



**گلگت بلتستان پاکستان**  
**NORTHERN AREAS TRANSPORT CORPORATION**  
**GILGIT-BALTISTAN PAKISTAN**



**DOCUMENTS FOR SUBMISSION**  
**OF**  
**EXPRESSION OF INTEREST**  
**FOR**  
**ESTABLISHMENT AND OPERATION**  
**OF FOOD OUTLETS**  
**AND INTEGRATED STAY & DINE FACILITIES**  
**AT NATCO MOUNTAIN FILLING STATIONS (MFS)**  
**AND ADJACENT INFRASTRUCTURE**  
**ACROSS KEY TRANSIT LOCATIONS.**

**Available on NATCO website ([www.natco.gov.pk](http://www.natco.gov.pk))**

## **TERMS & CONDITIONS/EVALUATION CRITERIA FOR INTERESTED PARTIES** **TO APPEAR IN EVALUATION PROCESS**

The terms and conditions mentioned in the advertisement are required to be fulfilled. In addition, following specific conditions shall also be applicable for evaluation of process

### **1. Establishment of Food Outlets at NATCO MFS Locations**

Northern Areas Transport Corporation (NATCO) invites Expressions of Interest from reputed individuals, firms, and companies to establish and operate quality food outlets/restaurants at NATCO owned Mountain Filling Stations (MFS) located at prime locations including Jutial, Gilgit; Juglot; Bisham; Ghakuch; and Sost. These sites are strategically positioned along major transport corridors, and NATCO's own passenger buses regularly operate on these routes. Investors are invited to establish, set up, and provide quality food services for passengers travelling in NATCO buses as well as for other commuters and the public. The locations offer strong commercial potential for sustainable and profitable hospitality ventures.

### **2. Investment Opportunity for Stay & Dine Facilities at NATCO Sites**

NATCO has developed infrastructure comprising rooms and washroom facilities at Sost, Juglot (adjacent to MFS), and Astore. Additional land is also available adjacent to respective MFS sites at Gilgit. These locations are now open for private investors to operate integrated stay and dine facilities. All sites are commercially viable and strategically located along major transport routes, offering strong potential for sustainable and profitable hospitality ventures. The business arrangement may be structured as a lease, joint venture, or any other mutually agreed commercial model that ensures service quality, equitable benefit sharing, and long-term operational viability.

### **3. Objective:**

The objective is to provide tourists and passengers with nutritious, safe, and hygienically prepared food, along with quality accommodation. These facilities will ensure a healthy and comfortable travel experience. They will serve as reliable stopovers along major routes. The initiative supports tourism and enhances service quality.

### **4. Proposed Model: Tiered Revenue Share + Performance Bonus**

#### **a. Base Revenue Share**

- **NATCO Share:** 15% of **Gross Revenue** (Food/Accommodation/Retail).

#### **b. Tiered Incentive Structure**

- **Tier 1 (Revenue ≤ Rs. 5M/quarter):** NATCO 15% | Investor 85%
- **Tier 2 (Revenue Rs. 5M–10M/quarter):** NATCO 20% | Investor 80%
- **Tier 3 (Revenue > Rs. 10M/quarter):** NATCO 25% | Investor 75%

#### **c. Performance Bonus for NATCO**

- **Quality Service Bonus:**
  - If quarterly customer satisfaction ≥ 90% (via NATCO audits), NATCO's share **increases by 2%**.
- **Peak Hours Compliance Bonus:**
  - 100% operational compliance during NATCO-specified hours adds **1% to NATCO's share**.

d. . Minimum **Annual Guarantee (MAG)**

- Investor pays NATCO a **MAG of Rs. 500,000/year or 15% of projected revenue (whichever is higher).**

**5. Cost Allocation**

- **Investor Covers:**
  - 100% setup/renovation costs (per Term 4.xi).
  - All operational costs (staff, utilities, supplies).
- **NATCO Provides:**
  - Existing infrastructure (rooms, washrooms, land) rent-free.
  - Brand promotion via passenger channels (buses, terminals).

**6. Term & Review**

- **Initial Term:** 5 years (renewable).
- **Performance Review:** Bi-annual audits (per Term 4.x). Non-compliance resets profit share to Base Tier + penalty.

**5. General Terms & Conditions:**

- i. Investor must have a minimum of 3 years of verifiable experience in hospitality, restaurant, or food service industry.
- ii. A comprehensive business proposal outlining the concept, operational plan, menu offerings (for food outlets), and financial viability must be submitted with Expression of Interest.
- iii. Investor must be a registered business entity with valid NTN.
- iv. All food and accommodation services must comply with health, safety, hygiene, and local municipal regulations.
- v. Existing infrastructure (rooms, washrooms, or land) shall be used or modified only with prior written approval from NATCO, and in accordance with approved design standards.
- vi. Facilities must remain operational during peak travel hours as determined by NATCO, including early morning and late evening service.
- vii. Business model will be structured under a lease, joint venture, or revenue sharing agreement, subject to mutual negotiation and approval by NATCO.
- viii. Investor shall be fully responsible for cleanliness, upkeep, and routine maintenance of premises and services provided.
- ix. Use of NATCO's name or logo for branding or advertisement shall require prior written approval and must adhere to NATCO's branding guidelines.
- x. NATCO reserves the right to periodically evaluate investor's performance. Repeated non-compliance or failure to meet agreed standards may result in cancellation of the agreement.
- xi. All costs related to establishment of new outlets and renovation or improvement of existing infrastructure shall be borne by investor. NATCO shall not be responsible for any such expenses.

## 6. Evaluation Parameters & Marks:

- i. Total Marks 100
- ii. Passing Marks 70

### 1. Profile & Experience

(Allocated Marks 50)

Experience (Years)	Marks
Registered brand/Food Chain	20
Motel Services Experience on Subways/High Ways	10
Experience in serving similar services at International Stations/Terminals	10
Every Additional Year will get 2 marks beyond 3 years upto maximum of 20 Marks	

### 2. Financial Position of the Vendor (Marks allocated 50)

Transactions	Marks
Rs. 30 million closing Balance as on 31 <sup>st</sup> May, 2025	20
Credit Transactions of Rs. 50 million	10
Every Additional Transaction of 3 million will get 2 marks maximum upto 30	

**(ABDUL HAMEED)**

General Manager (Admin)