as per SRO to the IBA.
8. **Generator:** The Generator for lights, fans & ACs will be arranged by the Canteen Operator.
9. **Cafeteria / Canteen Employees:** Cafeteria / Canteen employees will be hired by the Canteen Operator and screened by the IBA, Karachi.
10. **Cafeteria / Canteen Employees Remuneration:** Cafeteria / Canteen employees will be paid by the contractor. IBA, Karachi will not accept any liability for the Canteen Operator's employee.
11. **New Crockery:** New Crockery & Cutlery will be provided by the Canteen Operator. Standard of Quality duly approved by IBA, Karachi.
12. **Cleanliness:** Cleanliness of high standards will be required.
13. **Food Items:** Food Items should be of a high standard.
14. **New Items & Food:** New items & food will be introduced with due notice.
15. **Microwave & Deep Freezer:** Microwave oven & Deep Freezer to be arranged by the Canteen Operator.
16. **Prohibition:** Prohibition of smoking & beetle leaf chew.
17. **Sub-letting:** No sub-letting in any case and form will be acceptable.
18. **Disclosure of Confidential Script/Material:** All rights reserved with the IBA and no information either in written/electronic media/copying form should be disseminated without the permission of the authority.
19. **Rejection of Items:** IBA reserves the right to cancel any or all the items if services are not per our specifications or if the completion of services is delayed.

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20. **Termination:** At any stage if the Canteen Operator found to bypass any condition(s) of the agreement, the contract will be terminated immediately and the payment(s) will be confiscated in favor of the IBA. The decision of the IBA will be final and should be abided by the Canteen Operator and the IBA. That upon termination of this agreement, the Canteen Operator shall be permitted to remove all its devices, equipment and manpower which may have been placed at premises from time to time.
21. **Arbitration:** 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 in respect of this letter of intent or this subject matter thereof shall be referred to the IBA and CEO of the company/agency/individual owner for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties under Arbitration Act 1940.
22. **Bid Security:** Bid Security of 5% amount will be submitted along with Tender Documents in the shape of PAY ORDER / DEMAND DRAFT only in the name of the Institute of Business Administration, Karachi.
23. **Inspection:** Inspection of premises may be carried out on specified dates & communicated to the Canteen Operator accordingly.
24. **Performance Security:** Successful bidder should provide 10% Performance Security (of bid amount per unit basis) total value of Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract / Warranty, whichever is longest.
25. **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the SPPRA & IBA PP&P.
26. **General Sales Tax:** General Sales Tax will be paid on applicable items only by the company/firm/agency.
27. **Rights:** IBA, Karachi reserves the right to accept or reject any or all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.
28. **Company Profile:** Company Profile to be attached to this document.
29. **Tender Document:** Tender Document available at the Office of Head of Procurement, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi.
30. **Submission of Documents:** The last date for tender submission is March 8, 2024, up to 3:00 pm.
31. **Opening of Tender:** The tender will be opened on March 8, 2024, at 3:30 PM at IBA Main Campus, University Road, Karachi.
32. **Taxes:** All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates/denomination of Purchase / Work Order.

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33. **Stamp Duty:** Stamp duty of 0.35% for Services against total value of Work during the year will be levied accordingly.
34. **Rate Revision:** Agreed rate as per agreement will not be revised during the agreement period.
35. **Rights:** IBA reserve the right to accept or reject any or all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.
36. **Manpower to meet requirement of event(s):** Canteen Operator is bound to provide items including machineries, equipment, goods material, gadget and manpower according to the Contract Agreement.
37. **Authority:** The IBA, Karachi is not bound to accept any quotation, nor award a contract / Work Order, nor be responsible for any costs associated with a Supplier preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
38. **Contract Duration:** This would be the Framework Contract, based on satisfactory performance, and may be renewed for further years with mutual consent.
39. **Validity of Cafeteria Price List:** Price List offered for one year. Revision in Price List may be considered with the consent of the IBA.
40. **Registration:** Canteen Operator should provide food items as prescribed & define by relevant Food Authority.

Note:

These Terms & Conditions will be an integral part of the Contract Agreement besides other clauses/articles.

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10. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the company/firm/agency for Cafeteria Services;

M/s _____, the Cafeteria Services hereby declares that:

- (a) Its intention 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).
- (b) Without limiting the generality of the forgoing the company/firm/agency 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.
- (c) The company/firm/agency/ 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 instrument, be stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, company/firm/agency 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 company/firm/supplier/agency/Canteen Operator as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

Note:

This integrity pact is a mandatory requirement other than auxiliary services/works.

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It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s. _____

Contact Person: _____

Address: _____

Tel # _____, Fax: _____

Mobile: _____, Email: _____

Stamp & Signature

11. General Conditions of Contract

This Agreement is made at Karachi on this day, _____, 2024

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, having its office at Mezzanine Floor, Business Avenue, 26-A, Block-6, PECHS, Shakra-e-Faisal, Karachi hereinafter referred to as “**THE CANTEEN OPERATOR**” (which expression shall wherever the context so permits be deemed to include its legal representatives, executors, successor and assign), through its General Manager, Mr. Manzar Alam holding CNIC No. on the SECOND PART.

WHEREAS the **IBA** is the premier institute of education in Pakistan and a citadel of higher learning and The **CANTEEN OPERATOR** 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 CANTEEN OPERATOR’ as the official operator of the Cafeteria Services for Main Campus & City Campus ‘THE CANTEEN OPERATOR’ 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 & cutleries, and tableware in accordance with international standards & HSE will be the responsibility of THE CANTEEN OPERATOR.
- 1.3 Payment of space rental, utility bills, and payment of wages to any persons hired will be the responsibility of THE CANTEEN OPERATOR.

- 1.4 That the IBA will allow The CANTEEN OPERATOR, 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 CANTEEN OPERATOR and if any employee of THE CANTEEN OPERATOR is found undesirable or involved in any act unacceptable to the IBA will be removed by THE CANTEEN OPERATOR immediately from the premises.
- 1.5 THE CANTEEN OPERATOR 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 CANTEEN OPERATOR. Notwithstanding anything contained in this Agreement, THE CANTEEN OPERATOR shall always remain a Canteen Operator 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 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. The service charges include the charges for serving and credit component of billing.
- 1.7 Use of till Machine/POS System for all Cash Counter in all Cafeteria.
- 1.8 Provide a subsidized Lunch for lower category staff.
- 1.9 THE CANTEEN OPERATOR shall not sub-let the said premises to any person(s) / society/institution on any terms whatsoever it may be.
- 1.10 THE CANTEEN OPERATOR wishes to not operate during Ramazan, then no rent and no fixed utility charges shall be charged by IBA for this period.
- 1.11 THE CANTEEN OPERATOR is responsible for the repair of Hall & Furniture during the contract period.
- 1.12 New edible item(s) will be introduced with due approval of IBA on the agreed rate(s).
- 1.13 THE CANTEEN OPERATOR will clearly display the daily menu and rates at a prominent place on the cafeteria premises.
- 1.14 THE CANTEEN OPERATOR shall maintain adequate stock of Crockery, Cutlery including necessary decoration for different kinds of meetings, conferences, seminars, and Events within IBA Premises.
- 1.15 THE CANTEEN OPERATOR shall maintain adequate lighting in all specified areas
- 1.16 The IBA will not be responsible for any incident, accident, or mishap on the premises of rented premises. THE CANTEEN OPERATOR will not cause any disturbance, inconvenience, noise pollution or indecent acts on the premises.

- 1.17 The IBA has the right to use the Canteen space for their Official Events with prior information.
- 1.18 Working Days Monday, Tuesday Wednesday, Thursday, Friday & Saturday (6 days) and occasionally on holidays.
- 1.19 **IBA Facilities for Contractors**
- 1.19.1 Kitchen with Natural Gas if available, however during load management by SSGC, THE CANTEEN OPERATOR is responsible for the arrangement of Gas for cooking with own resources.
 - 1.19.2 Hall & Furniture (During the Contract repair of Furniture will be the responsibility of THE CANTEEN OPERATOR.
- 1.20 **THE CANTEEN OPERATOR Liabilities**
- 1.20.1 Kitchen Accessories
 - 1.20.2 Crockery fine quality (stoneware)
 - 1.20.3 Refrigerator / Deep Freezer etc.
 - 1.20.4 Oven/Microwave Oven
 - 1.20.5 Visi Cooler (Standing Refrigerators)
 - 1.20.6 Gas for cooking during load management by SSGC.
 - 1.20.7 Mineral Water (Aquafina only) for drinking and Cooking
 - 1.20.8 Manpower such as:
 - a. Cooks
 - b. Skilled labour
 - c. Waiters
 - 1.20.9 Uniform for waiters etc.
 - 1.20.10 Medical facilities for his staff
 - 1.20.11 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.
 - 1.20.12 Pay wages to its employees on regular basis as per the minimum wages rule of GoS.
 - 1.20.13 Submission of medical fitness certificate for cooks and waiters before the commencement of the job and thereafter, on yearly basis. Certified Copies of Medical Certificates so obtained will be displayed on the Notice Board in assigned cafeterias.
- 1.21 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.

- 1.22 THE CANTEEN OPERATOR 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.
- 1.23 THE CANTEEN OPERATOR shall include some diet menu i.e. vegetables, dessert and soups for staff and students, who may wish to have it.

ARTICLE II
REMUNERATION

- 2.1 THE CANTEEN OPERATOR 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 'THE CANTEEN OPERATOR' 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.
- 2.3 The remuneration /wages/ payment of Cafeteria employee(s) hired by THE CANTEEN OPERATOR 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 CANTEEN OPERATOR's employee.
- 2.4 Government Tax(es) / Levy(ies) / Charges will be charged at actual as per SRO.
- 2.5 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.
- 2.6 'THE CANTEEN OPERATOR' 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.
- 2.7 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 CANTEEN OPERATOR 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	Adamjee Canteen, Main Campus	10,000	As per Actual	
2	Aman Tower-5 th Floor Canteen, City Campus	10,000	As per Actual	

ARTICLE III
PENALTY

- 3.1 A penalty ranging Rs. 1,000/- to Rs. 100,000/- for each case can be imposed by the Registrar on the recommendation of the *Cafeteria Committee* due to non-adherence of quality/quantity and any clause of bidding documents and agreement.

Article IV
INDEMNITY

- 4.1 The 'THE CANTEEN OPERATOR' 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 CANTEEN OPERATOR' 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 CANTEEN OPERATOR which disturbs or damage the reputation, quality or the standard of the services provided by THE CANTEEN OPERATOR and any person claiming through the IBA.
- 4.2 Performance Security should provide 5% of the total value of the estimated cost of service submitted through a bid in the form of a Pay Order or bank guarantee within 7 days of the signing of this agreement by 'THE CANTEEN OPERATOR'.

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) Ltd as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

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 CANTEEN OPERATOR agree so.
- 6.2 This agreement is effective from, 2024 to 2025.

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.

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 in respect of this letter of intent

or this subject matter hereof shall be referred to the Registrar of the IBA for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties. The Arbitration proceedings will be governed by the Arbitration Act, of 1940 and the Substantive and procedural law of Pakistan. The venue shall be Karachi.

Article XI
COMPLIANCE

- 11.1 THE CANTEEN OPERATOR will have to be registered with the relevant authority. THE CANTEEN OPERATOR will ensure strict compliance with the SOPs of the Sindh Food Authority vides letter no. SO(U)/U&B/Misc/23-81/2019/902 dated April 15, 2019.
- 11.2 That THE CANTEEN OPERATOR 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 CANTEEN OPERATOR.
- 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 CANTEEN OPERATOR should visit at least twice in a month and submit their report to IBA.
- 11.10 THE CANTEEN OPERATOR shall be responsible for the Training and development of their cooking and serving staff.
- 11.11 THE CANTEEN OPERATOR shall place a computer or teller machine for the order/billing mechanism.

Article XII
UTILITIES

- 12.1 IBA will provide utility connections (Gas, Water and Electricity). Provision of additional water required if any will be allowed by IBA on payment by THE CANTEEN OPERATOR.

Water charges will be based on a fixed amount determined by IBA Finance, IBA Maintenance Office and THE CANTEEN OPERATOR. 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 CANTEEN OPERATOR or otherwise.

- 12.2 The IBA shall provide electricity and natural gas to the premises which THE CANTEEN OPERATOR would use. THE CANTEEN OPERATOR 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 CANTEEN OPERATOR 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 CANTEEN OPERATOR within the due date on the receipt of the Bill(s).

Article XIII **MAINTENANCE**

- 13.1 That THE CANTEEN OPERATOR 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 CANTEEN OPERATOR 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 CANTEEN OPERATOR 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 CANTEEN OPERATOR and hence THE CANTEEN OPERATOR 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 That THE CANTEEN OPERATOR 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 CANTEEN OPERATOR.

- 14.2 THE CANTEEN OPERATOR 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 CANTEEN OPERATOR to dispose of waste/garbage material on daily basis.
- 14.3 THE CANTEEN OPERATOR 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 CANTEEN OPERATOR 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 THE CANTEEN OPERATOR is bound to follow the same.

Article XVI
FORCE MEJURE

- 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
SEVERABILITY

- 17.1 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 XVIII
MISCELLANEOUS

- 18.1 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.

- 18.2 Competent Authority reserves the right to change/alter/remove any item or reduce/enhance quantity without assigning any reason.
- 18.3 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.