

TERMS OF REFERENCE (TOR)

1. Obligation of The Canteen Contractor:

- a. The Canteen Contractor shall provide tea twice a day (working day) for around 125 employees
- b. The Canteen Contractor should be on active tax payers list. All government taxes will be applicable.
- c. If any employee demands tea other than two cups a day, he shall pay extra amount for the additional cups of tea on the same approved rates.
- d. The Canteen Contractor shall have a minimum relevant experience of 3 years in some corporate office.
- e. Service at workstation on call of the employees will be provided by the contractor.
- f. The Contractor shall be allowed dispensing machine, if required.
- g. The Contractor shall use good brand of tea (Lipton Yellow Label, Tapal) liquid milk (Nestle, Olpers) or equivalent or powder milk (Everyday, Nestle, Nido) or equivalent.
- h. The Contractor will be allowed to sell other eatables like biscuits, snacks, sandwiches etc in the canteen which will be paid directly by the consumer.
- i. The Canteen Contractor shall maintain two kitchens on different floors with the respective serving staff.

2. Obligation of The Company:

- a. NESPAK will provide its own crockery & cutlery. The Contractor will be responsible for proper cleaning of all the utensils, crockery & cutlery.
- b. NESPAK will provide its own space for kitchen, electricity, gas and potable water.

3. Remuneration:

- a. Bill shall be paid by the company on monthly basis.
- b. Number of employees will be based on daily attendance. List will be taken from the admin office for each day.

4. Service Hours:

- a. The Contractor shall provide tea two times a day (working hours 0800 to 1730 hrs Mon-Fri). Moreover Ramadan will be a maintenance month and the premises will be closed during this period to the employees of the company.

5. Cleanliness:

- a. The Canteen Contractor is responsible to maintain good hygiene conditions in both the kitchen.
- b. The Contractor shall provide at his own cost and expenses sufficient and competent staff for kitchens. All staff shall have to be duly uniformed, following the COVID-19 guidelines of health, like use of masks, gloves and social distancing.

6. Security Deposit:

- a. Bid security of Rs. 25000/- (Pak Rupees twenty five thousand only) will be submitted along with the bid which will be returned upon signing of agreement.

7. Validity of agreement:

- a. An agreement of 2 years will be signed between the two parties.
- b. Prices shall remain fixed during this period.

8. Termination of service agreement:

- a. In the event of the Contractor containing a breach of any of the terms and conditions of the service agreement the company shall be entitled to terminate this services agreement by giving one (1) month written notice assigning any reason.
- b. If the Canteen Contractor fails to maintain the desired standard, his contract will be cancelled prior to a written notification.
- c. Misconduct in any way will cause termination of the Contract.

- 9. Price bid shall be submitted as per format enclosed (given below) Conditional bids will be rejected.

S #	Description	Per Cup Price (Rs.)
1	Green Tea	
2	Black Tea with Powder / Liquid Milk	
3	Coffee	