

**BIDDING DOCUMENTS
FOR
PROVISION HYGIENIC AND HEALTHY FOOD
AND OTHER ALLIED SERVICES
TO PASSENGERS TRAVELING BETWEEN
GILGIT-BALTISTAN AND RAWALPINDI AND BEYOND**

Available on NATCO website (www.natco.gov.pk)

Northern Areas Transport Corporation Gilgit-Baltistan

**TERMS & CONDITIONS/EVALUATION CRITERIA FOR FIRMS/CONTRACTORS
TO APPEAR IN BIDDING PROCESS**

A. Terms & Conditions:

- i. A monitoring team of NATCO shall periodically visit the facilities to ensure compliance of the standards mentioned in the tender documents.
- ii. Services shall be provided 24/7 and the facility shall remain open off days including public holidays, local holidays etc.
- iii. The detailed terms regarding the pricing of services, including meals, room charges, and other services, will be requested from qualified bidders at a later stage.
- iv. The selected service provider will enter into a contractual agreement for an initial term of one year, with the option for renewal based on performance.
- v. The contract may be terminated at any time if the service provider fails to comply with the conditions specified in the bid document. In such case, the bid security shall be forfeited in favor of the company, and the service provider shall be blacklisted.

B. Evaluation Parameters & Marks:

Condition Title	S.No	Condition Detail	Total Marks	Obtained Marks
Space and Capacity	1.	The facility must be able to accommodate 80 or more exclusively for NATCO passengers at a time comfortably. The restaurant/dining area should have adequate seating capacity to serve this number of passengers at once, with sufficient space for passenger movement.	10	
	2.	Air conditioning/ventilation should be provided for comfort in both waiting areas and dining spaces.	5	
Separate Facilities	3.	Separate washrooms 3-5 each for male and female passengers must be provided and maintained to the highest standards of cleanliness and hygiene. Washrooms should have adequate water supply, soap dispensers, and tissue papers. Separate hand wash facilities 2 each must be affixed outside washrooms.	10	
	4.	There should be a dedicated cleaning crew to ensure the cleanliness of the washrooms throughout the day.	5	
Parking and Access	5.	The facility must provide at least one (1) kanal parking space for buses and passenger vehicles. Parking spaces should be secure and easily accessible from the entrance of the facility.	10	
	6.	Clear signage should be in place to ensure smooth flow of vehicles in and out of the parking premises.	5	
Electricity and Backup Power	7.	There must have a reliable electricity supply with backup Solar system/generators in case of power failure to ensure continuous operation of the facilities. Proper electricity in parking shall be required.	10	
	8.	Emergency lighting and power for essential services like washrooms, kitchen, and dining areas should always be available.	5	
Cleanliness and Hygiene	9.	All areas of the premises, including dining areas, kitchen, washrooms, and parking spaces, should always be kept clean and well-maintained.	10	
	10.	Adequate waste disposal systems must be in place, with separate bins for waste.	10	

	11.	The kitchen utensils must be in good condition and clean. The service provider will have to process proper cleanliness after every usage. The cooking area shall be made of Food Grade Stainless steel.	10	
	12.	The service provider must properly follow health and safety regulations and maintain cleanliness according to the highest standards.	5	
Food and Beverage Standards	13.	The restaurant must provide safe, nutritious, and hygienic food meeting local and international standards and diverse menu should be available to cater to a range of dietary preferences and requirements (e.g., vegetarian, halal, and allergen-free options).	5	
	14.	The service provider will have to provide either mineral water or affix a separate water filtration system.	10	
	15.	The edible/perishable items such as meat, vegetables, chicken etc shall be obtained fresh from market on daily basis.	10	
	16.	The kitchen must be fully equipped, adhering to food safety and maintaining appropriate temperature control for both storage and cooking. Neat and clean space for storage of flour, grains, spices etc is mandatory.	10	
Customer Service and Staff	17.	Staff must be well-trained in customer service should be available to assist passengers in both the waiting area and dining space.	10	
	18.	There should be a dedicated cleaning crew to ensure the cleanliness of the facility throughout the day.	5	
Safety and Security	19.	The premises should be secure, with adequate security personnel on-site and CCTV surveillance in place to monitor passenger (dining & waiting) areas, parking, and entrances/exits.	10	
	20.	The service provider shall assume full responsibility for the safety of passengers while on their premises, including those waiting and using the facilities.	5	
Accessibility	21.	The facility should be accessible for individuals with disabilities, including ramps, wider doorways, and accessible washrooms.	10	
	22.	Signage should be clear and visible for passengers with Urdu & English.	5	
Environmental Sustainability	23.	Preference will be given to facilities that adopt environmentally sustainable practices, such as waste handling, water and environment conservation.	10	

C. Technical Evaluation Criteria:

- i. The technical proposal shall be evaluated based on the documents provided by the service provider and a site visit conducted by the evaluation team.
- ii. A minimum of 60% in each category and 70% overall shall be considered "**Responsive**" for further negotiation or processing.
- iii. Proposals scoring less than these marks shall be deemed "**Non-Responsive.**"

(SHAHID ALI)
Manager Human Resource & Admin