

TERMS OF REFERENCE (TORs)

OPERATION OF BOOKSHOP & READING CORNER

NATIONAL SCIENCE & TECHNOLOGY PARK (NSTP), NUST, ISLAMABAD

1. BACKGROUND

National Science & Technology Park (NSTP), NUST intends to establish a professionally managed **Bookshop & Reading Corner** within its premises to provide convenient access to quality books and encourage reading, knowledge sharing and intellectual engagement among the NSTP community, including tenant companies, employees, researchers, students and visitors.

The facility is intended to be a **compact, curated book display with a small and comfortable reading space**, rather than a conventional bookstore or library.

2. OBJECTIVE

The objective is to engage an **established and experienced book retailer/operator** capable of providing a quality and diverse collection of books, professional customer service and an aesthetically pleasing reading corner suitable for the NSTP environment.

3. SCOPE OF SERVICES

The selected operator shall be responsible for:

- a. Maintaining a professionally presented and curated selection of **quality, popular and bestselling books** across diverse categories.
- b. The collection may include, but need not be limited to:
 - Business & Management
 - Entrepreneurship
 - Science & Technology
 - Artificial Intelligence & Computing
 - Leadership & Personal Development
 - Current Affairs
 - Fiction & Literature
 - General Reading

- Other relevant categories
- c. Regularly reviewing, rotating and replenishing the book collection based on customer demand, emerging interests and availability of new titles.
- d. Providing **one dedicated staff member** during agreed operating hours to attend to customers, assist with book selection and manage sales.
- e. Establishing and maintaining a **comfortable and aesthetically pleasing reading corner for 2–3 persons** within the allocated space.
- f. Maintaining the cleanliness, presentation and general upkeep of the facility.
- g. Providing any additional reader-oriented services or initiatives proposed by the operator and approved by NSTP.

Stationery, printing, photocopying and similar services are specifically excluded from the scope.

4. COMMERCIAL ARRANGEMENT

- a. NSTP shall provide the designated space for operation of the Bookshop & Reading Corner.
 - b. The monthly rent for the space shall be **PKR 20,000/- (Rupees Twenty Thousand only)**.
 - c. The rent is **fixed and non-negotiable and shall not form part of the competitive evaluation**.
 - d. The operator shall bear the costs associated with its operations, including books/stock, staffing, display arrangements, furniture/fixtures proposed by the operator and other operational requirements, except for utilities or facilities specifically agreed to be provided by NSTP.
 - e. No separate commercial proposal for rent is required from the bidder.
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5. MINIMUM ELIGIBILITY REQUIREMENTS

The applicant must:

- a. Have a minimum of **three (03) years of relevant experience in book retail/bookshop operations**.
- b. Have an established physical book retail presence or demonstrable experience of operating a bookshop/book retail facility.

- c. Demonstrate access to a diverse and quality collection of books.
- d. Have adequate operational capacity to independently manage the proposed facility.
- e. Submit documentary evidence of relevant experience and existing/previous operations.

Applicants not meeting the minimum eligibility requirements shall not be considered for technical evaluation.

6. EVALUATION METHODOLOGY

Proposals meeting the minimum eligibility requirements shall be evaluated on a **100-mark technical evaluation**.

Since the rent is fixed at PKR 20,000/- per month, **no marks shall be awarded for quoting a higher rent**. Evaluation shall focus on the experience, quality, capability and overall suitability of the proposed operator.

A minimum score of **60 marks out of 100** shall be required to qualify.

Sr.	Evaluation Criterion	Maximum Marks
1	Relevant Experience & Track Record	25
2	Quality, Diversity & Relevance of Book Collection	30
3	Digital / Customer Convenience Facilities	10
4	Proposed Book Display & Reading Corner	15
5	Staffing & Operational Plan	10
6	Additional Value-Added Reader Services	10
	TOTAL	100

6.1 Relevant Experience & Track Record – 25 Marks

Sub-criterion	Marks
Relevant experience of 3–5 years	10
Relevant experience of more than 5 years	15
Established physical book retail operation/outlet	5
Relevant institutional/educational/corporate clientele or experience	5
Maximum	25

Where experience categories overlap, the bidder shall receive marks under the **highest applicable experience category**, and marks shall not be accumulated for overlapping periods.

6.2 Quality, Diversity & Relevance of Book Collection – 30 Marks

Sub-criterion	Marks
Diversity of book categories	8
Quality and reputation of titles/publishers	7
Relevance to NSTP/NUST community	7
Availability of popular, bestselling and current titles	5
Proposed mechanism for regular replenishment/rotation	3
Total	30

Applicants shall provide a representative list of **10–15 titles/categories** to demonstrate the proposed collection.

6.3 Digital / Customer Convenience Facilities – 10 Marks

Applicants may receive marks for existing digital or customer-oriented facilities, where available:

Facility	Marks
Online catalogue/website	2
Mobile application or equivalent digital platform	2
Online ordering/customer delivery facility	2
Book exchange/buy-back or similar customer facility	2
Digital recommendations/membership/customer engagement	2
Total	10

These facilities are **not mandatory** and shall be considered as value additions.

6.4 Proposed Book Display & Reading Corner – 15 Marks

Applicants shall provide a simple concept, sketch, photographs or description of their proposed arrangement.

Sub-criterion	Marks
Quality and attractiveness of book display	5
Comfort and suitability of 2–3 person reading area	4
Overall ambience and aesthetic appeal	3
Efficient use of allocated space	3
Total	15

6.5 Staffing & Operational Plan – 10 Marks

Sub-criterion	Marks
Dedicated staff arrangement	3
Customer service approach	3
Proposed operating hours/availability	2
Stock management and replenishment mechanism	2
Total	10

6.6 Additional Value-Added Reader Services – 10 Marks

Applicants may propose additional initiatives that enhance the reading and knowledge environment at NSTP, such as:

- Book clubs or reading sessions;
- Author interactions;
- Thematic book displays;
- Reading recommendations;
- Employee/student discounts;
- Book subscription or exchange schemes;
- Corporate reading programmes; or
- Any other relevant initiative.

Marks shall be awarded based on the **relevance, practicality and potential benefit to the NSTP community**.

7. PROPOSAL SUBMISSION CHECKLIST

Bidders shall submit their complete proposal in **one PDF file**, arranged in the sequence below. The bidder shall mark each item as **Submitted (✓)** or **N/A**, as applicable.

Sr.	Required Document / Information	Mandatory	Submitted / N/A
1	Cover Letter / Letter of Intent	✓	
2	Company/Firm Profile, including legal status, year of establishment	✓	

Sr.	Required Document / Information	Mandatory	Submitted / N/A
	and contact details		
3	Proof of Registration / NTN / relevant legal documents	✓	
4	Evidence of relevant experience in book retail/bookshop operations	✓	
5	Details of existing/previous bookshop operations, including location(s) and duration	✓	
6	Representative list of 10–15 proposed book titles/categories	✓	
7	Book Collection & Replenishment /Rotation Plan	✓	
8	Details of website, mobile application, online catalogue or other digital facilities	If applicable	
9	Details of book exchange, buy-	If applicable	

Sr.	Required Document / Information	Mandatory	Submitted / N/A
10	back or similar customer facilities Proposed Book Display & Reading Corner concept/layout /photographs	✓	
11	Staffing & Operational Plan	✓	
12	Additional Value-Added Reader Services	If applicable	
13	Client references/supporting evidence of previous or existing operations	✓	
14	Signed Declaration	✓	

8. PROPOSED PROPOSAL FORMAT

To facilitate evaluation, bidders are requested to arrange their proposal under the following headings:

- A. Cover Letter**
- B. Company/Firm Profile & Legal Documents**
- C. Relevant Experience & Track Record**
- D. Proposed Book Collection**
- E. Digital & Customer Convenience Facilities**
- F. Book Display & Reading Corner Concept**
- G. Staffing & Operational Plan**
- H. Additional Value-Added Services**

I. References & Supporting Documents

J. Signed Declaration

K. Proposal Submission Checklist

The complete proposal should be **concise, clear and page-numbered**. Unnecessary promotional material should be avoided.

9. SUBMISSION OF PROPOSALS

Interested bidders are invited to submit their complete proposals **through email at gm.ops@nstp.pk** latest by **11:59 PM on 12th September 2026**.

Proposals received after the stipulated deadline shall **not be considered**.

The subject of the email should clearly mention:

“Proposal for Operation of Bookshop & Reading Corner at NSTP”

10. EVALUATION & AWARD

- a. Proposals shall first be examined for compliance with the minimum eligibility requirements and submission requirements.
 - b. Only eligible proposals shall proceed to technical evaluation.
 - c. The evaluation shall be carried out in accordance with the **100-mark evaluation criteria specified in these TORs**.
 - d. A minimum score of **60 marks** shall be required for technical qualification.
 - e. The space shall be allocated to the **highest-ranked technically qualified applicant**, subject to approval by the competent authority and fulfillment of all applicable NUST/NSTP requirements.
 - f. In case of a tie between technically qualified applicants, NSTP may seek additional information/presentation or apply an appropriate tie-breaking mechanism in accordance with applicable procurement procedures.
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11. GENERAL CONDITIONS

- a. The operator shall comply with all applicable NUST/NSTP rules, security requirements and operational policies.
 - b. The operator shall not sublet or transfer the allocated space to any third party.
 - c. Any proposed alteration, furniture, display fixtures, branding or installation shall require prior approval of NSTP.
 - d. The operator shall maintain the facility in a clean, orderly and presentable condition throughout the period of operation.
 - e. The operator shall be responsible for the authenticity and quality of books offered for sale.
 - f. The operator shall ensure professional conduct of its staff and compliance with NSTP's security and access requirements.
 - g. The arrangement shall be subject to periodic review by NSTP, and continued operation shall be subject to satisfactory performance and compliance with the agreed terms and conditions.
 - h. NSTP reserves the right to accept or reject any or all proposals in accordance with applicable rules and procedures.
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12. DECLARATION BY BIDDER

We hereby certify that the information and documents submitted as part of this proposal are true and correct to the best of our knowledge. We understand and agree to the requirements, scope of services, commercial terms and evaluation methodology contained in these TORs.

We further confirm that, if selected, we shall comply with all applicable NUST/NSTP rules, regulations and requirements for operation of the Bookshop & Reading Corner.

Name of Firm: _____

Name of Authorized Representative: _____

Designation: _____

CNIC/ID: _____

Contact No.: _____

Email: _____

Signature & Stamp: _____

Date: _____

13. BIDDER'S COMPLIANCE CHECKLIST

I hereby confirm that the following documents/information have been included in the proposal:

Sr.	Requirement	✓ / N/A
1	Cover Letter / Letter of Intent	
2	Company/Firm Profile	
3	Registration/NTN/relevant legal documents	
4	Evidence of minimum 3 years' relevant experience	
5	Details/evidence of existing or previous physical book retail operations	
6	Representative book titles/categories	
7	Book collection and replenishment plan	
8	Digital/customer convenience facilities, where applicable	
9	Proposed book display and reading corner concept	
10	Staffing and operational plan	
11	Additional value-added services, where applicable	
12	References/supporting evidence	
13	Signed declaration	

Sr.	Requirement	✓ / N/A
14	Complete proposal submitted as one PDF	
15	Proposal submitted before the stipulated deadline	

Authorized Representative: _____

Signature & Stamp: _____

Date: _____