

PAKISTAN SPORTS BOARD

Srinagar Highwav. Aabpara, Islamabad

TENDER NOTICE

Pakistan Sports Board, an autonomous body working under the administrative control of Ministry of Inter-Provincial Coordination, Government of Pakistan invites sealed bids/offers through EPADS <https://eprocure.gov.pk> from the firms who are registered with Tax Authorities (Income Tax/Sales Tax) on ATL of FBR, for the following works (Single-Stage Single Envelope Procedure):

S#	Description	Tender Opening Date	Tender receiving / Opening Time	Bid Security
1.	Request For Proposal (RFQ) / Tender for Outsourcing a Newly Constructed Players Cafeteria, Canteen, Shops and Tuck Shops at Pakistan Sports Board, Sports Complex, Islamabad on Monthly Rental Basis	27-06-2025	Receiving:1100 hrs Opening:1130 hrs	Rs.3.00 million (refundable) in the name of PSB

2. Tender Notice is also available on Pakistan Sports Board (PSB)'s Website (www.sports.gov.pk) as well as Public Procurement Regulatory Authority (PPRA)'s website (www.ppra.org.pk) however, bidding documents are available and can be downloaded and uploaded through e-Pak Acquisition & Disposal System (EPADS).

3. If the bid receiving and opening day fall on a public holiday, the bids will be opened on next working day at the same time.

4. The bidders will submit a scanned copy of bid security online on EPADS before opening of bids and original will be submitted to PSB before the opening of tender, otherwise, the bid (s) will be declared as non-responsive and shall not be accepted/ considered for evaluation. Tender receiving and opening timings shall be strictly observed. No bid submitted other than EPADS shall be entertained.

5. The Director General, Pakistan Sports Board reserves the right to accept/reject any or all offers wholly or partially as per PPRA rules.



(MUSA HASEEB) 30/5/25
Assistant Director (Procurement-I)
Phone: 051-9249121



PAKISTAN SPORTS BOARD ISLAMABAD

TENDER DOCUMENTS

REQUEST FOR PROPOSAL (RFP) FOR OUTSOURCING A NEWLY
CONSTRUCTED PLAYERS CAFETERIA, CANTEEN, SHOPS AND
TUCK SHOPS AT PAKISTAN SPORTS BOARD, SPORTS COMPLEX,
ISLAMABAD ON MONTHLY RENTAL BASIS.

Date of Tender Opening: 27th June, 2025 at 1130 hours


MUSA HASEEB
Assistant Director (Procurement)
Pakistan Sports Board
Islamabad

RFP DOCUMENT

Document for RFP for “OUTSOURCING A NEWLY CONSTRUCTED PLAYERS CAFETERIA, CANTEEN, SHOPS AND TUCK SHOPS AT PAKISTAN SPORTS BOARD, SPORTS COMPLEX, ISLAMABAD ON MONTHLY RENTAL BASIS” .

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Detail of Pages

Page-3	Introduction
Page-3-8	Scope of work etc
Page-09	Bid submission form
Page-10	Evaluation criteria
Page-11	Financial bid



MUSA HASEEB
Assistant Director (Procurement)
Pakistan Sports Board
Islamabad

PAKISTAN SPORTS BOARD (PSB)

REQUEST FOR PROPOSAL (RFP) / TENDER FOR OUTSOURCING A NEWLY CONSTRUCTED PLAYERS CAFETERIA, CANTEEN, SHOPS AND TUCK SHOPS AT PAKISTAN SPORTS BOARD, SPORTS COMPLEX, ISLAMABAD ON MONTHLY RENTAL BASIS.

1. Introduction

Pakistan Sports Board (PSB) invites proposals from experienced and qualified contractors, companies, or individuals to operate and manage its newly constructed facilities, which includes newly constructed players Cafeteria, Canteen, shops and tuck shops containing halls, kitchens, washrooms, sitting areas and open terrace and a vast parking space. The facility is intended to be used for catering to athletes, officials, staff of PSB and members/visitors of the facilities as a restaurant, cafe, or a similar dining venue and also to provide a healthy, relaxing environment for players, staff, and members, focusing on offering high-quality conventional meals, fast food, BBQ, light snacks, juices, beverages, and tea/coffee services to customers, ensuring customer satisfaction and compliance with food safety regulations. The facility is located at the prominent location in front of Jinnah stadium having sizeable footfall and viewership. Complete specifications of the facilities will be provided upon request / site visit.

Besides the above, PSB will provide an unfurnished structure to the contractor to convert it into a tuck shop/ refreshment cabin in front of Amir Khan boxing hall and outer track.

2. Scope of Work

The selected contractor/company/Firm will be responsible for:

i. Operation and Management:

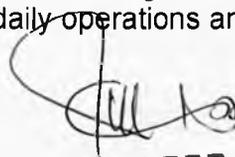
Running the players cafeteria, including hiring staff (kitchen staff, service personnel, and management), menu planning, kitchen operations, customer service, managing daily operations and ensuring the facility is well-maintained.

Running the canteen, including hiring staff (kitchen staff, service personnel, and management), menu planning, kitchen operations, customer service, managing daily operations.

Providing food and beverages in the staff canteen at subsidized or nominal rates, to be determined in consultation with PSB, in order to ensure affordability for staff members.

Running the Shops (04 Nos) for displaying sports items / equipment. Operations, customer service, managing daily operations and ensuring the facility is well-maintained.

Running the tuck shops, including hiring staff (service personnel, and management), menu planning, kitchen operations, customer service, managing daily operations and ensuring the facility is well-maintained.


MUSA HASEEB
Assistant Director (Procurement)
Pakistan Sports Board
Islamabad

II. Facility Maintenance:

Regular upkeep of listed facilities and hall, kitchen, washrooms, sitting areas (inside and outside), shops, tuck shops and parking space. This includes cleaning, minor repairs and ensuring the facility meets safety and hygiene standards.

III. Service quality/performance standards:

Offering high-quality conventional food by maintaining a customer satisfaction rating of at least 80% as per monthly feedback at players cafeteria.

Offering quality food by maintaining a customer satisfaction rating of PSB staff at least 80% as per monthly feedback at canteen.

Offering quality sports items by maintaining a customer satisfaction rating of players / members and staff at least 80% as per monthly feedback at shops.

Offering high-quality conventional food by maintaining a customer satisfaction rating of at least 80% as per monthly feedback at tuck shops.

IV. Food to provide:

The contractor will manage the provision of conventional food, fast-food, Bar B.Q, light snacks, and refreshments juices and beverage tea/coffee services to customers, ensuring customer satisfaction and compliance with food safety regulations at players cafeteria.

V. Facility Utilization:

The facilities will be used for restaurant / café, canteen, shop for sports items and tuck shops purposes only, and any other use will require prior approval from PSB.

VI. Safety and hygiene:

The contractor / company will comply with the international food safety standards. Regular inspections in this regard will be conducted by PSB or independent body

3. Facility Specifications:

The facility of Players Cafeteria comprises:

Halls:

Suitable for dining area. Comprises of Two halls:

Hall on ground floor:

- i. measuring 54'x55'.6
- ii. seating Capacity= 100 person

Hall on First floor:

- i. measuring 54'x29'.6
- ii. seating Capacity= 60 persons


MUSA HASEEB
Assistant Director (Procurement)
Pakistan Sports Board
Islamabad

Open Terrace first floor:

- i. Measuring 44'.5 x 73'.4
- ii. seating Capacity= 60 persons approx.

Open space on both sides of the facility:

- i. 40'x125' approx each

Kitchen:

- Fully equipped kitchen space including Hot kitchen area.
- Store for kitchen items and accessories
- Washing area
- Buffet area

Washrooms:

Separate washrooms for male/female.

Sitting Areas:

Inside and outside seating arrangements for customers.

Parking Area:

A vast parking space that can accommodate large number of vehicles.

Additional Specifications:

Complete technical and operational specifications of the facility will be provided at the site visit or upon request.

The facility of Staff Canteen comprises:

Hall:

Suitable for dining area:

Hall on ground floor:

measuring 45'x34'.3

Capacity= 48 persons

Open space on both sides and Backside of the facility:

Measuring 64'x90' and 60x50 approx each

Back side 20x 205 approx

Kitchen:

- Fully equipped kitchen space including Hot kitchen area and service counter.
- Store for kitchen items and accessories

Washrooms:

Separate washrooms for male/female

Sitting Areas:

Inside and outside seating arrangements for customers.

Parking Area:

A vast parking space that can accommodate large number of vehicles.

Additional Specifications:

Complete technical and operational specifications of the facility will be provided at the site visit or upon request.

The facility of Shops comprises:

04 shops available for different sports gears/equipment for rent with following specifications:


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- i. 02 Shops- Sizes: [8'-11"x18'] square feet each
- ii. 02 Shops – Size [16'.22"x18'] square feet each

The facility of Tuck Shops comprises:

Two open spaces are available for making the infrastructure of tuck shops

- i. Outer Track of PSB
- ii. In front of Amir Khan Boxing Hall

4. Duration of Agreement:

The initial contract duration will be for a period of Five (05) years, with a possibility for extension for another period of five years based on performance and mutually agreed terms & conditions. A performance review will be observed at regular intervals (e.g., annually) that will influence contract extension. Performance review reports will be considered as KPIs (Key Performance Indicators) for extension eligibility.

Renewal Conditions:

The conditions like meeting financial targets, maintaining service standards, and customer feedback must be met for the extension to occur.

5. Responsibilities of the Contractor

The contractor will be responsible for:

i) **Insurance Coverage:**

The contractor / firm / company is required to have all relevant insurances, such as fire insurance, employee health and safety insurance and food liability insurance. He must also be registered with the social security department.

ii) **Security and Compliance:**

The contractor / firm / company will be responsible regarding the facility's security, both physical and in terms of compliance with local labor laws. He will also secure the facility after working hours and ensure the safety of equipment and food.

iii) **Periodic Reporting:**

The contractor / firm / company must submit monthly reports on customer feedback and operational issues.

iv. Managing all operations of the facility, including hiring and training staff, sourcing ingredients and equipment, and ensuring compliance with health and safety regulations.

v. Ensuring the facility is maintained at the highest standards of cleanliness, safety and operational efficiency.

vi. Bearing all costs related to the operation, maintenance, and management of the facility, including utility bills (electricity, gas and water).

vii. Ensuring that the designated parking area is maintained and that the entry and exit of vehicles are managed through the designated entry and exit gates only.

viii. Promoting and marketing the restaurant/cafe to attract a steady stream of customers

ix. Reporting monthly to PSB on performance and any operational concerns.

6. Terms and Conditions

a. Type of Procurement

Single Stage Single Envelope Procedure

b. Contract Duration:

The initial agreement will be for a period of five years with 10 % annual increase in rent. Furthermore, the contract may be renewed for further period of five year on terms & condition maturely agreed and based on performance.

c. Termination:

PSB reserves the right to terminate the contract with a one-month notice in case of non-compliance with the terms or poor performance.

d. Utility Bills:

The contractor will be responsible for paying all utility bills, including electricity, gas, and water.

e. Security Deposit/Bid security:

- The successful bidder will furnish a security deposit equivalent to 02 months' rent, refundable at the end of the contract term; subject to the condition of the facilities.
- The contractor will deposit pay order/CDR/Bank guarantee amounting to Rs3.0 million in the name of PSB as a bid security before opening of tenders. The original of which will have to be furnished to the PSB and a scanned copy of the same will be uploaded on EPADS along with the bid / proposal.

f. Insurance:

The contractor must ensure the facility for public liability and property damage, however the contractor may be allowed to change or amendment in the building as per his requirement avoiding any major change in the basic infrastructure.

g. Taxes:

All applicable taxes must be paid by the winning / awarded contractor.

h. Exit Strategy:

If the contractor wants to terminate early than the notice periods, he will have to pay a penalty equal to two-month rent and will settle all dues.

i. Performance Penalties:

- **For non-performance:**
The contract will be immediately terminated.
- **Consistent poor hygiene:**
Fine Rs. 10,000/- each visit on all facilities.
- **Customer complaints:**
The complaint of the customer be scrutinized after adopting due process, the contractor will be fined Rs.10,000/- each genuine complaint

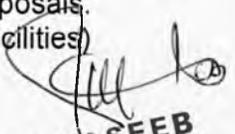
j) Force Majeure:

in case of any force majeure (e.g., natural disasters, pandemics), the contractor's obligations could be suspended without penalties with the mutual consent subject to the approval of DG PSB.

K) The rates of the staff canteen will be decided after mutual discussion / understanding and these rates will reviewed and revised annually by mutual agreement.

7. Site Visit

Interested parties are encouraged to visit the facilities before submitting their proposals. To schedule a site visit, please contact Muhammad Ashraf, Assistant Director (Facilities) Pakistan Sports Board (051-9249023) Email: (infopsb@sports.gov.pk).


MUSA HASEEB
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Pakistan Sports Board
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8. Bid Opening

Proposals will be opened through EPADS procedure on 27th June, 2025 at 1130 hours.

9. Dispute resolution mechanism

- a. Any dispute arising out between the parties will be referred to the Deputy Director General (Admin) PSB Being Chairman of the Grievance Redress Committee (GRC) duly notified on EPADS, whose decision will be the final.
- b. A neutral third-party arbitration mechanism in line with Pakistan's arbitration laws will be adopted for disputes that cannot be resolved internally.

10. Miscellaneous

i) Marketing and Promotion:

The contractor can promote the restaurant /cafe etc independently through electronic media, print media and social media to enhance membership of the facilities of the sports complex who will be the potential customers of the said facilities and subject to follow the PSB's guidelines.

i) Environmental Responsibility:

The contractor will be required to implement sustainable practices, such as waste segregation, energy-efficient appliances or water conservation measures.

ii) Renovation/Modification Clause:

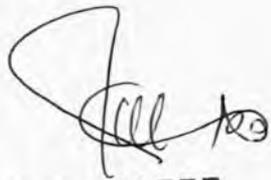
The contractor should handle minor renovations, should they be necessary, with prior approval of the DG PSB.

iii) Health and Safety Audits:

PSB reserves the right to conduct random health and safety audits to ensure that hygiene and safety standards are being met.

iv) Customer Feedback System:

The contractor will implement a customer feedback system (such as surveys or suggestion boxes) to ensure continuous service improvement.


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Bid Submission Form

(To be printed on firm's letterhead, signed, dated and stamped)

Date:

To: Director General, Pakistan Sports Board, Islamabad

We, the undersigned, apply to provide the services as mentioned in the bidding documents and declare that:

(a) We have examined and have no reservations to the Bidding Documents, including any Addendum (or Addenda to same effect), issued by the Board in accordance with Instructions to Bidders.

(b) We understand that you may cancel the bidding process at any time and that you are neither bound to accept any bids that you may receive, without incurring any liability to the Bidders.

(c) The information shall be used by Board to notify us:


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EVALUATION CRITERIA
MANDATORY REQUIREMENTS FOR TECHNICAL EVALUATION

(Only technically qualified firms will be considered for financial bid)

S#	Evaluation Grounds	Marks
A	Company Profile: Name, address, contact details (phone, email, website), and focal person	5
B	Business Plan for Cafeteria, Shops, and Tuck Shops: concept, layout, service model	10
C	Proof of Experience in managing/operating a restaurant, café, food court stall, or similar food service business: - 3 years or more: 15 marks - 2 years: 10 marks - 1 year: 5 marks - No experience: 0 marks	15
D	Tax Returns or Audited Accounts (last 3 years)	5
E	Bank Statements or Bank Certificate (last 3 years)	5
F	Menu Innovation & Customer Engagement Strategy (e.g., loyalty programs, open kitchen, thematic décor)	10
G	Proposal for Special Athlete-Focused Meals (only applicable to Player Cafeteria)	10
H	Commitment for Insurance, Risk Management, and Health & Safety Compliance (not mandatory at bidding stage)	10

Total Marks: 70

Passing Marks: 50

Note:

- - Only firms meeting the minimum technical score (50/70) shall qualify for financial evaluation.


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FINANCIAL BID

Name of Tender: RFP/TENDER FOR OUTSOURCING A NEWLY CONSTRUCTED PLAYERS CAFETERIA, STAFF CANTEEN, SHOPS AND TUCK SHOPS AT PAKISTAN SPORTS BOARD, SPORTS COMPLEX, ISLAMABAD ON MONTHLY RENTAL BASIS.

ABSTRACT OF COST

S#	DESCRIPTION	AMOUNT (RS.)
1.	Combined monthly rent for newly constructed Player Cafeteria, Staff Canteen, Shops and Tuck shops etc	
	TOTAL:	

Note: Please stand clear that this tender covers the outsourcing of all listed facilities as a single package including the main cafeteria, staff canteen, four shops, and tuck shops. Partial bids will not be accepted.

Name: _____

Designation: _____

Contact No: _____

Address: _____

Sign and Stamp _____


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