

NATIONAL ENGINEERING SERVICES PAKISTAN (PVT.) LIMITED

BIDDING DOCUMENTS

FOR

**PROVIDING CAFETERIA SERVICES AT
NESPAK HOUSE LAHORE**

April 2026



NATIONAL ENGINEERING SERVICES PAKISTAN (PVT.) LIMITED

**Human Resources Division, NESPAK House, 1-C, Block-N, Model Town Extension,
Lahore**

BIDDING DOCUMENTS
FOR
PROVIDING CAFETERIA SERVICES AT
NESPAK HOUSE LAHORE

Terms and Conditions

1. Scope of Services

National Engineering Services Pakistan (Pvt.) Limited (NESPAK) (hereinafter called the “Employer”) invites electronic bids through EPADS from reputed Catering contractors/ vendors/firms who are registered with Income Tax Department, and who are on Active on Taxpayers List of the Federal Board of Revenue and duly licensed by Punjab Food Authority, for providing Cafeteria Services at NESPAK House, Lahore with following requirements:

- i. 1 Manager / Supervisor
- ii. 1 Lady Waiter for female staff
- iii. 1 Waiter for Executive Staff
- iv. 2 Waiters for Hall
- v. 2 Janitors
- vi. 2 Kitchen Service / cooking Staff / helpers

The Bidders must quote for the complete scope of the Services attached as **Annex-A** and **Annex-B** hereto. Any bid covering partial scope of Services will be rejected.

2. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Employer will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3. Validity of the Bids

The Bids shall remain valid for a period of ninety (90) days after the date of bid opening.

4. Clarification of Bidding Documents

Any prospective Bidder seeking clarification regarding the Bidding Documents may submit a request to the Employer through EPADS. Bidders are advised to submit their questions in writing via EPADS not later than seven (7) days before the Bid submission deadline. The Employer will provide responses to all such queries through EPADS.

5. Amendment of Bidding Documents

At any time prior to the deadline for submission of Bids, the Employer may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Documents by issuing addendum through EPADS. Any addendum thus issued shall be part of the Bidding Documents. Such addendum shall be issued not later than three (3) days prior to the deadline for submission of Bids.

6. Bid Security

Bid Security amounting to PKR 200,000 must be provided in the Technical Bid in the form of pay order/CDR in the name of National Engineering Services Pakistan (Pvt.) Limited.

Scanned copy of Bid Security to be provided on EPADS with the Bid & original shall be submitted to the Employer's address specified in Invitation to Bid before the Bid submission deadline, failing which the bid shall be rejected.

After the opening of Financial Bids, the Employer shall return Bid Securities of the Bidders, whose Technical Bids have been declared non-responsive to the requirements of the Bidding Documents.

The Bid Securities of unsuccessful Bidders shall be returned upon award of the Contract to the successful Bidder; whereas the Bid Security of successful Bidder shall be returned when the Bidder has signed the Contract with the Employer.

7. Documents Comprising the Bid

The Bid shall comprise two sets submitted simultaneously on EPADS, one called the Technical Bid and the other called the Financial Bid containing the following documents:

A. Technical Bid

The 'Technical Bid' shall comprise the following:

- i) Duly filled-in, signed and stamped Letter of Technical Bid;
- ii) Power of Attorney of signatory to Bid;
- iii) Bid Security in accordance with Clause 6 hereof;
- iv) Documentary evidences in accordance with requirements of Clause 10 hereof; and
- v) These Bidding Documents duly signed and stamped.

B. Financial Bid

The 'Financial Bid' shall comprise the following:

- i) Duly filled-in, signed and stamped Letter of Financial Bid.

The Bids comprising Technical and Financial Bids must be complete and in order for each requirement mentioned in these Bidding Documents.

8. Bid Prices, Currency of Bid and Payment

The prices shall be quoted by the Bidder entirely in Pak Rupees for the Services to be performed under the Cafeteria Services Agreement. The payment shall also be made in Pak Rupees. The Bid Price shall be quoted inclusive of all prevailing taxes such as income tax, Punjab Sales Tax on Services, etc.

All applicable taxes shall be deducted at source while making payment to the Cafeteria Services Provider as per Government Rules/Instructions/Notifications.

The quoted Total Bid Price shall be adjusted as per provisions stated in the attached Services Agreement.

9. Bid Submission, Opening and Clarification

The Technical Bid shall comprise the documents listed under Clause 7(A) hereof shall be marked as "Technical Bid". The Financial Bid shall comprise the documents listed under Clause 7(B) hereof shall be marked as "Financial Bid".

The Bid, prepared in accordance with the above provisions must be submitted through EPADS latest by deadline for submission of Bids mentioned in Invitation to Bid. The Technical Bids will be opened on same day on EAPDS in the presence of Bidders` representatives who choose to attend, at the address, date and time specified in the Invitation to Bid. Financial Bids will remain unopened until the specified time of their opening.

The envelopes marked 'Technical Bids' shall be downloaded and opened one at a time, and the following read out and recorded:

- (a) the name of the Bidder;
- (b) the presence or absence of Bid Security; and
- (c) any other details as the Employer may consider appropriate.

At the end of the evaluation of the Technical Bids, the Employer will open the Financial Bids of only those Bidders who have submitted substantially responsive Technical Bids. The date, time, and location of the opening of Financial Bids will be intimated by the Employer on EPADS.

The 'Financial Bids shall be downloaded and opened one at a time on EPADS and the following read out and recorded:

- (a) the name of the Bidder;
- (b) the Bid Prices, including any discounts; and
- (c) any other details as the Employer may consider appropriate.

Only discounts read out at Bid opening shall be considered for evaluation.

The Employer will record the minutes of the bid opening (Technical & Financial). Representatives of the bidders who choose to attend shall sign the attendance sheet.

To assist in the examination, evaluation and comparison of Bids the Employer 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 or substance of the Bid shall be sought, offered or permitted.

10. Bidding Requirements

A substantially responsive Bid is one which substantially meets the following requirements:

Sr. No.	Compliance Requirement	Submission Requirement
1	Registration of firm.	Sole proprietorship, partnership deed or relevant registration documents, etc.

2	The Bidder shall have registered with Income Tax Department and be on Active Taxpayers List of the Federal Board of Revenue.	NTN Certificate and extract of Active Taxpayer List
3	The Bidder shall not have been under temporary suspension or declared blacklisted or debarred by the Employer, any Government/Semi Government/Public Department in Pakistan or by a foreign country, international organization or other foreign institution.	An undertaking in the Letter of Technical Bid
4	There shall be no litigation against the Bidder by the Employer, any Government/Semi Government/Public Department in Pakistan;	An undertaking in the Letter of Technical Bid
5	The Bidder shall have requisite licence from Punjab Food Authority.	Copy of valid licence
6	The Bidder shall be in the cafeteria service business for the last five (05) years as a company.	Satisfaction certificate from at least three such organizations is required
7	Details of capacity with respect to production services, supervisory staff, equipment, storage and cooking facility.	Necessary supporting document
8	The Bidder must have their own Kitchen Facility	Address of kitchen facility. Employer's Management can visit for verification
10	List of Client and letters of satisfaction from clients (Banks/Organization / group of companies / institutions).	Agreements/satisfaction letters, etc
11	The Bidder must have liquid assets (Bank balances) of PKR 1.0 Million available to meet the cash flow requirements for this contract	Recent Bank Statements (not older than 06 months) to establish financial soundness of the Bidder's firm

Note: Documentary evidence must be provided for each above-mentioned requirement.

The Technical Bids meeting the above-stated bidding requirements shall be considered substantially responsive. A Bid determined as non-responsive will be rejected by the Employer and will not subsequently be made responsive by correction of the non-conformity.

Any minor informality or non-conformity or irregularity in a Bid which does not constitute a material deviation may be waived by the Employer, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

11. Award of Contract

The Employer shall award the Contract to the Bidder whose Bid has been determined as most advantageous Bid (substantially responsive to requirements of the Bidding Documents with the lowest evaluated Bid Price).

Notwithstanding the above, the Employer reserves the right to annul the bidding process and reject all bids, at any time prior to award of Contract as per Rule 33 of Public Procurement Rules, 2004.

The Bidders are required to read Services Agreement (Specimen) carefully. The Successful Bidder shall be invited to enter in to an agreement with the Employer valid for period of three (03) years.

LETTER OF TECHNICAL BID
PROVIDING CAFETERIA SERVICES AT NESPAK HOUSE LAHORE

To:

Executive Vice President/Head,
CAC & HR Division,
NESPAK House,
1-C, Block N, Model Town Extension,
Lahore

Gentleman,

We, the undersigned, declare that:

1. Having examined the Bidding Documents, we offer to provide the cafeteria services for NESPAK House Lahore as per terms and conditions stated therein;
2. As security for due performance of the undertakings and obligations of the Bid consisting of the Technical Bid and the Financial Bid, we submit herewith requisite Bid Security drawn in your favour with this Technical Bid;
3. We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 90 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
4. The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder for the cafeteria services;
5. We are not under temporary suspension or declared blacklisted or debarred by the Employer, any Government/Semi Government/Public Department in Pakistan or by a foreign country, international organization or other foreign institution;
6. There is no litigation against our firm by the Employer, any Government/Semi Government/Public Department in Pakistan;
7. We are not participating as Bidders, in more than one Bid in this bidding process; and
8. We undertake that all the information and documents submitted with the Bid are genuine, and in case of incorrect information or fake documents we shall be liable for punitive action under the Applicable Law.

Dated this _____ day of _____ 2026

Signature: _____

in the capacity of _____ duly authorized to sign Bid for and on behalf of
_____ [attach Power of Attorney]

(Name of Bidder in Block Capitals)

(Seal)

Witness:

Signature: _____

Name: _____

Address. _____

Occupation _____

LETTER OF FINANCIAL BID
PROVIDING CAFETERIA SERVICES AT NESPAK HOUSE LAHORE

To:

Executive Vice President/Head,
CAC & HR Division,
NESPAK House,
1-C, Block N, Model Town Extension,
Lahore

Gentleman,

1. Having examined the Bidding Documents, we offer to provide the cafeteria services for NESPAK House Lahore for the sum of PKR _____ as per the following Price Schedule:

Sr. No.	Unit Rate for Menu A & B (inclusive of all applicable taxes)	Amount (PKR)
(A)	Menu A	
(B)	Menu B	

2. We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 90 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
3. The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder for the cafeteria services; and
4. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this _____ day of _____ 2026

Signature: _____

in the capacity of _____ duly authorized to sign Bid for and on behalf of

(Name of Bidder in Block Capitals)
(Seal)

Business Address: _____

Witness:

Signature: _____

Name: _____

Address. _____

Occupation _____

Annex-A
Scope of Services

The tentative scope of services is given below; however, the final definite scope shall be agreed between the parties in the Service Agreement signed between the Employer and successful Bidder upon award of the Contract.

1. The Supplier shall provide food, meals, tea, coffee and snacks etc., as required by or for the Employer from time to time, within the Cafe premises situated at NESPAK House, 1-C Block N, Model Town Extension, Lahore.
2. All items / materials required by the Supplier for the preparation of food, meal, etc., shall be purchased by the Supplier. All items/materials shall have to conform to the reputed standard/brands as laid down by the Employer and suffused by the Manager Cafe from time to time.
3. The Supplier shall provide at his own cost and expense sufficient and competent staff to act as Chef, waiters, helpers, supervisor/manager etc, as may be reasonably required in the opinion of the Employer. All staff shall have to be duly uniformed.
4. The Supplier shall provide at his cost the equipment required for running the cafe burners, hot plate, microwave oven, freezers, fridge, crockery, cutlery, utensils and any other allied accessories of kitchen as may be reasonably required in the opinion of the Employer.
5. The Supplier shall be responsible for all the janitorial services regarding the cafe including but not limited to cleaning fixtures, sinks, sweeping and mopping floors, stocking consumable products such as soap and tissue papers, sanitizing all table and chairs, cleaning microwave and emptying trash.
6. Branded Certified items such as cooking oil, Flour, Meat / Chicken etc. from PSQCA/ Food Authorities/ allied department will be used only. Food license from PSQCA, Food Authority will be responsibility of the Supplier including personal / company certificate etc.
7. All purchases for Cafe will be from credible, branded stores like Metro, Hyper Star, CSD, Al Fateh, Jalal Sons, or other branded stores with due consent of Convener, Canteen Handling Committee.
8. No stale items will be sold.
9. Natural gas will be provided to the Supplier; in case of shortage or load shedding of natural gas the Supplier will be responsible for bringing LPG Cylinders.

Annex-B	
MENU A	MENU B
Chicken Karahi with Raita,Salad,3 Roti	Seasonal Vegitable with Raita,Salad,3 Roti
Chicken Biryani	Alu gobi with Raita,Salad,3 Roti
Chicken Jalfrezi with Raita,Salad,3 Roti	Alu began with Raita,Salad,3 Roti
Chicken Ginger with Raita,Salad,3 Roti	Alu Shimla with Raita,Salad,3 Roti
Chicken Achari with Raita,Salad,3 Roti	Dal mash with Raita,Salad,3 Roti
Chicken Haramasala with Raita,Salad,3 Roti	Mixed Daal with Raita,Salad,3 Roti
Chicken Qourma with Raita,Salad,3Roti	Matar Pulao with 2 Cutlus
Chicken Alu Qeema with Raita,Salad,3 Roti	Vegitable Rice with 2 Cutlus
Chicken Broast with Gravy,3 Roti	Curry Pakora with White Rice/3 Roti
Chicken Haleem with Raita,Salad,3 Roti	Pathorey Channay With Mix Achaar

Note: Addition in the Menu can be made with the consent of Canteen Handling Committee.

SERVICES AGREEMENT

BETWEEN

NESPAK

AND

FOR

PROVIDING CAFETERIA SERVICES AT NESPAK HOUSE LAHORE

May 2026

SERVICES AGREEMENT
BETWEEN
NATIONAL ENGINEERING SERVICES PAKISTAN (PVT.) LIMITED (NESPAK)
AND
----- [Name of Supplier]
FOR
PROVIDING CAFETERIA SERVICES AT NESPAK HOUSE LAHORE

THIS agreement (hereinafter called the "Services Agreement") is made on this --- day of the month of -----between, on the one hand, NESPAK with its office located at NESPAK House, 1-C, Block-N, Model Town Extension, Lahore (hereinafter called the "Company/NESPAK"), and, on the other hand, M/s ----- with its office located at----- (hereinafter called the "Supplier").

(Both the entities hereinafter collectively called the "Parties" and individually the "Party".)

WHEREAS

- a) the Company hereby desires to engage the Services of an independent Supplier for providing Services of Cafe in NESPAK House, Lahore; and
- b) the Supplier has agreed to provide the said Services on the terms and conditions as set forth herein.

NOW THEREFORE, it is hereby agreed by and between the Parties as follows:

1. Effective Date of the Services Agreement

This Services Agreement shall come into force with effect from -----.

2. Commencement Date of Services

The Commencement Date of Services shall be the Effective Date of the Services Agreement.

3. Probation Time Period

A three (03) month probation period will come into effect from the

Commencement Date of this Services Agreement. If the Supplier does not meet the agreed quantity, quality and standards criteria, NESPAK reserves the right to cancel this agreement within or after completion of probation period upon giving a two (02) weeks written notice.

4. Expiration of the Services Agreement

The time period for Completion of Services shall be three (03) years, ----- 2029.

5. Obligations of the Supplier

- i. The Supplier shall provide food, as required by or for the Company from time to time, within the Company's premises situated at NESPAK House, 1-C, Block-N, Model Town Extension, Lahore. The menus to be supplied by the Supplier must be according to **Appendix-A** (attached hereto) failing which the Supplier will not be allowed to serve food and a fine of PKR 10,000 will be imposed per incident.
- ii. All items/materials required by the Supplier for the preparation of food shall be purchased by the Supplier. All items/materials shall have to conform to the known standards/brands as laid down by the Company and suggested by the Canteen Handling Committee from time to time.
- iii. The Supplier shall provide at his own cost and expense sufficient and competent staff to act as Chef, waiters, helpers, supervisor/manager etc., as may be reasonably required in the opinion of the Company. All staff shall have to be duly uniformed.
- iv. The Supplier shall provide at his cost and expense the equipment required for running the Cafe e.g., burners, hot plate, microwave oven, freezers, fridge, crockery, cutlery, utensils or any other allied accessories of kitchen as may be reasonably required in the opinion of the Company.
- v. The Supplier shall be responsible for all the janitorial services regarding the Cafe including but not limited to cleaning fixtures, sinks, sweeping and mopping floors, stocking consumable products such as soap and tissue papers, sanitizing all tables and chairs, microwave and emptying trash.
- vi. The Supplier shall ensure that no intoxicant or any banned item is ever allowed to be sold at the Cafe.
- vii. The Supplier shall ensure that weekly menu cards of appropriate size be kept on each table and be provided to the employees on demand.

- viii. In addition to the above, the Supplier shall be responsible for the duties and obligations specified under Appendix - A (attached hereto).

6. Obligations of the Company

- i. A telephone extension shall be provided by the Company to the Supplier at the Cafe.
- ii. The Company shall provide electricity, water and gas to the supplier at the Cafe free of charge.

7. Remuneration

- i. The Company shall pay to the Supplier in respect of his Services as per the quoted rates i.e., for Menu-A: PKR----- (Chicken only) and Menu-B: PKR--- -- (Vegetable/Daal/chawal only) inclusive of all applicable taxes.
- ii. The Supplier shall submit the monthly bill along with the supporting documents, if any, by the 1st week of the following month which shall be paid after tax deductions as approved by the Government of Pakistan Laws.
- iii. The rates applicable to Menu A and Menu B shall be subject to an annual increase of ten percent (10%) to account for anticipated increases in the cost of food items and associated services. The first increase shall take effect upon completion of twelve (12) months from the Commencement Date of the Services (i.e., at the start of the thirteenth (13th) month), and thereafter at the commencement of the twenty-fifth (25th) month.

8. Service Hours

The Cafe shall be opened from Monday through Friday from 1100 HRS upto 1600 HRS of NESPAK House, Lahore. The Cafe shall be closed on official public holidays and during the month of Ramadan.

9. Security Check

The Supplier's staff and incoming/outgoing items shall be subjected to thorough security check by the Company's Security.

10. Cleanliness

The Supplier shall be responsible for maintaining and keeping the Cafe premises and facilities used by him in neat and clean hygienic condition. The Canteen Handling Committee shall have the right to inspect the same and shall call upon the Supplier to maintain the facilities in a neat and clean manner.

11. Penalty

A penalty of PKR10,000 per instanceshall be levied by the CanteenHandlingCommittee in case of violation of any of the clausesof the Services Agreement by the Supplier.

12. Responsibility of the Supplier on Completion of the ServicesAgreement

The Supplier shall be responsible for the items of furniture and equipment entrusted to his care from time to time and shall hand over the same in good order and condition to the Company as and when required by the Company or on termination of the Services Agreement.

Upon termination of the Contract, the Supplier shall also ensure that all the persons engaged by him are removed from the premises forthwith and settlement of their accounts shall be the sole responsibility of the Supplier.

13. Amendment

Neither this Services Agreement nor any of the terms hereof may be amended, changed, waived,discharged or terminated unless such amendments, change, waiver, discharge ortermination is in writing and signed by the authorized personnel of both the Parties hereto.

14. Security Deposit

The Supplier shall provide PKR300,000 as Security Deposit in the form of CDRprior to the signing of the Services Agreement in favor of "National Engineering Services Pakistan(NESPAK)" which shall be returned upon completion of the Services Agreement. In case of outstanding claims, damages this Security Deposit will be used to settle them.

15. Dispute Settlement

Any dispute or difference arising out of this Services Agreement which cannot be amicably settled between the Parties shall be finally decided by the Executive Vice President,CAC & HR Division NESPAK, whose decision shall be final and binding on the Parties.

16. Termination of the Services Agreement

In the event of the Supplier committing a breach of any of the terms and conditions of this Services Agreement, the Company shall be entitled to terminate this Services Agreement by giving one (01) month written notice

after assigning the reason of dispute/complaint.

The Supplier may also terminate the Services Agreement on the occurrence of anydispute/complaint by giving one month(01) written notice.

IN WITNESS WHEREOF, the Parties hereto have executed this Services Agreement in two(02) original signed documentsat Lahore.

For and on behalf of

NESPAK

(The Company)

For and on behalf of

(The Supplier)

Signatures: _____

Name: _____

Signatures: _____

Name: _____

Title: _____

Title: _____

Seal: _____

Seal: _____

Witness

Witness

Name: _____

Name: _____

Title: _____

Title: _____

Seal: _____

Seal: _____

Appendix - A

Obligations of the Supplier

The Supplier shall also be responsible for the duties and obligations specified herein in addition to those provided under Clause 5 of the Services Agreement:

- Branded Certified items such as cooking oil / condiments, Flour, Meat / Chicken etc. from PSQCA / Food Authorities/ allied departments will be used only. Food license from PSQCA, Food Authority will be responsibility of the Supplier including personal / company certificates, etc.
- All purchases for Cafe will be from credible, branded stores like Metro, Hyper star, CSD, AlFateh, Jalal Sons, or other branded stores with due consent of Convenor, Canteen Handling Committee.
- Crockery, Cutlery/ utensils shall be provided by the Supplier.
- No stale items will be sold.
- Following staff will be deputed by the Supplier tentatively:
 - 1 X Manager/Supervisor
 - 1 X lady waiter for Female Staff area
 - 1 X waiters for executive Staff
 - 2 X waiters for Halls
 - Kitchen service / cooking staff/helpers
 - Janitors X 2
- Medical checkup of Supplier's staff shall be carried out by the Supplier on every 6 months for hepatitis, Corona, cholera, skin ailments, allergies, Blood test, Stool tests, urine test, Medically Fit staff will be employed in cafe (Medical Certificate from valid hospital will be needed and displayed).
- Cleaning / washing is the responsibility of the Supplier.
- NESPAK Cafe Inventory safeguard (Tables, Chairs, dispensers, ACs, Fans etc.), handed over by the Company, is responsibility of the Supplier. List shall be provided by the Company while handing over the Cafe premises.
- An Intercom extension No. 270 will be available in cafe at all times for the Manager/ Supplier.
- Adherence to timings of the Company:
 - Lunch 1200 – 1400 hours
- The Supplier is bound to provide packing of food is asked by any employee.
- Packed food can go out to offices in proper health standards approved

packing/foil cover. No thermopole packing is allowed either for consumers or storage.

- Menu cards be available on all tables as approved by the Company on weekly basis.
- Certificate of Halal Food, Punjab Food Authority, allied departments will be displayed.
- Cafe will be kept clean / tidy at all times and the Company may randomly check/ supervise, when needed.
- The Supplier shall provide in writing the calculated Food Grammage, portion size of the curry/meat per plate per person at the time of signing the agreement after mutual consent of the Company. Three chappattis Tandoori per individual having Government standardized grammage will be provided.
- This Services Agreement cannot be sublet to anyone else by the Supplier.
- Manager / Supervisor as deputed by the Supplier will be experienced and mature, and should have knowledge of Food & Beverages.

- Service staff / production area staff will not be frequently changed / replaced, however if Convener, Canteen Handling Committee recommends any individual being undesirable, he/she will be changed immediately.
- No employee of the Supplier will be less than 18 years in age.
- Premises of Cafe will not be used by the Supplier for residential purposes.
- The staff of the Supplier will wear proper uniform in Summer/Winter with gloves, aprons, head caps, etc., approved by the Canteen Handling Committee.
- Fumigation/spray will be carried out by the Supplier on every Friday after closing of Cafe Lunch services.