

TERMS OF REFERENCE (TORs)

OPERATION OF COFFEE SHOP & DESSERT OUTLET

SINES BUILDING, NUST, ISLAMABAD

Submission Deadline: 20 September 2026, 11:59 PM

1. INTRODUCTION

National University of Sciences & Technology (NUST) invites proposals from experienced and established café, dessert shop operators for the establishment and operation of a professionally managed Coffee Shop & Dessert Outlet at the SINES Building, NUST, Islamabad. The facility is intended to provide students, faculty, researchers, staff, visitors and other users with convenient access to quality coffee, beverages, desserts and selected light refreshments.

2. OBJECTIVE

The objective is to engage a competent and experienced operator who can establish and manage a high-quality, aesthetically appropriate and customer-friendly coffee and dessert outlet that complements the environment of the SINES Building and is suitable for students, faculty, staff and institutional users. The selected operator shall independently develop the allocated space and operate the facility at its own cost and responsibility.

3. SCOPE OF SERVICES

- Quality desserts, coffee, tea and other hot/cold beverages.
- Puddings, cakes, brownies, breads and other desserts.
- Light snacks such as sandwiches, savouries or similar items, where appropriate.
- Trained and appropriately dressed staff and courteous customer service.
- Adequate stock and regular replenishment of food and beverage items.
- Fresh, hygienically prepared and fit-for-consumption food and beverages.
- All equipment, utensils, furniture, display units and other operational requirements.
- Cleanliness and hygiene of the outlet and its immediate surroundings.
- Independent management of procurement, staffing, inventory and day-to-day operations.

The final menu and indicative prices shall be subject to approval by NUST/SINES.

4. DESIGN, FABRICATION & DEVELOPMENT OF OUTLET

- The complete design, fabrication, furnishing and development of the allocated space shall be undertaken by the selected operator at its own cost.
- The outlet shall be developed with an appropriate counter, display area, furniture, lighting, branding, fixtures and other required elements.
- The design shall be modern, professional and compatible with the existing architecture, ambience and aesthetics of the SINES Building.
- No structural alteration, permanent fixture, electrical/plumbing modification, signage or branding shall be undertaken without prior written approval of NUST/SINES.
- The bidder shall submit a simple layout, sketch, photographs, 3D concept or other visual representation of the proposed outlet.
- All costs associated with initial development and subsequent maintenance shall be borne by the operator.

5. COMMERCIAL TERMS

- Monthly rent for the allocated space is fixed at PKR 20,000/- (Rupees Twenty Thousand only).
- The rent is fixed and non-negotiable and shall not form part of the competitive evaluation.

- The operator shall bear all costs associated with establishment and operation, including design/fabrication, furniture, equipment, staff, food/raw materials, consumables, cleaning, maintenance, branding and other operational requirements.
- Applicable utilities or other facilities, if any, shall be dealt with as determined by NUST/SINES.
- The bidder shall submit an undertaking accepting the fixed monthly rent of PKR 20,000/-.

6. MINIMUM ELIGIBILITY REQUIREMENTS

- Minimum three (03) years of relevant experience in operating a café, coffee shop, dessert outlet or similar food & beverage facility.
- An established current or previous commercial food outlet.
- Adequate experience and capacity to provide quality coffee, beverages and desserts.
- Appropriate arrangements for food safety, hygiene and cleanliness.
- Financial and operational capacity to independently establish and operate the proposed outlet.
- Documentary evidence supporting the relevant experience claimed.

7. EVALUATION CRITERIA

Sr.	Criterion	Marks
1	Relevant Experience & Institutional/Student Track Record	25
2	Proposed Menu – Dessert, Coffee, Quality, Variety & Student Suitability	20
3	Dessert Quality, Signature Concept & Presentation	15
4	Outlet Design, Ambience & Space Utilization	15
5	Food Safety, Hygiene & Cleanliness	10
6	Staffing, Fast-Service & Operational Plan	10
7	Value-Added Student Services / Customer Experience	5
TOTAL		100

A minimum score of 60/100 shall be required for technical qualification. Since rent is fixed at PKR 20,000/- per month, no marks shall be awarded for offering a higher rental amount.

7.1 Relevant Experience & Track Record – 25 Marks

Evaluation shall consider relevant years of experience, established/current physical outlet(s), experience with institutional, educational or corporate clientele, and demonstrated experience serving student or high-footfall environments. Experience marks shall not be duplicated for the same period.

7.2 Proposed Menu – 20 Marks

Evaluation shall consider variety, quality, suitability and practicality of premium desserts, coffee, beverages and light refreshments, along with indicative selling prices, student suitability and quick-service practicality. The bidder shall submit a proposed menu with indicative prices.

7.3 Dessert Quality/Concept – 15 Marks

Evaluation shall consider dessert quality and preparation methodology, signature/differentiated dessert offerings, proposed equipment, freshness and quality of desserts, sourcing/procurement arrangements, consistency and product presentation.

7.4 Outlet Design, Ambience & Space Utilization – 15 Marks

Evaluation shall consider aesthetic quality, compatibility with SINES Building, efficient use of space, dessert/display arrangement, counter layout, customer flow, customer experience and feasibility of fabrication. A simple layout, sketch, photographs, 3D concept or other visual representation shall be submitted.

7.5 Food Safety, Hygiene & Cleanliness – 10 Marks

Evaluation shall consider food handling/storage, staff hygiene, cleaning and sanitation, waste disposal and safe storage of food products.

7.6 Staffing & Operational Plan – 10 Marks

Evaluation shall consider proposed staffing, training/customer service, fast-service capability, operating hours, stock management, peak-time service and supervision arrangements.

7.7 Value-Added Services / Customer Experience – 5 Marks

Marks may be awarded for practical initiatives such as student discounts, loyalty programmes, event catering, online ordering, digital payments, seasonal offerings, promotions, value-driven combinations or other customer-convenience measures.

8. PROPOSAL SUBMISSION REQUIREMENTS

Sr.	Required Document / Information	Mandatory
1	Cover Letter / Letter of Intent	✓
2	Company/Firm Profile	✓
3	Registration/NTN and relevant legal documents	✓
4	Evidence of minimum 3 years' relevant experience	✓
5	Details of current/previous café/food outlets	✓
6	Proposed Menu with indicative prices	✓
7	Dessert Concept	✓
8	Proposed Outlet Design/Layout/Visual Concept	✓
9	Food Safety & Hygiene Plan	✓
10	Staffing & Operational Plan	✓
11	Value-Added Services, if any	Optional
12	Client References/Supporting Evidence	✓
13	Acceptance of Fixed Rent of PKR 20,000/-	✓
14	Signed Declaration	✓

9. BIDDER COMPLIANCE CHECKLIST

Sr.	Requirement	Submitted ✓ / N/A
1	Cover Letter / Letter of Intent	_____
2	Company/Firm Profile	_____
3	Registration/NTN and relevant legal documents	_____
4	Evidence of minimum 3 years' relevant experience	_____

5	Details of current/previous café/food outlets	_____
6	Proposed Menu with indicative prices	_____
7	Dessert Concept	_____
8	Proposed Outlet Design/Layout/Visual Concept	_____
9	Food Safety & Hygiene Plan	_____
10	Staffing & Operational Plan	_____
11	Value-Added Services, if any	_____
12	Client References/Supporting Evidence	_____
13	Acceptance of Fixed Rent of PKR 20,000/-	_____
14	Signed Declaration	_____
15	Complete proposal submitted as one PDF	_____

10. SUBMISSION OF PROPOSALS

Interested bidders shall submit their complete proposal in one PDF file through email at:

gm.ops@nstp.pk

Last Date: 20 September 2026, 11:59 PM

Proposals received after the stipulated deadline shall not be considered.

Email Subject: “Proposal for Operation of Coffee Shop & Dessert Outlet – SINES Building”

11. QUERIES & VENUE VISIT

For any queries, clarifications or further information regarding these TORs, bidders may contact NSTP at gm.ops@nstp.pk. Bidders interested in visiting the proposed site/venue may request an appointment through the same email address. Venue visits shall be arranged subject to availability and prior appointment.

12. EVALUATION & SELECTION

- Proposals shall first be examined for compliance with the minimum eligibility and submission requirements.
- Only eligible proposals shall proceed to detailed evaluation.
- The Evaluation Committee shall assess proposals against the criteria specified in these TORs.
- A minimum score of 60/100 shall be required for technical qualification.
- The space shall be offered to the highest-ranked technically qualified bidder, subject to approval of the competent authority and applicable NUST requirements.
- NUST/SINES may require shortlisted bidders to provide a presentation or clarification regarding their concept, menu or outlet design.
- Clarifications shall not materially alter the substance of the submitted proposal.

13. GENERAL TERMS & CONDITIONS

- The selected operator shall comply with all applicable NUST/SINES rules, regulations and security requirements.
- The allocated space shall not be sublet, transferred or assigned to any third party.
- Prior written approval of NUST/SINES shall be obtained for structural, electrical, plumbing, branding or other physical modifications.
- All equipment and installations shall comply with applicable safety requirements.
- The outlet shall be maintained in a clean, hygienic and presentable condition at all times.
- Staff shall maintain professional conduct and appropriate appearance.
- NUST/SINES reserves the right to inspect the outlet, food quality, hygiene and operational standards at any time.
- The operator shall take corrective measures where deficiencies are identified.

- Branding, promotional material or signage shall require prior approval.
- The operator shall be responsible for the security and maintenance of its own equipment, furniture, stock and belongings.
- Continued operation shall be subject to satisfactory performance and compliance with agreed terms.
- NUST reserves the right to accept or reject any or all proposals in accordance with applicable rules and procedures.

14. BIDDER'S DECLARATION

We certify that the information and documents submitted with this proposal are true and correct to the best of our knowledge. We confirm our acceptance of the fixed monthly rent of PKR 20,000/- and agree that the complete design, fabrication, furnishing and development of the allocated outlet shall be undertaken by us at our own cost, subject to approval by NUST/SINES.

Name of Firm: _____

Authorized Representative: _____

Designation: _____

Contact No. / Email: _____

Signature & Stamp / Date: _____

15. IMPORTANT NOTE TO BIDDERS

The facility is intended as a specialized coffee and dessert outlet rather than a conventional full-scale cafeteria. Bidders are encouraged to focus on product quality, coffee and dessert offerings, customer experience, professional operations and an attractive outlet concept suited to the SINES Building environment. The successful operator shall develop the allocated space at its own cost, subject to NUST/SINES approval.