



CYBER SECURITY FOR DIGITAL PAKISTAN / NCERT

(NATIONAL CYBER EMERGENCY RESPONSE TEAM)

TENDER DOCUMENT

HIRING OF CAFETERIA SERVICES

GOVERNMENT OF PAKISTAN
CYBER SECURITY FOR DIGITAL PAKISTAN/nCERT

INVITATION TO BIDS

1. Cyber Security for Digital Pakistan /nCERT requires services of **Hiring of Cafeteria Services** under the “**Project Cyber Security for Digital Pakistan/nCERT**” for which electronic bids are invited from the firms/ companies registered with Income Tax, Sales Tax Departments and who are on FBR’s Active Taxpayer’s List (ATL) through e-PADS.
2. The prospective service providers are required to submit their electronic bids including technical and financial proposals along with the Bid Security instrument amounting to rupees 100,000/-(Rupees One Hundred Thousand Only) submitted in favor of Project Director PKCERT (FTN/NTN: 9012000-7) through e-PADS at <http://eprocure.gov.pk> uploaded on or before **1100 hours on Friday, 19th September, 2025** in accordance with the provisions of PPRA Rule 36 (a) and other terms & conditions as defined in the bidding documents.
3. In case of any technical difficulty in using e-PADS, prospective bidders may contact PPRA team Director MIS Room No. 109, 1st floor, FBC building Sector G-5/2, Islamabad (Contact No. 051-111-137-237).
4. Original Bid security instrument **MUST** be submitted to the undersigned before closing hours of the bid submission time otherwise respective bid will not be opened.
5. Bidding documents can be accessed from the website of National Computer Emergency Response Team (<https://pkcert.gov.pk/>) as well as PPRA website.
6. Bids will be opened on the same day **i.e., 19th September, 2025** at **1130 hours** in the presence of representatives of the bidders.
7. As per PPRA Rules 33(1), 2004, National Computer Emergency Response Team (nCERT) has the right to reject any or all bids/ proposals at any time prior to the acceptance of a bid/proposal.

Director General
National Computer Emergency Response Team (nCERT)
L- Block, Pak Secretariat, Islamabad
Ph No. 051-9203421-22
Email: bid@pkcert.gov.pk
Website: (<https://pkcert.gov.pk/>)

TERMS AND CONDITIONS OF TENDER

General:

1. Only registered firms/contractors with Active Taxpayers List (ATL), valid GST/NTN, based in Rawalpindi & Islamabad, are eligible to apply.
2. Proof of NTN/GST registration, Active Taxpayer List and a brief company Profile along with attested photocopies of all relevant documents are required to be provided.
3. Bid Security (Refundable) amounting to Rs.100,000 (Rupees one hundred thousand) in shape of Bank Draft/Pay Order in favor of Director PKCERT (FTN/NTN: 9012000-7) is required to be provided. The Bid Security will be returned to the unsuccessful bidder(s) immediately after finalization of the tender and in case of successful bidder(s), it will be retained as security deposit till the expiry of contract.
4. An affidavit on stamp paper that the firm has not been blacklisted in the past by any Ministry/Division/Department/ Organization of Government of Pakistan is required.
5. The contract will be awarded initially for one year. If required, the contract may be extended for further period on mutually agreed terms.
6. National CERT reserves the right to reject all bids/proposals at any time prior to the acceptance.
7. Any Lapse in fulfilling requirements or any other stipulated condition (s) in the tender process shall render the bid liable to rejection.
8. The National CERT reserves the right to amend/change/revise the Terms and Conditions if deemed necessary. The successful bidder shall have to provide the services accordingly.
9. Both parties (National CERT and Service Provider) can terminate the contract by serving the notice of three months period to other party.
10. Menu of Breakfast and Lunch will be communicated to successful bidder duly approved by the Cafeteria Committee.
11. The successful bidder will have to provide fresh cooked food as per the agreed menu and rates at National CERT Cafeteria for Breakfast and Lunch during working days or other timings as approved by Cafeteria Committee.
12. Bid Validity is 90 days.
13. Within fifteen (15) days of receipt of the notification of contract award, the successful bidder shall furnish to National CERT, the Bank Guarantee/ Performance Bond for amount equivalent to 05% of contract value.
14. The payment to the contractor will be made by the employees as per agreed/approved rates.
15. The National CERT will provide the following facilities free of cost to the contractor:-
 - Hall for serving lunch
 - Electricity
 - Tap Water for dish washing etc.
 - Any other item/service (to be mutually agreed)
16. Contractor will be responsible for provision of following items/services at his own cost:-
 - Kitchen Accessories as per requirement.
 - Crockery/Cutlery
 - Fridge/Deep Freezer/Microwave Oven

- Maintenance of overall cleanliness and hygiene of the Cafeteria.
- Dish washing & cleanliness of the kitchen
- Professional Cafeteria Staff in uniforms /Shalwar Qameez.
- Drinking Water.
- Gas Bill Charges.
- Keeping cafeteria hall and fixtures therein in good condition and carry out repair and maintenance (if required).
- Any other item/service essential for running cafeteria service with approval Cafeteria Committee or administration of National CERT.
- Seating arrangements good quality for 40x individuals.

Bidding Process:

1. Bidders are required to follow **Single Stage-One Envelope Bidding** Procedure. The electronic bid including technical and financial proposals must be submitted online on or before 19th September, 2025 at 1100 hours through e-PADS at **<http://eprocure.gov.pk>**. Bids will be opened on the same day i.e., 19th September 2025 at 1130 hours in the presence of representatives of the bidders.
2. The Technical Bid shall be placed in a sealed envelope clearly marked “TECHNICAL BID” Similarly, the Financial BID shall be placed in a sealed envelope clearly marked “FINANCIAL BID. **Pre-Bid Meeting** will be held on **11th September 2025** at 1100 hours.
3. Bidders are required to prepare their bids carefully, (preferably typed). Any correction/alteration/ overwriting will not be acceptable. Each page/document must be signed/ stamped and sealed properly. Incomplete and conditional bids will not be accepted.
4. Rates/Quotations are required against all items. Financial Evaluation and comparison will be made on rate per unit basis for those items shortlisted by Cafeteria Committee.
5. Branded items including Cold Drinks, Mineral Water, Juices, Yogurt, Biscuits etc. or any other item approved by the Purchase Committee will be provided on prevailing market retail rates.
6. The contract award will be given to the lowest evaluated bidder(s) as approved by the competent authority, after recommendation of Cafeteria Committee, which shall be final and binding.
7. National CERT shall disqualify bidder if it finds at any time that the information submitted by the bidder concerning its qualification was false and materially inaccurate.
8. If two or more bidders obtain equal marks in aggregate, then the contract will be awarded to the one with lowest financial bid.
9. Successful bidder would sign a contract/agreement containing all details with the Office initially for the period of one year. The agreement may be further extended, if mutually agreed by both the parties.

EVALUATION CRITERIA

- (i) Weightage of Technical and Financial proposals will be 70% and 30% respectively. The bidder obtaining highest marks combining both Technical and financial proposals will be awarded the contract.

- (ii) Evaluation criteria for each bid are given in the technical proposal. Minimum threshold for qualifying in the technical proposal is 70%.
- (iii) Evaluation criteria of financial proposal is as under:

$$\text{Financial Score} = 30 \times \frac{\text{Aggregate Amount of selected menu quoted by the lowest Bidder in financial bid}}{\text{Aggregate Amount of selected menu quoted by the company. Whose financial score is to be calculated}}$$

(i) **Technical Proposal Evaluation**

Description	Marks	Detail
Years of Establishment /Experience (1 mark per year)	5	To be provided on Annex-1
Similar Job /Contract (Completed) (05 Marks for each job, maximum 03 contracts/jobs will be considered)	15	To be provided on Annex-2
Similar Job /Contract (In-hand) (05 Marks for each job, maximum 03 contracts/jobs will be considered)	15	To be provided on Annex-3
Bank Certificate for Financial Soundness	10	Bank certificate to be Provided
Litigation History (5 marks will be awarded to the applicants having no litigation)	5	To be provided on stamp paper
Verification of quality of food and service [from the similar current & previous clients of the bidder]	20	To be filled by the Cafeteria Committee of National CERT, or Nominees on Annex-4
Total	70	

(ii) **Financial Proposal Evaluation**

Description	Maximum Marks
Rates quoted for Breakfast/lunch by the bidder	30
Total	30

Note : Marks will be awarded to vendors as per formula stated above.

Annex-1

Experience Record

S. No.	Nature/Particulars of Service (Cafeteria/Restaurant/ Canteen	Period/ Date
	1	

Note: Proof / Certificates of Establishment must be attached.

(Signatures, Name & Official Seal)

Annex-2

Details of Services Provided (Completed)

Use a separate sheet for each Client /Contract/Work Order-



1	Name of the Project/Client/Contract /Work Order
2	Name of Organization/Client
3	Organization/Client Address
4	Value of the Contract on Monthly Basis
5	Date of Award
6	Date of completion
7	Any other detail

Note: Copies of Satisfactory Completion Certificate(s) must be attached.



(Signatures, Name & Official Seal)

Details of Services (In Hand)

Use a separate sheet for each Client /Contract/Work Order-

1	Name of the Project/Client/Contract /Work Order
2	Name of Organization/Client
3	Organization/Client Address
4	Value of the Contract on Monthly Basis
5	Date of Award
6	Any other detail

Note: Copies of contract awards must be attached.

(Signatures, Name & Official Seal)

Annex-4

Verification of Service Quality

Name _____

Address _____

Visit date and time _____

S. No.	Description	Max Marks	Excellent (5)	Very Good (3)	Good (1)	Unsatisfactory
1	Cleanliness & Hygiene of Hall and Kitchen	5				
2	Quality of Food / Raw Material Used	5				
3	Chef / Staff Cleanliness & Hygiene	5				
4	Service Quality including Crockery & Cutlery, Uniform, etc.	5				
Overall Rating						

(Signatures of the Officer (s)/ Nominees of Cafeteria Committee, National CERT

FINANCIAL BID FORM

Rates/ Quotation for Menu Items for Cafeteria Services at National CERT

S.No.	Category	Item	Quantity	Rate inclusive of all Taxes
1.	MEAL	Mix Vegetable (Seasonal)	180gm / Per plate	
2.		Daal Channa	180gm / Per plate	
3.		Daal Maash	180gm / Per plate	
4.		Chanay	180gm / Per plate	
5.		Chicken Qouma	180gm / Per plate	
6.		Aaloo Qeema	180gm / Per plate	
7.		Chicken Karahai	(Half)	
8.		Chicken Karahai	(Full)	
9.		Chicken Biryani	(Half)	
10.		Chicken Biryani	(Full)	
11.		Chana Biryani	Per plate	
12.		Chicken Palao	(Half)	
13.		Chicken Palao	(Full)	
14.		Chicken Haleem	Per plate	
15.		Lobia	Per plate	
16.		Aaloo Anda Curry	Per Plate	
17.		Roti Tandori (Standard)	one	
18.		Paratha (Standard)	one	
3	SNACKS	Tea	Per cup	
4		Milk Tea	Per cup	
5		Green Tea	Per cup	
6		Coffee	Per cup	
1		Egg Sandwich	Per sandwich	
2		Club Sandwich	Per sandwich	
3		Chicken Sandwich	Per sandwich	
4		Pakoray	Per plate	
5		Pakoray	Per kg	
6		Chana Chart	Per plate	
7		Dahi Barray	Per plate	
8		Samosa (Vegetable)	Single piece	
9		Shami Kabab	Single piece	
10	Egg omelet	Per egg		
11	Bread	Per slice		
12	Raita	Per serving		
13	Salad	Per serving		

Name of Bidder: _____

Signature: _____

Stamp: _____

Date: _____

S.No.	Category	Item	Quantity	Rate
1	SWEETS	Zarda	Per Plate	
2		Halwa	Per Plate	
3		Kheer	Per Plate	

Note:- Branded / Packed items including Cold Drinks, Mineral Water, Juices, Yogurt, Biscuits etc. or any other item as approved by Cafeteria Committee will be provided on prevailing market retail rates.

Name of Bidder: _____
Signature: _____
Stamp: _____
Date: _____