WOMEN UNIVERSITY OF AZAD JAMMU & KASHMIR, BAGH
TENDER NOTICE

INVITATION TO BIDS *(Under PPRA Rules – Single Stage Two Envelope Procedure)*

The **Women University of Azad Jammu & Kashmir, Bagh**, a Public Sector University, invites **sealed bids** from registered, experienced, and financially sound firms/individuals for the **Award of Contract for Operation & Management of University Cafeteria** at **Main Campus, Bani Pasari, District Bagh, AJ&K**.

1. Scope of Services

- Operation and management of newly constructed cafeteria at a prime location within the University campus
- Provision of hygienic, high-quality food services for students, faculty, staff, and visitors
- Arrangement of furniture, equipment, crockery, and fixtures at own cost as per University standards
- Provision of food items at approved rates with mandatory discount for students
- Operational timing: **05:00 AM to 10:00 PM** (including weekends and holidays)
- Preference will be given to bidders proposing **female staff/employees**

2. Procurement Method

- **Single Stage – Two Envelope Procedure** (Separate **Technical** and **Financial** Proposals)

3. Eligibility Criteria

Interested bidders must:

- Be registered with **FBR/CBR** with active status
- Possess at least **03 years' relevant experience** in cafeteria/ restaurant operations
- Provide documentary evidence of similar assignments
- Demonstrate financial soundness
- Not be blacklisted by any Government/Semi-Government organization

4. Tender Documents

- Detailed Tender Documents (including specifications, menu framework, evaluation criteria, and draft agreement) can be obtained from the **Office of the Treasurer**, Women University of AJ&K, Bagh during office hours
- Tender documents may also be downloaded from the University website: **www.wuajk.edu.pk**

5. Bid Security & Tender Fee

- **Bid Security:** Rs. **250,000/-** (Refundable) in the form of CDR/Bank Draft in favor of *Treasurer, Women University of AJ&K, Bagh*
- **Tender Fee:** Rs. **2,500/-** (Non-refundable)

6. PRE- BID MEETING

- Pre-bid meeting will be held on **18th** November 2026 on 11.00 AM at Admin Block, Banni Passari, Campus, WUB, Bagh and necessary amendments if required will be uploaded on same date

7. Submission & Opening of Bids

- Bids must be submitted **on or before 25 November 2026 at 02:00 PM**
- **Technical Proposals** will be opened on the same day at **02:30 PM** in the presence of bidders/authorized representatives
- Technical and Financial Proposals must be submitted in **separate sealed envelopes**, clearly marked
- Financial Proposals of technically qualified bidders will be opened later (date to be communicated)
- Financial bid of technically non-responsive bidders will be retuned unopened.

8. Evaluation Criteria

- **Technical Evaluation:** 100 Marks (**Minimum 60 Marks required for qualification**)
- **Financial Evaluation:** Based on **Monthly Rent Offered + Student Discount**

9. Terms & Conditions

- The contractor shall arrange all required furniture, equipment, crockery, and setup at own cost
- A **minimum 10% discount** for students is mandatory on company items (Retail Price marked).
- The University reserves the right to:
    - Accept or reject any or all bids as per PPRA Rules
    - Cancel the bidding process at any stage without assigning any reason

10. Contact Information

Treasurer Office (Estate Management Section)

Women University of AJ&K, Bagh

Phone: _____

Email: _____

WOMEN UNIVERSITY OF AJ&K, BAGH

Treasurer Office (Estate Management Section)

TENDER DOCUMENT FOR OUTSOURCING / AWARD OF CONTRACT FOR OPERATION OF UNIVERSITY CAFETERIA

AT

MAIN CAMPUS, BANI PASARI,

INTRODUCTION

The Women University of Azad Jammu & Kashmir (AJ&K), Bagh, invites sealed bids from reputable, experienced, and financially sound firms, contractors, and individuals for the **operation, management, and maintenance of the newly constructed University Cafeteria** situated at the Main Campus, Bani Pasari, District Bagh.

The cafeteria is situated at a scenic and strategically attractive location approximately 3 km from the city centre of Bagh. In addition to catering to the daily food and refreshment requirements of students, teachers, officers, staff and university residents, the facility offers considerable commercial potential due to its attractive surroundings and prospects for serving visiting guests and tourists.

The University intends to engage a competent operator capable of providing quality food services under hygienic conditions, maintaining professional standards, and ensuring affordable prices for students and other members of the University community. The successful bidder shall be responsible for arranging the requisite furniture, crockery, kitchen equipment, and other necessary items in accordance with the specifications approved by the University.

1. PROJECT OVERVIEW

- **Facility:** Newly constructed University Cafeteria.
- **Location:** Main Campus, Bani Pasari, Women University of AJ&K, Bagh, approximately 3 km from Bagh city centre.
- **Nature of Facility:** Newly constructed and developed premises available for cafeteria operations.
- **Primary Beneficiaries:** Students, Teachers, officers, staff, hostel residents, and visiting guests
- **Expected Demand:** More than 300 persons remain on campus for approximately eight hours daily, while over 400 students reside in the University hostels, providing a substantial and recurring demand for food and refreshment services.
- **Business Potential:** Opportunities for sustainable cafeteria operations, subject to effective management, competitive pricing, and service quality.
- **Tourism Potential:** The scenic location offers additional potential to attract visitors and guests, subject to University access policies and applicable security arrangements.

The project offers an opportunity for a capable operator to establish and maintain a sustainable food-service business while contributing to the

provision of quality, hygienic, and reasonably priced refreshments and meals for the University community.

2. SCOPE OF WORK

The successful bidder shall be responsible for the operation, management, and maintenance of the cafeteria in accordance with the terms and conditions prescribed by the University. The scope of work shall include, but not be limited to, the following:

1. **Operation and Management:** Ensure regular and uninterrupted cafeteria operations during the timings prescribed by the University.
2. **Food Quality and Hygiene:** Provide fresh, wholesome, hygienically prepared food and beverages in compliance with applicable food-safety and public-health requirements.
3. **Provision of Equipment and Accessories:** Arrange, install, and maintain all necessary furniture, crockery, kitchen equipment, utensils, and other operational items strictly in accordance with the University-approved specifications provided at **Annex-A**.
4. **Affordable Pricing:** Offer food and beverages at reasonable and competitive rates, ensuring the prescribed discounts and concessions for students in accordance with the rates and conditions approved by the University.
5. **Cleanliness and Maintenance:** Maintain the cafeteria, kitchen, dining area, furniture, equipment, and associated facilities in a clean, hygienic, orderly, and serviceable condition.
6. **Service Standards:** Ensure courteous and professional customer service, adequate availability of food items, and timely service to students, employees, hostel residents, and visiting guests.
7. **Compliance with University Instructions:** Observe all applicable University rules, security requirements, operational instructions, and contractual obligations.
8. **Waste Management:** Ensure proper collection and disposal of food waste and other refuse, maintaining a clean and environmentally responsible campus environment.
9. **Licences and Legal Compliance:** Obtain and maintain all applicable licences, registrations, permits, and approvals required for lawful cafeteria operations.
10. **Protection of University Property:** Use the premises and any University-provided facilities responsibly and ensure that no unauthorized alterations or changes are made without prior written approval.

3. PROOCEDURE OF PROCUREMENT;

The procurement shall be conducted under **Single Stage – Two Envelope Procedure (Technical & Financial)** in accordance with applicable PPRA Rules will be opted

4. OPERATIONAL TIMINGS (MANDATORY)

- Daily Operation: **05:00 AM to 10:00 PM**
- Mandatory Operation during:

- Weekends
- Public holidays

- Special emphasis on **serving hostel students**

Failure to maintain operational hours shall result in penalties.

5. ELIGIBILITY CRITERIA

i) **Bidders must:**

- Be registered with **FBR/CBR** with active status
- Have **minimum 3-5 years' experience** in cafeteria/restaurant/ food services
- Demonstrate financial capability
- Not be blacklisted by any Government/ Semi-Government organization

6 TECHNICAL PROPOSAL FORMAT

i. Instructions to Bidders

- The Technical Proposal shall be submitted in a **separate sealed envelope** clearly marked *"Technical Proposal"*.
- The proposal must be **properly indexed, page-numbered, and signed** by the authorized representative.
- All supporting documents must be **attached, verified, and stamped**.
- Incomplete or non-compliant proposals shall be **liable to rejection**.
- Only bidders obtaining **minimum 60 marks** shall qualify for financial evaluation.

ii) DETAILED TECHNICAL EVALUATION CRITERIA (TOTAL: 100 Marks

a). Firm Profile & Relevant Experience – 20 Marks

Sr. No.	**Sub-Criteria**	**Marks**
a.1	Relevant experience in operating cafeterias/restaurants (minimum 3 years required)	10
A.2	Experience in educational institutions / universities / hostels(On-Going, Minimum Two contracts)	5
A.3	Number of similar completed contracts Minimum Two (attach documentary proof)	5
Total		**20**

- Less than 3=0 Marks
- 3–5 years = 6 marks
- 5–10 years = 8 marks
- Above 10 years = 10 marks

B. Satisfactory Performance Certificates – 8 Marks

Sr. No.	Sub-Criteria	Marks
	Satisfactory performance certificates from previous clients (attach evidence) • Less than 2= 0 Marks • 2Certificates = 4 marks • 3 certificates = 6 marks • 4 or more certificates = 8 marks	8

C. Financial Strength & Capacity – 12 Marks

Sr. No.	Sub-Criteria	Marks
C.1	Average annual turnover (Minimums 10. Million per year last 3 years)	6
C.2	Bank statement / financial soundness certificate, last three years	4
C.3	FBR/CBR with active status	2
Total		**12**

D. Proposed Operational Plan – 15 Marks

Sr. No.	Sub-Criteria	Marks
D.1	Work plan for cafeteria operations (05:00 AM – 10:00 PM including holidays)	5
D.2	Strategy for provision of food to students at fixed discounted rates	4
D.3	Hygiene, cleanliness & waste management plan	3
D.4	Customer service & complaint redressal mechanism	3
Total		**15**

E. Human Resource & Staffing Plan – 10 Marks

Sr. No.	Sub-Criteria	Marks
E.1	Qualified and experienced staff proposed	4
E.2	Inclusion of female staff (preference shall be given)	3
E.3	Staff training plan (food safety & service standards)	3
Total		**10**
	(Minimum 2 cook, 2 helper, 2 waiter and two sweeper will be required)	

F. Quality of Food & Menu Compliance – 10 Marks

Sr. No.	Sub-Criteria	Marks
F.1	Understanding and compliance with University Standard Menu	3
F.2	Commitment to quality ingredients & portion standards	4
F.3	Adherence to fixed discount policy for students	3
Total		**10**

G. Equipment & Setup Plan – 15 Marks

Sr. No.	Sub-Criteria	Marks
G.1	Plan to arrange furniture, crockery & equipment as per Annex-A	8
G.2	Quality, durability & branding of proposed equipment	4
G.3	Maintenance and replacement plan	3
Total		**15**

H. Hygiene, Safety & Regulatory Compliance – 6 Marks

Sr. No.	Sub-Criteria	Marks
H.1	Compliance with food safety standards (PFA / Health Regulations)	6
H.2	Fire safety & emergency arrangements	2
H.3	Provision of clean and safe drinking water	2
Total		**6**

I. Presentation / Interview (if required) – 4 Marks

Grand Total: 100 Marks

J Minimum Qualifying Criteria

- Bidders must secure **at least 60 marks** to qualify technically
- Only **technically qualified bidders** shall be considered for **financial evaluation**

K General Instructions

- All claims must be supported with **documentary evidence**, failing which marks shall not be awarded
- Incomplete or non-compliant proposals shall be **rejected**
- The University reserves the right to verify any submitted information
- Preference shall be given to bidders ensuring:
    - Provision of quality food at subsidized rates for students
    - Employment of female staff
    - High standards of hygiene and service delivery

6. KEY CONTRACTUAL OBLIGATIONS

6.1 Standardization Requirement

- All furniture, crockery, and equipment shall be:
  - Procured by the contractor
  - As per **Annex-A specifications**
  - Subject to University inspection and approval

6.2 Student Discount Policy

- Mandatory **minimum discount of ___% (not less than 10%)** for University students
- Discount applicable on all company items where retail price is mentioned.
- Valid Student ID required
- Rates must be approved and displayed

6.3 Menu & Pricing

- Menu shall be approved by the University (Annex-B)
- Prices shall remain controlled and reasonable
- No price revision without prior approval

6.4 Female Employment Preference

- Contractor shall **preferably employ female staff/workers**, especially:
  - Serving staff
  - Cash counter
- This is aimed at:
  - Promoting women employment
  - Ensuring a comfortable environment for female students

6.5 Hygiene & Quality

- Strict compliance with:
  - Food safety standards
  - Cleanliness and sanitation
- Staff must:
  - Wear uniforms
  - Maintain personal hygiene

6.6 Ambience & Tourism Value

- The contractor shall:
  - Maintain aesthetic and clean environment
  - Ensure pleasant seating arrangement
  - Enhance cafeteria appeal considering **tourism potential of location**

7. CONTRACT PERIOD

- Initial Period: **03 Years**
- Extendable for (2 Years) based on:
  - Satisfactory Performance
  - Mutual agreement

8. FINANCIAL TERMS

- Monthly Rent / Revenue Share: To be quoted by bidder
- Payment: Monthly in advance
- Performance Security: **10% of annual rent value**

9. TECHNICAL PROPOSAL (ENVELOPE–I) Must include:

- Firm profile
- Experience details
- Operational plan (including extended hours management)
- Proposed menu
- Hygiene & quality assurance plan
- Staffing plan (with female staff preference)
- Equipment & furnishing plan (as per Annex-A)

10. FINANCIAL PROPOSAL FORMAT (ENVELOPE–II)
(Discount-Based Evaluation Model)

i). Instructions to Bidders

1. The Financial Proposal shall be submitted in a **separate sealed envelope** clearly marked *"Financial Proposal"*.
2. The bidder shall quote:
   - **Fixed Monthly Rent (if applicable)**
   - **Discount Percentage for Students (Mandatory)**
3. The **minimum student discount shall not be less than 10%** on all menu items.
4. Financial proposals of only **technically qualified bidders (minimum 70 marks)** shall be opened.
5. The contract shall be awarded based on a **combined evaluation of rent + student discount**, as per criteria defined below.

ii). Financial Proposal Form

Name of Firm / Contractor: _____

Address: _____

NTN: _____

A. Monthly Rent Offered to University

Sr. No.	**Description**	**Amount (PKR)**
1	Monthly Rent Offered	Rs._____

Amount in Words: Rs._____

B. Discount Offered to University Students

Sr. No.	**Description**	**Percentage (%)**
1	Discount on all menu items for students	_____ %

Note:

- Minimum discount must be **≥ 10%**
- Discount shall apply on **all approved menu items without exception**

C. Commitment Statement (Mandatory)

The bidder hereby confirms that:

- The offered discount shall be **uniformly applicable** to all registered students upon presentation of valid Student ID.
- The bidder shall **not inflate base prices** to offset the discount.
- The quoted rent and discount shall remain **valid for the contract period**, subject to agreement terms.

iii). Financial Evaluation Criteria (Total: 100 Marks)

The financial evaluation shall be carried out as follows:

A. Monthly Rent (Weight: 40 Marks)

- Highest quoted rent = **40 Marks**
- Others = *(Quoted Rent / Highest Rent) × 40*

B. Student Discount (Weight: 60 Marks)

- Highest discount = **60 Marks**
- Others = *(Quoted Discount / Highest Discount) × 60*

C. Total Financial Score

Total Score=Rent Score+ Discount Score\text{Total Score} = \text{Rent Score} + \text{Discount Score}Total Score=Rent Score+ Discount Score

iv). Final Ranking & Award of Contract

- The contract shall be awarded to the bidder obtaining the **highest combined financial score**, subject to:
  - Technical qualification
  - Compliance with tender conditions
- In case of a tie:
  1. Higher **student discount** will be preferred

2. If still tied, higher **technical score** will prevail

v). Important Conditions

- Conditional or incomplete financial proposals shall be **rejected**.
- Any attempt to manipulate pricing structure will lead to **disqualification**.
- The University reserves the right to **negotiate or reject any or all bids** as per rules.

12. BID SECURITY

- 2,50,000 of estimated annual contract value
- In shape of CDR/Bank Draft

13. PENALTIES

Penalties may be imposed for:

- Non-compliance with timings
- Poor hygiene
- Overcharging / no discount
- Substandard food

Repeated violations may lead to termination.

14. TERMINATION

The University may terminate the contract:

- For breach of agreement
- Poor performance
- Violation of rules

15. RIGHTS OF THE UNIVERSITY

The University reserves the right to:

- Accept/reject any or all bids
- Cancel the process without assigning reason
- Inspect cafeteria at any time

16. ANNEXURES

- **Annex-A:** Furniture & Equipment Specifications
- **Annex-B:** Menu & Discount Policy
- **Annex-C:** Contract Agreement

17. SUBMISSION OF BIDS

Bids must be submitted in sealed envelopes clearly marked:

- "Technical Proposal"
- "Financial Proposal"

18. PRE- BID MEETING

Pre-bid meeting will be held on 18th November 2026 on 11.00 AM at Admin Block, Banni Passari, Campus, WUB, Bagh and necessary amendments if required will be uploaded on same date

19. OPENING OF BIDS

- Technical bids shall be opened first on **25th November 2026**.
- Financial bids of qualified bidders shall be opened later the date and time will be communicated to only technically responsive bidders.

Annex-A: Furniture & Equipment Specifications

i General Instructions

- ✓ The successful bidder shall **arrange, install, and maintain** all furniture, crockery, kitchen equipment, and allied items at its own cost.
- ✓ All items must be **brand new, durable, food-grade, and of commercial quality** suitable for high-traffic institutional use.
- ✓ The specifications given below represent **minimum standards**; higher specifications may be accepted subject to approval by the University.
- ✓ All installations shall be completed within **15 days of award of contract**.
- ✓ The University reserves the right to **inspect, approve, or reject** any item not meeting the required standards.

i). Dining Area Furniture

Sr. No.	Item	Minimum Specification	Quantity (Approx.)
1	Dining Tables	4–6 seater, laminated top, metal/marble /Class and wooden/Steel frame, scratch-resistant	As per space
2	Chairs	Cushioned/ergonomic, heavy-duty plastic or metal frame	As per capacity
3	Sofa Seating (optional area)	High-quality upholstery, washable fabric	Optional
4	Serving Counters	Stainless steel/Marble/Glass top with storage cabinets	1–2
5	Cash Counter	Laminated/wooden with drawer & billing space with morble/Glass top	1
6	Display Shelves	Glass/laminated for snacks & bakery items	As required
7	Dustbins	Covered, foot-operated, color-coded (wet/dry)	Adequate

iii) Dining Area Arrangements

a) Separate Placement(Hall Reserved for Faulty at Ground Floor
b) Students Arrangement(Students Hall at 1st Floor)
c) Tuck-shop, Arrangements at Ground floor

ii). Kitchen Equipment

A. Cooking Equipment

Sr. No.	Item	Minimum Specification
1	Cooking Range	Stainless steel, multi-burner (3–5 burners)
2	Deep Fryer	Commercial electric/gas fryer
3	Oven	Baking/roasting oven (electric/gas)
4	Microwave Oven	Commercial grade
5	BBQ/Grill Machine	Stainless steel
6	Hot Plate	Electric/gas
7	Air Fryers	Electric

B. Refrigeration & Storage

Sr. No.	Item	Minimum Specification
1	Refrigerator	Double door, commercial grade
2	Deep Freezer	Large capacity
3	Water Cooler/Dispenser	Industrial grade with filtration
4	Storage Racks	Stainless steel

C. Food Preparation Equipment

Sr. No.	Item	Minimum Specification
1	Food Processor	Multi-functional
2	Juicer/Blender	Heavy-duty
3	Dough Mixer (if required)	Commercial grade
4	Cutting Tables	Stainless steel

iii). Crockery, Cutlery & Serving Items

Sr. No.	Item	Minimum Specification
1	Plates	Melamine/ceramic (high quality)
2	Cups & Saucers	Ceramic
3	Glasses	Tempered glass
4	Spoons/Forks/Knives	Stainless steel
5	Serving Trays	Food-grade plastic/stainless steel
6	Tea Pots / Kettles	Stainless steel/electric
7	Disposable Items	Eco-friendly (paper-based preferred)

iv). Hygiene & Cleaning Equipment

Sr. No.	Item	Minimum Specification
1	Hand Washing Station	With liquid soap & sanitizer
2	Cleaning Tools	Mops, brushes, wipers
3	Dishwashing Sink	Stainless steel (double bowl)
4	Exhaust System	Kitchen hood with proper ventilation
5	Pest Control Measures	Regular treatment arrangements

v). Safety Equipment

Sr. No.	Item	Minimum Specification
1	Fire Extinguishers	CO_2 / Dry Powder (valid certification)
2	First Aid Kit	Fully equipped

Sr. No.	Item	Minimum Specification
3	Emergency Exit Signage	Clearly visible
4	Gas Leak Detector (if applicable)	Recommended

vi). Branding & Ambience

- Proper **signage/branding of cafeteria** (subject to University approval)
- Clean, attractive, and **student-friendly environment**
- Adequate **lighting, ventilation, and seating arrangement**
- Display of **approved menu with discounted rates for students**

vii). Maintenance & Replacement

- The contractor shall ensure:
  - Regular maintenance of all equipment
  - Immediate replacement of damaged items
  - Cleanliness and proper functioning at all times

viii). Compliance

- All equipment must comply with:
  - **Food safety standards**
  - **Health regulations**
  - **University-approved specifications**

xi). Undertaking

The bidder shall provide an undertaking that:

- All required items will be installed before commencement of operations
- No substandard or used equipment will be installed
- The University's decision regarding quality compliance shall be final

Annexure B STANDARD MENU FRAMEWORK & FIXED DISCOUNT STRUCTURE

i). GENERAL PRINCIPLES

1 The contractor shall provide **nutritious, hygienic, and affordable food items** to students, faculty, staff, and visitor

2 All food items shall be prepared using **fresh, high-quality ingredients** under strict hygienic conditions in accordance with applicable food safety standards.

3 The **menu, portion sizes, and rates** shall be subject to prior approval of the University before commencement of operations.

4 The contractor shall ensure **continuous availability of essential food items** during operational hours (05:00 AM to 10:00 PM, including holidays).

5 No item shall be **added, removed, or modified** without prior written approval of the University.

ii). STANDARD MENU CATEGORIES (MINIMUM REQUIREMENT)

The contractor shall, at minimum, offer the following categories:

1 Breakfast Items

- Paratha (Plain / Egg)
- Omelette
- Boiled Eggs
- Bread with Butter / Jam
- Tea (Milk / Green)
- Milk

2 Lunch / Meal Items

- Daal (variety)
- Seasonal Vegetables
- Chicken Curry
- Rice (Boiled / Pulao)
- Chicken Barehani
- Roti / Naan
- Salad & Raita

3 Fast Food Items

- Samosa / Pakora
- Sandwich (Vegetable / Chicken)
- Burger (Standard / Zinger)
- French Fries
- Shawarma / Roll

4 Beverages

- Tea (Regular / Special)
- Coffee
- Mineral Water
- Fresh Juices (Seasonal)
- Soft Drinks

5 Snacks & Bakery Items

- Biscuits
- Cakes / Pastries
- Patties
- Chips / Packaged Snacks

iii. PRICE CONTROL MECHANISM

1. All food items shall be offered at discounted rates, subject to approval by the University.

2 A **comprehensive Rate List (Menu Card)** shall be:

- Approved by the University prior to display
- Clearly displayed at prominent locations within the cafeteria

3 Prices shall remain **fixed for a minimum period of six (06) months**.

4 Any revision in prices shall:

- Require prior written approval of the University
- Be supported with **documentary evidence of market fluctuations**

iv. FIXED DISCOUNT STRUCTURE FOR STUDENTS (MANDATORY)

1 The contractor shall provide a **minimum discount of ___% (not less than 10%)** on all company food items on retail price for registered University students & university employees.

2 The exact discount percentage shall be **quoted in the Financial Proposal** and shall form part of the contract agreement.

3 The discount shall be applicable upon presentation of a:

- **Valid University Student Identity Card and Employee Card**

4 **The discount shall**:

- Apply **uniformly across all menu items**
- Be clearly reflected in the **displayed rate list/menu card**

5 **The contractor shall strictly ensure that:**

- No artificial price inflation is made to offset the discount
- No discrimination is made among students

6 **The University reserves the right to:**

- Conduct **price audits and inspections**
- Enforce strict compliance with the approved discount policy

5. SPECIAL STUDENT MEAL PACKAGES (RECOMMENDED)

1 The contractor shall offer **economical and subsidized meal packages** for students, such as:

- **Standard Meal Package:**
  - Daal + Roti + Salad
  - OR Rice + Curry
- **Combo Offers:**
  - Burger + Drink
  - Tea + Snack

2 Final meal packages and pricing shall be **approved by the University** prior to implementation.

6. QUALITY & PORTION CONTROL

1 The contractor shall maintain **standardized portion sizes** for all food items.

2 The contractor shall ensure:

- Consistent quality, taste, and freshness
- Adequate serving quantities

3 The University may conduct **random inspections and quality checks** at any time.

7. PROHIBITED ITEMS

The contractor shall strictly not sell or provide:

- Expired, substandard, or adulterated food items
- Unhygienic or unsafe food
- Tobacco products, cigarettes, or related items

- Any item declared prohibited by the University or Government regulations

8. DISPLAY & TRANSPARENCY

1 The approved menu along with rates and discount details shall be:

- Clearly displayed at the service counter
- Printed in a legible and professional format

2 A **Complaint & Suggestion Register** shall be maintained at all times and made available for inspection.

9. PENALTIES FOR NON-COMPLIANCE

1 The following violations shall attract penalties:

- Overcharging or failure to provide student discount
- Poor food quality or unhygienic conditions
- Non-availability of essential menu items
- Misrepresentation of menu, rates, or discounts

2 Repeated violations may result in:

- Imposition of fines
- Suspension of operations
- **Termination of contract**, as per agreement terms

10. UNIVERSITY OVERSIGHT

1 The University shall constitute a **Cafeteria Monitoring Committee** to:

- Approve menu and pricing structure
- Monitor hygiene, quality, and service standards
- Address complaints and grievances

2 The decisions of the Committee shall be **final and binding** on the contractor.

11. UNDERTAKING / CERTIFICATION

The successful bidder shall submit a signed undertaking confirming that:

- All food items shall be provided strictly as per the **approved menu and rates**
- The **mandatory student discount** shall be implemented without exception
- All **quality, hygiene, and operational standards** shall be fully complied with
- The contractor shall abide by all directions issued by the University from time to time

"If the quoted discount exceeds commercially viable limits and is found impractical during evaluation, the University reserves the right to seek justification or reject such bid."

ANEX–C;- DETAILED CONTRACT AGREEMENT / LEGAL DEED
(For Operation of University Cafeteria at Main Campus, Bani Pasari)

THIS AGREEMENT
This Agreement is made on this ___ day of _____, 2026
BETWEEN
Women University of AJ&K, Bagh, through its authorized representative, having its office at Bani Pasari, District Bagh, AJ&K (hereinafter referred to as the **"University"**, which expression shall include its successors and assigns)
AND
M/s _____, a firm/company duly registered under relevant laws, having its registered office at _____ (hereinafter referred to as the **"Contractor"**, which expression shall include its successors, legal heirs, and permitted assigns)

1. RECITALS
WHEREAS:

- The University has constructed a Cafeteria at its Main Campus, Bani Pasari, for provision of food services to students, faculty, staff, and visitors;
- The University invited bids through a competitive process under applicable procurement rules;
- The Contractor has been declared the successful bidder based on technical and financial evaluation;

NOW, THEREFORE, both parties agree as follows:

2. SCOPE OF CONTRACT
The Contractor shall:

1. Operate and manage the University Cafeteria on **full-service basis**.
2. Provide **fresh, hygienic, and quality food items** in accordance with **Annex–B (Menu & Discount Structure)**.
3. Arrange and maintain **furniture, equipment, crockery, and utensils** strictly as per **Annex–A (Specifications)**.
4. Ensure uninterrupted services from **05:00 AM to 10:00 PM**, including weekends and holidays.
5. Provide services particularly for **hostel students during extended hours if required**.

3. CONTRACT PERIOD

- Initial Contract Duration: **03 Years**
- Extendable for **02 additional years** based on:
    - Satisfactory performance
    - Approval of the University

4. FINANCIAL TERMS

4.1 Monthly Rent

The Contractor shall pay a monthly rent of:

Rs. _____ (Rupees _____ only)

- Payable in advance by the **5th of each month**
- Delay beyond 10 days shall attract **penalty @ 5% per month**

4.2 Student Discount (Mandatory)

- The Contractor shall provide ___**% discount (not less than 10%)** on all company food items on retail price marked on the items.
- Discount shall be applicable upon presentation of **valid Student ID Card & Employee Card**.
- The Contractor shall not inflate base prices to neutralize the discount.

5. OBLIGATIONS OF THE CONTRACTOR

The Contractor shall:

5.1 Operational Obligations

- Ensure availability of all essential food items at all times
- Maintain **quality, taste, and portion standards**
- Display **approved rate list** prominently

5.2 Human Resource

- Employ **qualified and experienced staff**
- Ensure **preference to female staff**
- Maintain staff in proper uniform and hygien

5.3 Hygiene & Safety

- Maintain **strict cleanliness and sanitation standards**
- Ensure compliance with **health and food safety regulations**
- Arrange:
    - Clean drinking water
    - Waste disposal system
    - Fire safety equipment

5.4 Equipment & Maintenance

- Provide the connection of Electricity, Water, Telephone, Gas and internet, Security Cameras Installation and security arrangement with the cafeteria primness etc.
- Provide all equipment at own cost
- Maintain and replace damaged items promptly

6. OBLIGATIONS OF THE UNIVERSITY

The University shall:

1. Provide the Cafeteria premises on **“as-is” basis**
2. Monitor performance through **Cafeteria Monitoring Committee**

7. MONITORING & INSPECTION

- The University may conduct **random inspections** at any time
- A **Monitoring Committee** shall:

- Approve menu and rates
- Check quality and hygiene
- Address complaints

Decisions of the Committee shall be **final and binding**.

8. PENALTIES & FINES

The following penalties may be imposed:

Violation	**Penalty**
Overcharging / no student discount	Rs. 5,000 per instance
Poor hygiene	Rs. 10,000 per instance
Non-availability of essential items	Rs. 3,000 per instance
Substandard food quality	Rs. 10,000 per instance

Repeated violations may lead to **termination of contract**.

9. PERFORMANCE SECURITY

- The Contractor shall provide **Performance Security @ 10% of total rent of one year**
- Valid for entire contract period
- Refundable upon satisfactory completion

10. PROHIBITIONS

The Contractor shall NOT:

- Sell tobacco, cigarettes, or prohibited items
- Sublet or transfer the contract
- Use the premises for unauthorized purposes

11. TERMINATION

11.1 By University

The University may terminate the contract if:

- Poor performance
- Violation of terms
- Health/safety breaches
- Non-payment of rent

11.2 By Contractor

The Contractor may terminate with **60 days prior notice**, subject to settlement of dues.

12. FORCE MAJEURE

Neither party shall be liable for failure due to:

- Natural disasters
- Government restrictions
- Unforeseen circumstances beyond control

13. DISPUTE RESOLUTION

- Disputes shall be resolved amicably
- Failing which, referred to **Vice Chancellor (WUAJ&K)**
- Final recourse: **Courts of AJ&K jurisdiction**

14. GOVERNING LAW

This Agreement shall be governed by laws of:

- **Azad Jammu & Kashmir**
- Applicable **Public Procurement Rules (PPRA)**

15. INDEMNITY

The Contractor shall indemnify the University against:

- Losses
- Damages
- Legal claims arising from operations

16. AMENDMENTS

No amendment shall be valid unless:

- Made in writing
- Signed by both parties

17. HANDOVER ON COMPLETION

Upon termination/expiry:

- Contractor shall hand over premises in **good condition**
- Remove all movable items
- Clear all dues

18. SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Agreement on the date first written above.

FOR THE UNIVERSITY

Name: _____
Designation: _____
Signature: _____
Seal: _____

FOR THE CONTRACTOR

Name: _____
Designation: _____
Signature: _____
Seal: _____

WITNESSES

1. Name: _____
   CNIC: _____
   Signature: _____
2. Name: _____
   CNIC: _____
   Signature: _____