

PAKISTAN RAILWAYS

COMMERCIAL DEPARTMENT

BID DOCUMENTS

FOR

**BID OF CATERING AND JANITORIAL SERVICES OF
GREEN LINE (5 UP / 6 DN)**



DECEMBER-2022

CHIEF COMMERCIAL MANAGER

Pakistan Railways, Empress Road,

Headquarters Office, Lahore

Ph. No. 042- 99201736

TABLE OF CONTENTS

<u>DESCRIPTION</u>	<u>PAGE NOS.</u>
Section -1 : Invitation for Bids	5
Form General -1 - General Information	7
Form General-2 - Litigation History	8
Section -2: Instructions to Bidders	9
Definitions	9
1. Introduction	10
Fraud and corruption	10
Only One Bid	11
Bid Validity	11
2. Clarification and Amendment of Bid Documents	11
3. Preparation of Bids	11
4. BID Security	11
5. Performance Guarantee	12
6. Staff & Machinery	12
7. Technical Proposal	12
8. Financial Proposal	12
9. Payment	12
10. Taxes	12
11. Submission and Receipt of Bids	13
12. Bid Opening	13
13. Examination of Bids and determination of Responsiveness	13
14. Correction of Errors	14
15. Notification of Award	14
16. Commencement of Assignment	14
Data Sheet	15
Section-3: Conditions of Contract	16
1. Definitions	16
1.1 Law Governing the Contract	16
1.2 Language	16
1.3 Notices	16
1.4 Headings	16
2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT	
2.1 Commencement of Services	16
2.2 Expiration of Contract	17
2.3 Duration of Contract	17
2.4 Escalation in bid amount	17

2.5	Force Majeure	17
	2.5.1 Definitions	17
	2.5.2 Other events	18
	2.5.3 Duty to mitigate	18
2.6	Termination	18
	2.6.1 By the Client	18
	2.6.2 By the Contractor	19

3. OBLIGATION OF THE CONTRACTOR

3.1	General	19
	3.1.1 Standards of Performance	19
3.2	Damage to persons and property	19
3.3	Accident or Injury to Workman	20
3.4	Compliance with Statutes, Regulations	20
3.5	Safety Precautions	20

4. CONTRACTOR' PERSONNEL

4.1	General	21
4.2	Description of Personnel	21
4.3	Medical Checkup of Contractors' Employee	21
4.4	Removal and / or Replacement of Personnel	21
4.5	Employment of Persons in the Service of Client	21

5. OBLIGATIONS OF THE CLIENTS

5.1	Access to Land	21
5.2	Provision of Dining cars in nominated trains	21

6. PAYMENTS TO THE CLIENT

6.1	Mode of Billing and Payment	22
6.2	Additional Services	22

7. FAIRNESS AND GOOD FAITH

7.1	Good Faith	22
7.2	Operation of Contract	22

8. SETTLEMENT OF DISPUTES

8.1	Amicable Settlement	22
8.2	Arbitration Clause	23

9. SPECIFICATIONS REGARDING THE TRAIN

9.1	Composition	23
9.2	Seating Capacity	23
9.3	Timings	23
9.4	Stoppages	23

Section -4: Terms of Reference (TOR)..... 24

4.1	Background	24
4.2	Objective	24
4.3	Proposed Business	24
4.4	P. R prescribed menu and rate list	24
4.5	Services to be provided by the Contractor	24
4.6	Service and Presentation	25
4.7	Financial Commitments	26
4.8	Commercial Commitments	27
4.9	Complaints and fine	29
4.10	Quality Assurance	29

Section-5: Appendices 31

Standard Form for Staff/Personnel to be employed (App-A)	32
Standard form for Details of Machinery/Equipment (App-B)	33
Prescribed Menu (App-C)	34
Criteria for Responsiveness of Bids (App-D)	35
Standard Format of Contract Agreement (App-E)	36
Evaluation Criteria for contracting out dining cars (App-F)	38

Section-6: Financial Proposal Standard Form 39

Form FIN-1: Financial Proposal Submission Form	39
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SECTION -1: Invitation for Bids

TO:

SUBJECT: **SELECTION OF CONTRACTORS FOR OUTSOURCING OF CATERING AND OTHER SERVICES OF GREEN LINE (5 UP / 6 DN) PLYING BETWEEN KARACHI - ISLAMABAD**

In accordance with the advertisement on the subject published in the press as well as available on Pakistan Railways website, we now invite sealed Bids from interested parties for taking part in open competitive bidding for taking up the job of catering and janitorial services of Green Line (5 UP / 6 DN) plying between Karachi -Islamabad.

The procedure for open competitive bidding on the subject project is as under:-

- (a) Each bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the Technical Proposal.
- (b) The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.
- (c) Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened (if any).
- (d) The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency (Pakistan Railway) without being opened.
- (e) Pakistan Railways shall evaluate the technical proposal in a prescribed manner in advance, without reference to the price, and reject any proposal which does not conform to the specified requirements.
- (f) After the submission of technical bids no amendment/change/alteration would be allowed.
- (g) After the evaluation and approval of the technical proposal Pakistan Railways shall at a time within the bid validity period, publicly open the financial proposals of the **technically accepted bids only**. The financial proposal of bids found technically non-responsive shall be returned unopened to the respective bidders.
- (h) The financial proposal of bids shall be opened publicly at the time, date and venue announced and communicated to the bidders in advance.

2. Bid documents containing the following are hereby issued to your firm for Submitting duly filled as per instructions specified in the Bid Documents:

General-1:	General Information
General-2	Litigation History
Section 2:	Instructions to Bidders (including Data Sheet)
Section 3:	Conditions of Contract
Section 4:	Terms of Reference
Section 5:	Appendices
Section 6:	Financial & Technical Proposal-Standard form

3. The Technical & Financial Bid must be accompanied by a Bid Security (in the form and amount specified) and all other documents as stated in the Bid Documents and must be delivered at the address stated in Bid Documents on **20th December, 2022** up to 11.00 hours or any extended date as advised through subsequent addendum, if any. Bids will be opened half an hour thereafter in the presence of Bidders or their representatives who choose to attend.

Chief Commercial Manager

P.R,HQ office Lahore.

Phone 042-99201736

Form General -1 General Information

1. Name of Firm with complete registration details
2. Present business
3. Past experience of similar business
4. Office address in Pakistan
5. Telephone & FAX
6. E-mail and website
7. Contact person
8. Annual Turnover of the Firm along with Bank and Income Tax statement for the last three years.
9. The Bidders are required to provide accurate information on any litigation or arbitration, arising out of assignments completed or in progress over the last five years in the manner as prescribed in the Form General-2.
10. Certificate / Affidavit that the Firm is not blacklisted by any Government Department / Authority.
11. No defaulter certificate.
12. Power of Attorney to sign the Bid.

Section 2: Instructions to Bidders.

Definitions

- (a) "Government of Pakistan" means the Government of Pakistan and all its associated departments, agencies, autonomous/semi- autonomous bodies, boards, universities and similar other organizations.
- (b) "Client" means Pakistan Railways through Chief Commercial Manager HQ office, LHR with whom the selected Bidder signs the Agreement for the Services.
- (c) "Bidder" means any entity / firm / Joint venture of firms that is participating in the bidding procedure.
- (d) "Contractor" means any entity / firm / Joint venture of firms that may provide the Services to the Client under the Agreement.
- (e) "Agreement" means the Agreement signed by the Client and the Contractor and all the attached documents.
- (f) "Data Sheet" means such part of the Instructions to Bidders used to reflect specific conditions.
- (g) "Instructions to Bidders" means the document which provides Bidders with all information needed to prepare their Bids.
- (h) "Personnel" means professionals and support staff proposed / provided by the Bidders to perform the services.
- (i) "Services" or "assignment" means the work to be performed by the Contractor pursuant to the Agreement.
- (j) "Terms of Reference" (TOR) means the document included in the BID which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the Contractor.

1. Introduction

- 1.1 The Client named in the **Data Sheet** will select a Contractor in accordance with the method of selection specified in the Data Sheet.
- 1.2 The Bidders are invited to submit a Bid for the service/services required for the assignment named in the Data Sheet. The Bid will be the basis for a signed Agreement with the selected Contractor.
- 1.3 Contractors should familiarize themselves with assignment conditions and take them into account in preparing their Bids. Contractor should contact the Client's representative named in the Data Sheet to obtain information regarding the assignment. Bidders should ensure that the official is informed well- ahead of time in case they wish to visit the Client.
- 1.4 Bidders shall bear all costs associated with the preparation and submission of their Bids. **The Client is not bound to accept any Bid and reserves the right to annual the selection process at any time prior to Agreement award**, without thereby incurring any liability to the Bidders.

Fraud and Corruption

- 1.5 Pakistan Railways requires Participant Bidders to adhere to the highest ethical standards, both during the selection process and throughout the execution of an agreement. In pursuance of this policy, Pakistan Railway
 - (a) Defines, for the purpose of this paragraph, the terms set forth below:
 - (i) "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in agreement execution;
 - (ii) "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of agreement;
 - (iii) "Collusive practices" means a scheme or arrangement between two or more Bidders with or without the knowledge of the Client, designed to establish prices at artificial, noncompetitive levels;
 - (iv) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of agreement.
 - (b) will reject a Bid for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the agreement in question;
 - (c) will debar a Bidder, including declaring the Bidder ineligible, either indefinitely or for a stated period of time, to be awarded an agreement if at any time it determines that the Bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing the agreement.

Only One Bid

- 1.6 Each Bidder can submit only one Bid for catering and other services. If a Bidder submits or participates in more than one Bid, such Bids shall be disqualified.

Bid Validity

- 1.7 The **Data Sheet** indicates how long Bidders' Bid must remain valid after the submission date. In exceptional circumstances, prior to expiry of the original bid validity period, the Client may request that the bidders extend the period of validity for a specified additional period which will be equivalent to the original bid validity period. The request and the responses thereto shall be made in writing. A bidder may refuse the request for which his Bid Security will not be forfeited. A bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of his Bid Security for the period of the extension.

2. Clarification and amendment of bid documents

- 2.1 Bidders may request a clarification regarding any part of the Bid documents up to the number of days indicated in the Data Sheet before the Bid submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Client's address indicated in the Data Sheet. The Client will respond in writing, or by standard electronic means. Should the Client deem it necessary to amend the Bid Documents as a result of a clarification, it shall be done following the procedure under Para. 2.2.
- 2.2 At any time before the submission of Bid, the Client may amend the Bid Documents by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments. To give Bidders reasonable time in which to take an amendment into account in their Bids the Client may, if the amendment is substantial, extend the deadline for the submission of Bids.

3. Preparation of Bids

- 3.1 The Bid, as well as all related correspondence exchanged by the Bidders and the Client, shall be written in the language (s) specified in the Data Sheet.
- 3.2 Material deficiencies in providing the information requested may result in rejection of a Bid.

4. Bid Security

- 4.1 Each Bidder shall furnish a Bid Security in the amount stipulated in the Data Sheet.
- 4.2 The Bid Security shall be in the form of Deposit at Call issued by a Scheduled Bank of Pakistan in favor of the FA & CAO/Revenue of Pakistan Railways, valid for a period 28 days beyond the Bid Validity date.
- 4.3 Any Bid not accompanied by an acceptable Bid Security shall be rejected by the Client as non-responsive.
- 4.4 The Bid Securities of unsuccessful Bidders will be returned as promptly as

possible, but not later than 28 days after the expiration of the period of Bid Validity.

- 4.5 The Bid Security of the successful Bidder will be returned when the Bidder has furnished the required Performance Guarantee and signed the Contract Agreement.
- 4.6 The Bid Security may be forfeited.
- (a) If the Bidder withdraws his Bid during the period of Bid Validity
 - (b) In the case of successful Bidder, if he fails within the specified time limit to:
 - (i) Furnish the required Performance Guarantee or
 - (ii) Sign the Contract Agreement.

5. Performance Guarantee

The successful bidder shall furnish to the Client a Performance Guarantee in the form and the amount stipulated in the Data Sheet and the Conditions of Contract within a period of 72 hours after the receipt of Letter of Acceptance.

6. Staff and Machinery

- 6.1 The Bidders are required to provide the list / details of staff / personnel to be deployed for this assignment using Standard Form attached as "Appendix-A". All such staff shall have to be security cleared by the Railway Police before their deployment with the dining car/Restaurant/kitchen portion/train catering.
- 6.2 The Bidders are required to provide the list / details of machinery / equipment/gadgets etc., to be utilized for this assignment using Standard Form attached as "Appendix-B".

7. Technical Proposal

The Technical Proposal shall be prepared keeping in view the required standards as stipulated in the Evaluation Criteria (section 6) as well as the amount of investment which a party is ready to make on Value Added Services as per attached (section 6) standard forms.

8. Financial Proposal

The Financial Proposal shall be prepared using the attached Standard Form (Section 6).

9. Payment

The payment will be claimed / paid as per the relevant clause of Conditions of Contract and Terms of Reference (TOR).

10. Taxes

The contractor shall pay any/all taxes levies etc. prevalent and/or future, as fixed/determined by the Federal / Provincial Government, from time to time, on amount(s) payable to the contractor under this Agreement, including but not limited to, withholding tax@10% and sale tax @ 5% shall be deducted from monthly payment bills of the contractor.

11. Submission and Receipt of Bids

- 11.1 The original Bid shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the Bid must initial such corrections.
- 11.2 An authorized representative of the Bidders shall initial all pages of the original Bid. The authorization shall be in the form of a written power of attorney accompanying the Bid or in any other form demonstrating that the representative has been duly authorized to sign.
- 11.3 The Bids shall be sent to the addresses indicated in the Data Sheet.
- 11.4 The Bid shall be placed in a sealed envelope clearly marked "BID DOCUMENTS". The envelope should also bear the address and title of the Assignment. The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Bid rejection.
- 11.5 The Bids must be sent to the address/addresses indicated in the Data Sheet and received by the Client not later than the time and the date indicated in the Data Sheet, or any extension granted thereof. Any Bid received by the Client after the deadline for submission shall be returned unopened.

12. Bid Opening

12.1 Opening of Technical Bids:

The technical bids will be opened in accordance with the procedure laid down in para-1 of Section-1.

12.2 Opening of Financial Bids:

The financial bids will be opened in the manner prescribed in paras 1(g)(h) of Section-1.

12.3 Procedure for opening of bids:

- (i) The client will open the Bids in the presence of Bidders or their representatives who choose to attend, at the time date and location stipulated in the **Data Sheet**.
- (ii) The Bidders or their representatives who are present shall sign an attendance sheet/register evidencing their attendance.
- (iii) The Bidders name, total Bid price, the presence or absence of Bid Security and such other details as the Client may consider appropriate, will be announced by the Client at the opening of Bids.

13. Examination of Bids and Determination of Responsiveness

- 13.1 The Client will determine whether each Bid is substantially responsive to the requirements of the Bidding Documents (Appendix-D) or not and in line with the Evaluation Criteria laid down in the bid documents (section 5,

Appendix-F).

- 13.2 A substantially responsive bid is one which (i) meets the eligibility criteria/Evaluation criteria; (ii) has been properly signed; (iii) is accompanied by the required Bid Security; and (iv) conforms to all the terms and conditions of the Bidding Documents, without material deviation or reservation. A material deviation or reservation is one (i) which affects in any substantial way the scope, quality or performance of the Services; (ii) which limits in any substantial way, inconsistent with the Bidding Documents, the Client's rights or the bidder's obligations under the Contract.
- 13.3 If a Bid is not substantially responsive, it will be rejected by the Client.

14. Correction of Errors

Bids determined to be substantially responsive and explicit will be checked by the Client for any typographical/arithmetic errors. Errors will be corrected by the Client as follows:

“Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern”.

15. Notification of Award.

- 15.1 Prior to expiration of the period of bid validity prescribed by the Client, the Client will notify to the successful bidder in writing ("Letter of Acceptance") that his Bid has been accepted. This letter shall name the amount which the Contractor will pay to the Client in consideration of the provision and completion of the Services by the Contractor as prescribed by the Contract.
- 15.2 No Negotiation with the bidders shall be permitted, however, Client may have clarification meetings to get any item clarified.
- 15.3 The notification of award and its acceptance by the bidder will constitute the formation of the Contract, binding the Client and the bidder till signing of the formal Contract Agreement.
- 15.4 Upon furnishing by the successful bidder, the Performance Guarantee, the Client will promptly notify the other bidders that their Bids have been unsuccessful and return their bid securities.

16. Commencement of Assignment

The Bidders, whose bid is accepted, will be required to commence the assignment within the days, specified in the Letter of Acceptance.

DATA SHEET

Paragraph Reference	Description
1.1	<p><u>Name of the Client.</u></p> <p>Chief Commercial Manager Pakistan Railway, HQ office, LHR</p> <p><u>Method of Selection.</u> The Client will determine whether each bid is substantially responsive to the Evaluation Criteria given in the Bid Documents. If a bid is not substantially responsive, it will be rejected by the client.</p>
1.2	<p>Name of the assignment is:</p> <p>Outsourcing of catering and other services of 5 Up / 6 Dn (Green Line) train plying between Karachi and Margala (Islamabad) stations.</p>
1.3	<p>Client's representative</p> <p>Dy. Chief Commercial Manager/Marketing Pakistan Railway</p>
1.7	Bids must remain valid for One Hundred and Twenty (120) days after the submission date.
2.1	Clarifications may be requested not later than seven (7) days before the submission date
3.1	Bids shall be submitted in the following language: English.
4.1	<p>Bid Security</p> <p><u>Rs 02 million</u> to be submitted in the form deposit at call in favour of FA & CAO/Revenue P.R, Lahore</p>
5	<p>Performance Guarantee</p> <p><u>Rs 05 million</u> in advance within 72 hours after issuance of acceptance letter, in the form deposit at call in favour of FA & CAO/Revenue P.R, Lahore.</p>
10	All leviable taxes will be deducted at source.
11.3	Bidder must submit complete Bid.
11.5	<p>Address for Submission of Bid:</p> <p>Chief Commercial Manager Pakistan Railways Headquarters Office, Lahore Phone: +92 42 99201736 Bids must be submitted up to 11.00 hours on 20th December 2022.</p>
12	Date and time of opening of Bids on 20th December, 2022 at 11:30 Hours.
16	Commencement date of the contract will be mentioned in the letter of acceptance.
Section 3 2.3	<p>Currency of Agreement</p> <p>The contract period will be valid for a period of one year and will be extendable for another year with mutual consent.</p>

Section 3: Conditions of Contract (COC)

1. Definitions

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, as those may be issued and in force from time to time;
- (b) "Contract" means the Contract signed by the Parties, to which these Conditions of Contract are attached, together with all the documents listed in the Contract;
- (c) "Contract Price" means the price to be paid for the performance of the Services;
- (d) "Personnel" and "Staff" means persons hired by the Contractor and assigned to the performance of the Services or any part thereof;
- (e) "Services" means the work to be performed by the Contractor pursuant to this Contract;
- (f) "Party" means the Client or the Contractor, as the case may be, and "Parties" means both of them;

1.1 Law Governing the Contract

This Contract, its meaning and interpretation and the relation between the Parties shall be governed by the Applicable Law.

1.2 Language

This Contract has been executed in the English language which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract. All the reports and communications shall be in the English language.

1.3 Notices

Any notice, request, or consent made pursuant to 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, telex, or facsimile to such Party at the address of the Authorized Representative. A Party may change its address by giving the other Party notice of such change.

1.4 Headings

The headings shall not limit, alter or affect the meaning of this Contract.

2. COMMENCEMENT, COMPLETION, MODIFICATION, AND TERMINATION OF CONTRACT

2.1 Commencement of Services

The commencement date of services will be as notified by the Client and as accepted by the Contractor through Letter of Acceptance / Letter of Award.

2.2 Expiration of Contract

Unless terminated earlier pursuant to Sub-Clause 2.6, this Contract shall expire when, pursuant to the provisions hereof, the duration of contract has been completed and the payments of services performed have been made.

2.3 Duration of Contract

Initially duration of the Contract will be for one year from the date of commencement and extendable for another one year subject to satisfactory performance and approval of the competent authority.

2.4 Extension in Contract Period

The Contract period is extendable for another one year, subject to satisfactory performance of the Contractor and mutual consent of both parties.

2.5 Force Majeure

2.5.1 Definitions

- (a) A "Force Majeure Event" shall mean any event or circumstance or combination of events or circumstances that is beyond the reasonable control of a Party and adversely affects the performance by the party of its obligations under or pursuant to this agreement, provided, however, that such material and adverse effect could not have been prevented, overcome, or remedied in whole or in part by the affected party through the exercise of diligence and reasonable care, it being understood and agreed that reasonable care includes acts or activities to protect the Railway Equipment from a casualty event, which are reasonable in light of the likelihood of such event, the probable effect of such event if it should occur, and the likely efficacy of the protection measures. "Force Majeure Events" hereunder shall include each of the following events and circumstances.
- (i) Political events that occur inside or directly involve Pakistan ("Pakistan Political Force Majeure Events"):
 - (ii) Any act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act or campaign of terrorism, or sabotage;
- (b) Strikes, works to rule or go-slows that extend beyond the P. R transportation operations, are widespread or nationwide, or that are of a political nature e.g. labour actions directed against Pakistan Railways or its facilities.

2.5.2 Other Events

Other events beyond the reasonable control of the affected party ("Other Force Majeure Events"), including but not limited to:

- (i) Uncontrollable events, including, but not limited to; Lightning, earthquake, flood, storm;
- (ii) Explosion or chemical contamination in which case it shall be a Pakistan Political Force Majeure Event;
- (iii) Epidemic or plague;
- (iv) Political Events that occur outside Pakistan and do not directly involve Pakistan, but affect the parties' ability to meet obligations under this Agreement.

2.5.3 Duty to Mitigate

The affected Party shall use all reasonable efforts to mitigate the effect of a Force Majeure event, including, but not limited to the payment of all reasonable sums of money to the Client, which sums are reasonable in light of the likely efficacy of the mitigation measures.

2.6 Termination

The contract shall be terminated with immediate effect without notice and without compensation in case of poor performance and breaches/violations as mentioned in Section 2.6.1 below;

2.6.1 By the Client

However, the Client may terminate this Contract, by not less than thirty (30) days written notice of termination to the Contractor, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1.

- (a) if the Contractor fails to perform his obligations under the Contract, within thirty (30) days after being notified/award or within any further period as the Client may have subsequently approved in writing;
- (b) If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 8 hereof;
- (c) if the Contractor submits to the Client a statement which has a material effect on the rights, obligations or interests of the Client;
- (d) If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services;
- (e) If, Railways Board decides to quit from this agreement with or without giving/assigning any reason.

2.6.2 By the Contractor

The contractor may also terminate the contract on occurrence of any of the events specified in paragraphs (a) to (c) of this Sub-Clause 2.6.2:

- (a) if the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days from the receipt of notice by the Contractor and that notice shall specify such breach;
- (b) if, as a result of Force Majeure, the Client is unable to perform a material portion of the Services for a period of not less than sixty (60) days;
- (c) if the Client fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 8 hereof.

The Contractor may terminate this Contract without any reason, by not less than two months (sixty days) written notice to the Client, such notice to be given after three months and he will also pay tender cost of Rs.100,000/-.

3. OBLIGATIONS OF THE CONTRACTOR

3.1 General

3.1.1 Standard of Performance

The Contractor shall perform the Services and carry out his obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advance technology and safe methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests.

3.2 Damage to Persons and Property

The Contractor shall, except if and so far as the Contract provides otherwise, indemnify the Client against all losses and claims in respect of:

- (a) death of or injury to any person, or
- (b) loss of or damage to any property which may arise out of or in

consequence of the rendering the services and the remedying of any defects therein, and against all claims, proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

3.3 Accident or Injury to Workmen

The Client shall not be liable for or in respect of any damages or compensation payable to any workman or other person in the employment of the Contractor. The Contractor shall indemnify and keep indemnified the Client against all such damages and compensation, other than those for which the Client is liable and against all claims, proceedings, damages, costs, charges, and expenses whatsoever in respect thereof or in relation thereto.

3.4 Compliance with Statutes, Regulations

The Contractor shall conform in all respects, including by the giving of all notices and the paying of all fees, with the provisions of:

- (a) any National or State Statute, Ordinance, or other Law, or any regulation, or bye-law of any local or other duly constituted authority in relation to the execution and completion of the Services and the remedying of any defects therein, and
- (b) the rules and regulations of all public bodies and companies whose property or rights are affected or may be affected in any way by the Services, and the Contractor shall keep the Client indemnified against all penalties and liability of every kind for breach of any such provisions;
- (c) Provisions of Railways Act/Rules/Manuals/Regulations and Policies.

3.5 Safety Precautions

- 1) In order to provide for the safety, health and welfare of persons, and for prevention of damage of any kind, all operations for the purposes of or in connection with the Contract shall be carried out in compliance with the Safety Requirements of the Government of Pakistan with such modifications thereto as the Client may authorize or direct and the Contractor shall take or cause to be taken such further measures and comply with such further requirements as the Client may determine to be reasonably necessary for such purpose.
- 2) The contractor will exercise utmost care and vigilance to ensure that the arrangements in kitchen for making tea and breakfast are perfectly safe with adequate firefighting equipment installed/available at his cost. In case of any damage or loss to Railway assets /property because of fire, the contractor shall be responsible to bear the entire cost of damages including compensation to any person who die or are injured as per decision of the client.

4. CONTRACTOR PERSONNEL

4.1 General

The Contractor shall employ and provide such qualified and experienced

Personnel as are required to carry out the Services.

4.2 Description of Personnel

Prior to commencement of the services the Contractor will provide list of staff/personnel to be deployed indicating the name, the title, CNIC number, present residential address, activities of job description and estimated period of engagement in the carrying out of the Services.

4.3 Medical Checkup of Contractor' Employee

If considered necessary the employees of Contractor can be directed for medical checkup by a designated doctor of Pakistan Railways. In case of any serious illness, on the recommendation of doctor Contractor will be directed to remove such employee.

4.4 Removal and/or Replacement of Personnel

If Contractor removes / replaces or considers removing / replacing any personnel due to his own reasons the Client shall be informed accordingly. The details of new personnel so employed shall be conveyed to the Client pursuant to Sub Clause 4.2.

4.5 Employment of Persons in the Service of Client

The Contractor shall not recruit his staff and labour from amongst the persons in the services of the Client.

5. OBLIGATIONS OF THE CLIENT

5.1 Access to Land

The Client shall allow unimpeded access to all land of which access is required for the performance of the Services. Subject to approval of competent authority of client and availability.

5.2 Provision of Kitchen Portion

The client will endeavor the provision of fit Kitchen Portion in the subject trains. Any repair to the interior of the Kitchen Portion shall be done by the contractor at his cost. The kitchen staff and waiters shall wear mask/hair cap all the time during the journey.

6. PAYMENTS TO THE CONTRACTOR.

6.1 Mode of Billing and Payment

Billing and payments in respect of the Services outsourced by Pakistan Railways shall be made by the Client as per clause 4.5 and 4.7 (section 4) of TOR.

6.2 Additional Services

If, in the opinion of the Client, it is necessary to perform any Additional Service, the Contractor shall carry out such Additional Service only with the prior written authorization of the client.

7. FAIRNESS AND GOOD FAITH.

7.1 Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization to the objectives of this Contract.

7.2 Operation of the Contract

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but on failure to agree on any action pursuant to this Sub-Clause shall give rise to a dispute subject to arbitration in accordance with Clause 8 hereof.

8. SETTLEMENT OF DISPUTES

8.1 Amicable Settlement

- (a) The business and affairs, under the agreement between the PR and the contractor shall be monitored by a committee comprising;
- | | | |
|--|---|----------|
| • Additional General Manager/Traffic | = | Chairman |
| • Chief Commercial Manager | = | Member |
| • Chief Marketing Manager | = | Member |
| • Two representatives of the contractors | = | Members |
- (b) The committee so constituted shall deal with the matters involving disputes placed before the committee for settlement. In case of any disagreement, the matter will be referred to CEO/Senior General Manager for final settlement.

8.2 Arbitration Clause

Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement shall be submitted by either Party for settlement to CCM in accordance with the provision of the Arbitration Act (Act x of 1940) and rules made hereunder and any statutory modifications thereto whose decision will be final and binding upon both parties to the agreement.

Services under the Contract shall, if reasonably possible, continue during the arbitration proceedings. For dispute settlement the CEO/Sr. G.M. of Pakistan Railways shall be the sole arbitrator and give the decision/award under the Arbitration Act 1940. The venue of arbitration shall be Railways Headquarters, Lahore.

9. SPECIFICATIONS REGARDING THE TRAIN

Specifications regarding the train outlined in this clause are tentative and can be changed by the Client at its discretion.

9.1 Composition

The composition of the Train will be two (2) AC/P, two (2) AC Business, two (2) AC/Standard & one (1) E/Class Coaches, one Kitchen Portion (Power plant) ex Rawalpindi. Three (3) Business, Four (4) AC/Standard, two (2) E/Class Coaches and one (1) (Kitchen Portion) power plant will be attached at Lahore. The composition of Train ex Lahore will be 19=38, two (2) Power Plants + one Kitchen Portion.(1) B/Van The composition can be changed by the client at his discretion.

9.2 Seating Capacity

1. AC Parlor coach comprise of	56 seats x. 2= 112
2. AC Business Coach comprise of	54 berths x 5= 270
3. AC Standard Coach comprise of	72 berth x 6= 432
4. 4 seats in AC Standard	04 seats x 6= 24
5. Economy Coach comprise	60 berth x 3 =180
6. 18 seats in Economy class	18 Seats x 3 = 54
7. Economy Berths in Brake Van	21.Berth x 1 = 21
8. Economy seats in Brake Van	7 seats = 7

Train will have a capacity of 1100 Passengers **838 passengers in AC Class and 262 passengers in Economy class.** Thus the subject Train will have a capacity of 2200 passengers on Round Trip. The subject. The composition of train may be changed by the client without notice.

9.3 Timings

The train will depart from Islamabad at 15:00 hrs and reach Karachi next day at 13:25 hrs. In Up direction, the train will depart from Karachi at 22:00 hrs and reach Islamabad at 20:00 hrs. The timings can be changed by the client at its discretion.

9.4 Stoppages

The train will stop at Rawalpindi, Chaklala, Lahore, Khanewal, Bahawalpur, Rohri & Hyderabad and Drigh Road stations. These stoppages can be changed by the client at its discretion.

Section 4: Terms of Reference (TOR)

4.1. Background

Pakistan Railways offers to outsource the catering and janitorial services of its Business Class train named Greenline which operates between Karachi and Islamabad.

4.2. Objective

These TORs are for the guidance of potential Bidders willing to provide the services in accordance with the standards/procedure laid down in the succeeding clauses.

4.3 Proposed Business

To provide the catering and janitorial services mentioned in para 4.1 above

4.4 Prescribed Menu

P.R. Prescribed Menu is attached at **Appendix C**. The client may, on its discretion, revise the menu on request of the Contractor or otherwise.

4.5 SERVICES TO BE PROVIDED BY THE CONTRACTOR

i. Meals

1. The contractor will provide meals (Breakfast / Lunch / Dinner) and evening tea/green tea ((on choice of the passengers) along with snacks to all passengers free of charge, in accordance with the prescribed Menu & quantity attached at Appendix C. However, passengers can demand extra tea with sugar free tablet/sweetness, milk-shakes, coffee or any other bakery item from the contractor on payment of the charges prescribed by the Client.

ii. Water Dispenser

1. The contractor will provide two water dispensers in each Coach on its either side. The contractor will ensure the availability of mineral water of recommended brand to be available on these dispensers for the passengers free of charge.

iii. Standard Bedding

The contractor will provide passengers standard bedding comprising a pillow, cotton bed sheet, and a warm sheet / blanket, free of charge (with logo of PR).

iv. Utility Pack

The contractor will provide all passengers a Utility Pack comprising a small toothpaste, a small comb, a tooth brush, a packet of wet tissue papers, one disposable glass, free of charge, shaving kit and a pencil/coloring book for children (With logo of PR).

v. Newspapers

The contractor will provide two newspapers having wide national circulation (one Urdu and one English Daily) in each compartment free of charge.

vi. Air Freshening

The contractor will use good quality Air Fresheners in all passenger coaches at all stopping stations and on the request of the passengers.

vii. Janitorial Services

The contractor will provide janitorial services in all coaches by engaging separate staff for this purpose. All Cabins, corridors, washrooms, Kitchen Portions, window panes, and seats/berths must be always kept clean. Garbage collection and disposal from all coaches will also be the responsibility of the Contractor. Contractor will also provide tissue rolls, liquid soap and hand sanitizers.

4.6 SERVICE AND PRESENTATION

- i. The contractor will ensure excellent presentation of all food items in proper disposable packaging and will ensure the specific quantity and quality of food items as per decided menu. The contractor may be fined on failing to serve quality food to the passengers and failure in this regard may lead to termination of his contract with forfeiture of security money.
- ii. The contractor shall provide lunch/dinner according to the time during the journey of the train. A welcome drink or hi tea shall also be served by the contractor to the passengers at the start and during the journey.
- iii. The waiters shall always wear neat and clean approved uniform.
- iv. Good standard crockery/utensils will be used during service provided by the contractor for hi-tea.
- v. When gas cylinder is in use all necessary safety precautions may be adopted e.g.
 - a. It may be kept at a reasonable and safe distance from the oven.
 - b. It may be purchased from a proper company which may give the guarantee of cylinders.
 - c. Pipe used for cylinder may be checked before use.
 - d. Knobs of cylinders may be clearly tested.
 - e. Inflammable items may not be placed near oven/cylinder.
- vi. Kitchen available in each power van/plant will be kept neat and clean.
- vii. The nominated officers of P.R will be allowed to inspect the services and food articles.
- viii. Only authorized waiters and manager possessing valid medical and PR cards shall be allowed in the train service.

- ix. Fine may be imposed on the contractor on detecting any Violation provided in the contract.

4.7 FINANCIAL COMMITMENTS

- I. The successful bidder shall deposit Rs 02(Two) million as bid security in the manner as prescribed in the data sheet.
- II. The bid security of the successful bidder shall be returned after deposit of performance guarantee of Rs.05 (Five) million.
- III. The operation of agreement shall commence once the successful bidder deposits the performance guarantee in prescribed manner.
- IV. The contractor will be paid on monthly basis on completion of all the services (enumerated in detail in Section 4.5 of the Terms of Reference) for the month as per rate per passenger submitted in the Bid and accepted by the Client. The number of passengers (reserved as well as open booking) travelling in both Up and Down directions will be verified by the concerned Divisional Commercial Officers. They will submit their report to CCM office by 10th day of subsequent month. The Contractor will submit a consolidated Bill indicating number of passengers served by him in a single Trip to the CCM Office by 5th day of the subsequent month. The CCM Office will compile and evaluate these reports and prepare the bill in the name of the Contractor. The verdict of CCM Office on the number of passengers will be final. After approval of AGM/T the pay order will be sent to FA&CAO Office from where the cheque will be issued to the Contractor.
- V. If the contractor fails to perform his obligations under the contract to the satisfaction of the Client, the contract shall be terminated with forfeiture of Performance Guarantee.
- VI. The contractor shall pay any/all taxes levies etc. prevalent and/or future, as fixed/determined by the Federal / Provincial Government, from time to time, on amount(s) payable to the contractor under this Agreement, including but not limited to, withholding tax@10% and sale tax @ 5% shall be deducted from monthly payment bills of the contractor.
- VII. No Dining Car will be provided to the Contractor. Only Kitchen Portions of two Power Vans will be used by the Contractor to place, heat and serve the meals. The Contractor will load the pre-cooked meals from stopping stations at his own cost and risk. The client will try to provide spaces to the Contractor at stopping stations to be used as base kitchens on usual terms and conditions, if available.
- VIII. No damage/compensation will be paid to the contractor in case of unforeseen accidents, fire etc. However, the contractor will keep PR indemnify from any act or loss to PR in case of any untoward incident that occurred due to negligence of the contractor or his staff.
- IX. The contract will be for a period of one year, extendable for another year, subject to satisfactory performance. Whether the contractor wants to extend the agreement for 2nd year or not, in both cases, the contractor shall inform his intention to the Railway authorities 60 days before the completion of his first year of the contract.

4.8 COMMERCIAL COMMITMENTS

- I. The contractor shall observe all rules, regulations and instructions issued by Client from time to time.
 - a. The contractor shall be permitted to sell franchised aerated water /Mineral water drinks and other approved items in the trains.
 - b. No other business shall be allowed to the waiters or salesmen of the contractors within the premises of Railways and in the running trains.
- II. The contractor shall not sell wines or liquors, of any description, or any other item prohibited by law under any circumstances.
- III. The contractor shall keep an easily accessible Complaint Book in each Kitchen Portion, or provide to passenger on request, wherein complaints may be recorded, and which shall be open to inspection by authorized officer(s)/official(s) of the Client, in which the inspecting officers will record the result of their inspections. Both the Complaint and Inspection Books shall be machine numbered.
- IV. The contractor shall employ his staff by issuing them letters of appointment on his Letter Head, a copy of which will be endorsed to the Chief Commercial Manager, Pakistan Railways, Lahore.
- V. The contractor's Waiters shall hold a valid Medical Card duly issued by the Divisional Medical Officer Pakistan Railways after every six months on prescribed fee.
- VI. Each staff/employee of the contractor shall have a valid identity card bearing the photograph of the employee of the contractor (Not more than 6 months old) with his name, age and name of the firm. It should be laminated and enclosed in a plastic cover like National Identity Card. The employee must wear it during duty on the left side of his chest.
- VII. Kitchen portion will be Inspected by ATOs/ACOs, DTO/DCO, DMO, Medical Officers, Dy. DS and DS of the respective divisions at divisional level and Assistant/Senior Commercial Manager/P, Deputy Chief Commercial Managers/M/P, Chief Commercial Manager, Additional General Manager/Traffic, Chief Medical and Health Officer, F.G.I.R. and CEO/Sr. General Manager at Headquarters Office level. Fine up to Rs.10000/- will be imposed on finding any irregularity/unsatisfactory working.
- VIII. The contractor shall not exhibit, in the said Kitchen Portion, any pictures, notice or advertisements of any kind, unless authorized to do so by the Client
- IX. The contractor shall not sublet the contract in any form. In the event of breach of this condition, the Railway Administration shall be entitled to terminate the contract immediately or may impose any penalty.
- X. The contractor shall pay to the Railway Administration Rs. 1000/- as penalty, for each Letter of identification lost if the loss is reported to the Chief Commercial Manager within a week, failing which a further penalty of Rs. 1000/- will be payable.
 - i. When the penalty prescribed above has once been recovered, no refund will be allowed if subsequently such letter of identification be found.
 - ii. The Railway Administration reserves the right to revise the above charges. The revised charges will, however, be intimated to the contractor.
- XI. The contractor shall not carry articles of any description, other than those required for the bona fide use in connection with the business of this contract, in the said dining cars. Breach of this condition will also entitle the Railways

Administration to cancel this Agreement forthwith, without any notice and without being liable to pay any compensation whatsoever.

- i. If the contractor is found indulging in smuggling of contraband items his contract shall be terminated forthwith.
 - ii. The contractor shall not be allowed to indulge in ticketless traveling. If such cases are detected, the agreement will be terminated forthwith.
- XII. The contractor shall be responsible for all damages to the said Kitchen Portion, and the equipment and furniture contained therein, arising out of his act of omission or any of his employee.
 - XIII. The contractor shall, at all times indemnify the Railway Administration against all claims, which may be made under the Workmen's Compensation Act, 1923, or any statutory modification thereof, or otherwise for, in respect of any damages or compensation payable in consequence of any accident or injury sustained by any workman, laborer or person in the employment of the Contractor.
 - XIV. The contractor shall be responsible to comply with the provision of the Employment of the Children Act. 1938, and statutory modifications thereof, and the rules framed under the said Act and shall not employ or permit any child who has not completed his fifteenth year of age, to work under him in connection with his contract. The contractor, shall, further before employing any person to work as a Bearer or otherwise, have his age certified, as laid down in the rules framed under the said Act.
 - XV. The contractor shall be responsible for complying with the provisions of the Payment of Wages Act 1936 or any statutory modifications thereof, and the rules made there under in respect of the staff employed by him/ them.

4.9 COMPLAINTS AND FINE

- I. In case of any complaint against the contractor he may be fined subject to verification of such complaint. In all such cases, the decision of Chief Commercial Manager will be final who will give opportunity of personal hearing to the contractor before taking any action.
- II. If the contractor is fined three times, his contract will be terminated with forfeiture of Performance Guarantee and without any compensation.

4.10 QUALITY ASSURANCE

- I. The contractor shall use excellent/good quality disposable food packaging for service.
- II. Tissue Paper / Napkins of good quality shall be provided
- III. All food items must be wrapped in aluminum foil
- IV. Every Utensil or vessel used for manufacturing, preparing or keeping any articles of food or ingredient of food intended for sale, shall be kept at all times in good hygienic order. No such utensil or vessel shall be used for any other purpose.

- V. The contractor shall not use any utensil or vessel for manufacturing, preparing or keeping any article of food or ingredient of food, intended for sale, which is imperfectly enameled or imperfectly tinned or which is made of such materials or is in such state tinned as is likely to contaminate such food.
- VI. Every utensil or vessel containing any article of food or ingredient of food intended for sale shall at all times be either provided with a tight cover or kept closed or covered by a properly fitting lid or by a tight cover of gauze, net or other material of a texture sufficient to protect the article of food or ingredient of food completely from dirt, flies and other insects.
- VII. No utensil or vessel for the manufacture or preparation of or containing any article of food or ingredient of food intended for sale shall be kept in any place in which such utensil or vessel is likely by reason of impure air or dust or any offensive noxious or deleterious gas or substance or any noxious or injurious emanation, exhalation or effluvium, to be contaminated and thereby render such food noxious.
- VIII. Packaging: All packages, wrappers or containers, containing food meant for sale shall be of such material as, will not contaminate the food and render it noxious.
- IX. Meat: means the edible part of the skeletal muscle of a halal animal, other than fish, that is normally used for human consumption and that was healthy at the time of slaughter and shall be slaughtered in accordance with Islamic injunction.
- X. Cooked Vegetables: - Fresh vegetables, pure species and packed Banaspati Ghee / Cooking Oil shall be used for cooking.
- XI. Cooked Rice, Daal, Grams, Samosa, Pakora & Shami:-Pure species and packed Banaspati Ghee / Cooking Oil shall be used for cooking.
- XII. Tea:- Packed tea leaf/tea bag of renowned company (Lipton, Brooke Bond, Isphani Tapal) pure fresh milk or tetra packed milk with sugar.
- XIII. Use of Water, Ice, Steam: - Water shall be clean and free from contamination, objectionable taste and odor.
- XIV. Date of Expiry: The foods specified below require expiry date, when in packages intended for sale shall bear or have embossed, a date of expiry; and must not be used after the lapse of such expiry date. The products may include Jam, Butter, Biscuits, Bread, Achar, Milk, Raita, Bottled Water, etc.
- XV. Waiters / Bearers employed by the contractor shall wear approved uniform in neat and clean condition. They should use gloves while serving the passengers. They should also wear a name card.
- XVI. All employees must keep fingernails short and clean.
- XVII. Make sure fruit and vegetables do not come in contact with surfaces exposed to raw meat and poultry.
- XVIII. Expiry date should be conspicuously displayed/written over the packaging of food for the information.

Section 5: Appendices

Appendix-A Standard Form for Staff / Personnel to be deployed for the assignment.

Appendix-B Standard Form for List / Details of machinery / equipment to be utilized for the assignment.

Appendix-C Prescribed Menu

Appendix-D Criteria for responsiveness check

Appendix-E Standard Format of Contract Agreement

Appendix-F Evaluation Criteria for Contracting out Catering Services

Appendix-C

**COMPLIMENTARY MENU FOR BRAKEFAST / LUNCH / DINNDER IN
GREEN LINE 5 UP / 6 DN AS UNDER: -**

EDIBLE ITEM
<p><u>BREAKFAST (AC AND ECONOMY CLASS PASSENGER)</u> Choice of two eggs (Omelet/Fried) Two slices of bread branded company Butter (Nurpur, Pak Brand) in approved Company (sachets) + Jam One Cup of Tea, Tea Bag + Sachet Packs of Sugar and Milk approved Company Packing</p>
OR
<p>Choice of two eggs (Omelet/Fried) One pratha or sadi roti One Cup of Tea, Tea Bag + Sachet Packs of Sugar and Milk approved Company Packing</p>
<u>LUNCH/DINNER</u>
<p><u>Meal: AC/Classes</u> Chicken Biryani Boneless Chicken Handi Vegetables (seasonal) or Daal (thick consistency) Naan / Chapati Raita (Nestle, Adams)</p>
<p><u>Meal: E/Class</u> Boneless Chicken Handi Vegetables (seasonal) or Daal (thick consistency) Naan / Chapati Raita (Nestle, Adams)</p>
<p><u>HI-TEA/WELCOME DRINK (ONLY FOR AC/PASSENGER)</u> Welcome Drink: Soup in winter and fresh lime in summer Hi-Tea: Tea/Coffee along with one sandwich and one samosa</p>

Note:

- 1 All food shall have written expiry date for the information of passengers.
- 2 Utility Pack and Bedding will not be provided to the Passengers of Economy class.

Appendix-D**CRITERIA FOR RESPONSIVENESS OF BIDS.**

S. No	CRITERION
1.	Bid is properly signed by an authorized person
2.	Acceptable and proper Bid Security attached or not
3.	Bid Validity according to the Tender Document or not
4.	Standard Form for Staff / Personnel to be deployed for each train
5.	Standard Form for List / Details of Machinery / Equipment to be utilized for this assignment filled or not
6.	Information required through Forms General-1 and General -2 provided or not
7.	Technical Proposal and Financial Proposal properly filled or not
8	Bidder quoted price for all items of technical proposal or not
9.	Is the offer unconditional
10.	Tender Conditions observed / agreed or otherwise.

Appendix-E

STANDARD FORMAT OF CONTRACT AGREEMENT FORM OF CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT (hereinafter called the "Agreement") made on the _____ day of _____ (month) 20____ between Chief Commercial Manager, **Pakistan Railway** (hereafter called the "Client") of the one part and (hereafter called the "Contractor") of the other part.

WEHREAS the Client is desirous to outsource the catering and janitorial services of Greenline Train which operates between Islamabad and Karachi.

NOW this Agreement witnessed as follows:

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the "Conditions of Contract".

The following documents after incorporating addenda, if any, shall be deemed to form and be read and construed as part of this Agreement, viz:

- (a) The Contract Agreement
- (b) The Letter of Acceptance
- (c) The complete Financial & Technical Proposal
- (d) General Information
- (e) Conditions of Contract
- (f) Terms of Reference
- (g) The complete Appendices to Bid
- (h) _____ (any other)

In consideration of the payments to be made by the Client to the Contractor, the Contractor hereby covenants that he will abide by all the conditions of the contract and terms of reference as covered in bid documents.

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed on the day, month and year written in accordance with their respective laws.

Signature of the Contractor
(Seal)

Signature of the Client
(Seal)

Signed, Sealed and Delivered in the presence of

Witness:

Witness:

(Name, Title and Address)

(Name, Title and Address)

Appendix- F

TECHNICAL EVALUATION CRITERIA

Total Marks = 100

S.NO.		MARKS	BREAKDOWN OF MARKS
1	Catering Service Experience	10	<ul style="list-style-type: none"> • Up to 3 years: 03 • Up to 5 years: 05 • More than 5 years: 10
2	Inspection of Base Kitchen by Technical Evaluation Committee.	20	<ul style="list-style-type: none"> • <u>No. Of Kitchen:</u> • One Kitchen 05 • More than one kitchen 10 • <u>Operative, Well Maintained, Fully Equipped:</u> • State of the Art, Clean, Operative 10 • Moderate no. of equipment, Operative 05 • Unhygienic/Non- Operative Zero
3	Janitorial Service Experience.	10	<ul style="list-style-type: none"> • Up to 3 years: 03 • Up to 5 years: 05 • More than 5 years: 10
4	Human Resources Experience.	20	<ul style="list-style-type: none"> • Qualified Hospitality Manager: 10 • Qualified Chef: 05 • <u>Experience of Chefs:</u> • More than 5 years 05 • Less than 5 years Zero
5	Audited financial Statement of Last Three Years (Total Receipts).	20	<ul style="list-style-type: none"> • Minimum Rs.50 million: 05 • Up to Rs.100 million: 10 • More than Rs100 million: 20
6	Income Tax Return.	10	<ul style="list-style-type: none"> • Minimum Rs.5 million: 03 • Up to Rs. 10 million: 05 • More than Rs.10 million: 10
7	ISO 22000 Certification. (Food Safety Management)	10	<ul style="list-style-type: none"> • Yes 10 • No Zero

Total Marks = 100

Passing Marks = 70

Note:

1. Any bidder with score zero in any of the categories mentioned above will be technically disqualified.
2. During inspection of Kitchen the interested bidders will demonstrate all the services to be provided in the trains i.e meals, Breakfast and Kit which will be recorded to ensure quality & quantity during operations after wards.

SECTION 6:**FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM**

To,

The Chief Commercial Manager

Pakistan Railway

Lahore.

Dear Sir,

I/We, the undersigned, offer to undertake the catering and Janitorial services in accordance with your Bid Documents and terms and conditions contained therein (enumerated but not limited by the section 4.5 of the Terms of Reference, i.e. Two Meals, Breakfast, Hi-tea/welcome Drink, Water Dispensers, Standard Bedding, Utility Pack, Newspapers, Air Freshening, Janitorial Services).

Our Financial Proposals for AC and Economy class passengers are as under:

Bid Amount per Passenger (Rupees in figures)	Bid Amount per Passenger (Rupees in words)
AC Class Passenger	
Economy Class Passenger	

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Agreement negotiations, up to expiration of the validity period of the Proposal.

In case of any discrepancy in the Bid quoted in figures and words, the Bid quoted in words will prevail.

Yours Sincerely

Authorized signatures (in full and initials) _____

Name and Title of Signatory _____

Name of Firm _____

Address _____