



BIDDING DOCUMENTS

for

Procurement of Cafeteria Services for SBP Canteen, Karachi

**(National Open Competitive Bidding under Single Stage Two Envelope Procedure of
Public Procurement Rules-2004)**

May 2025

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Section I: Invitation to Bid



SBP BANKING SERVICES CORPORATION

Invitation to Bid (ITB)

ITB No. GSD Proc. II/ Cafeteria Services/250783/2025

SBP Banking Services Corporation invites sealed bids from eligible Service Providers /Firms/Caterers/Canteen Operators registered with relevant tax authorities, who appear on the Active Taxpayers List of FBR, with respect to ***Procurement of Cafeteria Services for SBP Canteen, Karachi*** for a period of one year initially, further extendable for three years annually based on satisfactory performance determined by the Canteen Committee and on the terms and conditions mentioned in the contract agreement.

Bidding Documents containing detailed Terms & Conditions etc. may be obtained free of cost upon submission of an email request at gsd.proc2@sbp.org.pk or can be directly downloaded from the SBP website at www.sbp.org.pk. In case of any discrepancy/conflict, provisions of Bidding Documents including any addenda posted on the procuring agency website shall prevail.

A pre-bid meeting will be held on **May 14, 2025 at 11:00 AM** via Zoom Meeting Application. Meeting ID & Password is given in the Bidding Documents. The prospective Bidders can also obtain the Meeting ID & Passcode through an email request at gsd.proc2@sbp.org.pk.

The bids prepared in accordance with the instructions provided in the Bidding Documents must be delivered in a hard copy submitted (in person, or by post) at the address given below on or before **May 26, 2025 at 11:00 AM** which shall be opened on the same day at **11:30 AM** at Learning Resource Centre, State Bank of Pakistan, I.I Chundrigar Road, Karachi in the presence of representatives of firms who may choose to be present. This Invitation to Bid is also available on websites: www.sbp.org.pk & www.ppra.org.pk.

Senior Joint Director
Procurement Division-II
General Services Department
4th Floor, BSC House, State Bank of Pakistan
I.I Chundrigar Road, Karachi
Tel: 021-3311-5420/5963/5477
Email: gsd.proc2@sbp.org.pk

Section II: Instructions to Bidders

A. Introduction	
1. Scope of Bid	1.1. SBP Banking Services Corporation – hereinafter referred to as the "Bank", having its principal place of business at I.I. Chundrigar Road, Karachi, Pakistan, wherever the context requires shall be deemed to include its subsidiaries invites sealed bids for <i>Procurement of Cafeteria Services for SBP Canteen, Karachi</i> as specified in Section V and Appendix A & Appendix B. 1.2. The procurement title, reference number, method and procedure are specified in the Bid Data Sheet (BDS).
2. Eligible Bidders	2.1. Except as provided in Instructions to Bidders Clauses 2.3, 2.4 and 2.5, this bidding process is open to all bidders who meet the minimum eligibility/ qualification criteria given in BDS. 2.2. Joint Ventures and Consortiums shall not be permitted to submit the bid. 2.3. Bidder already engaged by the Bank for providing consultancy services related to the above procurement (if applicable) will not be eligible for bidding. 2.4. A bidder declared ineligible for corrupt and fraudulent practices under Rule 19 of Public Procurement Rules (PPR)-2004, shall not be permitted to submit the bid. The Bidder must not be blacklisted by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization, or Autonomous Body anywhere in Pakistan. 2.5. A bidder who has been declared blacklisted or debarred by a foreign country, international organization, or other foreign institutions shall be treated as blacklisted and debarred from participating. Any bidder who has violated the law of land of any country and recorded in any sanction list will not be eligible to participate in the bidding/procurement process. 2.6. Bidders shall provide evidence of their continued eligibility satisfactory to the Bank, as the Bank shall reasonably request. 2.7. Bidder should meet all the minimum eligibility conditions as defined in BDS, however, after explicitly fulfilling the criteria (as mentioned in 2.7 of BDS) by the bidders, they will be further evaluated in terms of various parameters as given in Clause 3.2 of BDS.
3. Qualification of the Bidder	3.1. All bidders shall provide, Form of Bid and Qualification Information, as required in BDS. 3.2. To qualify for the award of the Contract, bidders must meet the mandatory evaluation criteria, as specified in the Bidding Documents.
4. One Bid per Bidder	4.1. Each Bidder shall submit only one Bid individually.

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5. Cost of Bidding	5.1. The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank in no case be held responsible or liable for those costs.
B. Bidding Documents	
6. Content of Bidding Documents	6.1. The given contents of the Bidding Documents subscribe to Rule 23 of PPR 2004. These should be read in conjunction with any addendum issued under ITB Clause 8: i. Invitation to Bid. ii. Instructions to Bidders (ITB) iii. Bid Data Sheet (BDS) iv. Forms of Bid v. Form of Contract vi. General Conditions of Contract (GCC) vii. Special Conditions of Contract (SCC) viii. Description of Services 6.2. Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. 6.3. Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
7. Clarification of Bidding Documents and Pre-bid Meeting	7.1. A prospective Bidder requiring any clarification of the Bidding Documents may request a clarification in writing, or by standard electronic means, to the Bank in writing at the given address indicated in the BDS no later than seven (07) days before the deadline of submission of bids. The Bank will respond in writing or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all eligible bidders and also upload on www.sbp.org.pk. 7.2. Under Rule 48 of PPR 2004, if a Bidder feels that any provision in the documents is contrary to the procurement regulatory framework, the such issue should be raised as soon as possible. Any party may file its written complaint against the eligibility parameters, evaluation criteria, or any other terms and conditions prescribed in the Bidding Documents if found contrary to the provisions of the procurement regulatory framework; the same shall be addressed by the Grievance Redressal Committee (GRC) well before the Bid submission deadline. The details of GRC are given on the PPRA website: www.ppra.org.pk 7.3. As specified in the BDS, the Bank will organize and Bidders are welcome to attend a Pre-bid meeting at the time and place indicated in the BDS. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Minutes of the meeting, including the questions raised and responses given, together with any responses prepared after the meeting, will be transmitted without delay to all those that received the Bidding Documents from the Bank and also upload on www.sbp.org.pk. Any modification to the Bidding Documents

A. Introduction	
	listed in ITB Clause 6.1 , which may become necessary as a result of the pre-bid meeting, shall be made by the Bank by issuing an Addendum under ITB Clause 8 .
8. Amendment of Bidding Documents	8.1. At any time before the deadline for submission of bids, the Bank, for any reason, either at its initiative or in response to a clarification requested by a prospective Bidder amend the Bidding Documents, it shall do so following the procedure described below: i. If the amendment is substantial, the Bank may extend the bid submission deadline consistent with the provision of Rule 27 of PPR 2004, at its discretion, to give the prospective bidders a reasonable time to take an amendment into account in their Proposals. ii. The bidders who has already submitted the bid prior to any amendments in the Bidding documents, may submit a modified Proposals or a modification to any part of it based on the respective amendment in the bidding documents at any time prior to the bid submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline. Such amendments shall take precedence over the existing document. 8.2. Any addendum issued, including the notice of any deadline extension, shall be part of the Bidding Documents under ITB 8.1 and shall be communicated in writing that provides a record of the communication content to all the bidders who have obtained the Bidding Documents from the Bank and shall also be uploaded/published promptly on www.sbp.org.pk. Provided that the bidder who had either already submitted their bid or handed over the bid to the courier prior to the issuance of any such addendum shall have the right to withdraw his already submitted bid and resubmit the revised bid before the original or extended bid submission deadline. The addendum will be binding on Bidders. It will be assumed that the amendments contained in such Addendum will have been taken into account by the Bidder in its bid.
C. Preparation of Bids	
9. Language of Bid	9.1. The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Bank shall be in English or Urdu (as the case may be).
10. Documents Comprising the Bid	10.1. The bid submitted by the Bidder shall comprise the following: i. Technical Proposal Forms under Section III ii. Documents related to Minimum Eligibility/Qualification Criteria under Section IV iii. Financial Proposal Forms under Section V iv. Any other materials/ services required to be completed and submitted by bidders, as specified in the Bid Data Sheet.
11. Bid Prices	11.1. The Contract shall be for the Services, as described in the Appendix A and Appendix B of the Contract.

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	11.2. The Bidder shall quote Per Unit Per Day rates prices for the Services described in the scope of services and as listed in the Price Schedule. 11.3. All duties, indirect taxes, and other levies payable by the Bidder under the Contract, or for any other cause shall be included in the total Bid price submitted by the Bidder. Any new indirect tax or duty levied by the Government during the bidding process shall be adjusted/ included in the bid price. 11.4. If provided for in the Bidding Data Sheet, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with Clause 5.2 of the General Conditions of Contract (GCC) and/or the provisions of Special Conditions of Contract (SCC).
12. Currencies of Bid and Payment	12.1. The price shall be quoted by the Bidder and the payments to be made by the Bank would be in Pak Rupees.
13. Bid Validity	13.1. Bids shall remain valid for the period specified in the BDS. 13.2. In exceptional circumstances, the Bank may request the bidders to extend the bid validity period for a specified additional period. The request and the bidders' responses shall be made in writing by letter or email. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security for the period of the extension, and in compliance with ITB Clause 14 in all respects.
14. Bid Security	14.1. The bid security shall be denominated in the currency of the bid: - at the Bidder's option, be in the form of either Pay Order/demand draft/call deposit or an unconditional Bank Guarantee from a Scheduled Bank; - be substantially in accordance with one of the forms of bid security included in bidding documents or other form approved by the Bank before bid submission; - be payable promptly upon written demand by the Bank; - be submitted in its original form; copies will not be accepted; - In the case of Bank Guarantee, it shall remain valid for at least 28 days beyond the original validity period of bids, or at least 28 days beyond any extended period of bid validity subsequently requested under ITB Clause 13.2. - bids submitted with insufficient bid security will be rejected. - bid security of unsuccessful bidders will be released/ returned after the conclusion of the procurement process, as soon as possible, upon receipt of the nomination to receive the instrument. - The Most Advantageous Bidder's bid security will be released/ returned upon the submission of performance guarantee.

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	14.2. The bid security may be forfeited: i. if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or ii. in the case of a Most Advantageous Bidder, if the Bidder fails to sign the Contract under ITB Clause 30 or fails to provide Performance Guarantee.
15. Format and Signing of Bid	15.1. The Bidder shall prepare one original and at least one copy of the bid specified in the BDS, clearly marking each one as "ORIGINAL BID" and "COPY NO. 1." In the event of any discrepancy between them, the originally submitted hardcopy shall prevail. 15.2. The original and all copies of the bid, each consisting of the documents listed in ITB Clause 10.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. The authorization must be in writing and included in the bid under ITB Clause 10.1. The name and position held by each person signing the authorization must be typed or printed below the signature. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature. 15.3. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
D. Submission of Bids	
16. Sealing and Marking of Bids	16.1. The Bidder shall seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as "ORIGINAL BID" and "COPY NO. [number]." The envelopes shall then be sealed in an outer envelope. The inner and outer envelopes shall be addressed to the Bank at the address given in the BDS, and carry the statement "DO NOT OPEN BEFORE [Date & Time of the Bid Submission Deadline]." 16.2. In addition to the identification required in Sub-Clause 16.1, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, under ITB Clause 18. 16.3. If the outer envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the Bid.
17. Deadline for Submission of Bids	17.1. Bids must be received (through an authorized representative or courier/postal service) by the Bank at the address specified in the BDS, no later than the bid submission deadline specified in the BDS. 17.2. The Bank may extend the deadline for submission of bids by issuing an amendment under ITB Clause 8, in which case all rights and obligations of the Bank and the bidders previously subject to the original deadline will then be subject to the new deadline.

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18. Late Bids	18.1. Any Bid received (through an authorized representative or courier/postal service) by the Bank after the deadline prescribed in ITB Clause 17 will be returned unopened to the Bidder.
19. Modification and Withdrawal of Bids	19.1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Bank before the deadline prescribed for submission of bids under ITB Clause 17. 19.2. No bid can be modified after the deadline for submission of bids. 19.3. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity, specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval will result in forfeiture of bid security of such Bidder.
E. Bid Opening and Evaluation	
20. Bid Opening	20.1. The Bank will open all bids, including modifications, in public, in the presence of Bidder's representatives who choose to attend, at the time, on the date, and at the place specified in the BDS. 20.2. For in person meeting, the bidders' representatives shall sign an attendance sheet as proof of their participation.
21. The process to Be Confidential	21.1. Information relating to evaluation of bids and recommendations concerning to award of the Contract shall not be disclosed by the Bank to the bidder or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation. 21.2. The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the Contract to any person or entity without the Bank's prior written consent. 21.3. In case of any disclosure related to the bidding process and contractual obligations at any stage by any Bidder, the Bank may reject its bid and/or terminate the Contract.
22. Clarification of Bids	22.1. During the bid evaluation, the Bank may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price (except under Clause 24 of ITB) or substance of the bid shall be sought, offered, or permitted.
23. Preliminary Examination	23.1. The Bank will examine the bids to determine whether; i. they are complete, ii. bid validity is provided accordingly, iii. required bid security/bid securing declaration have been furnished, iv. the documents have been properly signed, v. the bids are generally in order; vi. Bidder has provided all forms of Technical Proposal under Section III and relevant documents under Section IV

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	23.2. Bidders have to submit bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected. 23.3. Bids submitted without a signed Bid Form by the authorized nominee of the Bidder will be rejected. 23.4. Bids with material deviation, exception, objection, conditionality, or reservation will be rejected. 23.5. Bids submitted late will also be rejected.
24. Correction of Errors	24.1. Bids determined to be substantially responsive will be checked by the Bank for any arithmetic errors. Arithmetical errors will be rectified by the Bank on the following basis: i. if there is a discrepancy between prices exclusive of tax and the total price that is obtained by adding the exclusive of tax price and tax amount, the price exclusive of tax shall prevail, and the total price shall be corrected; ii. if there is a discrepancy between the amounts in figures and words, the amount in words will prevail. 24.2. The amount stated in the Bid will be adjusted by the Bank as per the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited.
25. Evaluation and Comparison of Bids	25.1. The Technical Proposals of the only qualified bidders after preliminary evaluation under ITB Clause 23, shall be evaluated in detail. 25.2. The submitted Technical Proposal and other Commercial/Financial Requirements of the bidding documents will be evaluated on compliance base or score base or combination of both methods (as the case may be). 25.3. The Financial Proposals of the only technically accepted bids will be opened and the bid found to be the Most Advantageous shall be accepted.
26. Contacting the Bank	26.1. No Bidder shall contact the Bank on any matter relating to its bid, from the time of the bid opening till award of Contract subject to ITB Clause 21. If any Bidder wishes to bring additional information to the notice of the Bank, it should do so in writing at the address given in BDS.
F. Award of Contract	
27. Award Criteria	27.1. The Contract will be awarded to the successful Bidder whose bid has been found Technically & Commercially/Financially compliant, and emerged as the Most Advantageous. Provided further that the Bidder is determined to perform the Contract satisfactorily.
28. Bank's Right to Reject all the Bids	28.1. The Bank reserves the right to annul the bidding process and reject all bids at any time before award of Contract under Rule 33 of PPR-2004, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for such rejection. The grounds for rejection of all bids shall upon request be

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	communicated, to any bidder who submitted a bid, but the Bank will not be liable to provide any justification for the grounds of rejection. Notice of the rejection of all the bids shall be given promptly to all the bidders.
29. Bank's Right to Vary Scope of Services at Time of Award	29.1. The bank reserves the right at the time of contract award to increase or decrease scope of services without any change in unit price or other terms and conditions, provided such variation should be in line with the provisions of PPR-2004.
30. Notification of Award and Signing of Contract	30.1. Prior to the expiration of the period of initial/extended bid validity, the Bank will notify the Most Advantageous Bidder in writing, to be confirmed in writing by registered letter/email, that its bid has been accepted. 30.2. The Notification of Award will constitute the formation of the Contract. 30.3. Upon the Most Advantageous Bidder's furnishing of the Performance Guarantee according to ITB Clause 32, the Bank will discharge its bid security. 30.4. Within twenty-one (21) days of receipt of the Contract Form, the Most Advantageous Bidder shall sign and date the Contract and return it to the Bank. The successful Bidder shall sign the Contract on stamp paper after paying stamp duty as per the relevant applicable Stamp Act.
31. Disqualification Prior to Contract Signing	31.1. After issuance of Notification of Award and before execution of procurement contract with the most advantageous Bidder, if the Bidder has been disqualified pursuant to Rule 18 and Rule 19 of PPR-2004 or any other reason has led to the disqualification of the most advantageous Bidder or if the conditions of his qualification are invalid, the next Most Advantageous Bidder will be considered as responsive provided accepting this bid does not conflict with Rule 2 (1)(i). 31.2.
32. Performance Guarantee	32.1. After the receipt of Notification of Award, the Most Advantageous Bidder, within the specified time, shall deliver to the Bank, a Performance Guarantee in the amount and in the form stipulated in the BDS. 32.2. Failure of the Most Advantageous Bidder to comply with the requirements of ITB Clause 32.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security, and award of Contract to the next Most Advantageous Bidder. 32.3. The Performance guarantee may be forfeited if a Bidder: i. fails to fulfill all the contractual and legal obligations; ii. fails to agree with the decision made by the Bank as a result of arbitration; or iii. Violates any law(s) during execution of Contract. iv. fails to start the execution of services or stop providing services without prior approval of the Bank.

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33. Advance Payment and Security	33.1. The Bank will not provide any advance payment.
34. Grievances Redressal	34.1. Any bidder aggrieved by any act during the procurement process may lodge a written complaint concerning his grievances to the Grievance Redressal Committee (GRC), as per Rule 48 of PPR-2004 . The details of GRC is given on the PPRA website: www.ppra.org.pk .
35. Code of Conduct	35.1. It is the Bank's policy to require that Bidder shall observe the highest standard of ethics during the procurement and execution of such Contract. In pursuit of this policy, the Bank follows, inter alia, the instructions contained in Rule 2(1)(f) of the PPR-2004 which defines: <i>"corrupt and fraudulent practices" in respect of procurement process, shall be either one or any combination of the practices including,-</i> i. <i>"coercive practices" which means any impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;</i> ii. <i>"collusive practices" which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;</i> iii. <i>"corrupt practices" which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;</i> iv. <i>"fraudulent practices" which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation; and</i> v. <i>"obstructive practices" which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;"</i> 35.2. Under Rule 19 of PPR-2004, the Bank can inter alia blacklist the bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to Public Procurement Regulatory Authority (PPRA). 35.3. Under Rule 19 of PPR-2004, the following mechanism and manner for permanently or temporarily barring, from participating in their respective procurement proceedings will be followed as per the guidance of Bank management:

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Nature of Offense/ Fault	Means of Verification	Action By the Committee
Corrupt and Fraudulent Practices	- Results of Bid/Proposal analysis resulting in substantive evidence of collusion. - Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP Banking Services Corporation - Cross verification of documentary undertaking submitted by Service Provider.	Blacklisted and cross-debarred for the period up to 10 years.
Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded to or defended by Service Provider.	Blacklisted and cross-debarred for the period up to 03 years.
Bidder failed to abide the Bid Form / Bid Securing Declaration.	Failed to abide with Bid Form / Bid Securing Declaration.	Blacklisted and cross-debarred for the period up to 06 months.

However, such barring action shall be undertaken only after providing an adequate opportunity of being heard to the Bidder who is to be barred and blacklisted.

35.4. The receipt for any money paid by the Bidders will not be considered as an acknowledgment of payment to the Bidder unless such receipt is signed by a duly authorized officer of the Bank, and the Bidder shall be solely responsible for seeing that a proper receipt is provided.

35.5. Under **Rule 7 of PPR 2004**, Bidder undertakes to sign an Integrity pact in accordance with the prescribed format attached hereto at **Section VI (Appendix I)** for all the procurements estimated to exceed Rs. 10.00 million or any other limit prescribed by Bank.

35.6. Bank's policy requires that selected Bidder provide professional, objective, and impartial advice, supplies, and services and at all times hold the Bank's interests' paramount, strictly avoid conflicts with other assignments or their corporate interests and act without any consideration for future work. Bidders must disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Bank, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Bidder and termination of Contract arising out of this procurement.

A. Introduction	
	35.7. Without limitation on the generality of the foregoing, bidders, and any of their affiliates shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below: i. A Bidder that has been engaged by the Bank to provide goods, works, or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works, or services. Conversely, bidders providing consulting services for the preparation or implementation of a project, and any of its affiliates shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation. ii. A Bidder (including its Personnel) or any of its affiliates shall not be engaged for any assignment that, by its nature, may conflict with another assignment of the Bidder to be executed for the same or another client. iii. A Bidder (including its Personnel) that has a business or family relationship with a member of the Bank's staff who is directly or indirectly involved in any part of a. the preparation of the specifications of the goods, b. the selection process for such assignment, or c. Supervision of the Contract may not be awarded a contract unless the conflict stemming from this relationship has been resolved in a manner acceptable to the appropriate authority within the Bank. iv. Bidders shall not recruit or hire any agency or current employees of the Bank. Recruiting former employees of the Bank or other civil servants to work for the bidders is acceptable provided no conflict of interest exists. When the Bidder nominates any government employee as Personnel in their Bid, such Personnel must have written certification from their government or employer confirming that they are on leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be provided to the Bank by the Bidder as part of the bid.
36. Overriding Effect of PPR-2004	36.1. Whenever in conflict with these documents, the provisions of PPR-2004 shall prevail.

Section III: Bid Data Sheet

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

ITB Reference	Description																					
1.1	• Procurement Title: <i>Procurement of Cafeteria Services for SBP Canteen, Karachi</i> • Reference Number: <i>ITB No. GSD Proc. II/ Cafeteria Services/250783/2025</i> • Procurement Method: <i>Open Competitive Bidding as per Rule 21 of PPR-2004</i> • Procurement Procedure: <i>"Single Stage Two Envelopes Procedure" as per Rule-36(b) of PPR-2004</i> • Scope: Procurement of cafeteria services are required from eligible firms/caterers/canteen operators at State Bank of Pakistan, Karachi for a period of 01 Year, renewable for further 03 years annually based on satisfactory performance determined by the Canteen Committee and on the terms and conditions mentioned in the contract agreement.																					
2.7 & 3.2	<u>1st Stage Evaluation:</u> The mandatory eligibility/qualification criteria are as follows: <table><tr><th>Sr. #</th><th>Evaluation Parameter</th><th>Means of Verification</th></tr><tr><td>i.</td><td>The Bidder must be registered with tax authorities and appear on Active Taxpayer List (ATL) of FBR at the time of submission of the Bid.</td><td>Attach copy of valid NTN certificate, Screenshot of website showing status as "Active" on Active Taxpayer List of FBR.</td></tr><tr><td>ii.</td><td>Minimum five (05) years of relevant experience in at least three (03) verifiable reputable organizations during last ten (10) years.</td><td>Attach Copy of Purchase or Delivery Orders or Contracts or Project Completion or Sign-off Certificate with contact details of officials concerned. (Attach testimonial from the organization).</td></tr><tr><td>iii.</td><td>The Bidders must have currently one running contract of providing canteen/cafeteria services to any one verifiable reputable organizations for minimum 400 persons/day.</td><td>Attach Copy of Purchase or Delivery Orders or Contracts with contact details of officials concerned.</td></tr><tr><td>iv.</td><td>Bidder must have annual turnover with a minimum of 10 million (per year) in any of last three (03) years as per Audited Financial Statement and Annual Tax Returns.</td><td>Copy of Audited Financial Statement or Tax Statement / Annual Tax Return filed in FBR is required</td></tr><tr><td>v.</td><td>The Bidder must be registered with Sindh Food Authority.</td><td>Copy of License/ Web reference/documentary evidence as proof of holding currently valid license.</td></tr><tr><td>vi.</td><td>Bidder must not have been blacklisted or be in breach of performance with SBP or any Organization(s).</td><td>Provide Affidavit as per the format given in TECH Form 4.</td></tr></table> Notes: i. <i>The responses should be submitted in sealed envelopes.</i>	Sr. #	Evaluation Parameter	Means of Verification	i.	The Bidder must be registered with tax authorities and appear on Active Taxpayer List (ATL) of FBR at the time of submission of the Bid.	Attach copy of valid NTN certificate, Screenshot of website showing status as "Active" on Active Taxpayer List of FBR.	ii.	Minimum five (05) years of relevant experience in at least three (03) verifiable reputable organizations during last ten (10) years.	Attach Copy of Purchase or Delivery Orders or Contracts or Project Completion or Sign-off Certificate with contact details of officials concerned. (Attach testimonial from the organization).	iii.	The Bidders must have currently one running contract of providing canteen/cafeteria services to any one verifiable reputable organizations for minimum 400 persons/day.	Attach Copy of Purchase or Delivery Orders or Contracts with contact details of officials concerned.	iv.	Bidder must have annual turnover with a minimum of 10 million (per year) in any of last three (03) years as per Audited Financial Statement and Annual Tax Returns.	Copy of Audited Financial Statement or Tax Statement / Annual Tax Return filed in FBR is required	v.	The Bidder must be registered with Sindh Food Authority.	Copy of License/ Web reference/documentary evidence as proof of holding currently valid license.	vi.	Bidder must not have been blacklisted or be in breach of performance with SBP or any Organization(s).	Provide Affidavit as per the format given in TECH Form 4.
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ITB Refere nce	Description
	<u>2nd Stage Evaluation:</u> <u>The bidders who meet the mandatory eligibility criteria will be further evaluated based on Services Execution Plan and On Site Assessment of currently running cafeteria/canteen.</u> The purpose of this criterion is to gauge the quality, efficiency and control/management of the bidder and to judge its services being performed in quoted entity. Bidders while drafting the Services Execution Plan must consider the operational timings of the canteen, menu items, average number of Bank employees visiting the canteen for lunch, tools/kitchen equipment/installations available within the Bank premises etc. In addition, supporting details for service providers is given in the Bidding Document (Appendix A&B) which should be adhered. <u>Supporting Information which should be covered by the Bidder in its Services Execution Plan.</u> The scope of the contract is to provide hygienic quality food (lunch, and tea/snacks etc.) through canteen arrangement at SBP premises located at I.I Chundrigar Road Karachi and Bolton Market, Karachi. Bidders while submitting the Service Execution Plan must also consider the following points: 1. To ensure proper management for providing food items and implement adequate procedures by reducing queues and waiting time at counters. There should be at least three counters each for payment & food serving. Counter for cashless payment should be separate. The Service Provider Service provider shall be responsible to implement procedures and guidelines as advised from time to time by the Canteen Management Committee. 2. To provide the services through trained & professional canteen manager, chefs, cooks, servers, etc. with highest standards of customer service. For this purpose, the Service Provider Service provider shall be solely responsible to engage the staff on his own account and for all matters related their hiring, firing, payment of wages etc. as per applicable laws. The canteens staff hired by the Service Provider Service provider as well as service boys shall wear neat and clean prescribed uniform, disposable, gloves, shoes and caps to be provided by the Service Provider Service provider at its own cost. 3. The Service Provider Service provider shall be responsible for providing efficient service at the canteens during any period the canteens is required to remain open. 4. The Service Provider Service provider will accept / encourage cashless payment mode i.e. through Raast, Cards, QR Code online payments or through any other digital payment platforms. 5. Service provider will ensure daily availability of sufficient quantity of food with minimum serving time. 6. Service provider will provide-A grade seasonal fruits for which the rates will be approved on monthly basis by canteen committee. 7. Canteen Committee will decide monthly menu from categories (A, B, C and D or other suggested by the vendor).

ITB Reference	Description		
8.	The Bank will conduct periodical lab testing of food items or as & when required.		
	The following information may please be noted		
	Description	SBP Canteen	
	Area (approx.)	Main Hall	7240 sq. ft.
		Executive Hall	1750 sq. ft.
		Counter Area	850 sq. ft.
		SBP Canteen Kitchen/Dishwashing Area	1820 sq. ft.
		Bolton Market office	1100 sq. ft.
		Store/Office	400 sq. ft.
	Average Visitors per day (approx.) 850	Lunch (Main Hall)	600 visitors
		Lunch (Executive)	150 visitors
		Bolton Market office	100 visitors
	Equipment/Installations*	Water Dispensers	03
		Wooden Almirah (Store Room)	01
		Dirty Table (Steel)	10
		Microwave Oven	02
		Cash Counter	01
		Dish washer	01
		Dough maker	01
Wooden Showcase		01	
Trollies		02	
Buffet Set		08	

ITB Reference	Description		
		Stove/Burner (Choolay)	10
		Tandoor	03
		Steel Almirah/Iron Racks	12
		Ban Marie	03
	* Furniture & other kitchen accessories will be provided by the Bank.		
	Timing (Tentative)	Lunch	01:00 pm to 03:00 pm
	Canteen timing can vary depending on the Bank timings and decision of the canteen committee		
	Furthermore, participating bidders are strongly encouraged to visit the canteen for better understanding of the requirements, etc.		
	In this connection, participating bidders may contact on the following:		
Contact: 021-3245 5420 021-3245 5963 Email: gsd.proc2@sbp.org.pk			
Services Execution Plan (30% Weightage): Bidders are required to submit detailed / comprehensive services execution plan for the required services for following parameters as per Form-V of Section-V.			
<u>i. Team Profile (Qualification & Experience).</u>			
<u>ii. Procedures for Handling & Storage of Ingredients</u>			
<u>iii. SOPs for Cleanliness & Hygiene</u>			
<u>iv. Plan for Customer Complaints Resolution</u>			
The Services Execution Plan of each parameter will be evaluated on the below scale and subsequently weighted score will be worked out:			
a) Excellent -4 b) Very Good - 3 c) Good- 2 d) Fair- 1 e) Poor - 0			
Weighted Score will be calculated as under			
Weighted Score = Average Score of above parameters *0.3			
<u>Onsite Assessment of current establishment (70% Weightage)</u> The bidders will be assessed by visiting and evaluating their running cafeteria/canteen. An Independent Evaluation Committee will assess the running contract/s by visiting and evaluating the running canteen/cafeteria			
1. Food Quality (Taste, presentation & freshness)			

ITB Reference	Description
	weightage assigned=40% The score will be awarded as follows a) Excellent -4 b) Very Good - 3 c) Good- 2 d) Fair- 1 e) Poor - 0 2. Hygiene /Cleanliness (Personal Hygiene of food handlers and Cleanliness) weightage assigned=30% The score will be awarded as follows a) Excellent -4 b) Very Good - 3 c) Good- 2 d) Fair- 1 e) Poor – 0 3. Kitchen/Store Management (Food Preparation, Shelving/storage and temperature) weightage assigned=10% The score will be awarded as follows a) Excellent -4 b) Very Good - 3 c) Good- 2 d) Fair- 1 e) Poor – 0 4. Users' Feedback (Food Quality, Services Quality and Feedback from social media platform) weightage assigned=20% Total Weighted Score in onsite visit of running cafeteria = (score obtained in food quality * assigned weightage) + (score obtained in Hygiene /Cleanliness * assigned weightage) + (score obtained in Kitchen/Store Management * assigned weightage) + (score obtained in User's feedback * assigned weightage). Weighted Score will be calculated as under Total Weighted Score for Technical Evaluation / Total Weighted combined Score = Average score obtained in Service Execution Plan *0.3 + Total weighted score obtained in onsite visit in running contract *0.7 <i>The bidder obtaining total weighted score of 70% in total Weighted Score for Technical Evaluation /Total Weighted Combined Score shall be eligible for next phase of bidding i.e. Financial Bid Opening.</i>
7.3	The Pre-Bid meeting shall be held online on May 14, 2025, 11:00 AM (PKT) via Zoom Meeting Application. Bidders are encouraged to attend the meeting using the following details;

ITB Reference	Description
	- Join Zoom Meeting: https://us05web.zoom.us/j/3189958725?pwd=ynhnBD7bD6U1wFghXFhg9VqGlbZSwQ.1&omn=84217671794 - Meeting ID: 318 995 8725 - Passcode: sbp1234 In case of any related queries, please drop an email at gsd.proc2@sbp.org.pk.
11.4	Prices of the Food Menu Items will be as per accepted rates. However, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional indirect tax or duty during the currency of Contract that impacts the contract price, would be equally accounted for by both the parties of the Contract. i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new indirect tax or duty, the contract price would be adjusted accordingly.
13.1	The period of Bid validity shall be 180 (One Hundred Eighty Days) after the opening of the Bids.
14.1	- Bid Security of Rs. 200,000/- (Rupees Two Hundred Thousand Only) in favor of SBP BSC (FTN#9022604-6) shall be enclosed <u>along with the Technical Proposal</u> in the shape of Pay Order/ Demand Draft /Call Deposit/Bank Guarantee. In case of a bank guarantee, the validity of the bank guarantee should be 28 days beyond the bid validity period. - Any bid found without sufficient Bid Security will be rejected instantly.
3.1 & 16.1	The Original Bid shall comprise a single sealed package containing two separate sealed envelopes. Each envelope shall contain separately the Financial Proposal and the Technical Proposal. The inner envelopes shall be marked as “ORIGINAL TECHNICAL PROPOSAL” and “ORIGINAL FINANCIAL PROPOSAL” in bold letters. The outer envelope shall be addressed to the Bank at the address given in the BDS, and carry the statement “DO NOT OPEN BEFORE [Date & Time of the Bid Submission Deadline]. The content of the Technical and Financial Proposal is mentioned in BDS. <u>Following should be the contents of the Technical Proposal Envelope:</u> - TECH Form 1 of Section V–Authorization Form for Bidder’s Representative - TECH Form 2 of Section V – Technical Proposal Submission Form - TECH Form 3 of Section V – Bid Security Form - TECH Form 4 of Section V – Undertaking for Bidder’s Blacklisting Status - TECH Form 5 of Section V – Format for service execution - TECH Form 6 of Section V – Bidder’s Eligibility/Qualification Criteria - TECH Form 7 of Section V – Bidder’s Technical Compliance Forms - TECH Form 8 of Section V – Form for Declaration of ultimate Beneficial ownership - TECH Form 9 of Section V – Supplier Creation Form - All documents related to Minimum Eligibility/Qualification Criteria including Annexure (If Any) under Section V <u>Following should be the contents of the Financial Proposal Envelope:</u> - Fin. Form-1 of Section VI – Financial Proposal Submission Form - Fin. Form-2 of Section VI – Price Schedule

ITB Reference	Description
	<u>Important Note:</u> i. Above mentioned forms are pre-requisite, non-availability of the above-mentioned documents will result in the rejection of a bid. ii. All participating bidders will may be required to submit a scanned copy of the submitted Original Technical Proposal Only after the opening of the Financial Proposal at gsd.proc2@sbp.org.pk.
17	The bids must be submitted no later than: <u>May 26, 2025, 11:00 AM (Karachi Local Time)</u> The Bid submission address is: Sr. Joint Director Procurement Division-II General Services Department 4th Floor, BSC House, State Bank of Pakistan I.I Chundrigar Road, Karachi Tel: 021-3311-5420/5963/5477 Email: gsd.proc2@sbp.org.pk The Bank will communicate the opening of the Financial Proposal to the eligible/qualified bidders after the completion of all requirements of Technical Evaluation.
20	An online option of the opening of the Technical Proposals is offered: <u>No</u> The opening shall take place at: Learning Resource Centre/Heritage Meeting Rooms, State Bank of Pakistan, I. I. Chundrigar Road, Karachi Date & Time of Bid Opening: <u>May 26, 2025, 11:30 AM (Karachi Local Time)</u>
26.1	Email Address for Queries: gsd.proc2@sbp.org.pk .
29.1	Procuring Agency reserves the right to: increase or decrease fifteen percent (15%) in the scope of services.
32.1	Performance Guarantee of <i>Rs. 500,000/- (Rupees five hundred thousand only)</i> for entire period of the contract which should remain valid 28 days beyond expiry date of the contract in the shape of an unconditional Bank Guarantee from a Scheduled Bank, or in another form acceptable to the Bank.

Section IV: Evaluation Criteria

- 1- The bidders' minimum eligibility will be ascertained totally on Compliance Based method.
- 2- Technical evaluation of eligible bidders will be made on the following score based criteria:

Total Weighted Score for Technical Evaluation / Total Weighted combined Score =
Average score obtained in Service Execution Plan *0.3 + Total weighted score obtained
in onsite visit in running contract *0.7

The bidder obtaining total weighted score of 70% for Technical Evaluation /Total
Weighted combined Score shall be eligible for next phase of bidding i.e. financial bid
opening.

- 3- The Financial Proposals of the only technically accepted / compliant bidders will be
opened and the bid found to be the most advantageous bid shall be accepted.
- 4- Formula for Calculation of Most Advantageous Bid

Weighted Score Price Schedule: Sum of A * (30%) + Sum of B * (25%) + Sum of C *
(30%)+ Sum of D * (15%)= weighted average price for all categories

A= Category A- Daal/Vegetable/Curries (30%)

B= Category B - Rice Items (25% weightage)

C= Category C Bar B Que /Chinese/ Fast food/Sea Food (30% weightage)

D= Category D Side Items (15% weightage)

The bid with highest technical score and lowest weighted score will be considered as most
advantageous.

Section V: Forms for Technical Proposal

- 1. TECH Form 1 – Authorization Form for Bidder’s Representative**
- 2. TECH Form 2 – Technical Proposal Submission Form**
- 3. TECH Form 3 – Bid Security Form/Bank Guarantee**
- 4. TECH Form 4 – Undertaking for Bidder’s Blacklisting Status**
- 5. TECH Form 5 – Format of Service Execution Plan**
- 6. TECH Form 6 – Bidder’s Eligibility/Qualification Criteria**
- 7. TECH Form 7 – Bidder’s Technical Compliance Form**
- 8. TECH Form 8 – Declaration of Ultimate Beneficial Ownership**
- 9. TECH Form 9 – Supplier Creation Form**

Tech Form 1: Authorization Form for Bidder's Representative

_(ON SERVICE PROVIDER'S LETTERHEAD)

Date: _____

ITB No: ITB No. GSD Proc. II/ Cafeteria Services/250783/2025
Title: Procurement of Cafeteria Services for SBP Canteen, Karachi

We, **M/s <Firm Title>** , incorporated under <mention the relevant Act/ordinance/ regulation> having its registered office at **<complete business address>** do hereby nominate **Mr. <Complete Name>**, **<Designation>**, CNIC# **<xxxxx-xxxxxxx-x>** as our lawful representative to participate, negotiate, sign, correspond and fulfil all associated formalities of the subject procurement on our behalf.

Official Seal & Signature of Bidder: _____

Date: _____

TECH Form 2: Technical Proposal Bid Submission Form

(ON SERVICE PROVIDER'S LETTERHEAD)

Date: _____

To:

Director
General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I. I. Chundrigar Road,
Karachi –Pakistan

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer requisite services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the services in accordance with the schedule specified in **Appendix A** and other terms and conditions of the Contract.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to Rs. 500,000/- (Rupees Five Hundred thousand) for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this Bid for a period of **180 (One Hundred Eighty Days)** from the date fixed for Bid opening under **Clause 20** of the Instructions to Bidders, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

If our Bid is accepted then until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We understand that you are not bound to accept the Most Advantageous or any bid you may receive.

Dated this _____ day of _____ 202__.

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

TECH Form 3: Bid Security Form/Bank Guarantee

[insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[insert: Name and Address of Bank]*

Date: *[insert: date]*

BID GUARANTEE No.: *[insert: Bid Guarantee Number]*

Whereas, M/s ----- (hereinafter called "the Service Provider") has submitted its Bid dated ----- for **Procurement of Cafeteria Services for SBP Canteen, Karachi** (hereinafter called "the Bid").

KNOW ALL MEN BY THESE PRESENTS that in pursuance of the terms of the Bid. We the Guarantor ***[name of Financial Institution]*** having our registered office at ***[address of Financial Institution]*** (hereinafter called "the Commercial Bank"), are bound unto *SBP Banking Services Corporation (SBP BSC)* (hereinafter called "the Bank") in the sum stated [Bid Security Amount], for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

Sealed with the Common Seal of the said Commercial Bank this ____ day of _____ 20__.

THE CONDITIONS of this obligation are:

1. If the Bidder

- a) has withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
- b) Disagreement to an arithmetical correction made to the Bid price; or
- c) having been notified of the acceptance of our Bid by the Bank during the period of Bid Validity, (i) failure to sign the contract if required by Bank to do so or (ii) fail or refuse to furnish the Performance Guarantee or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

2. We undertake to pay to the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank states the amount claimed by it is due to it, owing to the occurrence of one or any of the conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including twenty-eight (28) days after the period of Bid Validity, and any demand in respect thereof should reach the Commercial Bank not later than the above date.

Name: in the capacity of

Signed: _____ **[Signature of the Commercial Bank]**

Dated on day of 20

TECH Form 4: Undertaking for Bidder's Blacklisting Status

(Over Stamp Paper of Rs. 200)

Affidavit for Bidder's Blacklisting Status

[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]

To:

The Chief Manager
SBP Banking Services Corporation (Bank) Karachi
I.I Chundrigar Road,
Karachi Pakistan

Dear Sir,

I/We hereby confirm and declare that I/We, M/s _____ has/have not been Blacklisted/Sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan during last 05 (five) years.

I/We M/s _____ hereby confirm and declare that the goods/services from Indian or Israeli origin or imported from India or Israel will not be provided for Procurement of Cafeteria Services for SBP Canteen, Karachi vide ITB No. GSD Proc. II/ Cafeteria Services/250783/2025

I/We M/s _____ hereby also certify and declare that no backdoor or eavesdropping or remote access mechanism is present for Procurement of Cafeteria Services for SBP Canteen, Karachi vide ITB No. GSD Proc. II/ Cafeteria Services/250783/2025 from India or Israel.

Identification of avenues for unauthorized access / data leakage, detection of false declaration / statement at any stage of the entire Bidding Process / Currency of the Contract may lead to disqualification of bid, and forfeiture of Bid Security and/or Performance Guarantee, cancellation/termination of Contract along with blacklisting of the undersigned entity by SBP Banking Services Corporation.

Seal & Signature of Bidder: _____

Date: _____

TECH Form 5: Format of Service Execution Plan

Parameter	Guiding Points	Bidder's Response
Team Profile (Qualification & Experience)	No of Chefs/Cooks: <i>(This number should be based on daily serving of staff & types of dishes)</i>	
	Experience of Chefs/Cooks: <i>(no of years)</i> <i>Please mention separately against each chef/cook</i>	
	Education/Certifications of Chefs/Cooks: <i>Please mention separately against each chef/cook</i>	
	No of Handling Staff: -Serving staff/waiters -kitchen helpers -table cleaners -counter staff (payment & serving counters)	
Procedures for Handling & Storage of Ingredients	How will the following ingredients be stored & kept fresh: - Meat & vegetable Items -Dry ingredients (flour, rice, spices etc.) Mechanism to monitor and replace/discard expired items - Storing near expiry products separately - Keeping a record of entry & expiry dates of all ingredients	
SOPs for Cleanliness & Hygiene	1. Frequent Hand Washing at Hand Washing Sinks 2. Glove & Utensils Use When Handling Ready-to-Eat Foods 3. Employee Uniform Standards (should not be torn, dirty, contaminated with fluids such as blood, sweat etc.) 4. Separate Timings & designated places for Eating, Drinking, Taste Testing, & Breaks/Meals for Service Providers Service provider staff 5. Prohibit Employee Smoking 6. Maintain Employee Dressing Rooms 7. Immediately treat Cuts, Burns, or Lesions on Lower Arms or Hands 8. Avoid Contact with Blood & Bodily Fluids 9. Monitor Employee Illness & prohibit entry in canteen 10. Standards for Receiving Food Central Foods Warehouse	

	11. Standards for Receiving Food All other Dining Venues 12. Handling Rejected Food 13. Canteen staff should be trained on how to handle ingredients & food items 14. FIFO (First in, First Out) Stock Rotation 15. Washing Fruits and Vegetables 16. Cleanliness of serving counters during daily operations.	
Plan for Customer Complaints Resolution	The plan should include procedure for - <i>Registering the Complaints</i> - <i>Resolving the complaint</i> - <i>Recording Complainant feedback after resolution of complaint</i> - <i>Keeping record of complaints</i> - <i>Taking actions to avoid repetition of similar complaints.</i>	

The Services Execution Plan of each parameter will be evaluated on the below scale and subsequently weighted score will be worked out:

- a) Excellent -4
- b) Very Good - 3
- c) Good- 2
- d) Fair- 1
- e) Poor - 0

Weighted Score will be calculated as under

Weighted Score = Average Score of above parameters *0.3

Official Seal & Signature of Bidder: _____

Date: _____

TECH Form 6: Bidder Eligibility/Qualification Criteria

The mandatory eligibility/qualification criteria is as follows:

Mandatory Requirement		
Sr. #	Evaluation Parameter	Means of Verification
1	The Bidder must be registered with tax authorities and appear on Active Taxpayer List (ATL) of FBR at the time of submission of the bid.	Attach copy of valid NTN certificate, Screenshot of website showing status as “ Active ” on Active Taxpayer List of FBR.
2	Minimum five (05) years of relevant experience in at least three (03) verifiable reputable organizations during last ten (10) years.	Attach Copy of Purchase or Delivery Orders or Contracts or project Completion or Sign-off Certificate with contact details of officials concerned. (Attach testimonial from the organization).
3	The bidders must have currently one running contract of providing canteen/cafeteria services to any verifiable reputable organizations for minimum 400 persons/day.	Attach Copy of Purchase or Delivery Orders or Contracts with contact details of officials concerned.
4.	Bidder must have annual turnover with a minimum of 10 million (per year) in any of last three (03) years as per Audited Financial Statement/Annual Tax Returns.	Copy of Audited Financial Statement or Tax Statement / Annual Tax Return filed in FBR is required
5	The Bidder must be registered with Sindh Food Authority.	Copy of License/ Web reference/documentary evidence as proof of holding currently valid license.
6.	Bidder must not have been blacklisted or be in breach of performance with SBP or any Organization(s).	Provide Affidavit as per the format given in TECH Form 4.

Official Seal & Signature of Bidder: _____

Date: _____

2nd Stage Evaluation:**The bidders who meet the mandatory eligibility criteria will be further evaluated based on On-Site Assessment of currently running cafeteria/canteen**

The purpose of this criterion is to gauge the quality, efficiency and control/ management of the bidder and to judge its services being performed in Bank/MNC/Hospital. Bidders while drafting the Services Execution Plan must consider the operational timings of the canteen, menu items, average number of Bank employees visiting the canteen for lunch, tools/kitchen equipment/installations available within the Bank premises etc. In addition, supporting details for service providers is given in the Bidding document **(Appendix A&B)** which should be adhered.

Supporting Information which should be covered by the Bidder in its Services execution Plan.

The scope of the contract is to prepare and provide hygienic quality food (lunch, and tea/snacks etc.) at State Bank of Pakistan (SBP) premises located at I.I Chundrigar Road Karachi and Bolton Market, Karachi. Bidders while submitting the Service execution Plan must also consider the following points:

1. To ensure proper management for providing food items and implement adequate procedures by reducing queues and waiting time at counters. There should be at least three counters each for payment & food serving. Counter for cashless payment should be separate. The Service provider shall be responsible to implement procedures and guidelines as advised from time to time by the Canteen Management Committee.
2. To provide the services through trained & professional canteen manager, chefs, cooks, servers, etc. with highest standards of customer service. For this purpose the Service provider shall be solely responsible to engage the staff on his own account and for all matters related their hiring, firing, payment of wages etc. as per applicable laws. The canteens staff hired by the Service provider as well as service boys shall wear neat and clean prescribed uniform, disposable gloves, shoes and caps to be provided by the Service provider at its own cost.
3. The Service provider shall be responsible for providing efficient service at the canteens during any period the canteens are required to remain open.
4. The Service provider will accept / encourage cashless payment mode i.e. through Raast, Cards, QR Code online payments or through any other digital payment platforms advised.
5. Service provider will ensure daily availability of sufficient quantity of food with minimum serving time.
6. Service provider shall provide-A grade seasonal fruits for which the rates will be approved on monthly basis by canteen committee.
7. Canteen Committee will decide monthly menu from categories (A, B, C and D or other suggested by the vendor).
8. The Bank will conduct periodical lab testing of food items or as & when required.

The following information may please be noted

Description	SBP Canteen	
Area (approx.)	Main Hall	7240 sq. ft.
	Executive Hall	1750 sq. ft.
	Counter Area	850 sq. ft.
	SBP Canteen Kitchen/Dishwashing Area	1820 sq. ft.
	Store/Office	400 sq. ft.
	Bolton Market office	1100 sq. ft.
Average Visitors per day (approx.) 850	Lunch (Main Hall)	600 visitors
	Lunch (Executive)	150 visitors

	Bolton Market office	100 visitors
Equipment/Installations *	Water Dispensers	03
	Wooden Almirah (Store Room)	01
	Dirty Table (Steel)	10
	Microwave Oven	02
	Cash Counter	01
	Dish washer	01
	Dough maker	01
	Wooden Showcase	01
	Trolleys	02
	Buffet Set	08
	Stove/Burner (Choolay)	10
	Tandoor	03
	Ban Marie	03
* furniture & other kitchen accessories will be provided by the Bank.		
Cutlery will be provided by the vendor.		
Timing (Tentative)	Lunch	01:00 PM TO 03:00 PM

*Canteen timing can vary depending on the Bank timings and decision of the canteen committee

Furthermore, participating bidders are strongly encouraged to visit the canteen for better understanding of the requirements, etc. In this connection may contact on the following:

Contact:

021-3311 5420

021-3311 5963

Email: gsd.proc2@sbp.org.pk

Services Execution Plan (30% Weightage):

Bidders are required to submit detailed / comprehensive services execution plan for the required services for following parameters as per Form-V of Section-V.

- i. Team Profile (Qualification & Experience).**
- ii. Procedures for Handling & Storage of Ingredients**
- iii. SOPs for Cleanliness & Hygiene**

iv. Plan for Customer Complaints Resolution

The Services Execution Plan of each parameter will be evaluated on the below scale and subsequently weighted score will be worked out:

- a) Excellent -4
- b) Very Good - 3
- c) Good- 2
- d) Fair- 1
- e) Poor - 0

Weighted Score will be calculated as under

Weighted Score = Average Score of above parameters *0.3

Onsite Assessment of current establishment (70% Weightage)

The bidders will be assessed by visiting and evaluating their running cafeteria/canteen. An Independent Evaluation Committee will assess the running contract/s by visiting and evaluating the running canteen/cafeteria

1. Food Quality (Taste, presentation, ingredients & freshness)

weightage assigned=40%

The score will be awarded as follows

- f) Excellent -4
- g) Very Good - 3
- h) Good- 2
- i) Fair- 1
- j) Poor - 0

2. Hygiene /Cleanliness (Personal Hygiene of food handlers and Cleanliness) weightage assigned=30%

The score will be awarded as follows

- f) Excellent -4
- g) Very Good - 3
- h) Good- 2
- i) Fair- 1
- j) Poor - 0

3. Kitchen/Store Management (Food Preparation, Shelving/storage and temperature)

weightage assigned=10%

The score will be awarded as follows

- f) Excellent -4
- g) Very Good - 3
- h) Good- 2
- i) Fair- 1
- j) Poor - 0

4. Users' Feedback (Food Quality, Services Quality and Feedback from social media platform/users of services) weightage assigned=20%

Total Weighted Score in onsite visit of running cafeteria = score obtained in food quality * 0.4 + score obtained in Hygiene /Cleanliness * 0.3 + score obtained in Kitchen/Store Management * 0.1 + score obtained in User's feedback * 0.2

Weighted Score will be calculated as under

Total Weighted Score for Technical Evaluation / Total Weighted combined Score =
Average score obtained in Service Execution Plan *0.3 + Total weighted score obtained in onsite visit in running contract *0.7

The bidder obtaining total weighted score of 70% in total Weighted Score for Technical Evaluation /Total Weighted Combined Score shall be eligible for next phase of bidding i.e. Financial bid opening

Note:

- 1- The bidders must submit documentary evidences in support of above. In case of non-submission hereof, the relevant bid will be rejected.
- 2- The Financial Proposals of the only technically compliant bids (after meeting all of the mandatory criterion and by obtaining total weighted score of 70% in 2nd stage) will be opened and the bid found to be the Most advantageous (as per details/formula mentioned in bidding document) shall be accepted.

TECH Form 7: Technical Compliance Form

(ON SERVICE PROVIDER'S LETTERHEAD)

S. No	Description	Bidder Response (Yes/No)
1	All the requirements mentioned in Section V and Appendix A & B of the Bidding Document.	
2	All the stated Terms and Conditions of the Contract.	
3	The Bid is unconditional.	

Official Seal & Signature of Bidder: _____

Date: _____

General Note:

The Financial Proposal of the only technically compliant/accepted bids will be opened and the bid found to be the Most Advantageous i.e. having fulfilled the mandatory eligibility/qualification criteria, technically compliant with total weighted score of 70% in total Weighted Score for Technical Evaluation /Total Weighted Combined Score and lowest evaluated rates shall be accepted and will be awarded the Contract.

TECH Form 8: Declaration for Ultimate Beneficial Owners Information**Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts**

(ON SERVICE PROVIDER'S LETTERHEAD)

Declaration of Beneficial Owners' Information**Under Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022 of Public Procurement Regulatory Authority**

Name	
Father's Name/Spouse's Name	
CNIC/NICOP/Passport no.	
Nationality	
Residential address	
Email address	
The date on which shareholding, control, or interest was acquired in the business.	

In case of indirect shareholding, control, or interest being exercised through intermediary companies, entities, or other legal persons or legal arrangements in the chain of ownership or control, the following additional particulars are to be provided:

1	2	3	4	5	6	7	8	9	10
Name	Legal form (Company/ Limited Liability Partnership/ Association of Persons/ Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified))	Date of incorporation/ registration	Name of registering Authority	Business Address	Country	Email Address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the Company	Identity of Natural Person who ultimately owns or controls the legal person or arrangement

Information about the Board of Directors (details shall be provided regarding the number of shares in the capital of the company as set opposite respective names).

1	2	3	4	5	6	7	8
Name and surname (In Block Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/ Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/ principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
Total number of shares taken (in figures and words)							

Any other information incidental to or relevant to Beneficial Owner(s)

Name of the Bidder: *[insert complete name of the participating Entity]*

Name of Authorized Person: _____

Title of the person signing the Response: _____

Signature of the person named above: _____

Date: _____

TECH Form 9: Supplier Creation Form



**STATE BANK OF PAKISTAN
STRATEGIC & CORPORATE AFFAIRS DEPARTEMENT
Supplier Bank Account (IBAN) Details Form**

S-2

1. For Office use:

*Office/Deptt				*Supplier No.	(Mandatory if already exists)	WHT Rate
Supplier	New		Update			
*Supplier Type	i.e. Hospital, Labs, University, General etc.			*Liability A/C		
				*Prepayment A/C		

2. Supplier Information

*Supplier Name			
*Supplier NTN		CNIC No.	(If NTN not available)
Supplier Address			
		Supplier City	
Contact No.			Mobile
E-mail Address			Fax No.

3. Bank Account Information

*Bank Name			
*IBAN (24 Characters)			*Supplier Stamp & Signature
*Branch Type	Islamic	Commercial	
*Title of Account			

(For Office use only)

Forwarded By	Verified By	Entered By (Supplier Mgt User)
(Procurement Function)		
Date		

- Note:** In order to comply with AML, CFT & CPF Compliance Policy issued on 31-Dec-2020 by CMD-HOK, respective office/department shall ensure that supplier (individual/entity) is not included in the list of proscribed individuals and entities (Refer to Para 8.6 of policy ibid.)
- Field marked with * are mandatory.
- Information without complete Bank Account Details (IBAN) & NTN/ CNIC will not be accepted.
- Any changes in Supplier's particulars should be conveyed immediately to SBP BSC. SBP BSC will not be responsible for credit into wrong account of supplier due to change in bank account details not conveyed to SBP BSC or delay in settlement of supplier's claims.

Section VI: Forms for Financial Proposal

- 1. Fin. Form 1- Financial Proposal Submission Form**
- 2. Fin. Form 2 – Price Schedule**

Fin. Form 1: Financial Proposal Submission Form

(ON SERVICE PROVIDER'S LETTERHEAD)

Date: _____

To:

Director
General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I. I. Chundrigar Road,
Karachi –Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer requisite services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, in case our Bid is accepted, to deliver the services in accordance with the schedule specified in the **Appendix A** and other terms and conditions of the Contract.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to Rs.500,000/- (Rupees five hundred thousand) for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this Bid for a period of **180 (One Hundred Eighty Days)** from the date fixed for Bid opening under **Clause 20** of the Instructions to Bidders, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

If our Bid is accepted then until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We understand that you are not bound to accept the Most Advantageous or any bid you may receive.

Dated this _____ day of _____ 202__.

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

Fin. Form 2: Price Schedule in Pak Rupees (On Bidder's Letter Head)

Name of Bidders:

Reference No: ITB No. GSD Proc. II/ Cafeteria Services/250783/2025

Rates to be quoted using spices, oil and other ingredients of well reputed brands as mentioned in Annexure A as well and other terms and conditions of the contract.

Category A- Daal/Vegetable/Curries (30% weightage)			Weight	Rate Inclusive of applicable taxes (Rs.)	Z= (W x Y)
S.#.	Food Items	Proposed Weight of the item/dish	W	Y	
1	Daal Mash / Mong /Masoor	250 Grams	5		
2	Seasonal Vegetable	250 Grams	5		
3	Curry Pakora	250 Grams	5		
4	Chicken Haleem/ Chicken Nihari	250 Grams	5		
5	Chicken Qorma/chicken Masala	250 Grams	5		
6	Chicken Handi	250 Grams	5		
Grand Total: Category A- Daal/Vegetable/Curries					
Category – B Rice Items (25% weightage)					
1.	Plain Zera Rice (Basmati/ Super kernel)	400 Grams	5		
2.	Chicken Biryani (Kernel Basmati or equivalent)	500 Grams	7		
3.	Beef Biryani (Kernal Basmati or equivalent)	500 Grams	7		
4.	Chicken Yakhni/Muttar Pulao (Kernal Basmati or equivalent)	500 Grams	6		
Grand Total: Category – B Rice Items					
Category C- Bar B Que /Chinese/ Fast food/Sea Food (30% weightage)					
1	Chicken Tikka	200 Grams	5		
2	Chicken/Cheese Sandwich	250 Grams	4		
3	Chinese Platter (Equal serving of veg/egg fried rice, gravy based chicken item machurian/jalfrezi)	250 Grams	6		
4	BBQ Platter (Equal serving of at least 02 items i.e. tikka boty, seekh kababs, Bihari boti)	250 Grams	6		
5	French Fries with sauce/Garlic Bread	150 Grams (including sauce/bread)	3		
6	Fish	200 Grams	6		

Grand Total: Category C- Bar B Que / Fast food					
Category D - Side Items (15% weightage)					
1	Tea Live (Doodh Patti/Green Tea/Tea Bag)	150 ml	2		
2	Naan/ Chapatti (whole wheat/ whole grain)	85 Grams	2		
3	Salad (Green/Russian/ Fruit/Mix)	400 Grams	2		
4	Sweet dish (Zarda/Custard/Kheer/sheer khurma/Ice-cream)	150 Grams	3		
5	Fruit Chaat (Seasonal Fruits)		3		
6	Seasonal Fresh Fruit Juices/shakes		3		
Grand Total: Category D - Side Items					

Note. Cold Drinks, mineral water bottles, biscuits will be charged as per MRP/market rates. Furthermore, Service provider will provide-A grade seasonal fruits for which the rates will be approved on monthly basis by canteen committee.

Note:

- 1- Collection of all the applicable taxes from its customers and deposit hereof shall be sole responsibility of the Canteen Service Provider.
- 2- Rate must be inclusive of all applicable taxes.
- 3- The bidder may be asked to operate on other premises as specified by SBP based on the operational requirements from time to time or due to infrastructure changes or as decided by the management.

Formula for Calculation of Most Advantageous Bid

Weighted Score of Price Schedule : Sum of A * (30%) + Sum of B * (25%) + Sum of C * (30%)+ Sum of D * (15%) = weighted average price for all categories (_____) *(in words and figures)*

The bid with lowest weighted price will be considered as most advantageous.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Section VII: Form of Contract

(Payment of Stamp Duty as Per the Prevailing Rates Will Be the Responsibility of the Successful Bidder)

CONTRACT FOR SERVICES



Procurement of Cafeteria Services for SBP Canteen, Karachi

Between

SBP Banking Services Corporation (SBP BSC)

and

(Name of Service Provider)

DD-MM-YYYY

Form of Contract

THIS CONTRACT (hereinafter called the “**Contract**”) is made on the _____ day of the month of _____, 2025 by and between, **SBP Banking Services Corporation (SBP BSC)**, having its principal place of business at _____, (Hereinafter referred to as “**The Bank**” which expression shall, wherever the context so permits, include its successors in interest and assigns) through _____ who is duly authorized in this behalf, of the First Part

AND

(**Name of Service Provider**) incorporated/registered under the applicable laws in Pakistan, having its principal office at _____. (Hereinafter called “**The Service Provider**”, which expression shall, wherever the context so permits, include its successors in interest and assigns) through _____ who is duly authorized in this behalf of the other Part

(The Bank and The Service Provider are hereinafter collectively referred to as the “Parties” and individually as a “Party”).

WHEREAS,

- a) the Bank has requested the Service Provider to provide certain Services as defined in the **Appendix A** to this Contract (hereinafter called the “**Services**”);
- b) the Service Provider, having represented to the Bank that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions outlined in this Contract at the approved rates mentioned in **Appendix E** titled breakdown of the contract price;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- a) The General Conditions of Contract;
- b) The Special Conditions of Contract;
- c) The following Appendices:
 - Appendix A—Description of the Services
 - Appendix B—Services and Facilities Provided by the Bank
 - Appendix C—Focal Persons
 - Appendix D—Break up of Contract Price/Rates
 - Appendix E— Service Provider’s Financial Proposal
 - Appendix F— Notification of Award
 - Appendix G— Letter of Acceptance
 - Appendix H —Performance Guarantee
 - Appendix I— Integrity Pact
 - Appendix J— Service Execution Plan
 - Appendix K— Supplier Representative Form
 - Appendix L — Ultimate Beneficial Ownership Form

2. The mutual rights and obligations of the Bank and the Service Provider shall be as outlined in the Contract, in particular:

- a) The Service Provider shall carry out the Services only through its regular / contracted employees, hereinafter referred to as ‘The Service Provider’s employee

(s)' in accordance with the provisions of the Contract; and

- b) The Bank shall make payments to the Service Provider in accordance with the provisions of the Contract after deduction of all the applicable taxes required under the existing laws at the time of payment and recover damages, (if any), during the period of services.
3. The Service provider shall provide the Services during the period commencing **dd-mm-yyyy** and continuing through **dd-mm-yyyy** or any other period as may be subsequently agreed by the parties in writing.
4. This Agreement can only be amended or extended in writing and upon mutual consent of both the parties.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of the SBP Banking Services Corporation (SBP BSC)	For and on behalf of the (Name of Service Provider)
<i>[Authorized Representative]</i> (Name, Designation, Official Stamp and signature)	<i>[Authorized Representative]</i> (Name, Designation, Official Stamp and signature)
Witness 1	Witness 1
Name: _____ CNIC# _____ Signature: _____	Name: _____ CNIC# _____ Signature: _____
Witness 2	Witness 2
Name: _____ CNIC# _____ Signature: _____	Name: _____ CNIC# _____ Signature: _____

A. General Conditions of Contract (GCC)

1. General Provisions

1.1. Definitions

1.1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a) **"Applicable Law"** means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan.
- b) **"Bank"** means **SBP Banking Services Corporation (SBP BSC)**
- c) **"Completion Date"** means the date of completion of the Services by the Service Provider as certified by the Bank
- d) **"Contract"** means the legally binding written agreement signed between the Bank and the Service Provider, which includes all the attachments and appendices thereto, and all documents incorporated by reference therein.
- e) **"Day"** means a Gregorian calendar day unless indicated otherwise.
- f) **"GCC"** means these General Conditions of Contract;
- g) **"Government"** means the Government of the Islamic Republic of Pakistan;
- h) **"Party"** means the Bank or the Service Provider, as the case may be, and "Parties" means both of them;
- i) **"SCC"** means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- j) **"Service Provider's Bid"** means the completed Bidding Documents submitted by the Service Provider to the Bank
- k) **"Service Provider"** means **(Name of Service Provider) M/s (Name of the Successful Service Provider)** registered under Relevant Act/Regulation/Ordinance etc.
- l) **"Services"** means the work actions/work to be performed by the Service Provider under this Contract, as described in **Appendix A** hereto.
- m) **"Sub Service Provider"** means an entity to whom the Service provider intends to subcontract any part of the Services while remaining responsible to the Client during the performance of the Contract.

1.2. Applicable Law

1.2.1. The Contract shall be governed by the laws of the Islamic Republic of Pakistan.

1. General Provisions	
1.3. Language	1.3.1. This Contract has been executed in English/Urdu, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.4. Notices	1.4.1. Any notice, request, or consent made under this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email, or facsimile to such Party at the address specified in the SCC .
1.5. Location	1.5.1. The Services shall be performed at such locations as are specified in Appendix A and, where the location of a particular task is not so specified, at such locations in Pakistan, as the Bank may approve.
1.6. Authorized Representatives	1.6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Bank or the Service Provider may be taken or executed by the officials specified in the SCC .
1.7. Inspection and Audit by the Bank	1.7.1. The Service Provider shall upon reasonable notice by the Bank allow the Bank's Management, its auditors to inspect, examine and audit its accounts and records which are directly relevant to the performance of the Services as outlined in this Contract and to have them audited by auditors appointed by the Bank if so required by the Bank.
1.8. Taxes, Duties and other applicable laws.	1.8.1. The Service Provider shall pay its own and its employees' taxes, and the Bank is authorized to withhold any tax from payment to the Service Provider and to deposit the same into the Governmental Treasury. The Service Provider shall also ensure compliance with local laws and applicable regulations. 1.8.2. Any additional tax, levies, duties, or modification in the existing rates of tax and other applicable laws imposed during the pendency of this Contract shall be adjusted in the contract price by both parties.
1.9. Relationship of Parties	1.9.1. Nothing in this Contract is intended or shall be deemed to constitute a partnership agency, employer-employee or joint venture relationship between the Parties. No Party shall incur any debts or make any commitments for the other except to the extent, if at all specifically provided herein.
2. Commencement, Completion, Modification, and Termination of Contract	
2.1. Effectiveness of Contract	2.1.1. This Contract shall come into effect on the date the Contract is signed by both parties or such date as may be stated in the SCC .
2.2. Commencement of Services	2.2.1. The Service Provider shall start carrying out the Services within thirty (30) days after the Contract becomes effective, or at such other date as may be specified in the SCC .
2.3. Intended Completion Date	2.3.1. Unless terminated earlier under Clause 2.6 , the Service Provider shall complete the activities by the Intended Completion date, as is specified in the SCC . If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.11 . In this case, the Completion Date will be the date of completion of all activities.

1. General Provisions	
2.4. Modification	2.4.1. Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or the Contract Price, may only be made by written agreement between the Parties in compliance with PPR-2004.
2.5. Force Majeure	2.5.1. Definition For this Contract, “Force Majeure” means an unforeseeable event that is beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations under the Contract impossible or to be considered impossible under the circumstances. The Party affected by Force Majeure shall on the occurrence of such event leading to Force Majeure, immediately notify the other Party in writing and take all reasonable steps to overcome the Force Majeure. If the Force Majeure persists, the affected Party may terminate this Contract as per clause 2.6 of the Contract because of Force Majeure. 2.5.2. No Breach of Contract The failure of a Party to fulfill any of its obligations under the Contract shall not be considered to be a breach of or default under this Contract, insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event; a. has taken all reasonable precautions, due care and reasonable alternative measures to carry out the terms and conditions of this Contract, and b. has informed the other Party as soon as possible about the occurrence of such an event. 2.5.3. Extension of Time Any period within which a Party shall, under this Contract, complete any action or task or additional task shall be extended for a period equal to the time during which such Party was unable to perform such activities as a result of Force Majeure or on the advice of Bank.
2.6. Termination	2.6.1. By the Bank The Bank may terminate this Contract, by not less than thirty (30) days written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause 2.6.1 and sixty (60) days in the case of the event referred to in (g): a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Bank may have subsequently approved in writing; b) if the Service Provider becomes insolvent or bankrupt; c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for not less than sixty (60) days; or d) if the Service Provider/s, in the judgment of the Bank

1. General Provisions	
	has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. e) if the Service Provider does not maintain a Performance Guarantee under Clause 3.12 f) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid under Sub-Clause 3.11.1 and the SCC; g) if the Bank, in its sole discretion, decides to terminate this Contract. 2.6.2. <u>By the Service Provider</u> The Service Provider may terminate this Contract, by not less than ninety (90) days" written notice to the Bank, such notice to be given after the occurrence of any of the events specified in following paragraph of this Clause 2.6.2: a) If the Bank fails to pay any amount to the Service Provider under this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue. 2.6.3. <u>Payment upon Termination</u> Upon termination of this Contract under Clauses 2.6.1 or 2.6.2, the Bank shall make the following payments to the Service Provider: a) Payment of services under Clause 6 for Services satisfactorily performed by the Service Provider before the effective date of termination; b) except in the case of termination under paragraphs (a), (b), (d), (e), (f) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.
3. Obligations of the Service Provider	
3.1. General	3.1.1. The Service Providers shall perform the Services in accordance with the Description of the Services and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices. The Service Provider shall always act in good faith in respect of any matter relating to this Contract or to the Services, and shall at all times support and safeguard the Bank 's legitimate interests in any dealings with Sub Service providers or third parties. 3.1.2. The Service Provider will ensure continuity of services without interruption as per requirement. 3.1.3. In the course of the performance of the services, the Service Provider shall comply with all requirements of the Bank.

1. General Provisions	
	3.1.4. The Service Provider shall comply with all applicable laws, rules and regulations, instructions and customary practices of the Bank. 3.1.5. The Service Provider shall promptly notify the Bank of any matter coming to their knowledge that could have a material effect on the business or affairs of the Bank. 3.1.6. The Service Provider shall comply with any code of conduct provided to the Service Provider by the Bank from time to time and shall conduct themselves in a manner which is not prejudicial to the interest and business of the Bank.
3.2. Indemnity	3.2.1. The service provider agrees to indemnify the Bank and hold it harmless against all liabilities, including judgements and cost of litigation, for anything done or omitted by the service provider in the execution of this Contract.
3.3. Conflict of Interests	3.3.1. <u>Service Provider and Service Provider's employee (s) Not to Benefit from Commissions and Discounts.</u> Payment against the services under Clause 6 shall constitute sole payment to the Service Provider. The Service Provider shall not accept for their benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract, and in discharge of their obligations under this Contract. The Service Provider shall ensure that the Service Provider's Employee(s), or their affiliates shall not receive any additional payment. 3.3.2. <u>Service Provider and Affiliates Not to be Otherwise Interested in Project</u> The Service Provider agrees that during the term of this Contract and after its termination, the Service Provider and its affiliates shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services. 3.3.3. <u>Prohibition of Conflicting Activities</u> Neither the Service Provider nor its affiliates shall engage, either directly or indirectly, in any of the following activities: - during the term of this Contract, any business or professional activities in the Islamic Republic of Pakistan which would be in conflict with the activities assigned to them under this Contract; - during the term of this Contract, neither the Service Provider nor its affiliates shall employ regular or contractual employees in active duty or on any type of leave, to perform any activity under this Contract; - after the termination of this Contract, such other activities as may be specified in the SCC.
3.4. Confidentiality	3.4.1. Information relating to evaluation of bids and recommendations concerning to award of the Contract shall not be disclosed by the Bank to the bidders or to any other person who is not officially concerned with the

1. General Provisions	
	process, until the announcement of the result of evaluation. 3.4.2. The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the Contract to any person or entity without the Bank 's prior written consent. 3.4.3. In case of any disclosure related to the bidding process and contractual obligations at any stage by any bidder, the Bank may reject its bid and/or terminate the Contract. .
3.5. Contractual Liability Insurance to be taken out by the Service Providers	3.5.1. The Service Provider may obtain Contractual Liability Insurance to cover all claims related to Negligence / Fraud if any, committed by The Service Provider's employee (s) in the course of this Contract with the Bank, and shall indemnify and keep indemnified the Bank, at all times against any such loss, claim, damage, and charge. However, the Service Provider shall be responsible to indemnify the Bank within 45 days after receiving all the required supporting documents to support the claim regardless of the payment of the insurance amount paid by the insurance company to the Service Provider. Failure of the Service Provider to pay the Bank's claim within the aforesaid period shall authorize the Bank to deduct the claimed amount from the monthly Service Charges payable to The Service Provider. In case the Bank fails to provide the supporting documents to prove the incident, no claim amount will be paid. 3.5.2. The Service Provider at the Bank 's request shall provide evidence to the Bank showing that such insurance has been taken out and maintained and that the current premiums have been paid.
3.6. Service Providers' Actions Requiring Bank 's Prior Approval	3.6.1. The Service Provider shall obtain the Bank 's prior approval in writing before taking any of the following actions: a) entering into a subcontract for the performance of any part of the Services, b) changing the schedule of activities; c) any other action that may be specified in the SCC.
3.7. Independent Service Provider Status	3.7.1. The parties agree that this Contract creates an independent Service Provider relationship, not an employment relationship. The Service Provider acknowledges and agrees that the Bank will not provide the Service Provider or the Service Provider's employee(s) any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax/withholding tax is Service Provider's responsibility. 3.7.2. The Service Provider shall be exclusively responsible for paying the salary and other emoluments and providing the benefits to which each of the Service Provider employee (s) is entitled under his/her Contract with the Service Provider. All claims made by the Service Provider's employee (s) shall be dealt with exclusively by the Service Provider. 3.7.3. None of the Service Provider's employee (s) shall be entitled to seek employment with the Bank merely on the ground

1. General Provisions	
	that he/she had been engaged by the Service Provider during the tenure of this Contract or was engaged by the Service Provider for the provision of the services to the Bank.
3.8. Compliance with all the Regulatory Requirement	3.8.1. The Service Provider will be responsible for the due and proper payment of and observance of all laws applicable to them. 3.8.2. The Service Provider will ensure that the terms and conditions of employment/ service of its employees are compliant and in accordance with the applicable labor laws existing in Pakistan and any of the Provinces in Pakistan. 3.8.3. The Service Provider shall take all practicable steps to ensure that all of its resources comply with the Applicable Law.
3.9. Reporting Obligations	3.9.1. The Service Provider shall submit to the Bank the reports and documents specified in Appendix A as and when required by the Bank.
3.10. Documents Prepared by the Service Providers to Be the Property of the Bank	3.10.1. All, reports, and other documents submitted (if any) by the Service Provider under Clause 3.9 shall become and remain the property of the Bank, and the Service Provider shall, upon request from the Bank during the execution of Contract and in any case not later than upon termination or expiration of this Contract, deliver all such documents to the Bank, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents. Restrictions about the future use of these documents, if not specified in the SCC shall be communicated during the execution of the Contract.
3.11. Liquidated Damages	3.11.1. <u>Payments of Liquidated Damages</u> The Service Provider shall pay liquidated damages to the Bank as stated in the SCC. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Bank may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities. 3.11.2. <u>Correction for Over-payment</u> If the Intended Completion Date is extended after liquidated damages have been paid, the Bank shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment. 3.11.3. <u>Lack of performance penalty</u> If the Service Provider has not corrected a Defect within the time specified in the Bank's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Clause 7.2.
3.12. Performance Guarantee	3.12.1. The Service Provider shall provide the Performance Guarantee to the Bank no later than the date specified in the Letter of acceptance. The Performance Guarantee shall be

1. General Provisions	
	issued in an amount and form and by a bank acceptable to the Bank and denominated in the currency in which the Contract Price is payable. The Performance Guarantee shall be valid until a date 28 days from the Completion Date of the Contract. 3.12.2. The Performance guarantee may be forfeited if a Bidder: i. fails to fulfill all the contractual and legal obligations; ii. fails to agree with the decision made by the Bank as a result of arbitration; or iii. violates any law(s) during execution of Contract. iv. fails to start the execution of services or stop providing services without prior approval of the Bank.
4. Service Provider's Team	
4.1. Description of Services to be performed by the Service Provider	4.1.1. The scope of services to be performed by the Service Provider are described in Appendix A .
5. Obligations of the Bank	
5.1. Provide information about the code of conduct	5.1.1. The Bank shall provide the Service Provider with information on the code of conduct and security procedures. The Bank shall immediately notify the Service Provider of any changes to the same during the continuance of this Contract.
5.2. Change in the Applicable Law	5.2.1. If, after the date of this Contract, there is any change in the Applicable Law concerning taxes, duties, which increases or decreases the cost of the Services rendered by the Service Provider, then the cost of services payable to the Service Provider under this Contract shall be adjusted accordingly by a written agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 , as the case may be.
5.3. Services and Facilities	5.3.1. The Bank shall make available to the Service Provider the Services and Facilities listed under Appendix B .
6. Payments to the Service Provider	
6.1. Payments	6.1.1. The Service Provider's payment shall not exceed the Contract price/rates and shall be a fixed lump-sum including all other costs incurred by the Service Providers in carrying out the Services. Except as provided in Clause 5.2 , the Contract price/rates may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments under Clauses 2.4 and 6.3 .
6.2. Contract Price Ceiling	6.2.1. The price/rates payable are set forth in the SCC .
7. Quality Control	
7.1. Performance Standards	7.1.1. The Service Provider will maintain the highest level of service standards.
7.2. Correction of Defects, and Penalty for	7.2.1. The Bank shall give notice to the Service Provider of any failures or service deficiencies before the end of the Contract.

7. Quality Control	
Lack of Performance	The Defect liability period shall be extended for as long as Deficiency remains to be corrected. 7.2.2. Every time notice of a failure in performance arises, the Service Provider shall correct the notified failure in the performance within the length of time specified by the Bank's notice. 7.2.3. If the Service Provider has not corrected a failure in the performance within the time specified in the Bank's notice, the Bank will assess the cost of having the failure corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Clause 3.11

8. Resolution of Disputes	
9.	9.1.1. In case of a dispute arising between the Parties regarding the terms of or rights and obligations of the Parties under this Contract, if not resolved amicably, shall be settled by an arbitration under Arbitration Act, 1940. The courts of Karachi shall have jurisdiction in case of any matter arising out of this contract.

10. Corrupt and Fraudulent Practices	
10.1. Corrupt & Fraudulent Practices	The Bank requires compliance with its policy regarding corrupt and fraudulent practices. In pursuit of this policy, the Bank follows, inter alia, the instructions contained in Rule 2(1)(f) of PPR 2004.
10.2. Actions by the Bank	10.2.1. The Bank will terminate the Contract if it determines that the Service Provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for the Contract in question; 10.2.2. The Bank will sanction a Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period, to be awarded a Bank's Contract if at any time it determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive and obstructive practices in competing for, or in executing Bank's Contract; and 10.2.3. Under Rule 19 of PPR-2004, "The Bank can inter alia blacklist Service Provider found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA.
10.3. Mechanism Blacklisting and cross-debarring	10.3.1. Under Rule 19 of PPR-2004, the following mechanism and manner for Blacklisting and cross-debarring, from participating in their respective procurement proceedings will be followed as per the below mechanism:

10. Corrupt and Fraudulent Practices

Nature of Offense/Fault	Means of Verification	Action By Committee
Corrupt and Fraudulent Practices	- Results of Bid analysis resulting in substantive evidence of collusion. - Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP Banking Services Corporation - Cross verification of documentary undertaking submitted by Service Provider.	Blacklisted and cross-debarred for the period up to 10 years.
Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded to or defended by Service Provider.	Blacklisted and cross-debarred for the period up to 03 years.
10.3.2. However, such barring action shall be undertaken only after Service Provider has been provided an adequate opportunity of being heard, who is to be barred and blacklisted. 10.3.3. The receipt for any money paid by the Service Provider will not be considered as an acknowledgment of payment to the service provider unless such receipt is signed by a duly authorized officer of the Bank and the service provider shall be solely responsible for seeing that a proper receipt is provided. 10.3.4. Under Rule 7 of PPR 2004, the service provider undertakes to sign an Integrity pact in accordance with the prescribed format attached hereto at Section 6 for all the procurements estimated to exceed Rs. 10.00 million or any other limit prescribed by the Bank.		

B. Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1.1(b)	The Bank is SBP Banking Services Corporation (SBP BSC)
1.1.1(k)	The Service Provider is (Name of Service Provider)
1.1.1(j)	The Title & Reference of the procurement is; <i>Procurement of Cafeteria Services for SBP Canteen, Karachi</i> <i>ITB No. GSD Proc. II/ Cafeteria Services/250783/2025</i>
1.4	The addresses are: Bank: The Chief Manager SBP Banking Services Corporation (Bank) Karachi 2 nd Floor, Main Building SBP Banking Services Corporation, I.I Chundrigar Road, Karachi Pakistan Tel: 021-33115281 Email: KO-GS-Helpdesk@sbp.org.pk Service Provider: Attention: _____ Address: _____ Tel/Mob# _____ Email: _____
1.6	The Authorized Representatives are: For the Bank (Nominee of the Bank) ○ Name: _____ ○ Designation: _____ For the Service Provider (Nominee of the Service Provider) ○ Name: _____ ○ Designation: _____
2.2	The Starting Date for the commencement of Services is <u>dd-mm-yyyy.</u>

2.3	The Intended Completion Date is <u>dd-mm-yyyy</u>. The duration of the contract shall be initially 01 Year, renewable for further 03 years annually based on satisfactory performance determined by the Canteen Committee and on the terms and conditions mentioned in contract agreement.
2.4	Bank reserves the right to modify (increase / decrease) number of Menu Items as per Bank's requirement to which Service Provider will oblige.
3.4	The Service provider while rendering the required services shall not release any information acquired from the Bank due to their exposure that is sensitive and should be kept strictly confidential irrespective of the fact it is specified or otherwise.
3.11	Bank can impose liquidated damages/penalties as per details mentioned in Appendix A & B of this contract. Decision of the Bank for imposition of liquidated damages will be final and binding on the service provider The maximum amount of liquidated damages for the whole contract is Rs. 200,000/-. Once the maximum amount is reached, the Bank may consider termination of the contract.
3.12	<i>Performance Guarantee: Rs. 500,000/- (Rupees five hundred thousand only)</i> for entire period of the contract which should remain valid 28 days beyond expiry date of the contract.
5.2	Prices as per Price Schedule in Appendix E. However, if, after the date of signing of this Contract, any subsequent legislation enacted, changes in the rate of any indirect tax, levy of additional tax or duty by the Government during the currency of Contract that impacts the contract price would be duly accounted for by both the parties of the Contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly. The Canteen Committee from time to time may introduce new items at reasonable rates (i.e. by considering all the facilities provided to the Service provider) subject to the approval. The canteen committee will semi-annually review & revise prices by using 6-month moving-average y/y national inflation. The source of national inflation will be official website of Pakistan Bureau of Statistics (www.pbs.gov.pk) and the revised prices will increase/decrease accordingly. $A = P \times \{1 + (6 \text{ months moving average of monthly national inflation YOY Current}) - (6 \text{ months moving average of monthly national inflation YOY Base})\}$ Where A= New price in Rupees And P= The previous price of the item.
6.1	Payment will be made to service provider by Employees as per approved rates on availed services. No separate payment will be made to service provider
8	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 subject matter thereof shall be referred to the Chief Manager, Karachi Office and CEO of the firm/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. The place of Arbitration will be Karachi. The Courts of Karachi shall have the jurisdiction.

Appendices

(To be finalized at the contract award stage)

- **Appendix A** —Description of the Services, Performance specifications & Terms of Reference
- **Appendix B**— Services and Facilities Provided by the Bank
- **Appendix C**— Focal Persons' Details
- **Appendix D**—Breakup of Contract Price/Rates
- **Appendix E**— Service Provider's Financial Proposal
- **Appendix F**— Notification of Award
- **Appendix G** —Letter of Acceptance
- **Appendix H**— Performance Guarantee
- **Appendix I**— Integrity Pact
- **Appendix J**— Service Execution Plan
- **Appendix K**— Supplier Representative Form
- **Appendix L**— Ultimate Beneficial Ownership Form

Appendix A – Description of Services, Performance specifications & Terms of Reference

There are two main canteens for employees at State Bank of Pakistan. One is main Canteen & Executive Canteen whereas the other is located at Sub Office Building, Bolton Market, M.A. Jinnah Road, Karachi.

Service provider's Responsibilities

The Service provider's responsibilities include the following:

1. Store Management
2. Food Preparation
3. Food Cooking
4. Cutlery: New Crockery & Cutlery will be provided by the Canteen Operator. Standard of Quality duly approved by Canteen Committee.
5. Food Serving / Counter Management / Customer Service
6. Maintaining Personal Hygiene of Food Handlers in kitchen premises including provision of disposable caps, disposable hand gloves and shoes, clean standardized uniforms etc.
7. Cleaning Staff for Dish Washing and ensure complete kitchen cleanliness all the time.
8. Health monitoring and periodic lab tests of deputed staff.
9. Annual training in nutrition/hospitality management/health safety and provide certificate as evidence.

As part of the Service provider responsibility, the Service provider will be responsible to provide quality, tasty, hygienic fresh dishes as per timings and days decided by the canteen committee. Additionally,

1. To maintain a proper and safe and efficient system for collection of payments from the employees/ visitors on daily basis. The Service provider shall introduce alternative automated collection system through Raast, Cards, QR Code online payments or through any other digital payment platforms as and when advised by the bank.
2. To effectively and efficiently manage the routine affairs of the canteen and to ensure effective customer service to the employees of the organization.
3. To provide quality, tasty, hygienic & fresh food in Main Hall, Executive Canteen and Bolton Market Building as per timings and days decided by the Canteen Committee. (except on gazette holidays, however service provider is compelled to provide services as directed by bank on gazette holiday/s)
4. Deep freezer will be arranged by the Service provider in sufficient quantity to meet the actual requirement for providing meal service.
5. Cooking utensils shall be provided by the Service provider in sufficient quantity. The Service provider will ensure that these are properly cleaned / nickered meeting the highest hygienic standard.
6. Meals shall be served through the counters in the main canteen to all employees.
7. The material to be used for preparation of the foodstuff shall be of reputable brands as mentioned below.
 - Reputable brands of Cooking Oil such as Dalda, Habib, Tullo, Soya Supreme, Sufi or equivalent.

- Reputable brands of Masala- Packed masala of standard quality such as National / Shaan or equivalent.
 - Flour / Atta of best available quality.
 - Rice- first class quality kernel basmati
 - Chicken- should be fresh and broiler.
 - Mutton / Fish- fresh and good quality.
 - Reputable brands of Tea such as Brooke Bond, Lipton, Tapal or equivalent.
 - Sugar- Clean white Sugar where required. Sachet of brown sugar, white sugar and stevia or equivalent (for diabetic patients) should be available with tea.
 - Reputable brands of Tetra pack milk be used only such as Nestle Milk pack, Olper or Haleeb Milk Pack, Day Fresh or equivalent.
 - Nan (Tandoori), Chapati, Roti (whole wheat) and Roti (whole grain wheat) should be of 85 gm.
8. Food to be cooked properly and hygienically.
 9. All the items would be weighted by weighing machine before serving.
 10. Cooking / igniting fire shall be restricted within the kitchen or any other place authorized by Canteen Committee.
 11. The canteen shall remain open on all working days and on any other day that may be communicated to the canteen Service provider by the Canteen Committee except during the Holy month of Ramadan.
 12. In case the canteens service provider fails to open / run / operate the canteens on any working days and / or on such days as directed by the Canteen Committee or any authorized Officer of the Bank then the Service provider will have to arrange to operate the canteens and if not then the Bank will make any other alternative arrangements for serving tea / meal at risk and the cost and consequences of the canteen's service provider. The amount so spent shall be deducted from the Service provider bill pending and or those that may be submitted in future and or from Security Deposit / performance guarantee as the case may be.
 13. It will be utmost responsibility of the canteen Service provider completely clean kitchen utensils and premises and report daily log report to division concerned and subsequently close the kitchen. Service provider will be responsible to manage leftover food and storage of cooked food is prohibited. Fresh food will be prepared on daily basis and served to Employees.
 14. The canteen facilities shall be used exclusively for the employees of the Bank. The Service provider shall not serve any outsider except to the bonafide guests of the Bank or anyone else authorized / allowed by the Canteen Committee.
 15. Any poor hygiene, bad presentation of food, bad housekeeping and bad quality of food the Service provider will be penalized as decided by the Canteen Committee and such decision shall be final and binding on the Service provider. The Canteen Committee will be the sole judge in the above mentioned case.
 16. The Service provider shall provide security clearance from Police for his staff visiting / posted at the Bank in connection with the operation of the canteens at their own expenses. Also the Service provider / his staff whether labor or other category will be required to establish identity at the gates of the Bank's office either through his National Identity card. Service provider and its staff will be subject to standing security orders and instructions in force, added modified and amended from time to time by Government and the Bank. For the purpose of identification and security, the Service provider shall issue proper identity cards to all its employees detailed to work within the premises of the canteens.

In case of replacement of any canteen staff member, Service provider shall provide all required details after complete security clearance.

17. The Service provider must be compliant to all the prevailing laws /statutes of the Country.
18. All staff engaged by the Service provider for operating the canteens must be healthy. The Service provider shall furnish medical fitness certificate of all staff at the time of their deployment. Screening tests should include: CBC, ESR, HBS AG, Anti HCV, HIV antibody, Stool D/R and X Ray Chest PA view and vaccinations of staff The screening tests will be conducted through renowned laboratories. The screening/medical tests results will be verified by Bank Health Clinics. Service provide will ensure annual health screening/fitness of canteen staff and will submit a report to the Bank.
19. The Service provider shall be responsible and undertakes to indemnify and hold harmless the Bank, its officers, staff, workers, advisors, agents or any other person acting on behalf of the Bank against all claims resulting from death, injury, burns or accident of any kind caused to his (Service provider's employees) acting in discharge of the contractual obligations.
20. If any loss or damage is caused to the Bank's property by the Service provider or any of its employees or agent such loss or damage shall be made good forthwith by the Service provider at its own cost.
21. The Bank may impose penalty on the Service provider for violations of Terms and Conditions of the Canteen Contract. The Canteen Service provider is bound to comply with duties and responsibilities mentioned in the contract agreement. In case of any deviation from the contractual obligations regarding quality & quantity of food, raw materials, service, cleanliness, personal hygiene, and others, the penalty may be levied on the Service provider with the prior approval of the Canteen Committee. Following are the main reasons for imposition of Penalty:
 - Unsatisfactory Quality/Taste of food
 - Unsatisfactory Laboratory Report of Food Test
 - Breach of Hygiene SOPs
 - Poor Service Delivery
 - Initial Level: Only warnings (verbal & written) on occasional & mild performance gaps.
 - Next Level: Penal actions in case of repeated non-compliance or irregularities

#	Description	Penalty rate per instance (Rupees)
1	Unsatisfactory Quality/Taste of food	20,000
2	Unsatisfactory Laboratory Report of Food Test (Depending on Severity)	10,000 - 50,000
3	Breach of Hygiene SOPs	20,000 – 40,000
4	Poor Service Delivery	20,000 - 40,000

Important Notes:

1. The Service provider is obligated to comply with the instructions of all relevant authorities including Food Authorities, etc.
2. The Service provider shall charge along with rates only lawfully applicable tax/s from the Bank employees. Collection of all the applicable taxes and subsequently its deposit with relevant authorities / department shall be sole responsibility of the Canteen Service provider.

3. The Service provider shall not transfer/sublet the contract to another person or firm in any case.
4. As per instruction of Bank, Service provider will arrange the stalls of different items for different events within the Bank's premises, the required items shall be provided/sold at the same approved rates.

IMPORTANT PROVISIONS

1. The menu is subject to change(s) that may be made by the Canteen Committee at its own. However, changes involving increase in number of days on which Biryani / Chicken /Vegetable / Fish dishes are to be served will be made by mutual consultation with the Service provider.
2. The Bank reserves the rights to change the working hours and or timing of the lunch break to suit its operational requirements. Any change will be intimated to the Service provider in writing by Canteen Committee.
3. In case of termination of contract based on service related issues, the relevant Service provider will be ineligible to participate in subsequent bidding process
4. The Bank through its Canteen Committee or its other officials shall have the right to check and weight the quality/quantity/weight of meal/food and standard of cleanliness of the Canteen.
5. The Canteen Committee from time to time may introduce new items at reasonable rates (i.e. by considering all the facilities provided to the Service provider) subject to the approval of competent authority.
6. The Bank reserves the right to acquire the services of reputable food chains or may advise the Service Provider to establish food stalls of renowned food chains for different food categories as per the requirement of employees in coordination with Canteen Committee of the Bank.

Appendix B – Services and Facilities Provided by the Bank

1. The Bank will provide electricity, gas and water for the canteen free of charge but it will be the responsibility of the Service provider to ensure minimum consumption of the utilities and avoid wastage or leakage of these facilities. In case any wastage, leakage or misuse of utilities is observed due to negligence of the Service provider's staff, the Bank may resort to recovery from the Service provider to the extent of such mis-utilization. The Bank responsibilities includes the following:
 - i. SBP will provide necessary Utilities
 - ii. Daily Cleaning of canteen premises
 - iii. Weekly maintenance including Fumigation
 - iv. Equipment (Dish washer, dough maker , Ban Marie etc)
2. The Service provider will be allowed to use the Bank's existing available canteen space/ premises, furniture, water & air conditioning system, free of cost but it will be the utmost responsibility of the Service provider to take proper care of all the said items considering them as Bank's property.
3. The Service provider will be bound to return the Bank's property in good/ serviceable condition at the time of completion/ termination of the contract agreement.
4. Neither outsider will be served food in the Bank's premises nor will the Service provider use the said facilities for any outside agency/ person etc.
5. The officially approved access to the Bank's premises shall be provided by the Bank, through its Internal Bank Security Department, in favor of authorized/ assigned delivery vans and the Canteen personnel.

Appendix C – Focal Persons Details

Sr.#	Name	Designation	Contact Details	
			Tel/Mob#	Email
1.				
2.				
3.				

Appendix D –Breakup of Contract Price/Rates

To be included at the time of signing of contract

Appendix E –Service Provider’s Financial Proposal

To be included at the time of signing of contract

Appendix F - Notification of Award

To be included at the time of signing of contract

Appendix G -Letter of Acceptance

To be included at the time of signing of contract

Over Stamp Paper

To:

Chief Manager,
State Bank of Pakistan – SBP BSC (Karachi Office),
2nd Floor, SBP Main Building,
I.I Chundrigar Road,
Karachi -Pakistan

WHEREAS **(Name of Service Provider)** (hereinafter called “the Service Provider”) has undertaken, in pursuance of Contract **ITB No. GSD Proc. II/ Cafeteria Services/250783/2025** to “**Procurement of Cafeteria Services for SBP Canteen, Karachi**” (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a bank guarantee by a reputable commercial bank for the sum specified therein as security for compliance with the Service Provider’s performance obligations in accordance with the Contract

AND WHEREAS we have agreed to give the Service Provider a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of **[amount of the guarantee in words and figures]**, and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limits of **[amount of guarantee]** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ____ day of _____202__.

Signature and seal of the Guarantors

[name of commercial bank or financial institution]

[address]

Appendix I - Integrity Pact

Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

Declaration of Fees, Commissions and Brokerage, etc Payable by the Suppliers of Goods, Services & Works In Contracts Worth Rs.10.00 Million Or More

[the Service provider] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege, or other obligation or benefit from the Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Service provider] represents and warrants that it has fully declared the brokerage, commission, fees, etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[The Service provider] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[The Service provider] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, Contract or other instruments, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Service provider] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Service provider] as aforesaid to obtain or induce the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

[Buyer]

[Seller/Supplier]

Appendix K – Supplier’s Representative

Supplier’s appointed representatives are:

Name:	
Designation:	
Contact Details	
Land line:	
Cell:	
Email:	
Address:	

Name:	
Designation:	
Contact Details	
Land line:	
Cell:	
Email:	
Address:	

Appendix L - Declaration of Ultimate Beneficial Ownership

Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts (ON SERVICE PROVIDER'S LETTERHEAD)

Declaration of Beneficial Owners' Information

Under Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022 of Public Procurement Regulatory Authority

Name	
Father's Name/Spouse's Name	
CNIC/NICOP/Passport no.	
Nationality	
Residential address	
Email address	
The date on which shareholding, control, or interest was acquired in the business.	

In case of indirect shareholding, control, or interest being exercised through intermediary companies, entities, or other legal persons or legal arrangements in the chain of ownership or control, the following additional particulars are to be provided:

1	2	3	4	5	6	7	8	9	10
Name	Legal form (Company/ Limited Liability Partnership/ Association of Persons/ Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified))	Date of incorporation/ registration	Name of registering Authority	Business Address	Country	Email Address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the Company	Identity of Natural Person who ultimately owns or controls the legal person or arrangement

Information about the Board of Directors (details shall be provided regarding the number of shares in the capital of the company as set opposite respective names).

1	2	3	4	5	6	7	8
Name and surname (In Block Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/ Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/ principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
Total number of shares taken (in figures and words)							

Any other information incidental to or relevant to Beneficial Owner(s)

Name of the Bidder: [insert complete name of the participating Entity]

Name of Authorized Person: _____

Title of the person signing the Response: _____

Signature of the person named above: _____

Date: _____

*****End of Document*****