

# Standard Bidding Document

Hiring of Janitorial Services for PTA Offices/Premises at Islamabad  
(Non-Consultancy Services)

National

Single Stage-Two Envelope



*March 30, 2026*

*Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).), Assistant Director  
PTA HQ's, Sector F-5/1., Islamabad Capital Territory  
Phone: +92-300-514-5757, Email: khaliqhussain@pta.gov.pk*

# Table of Contents

---

<b>Instructions to Bidders</b> .....	3
<b>Bid Data Sheet</b> .....	26
Bids Data Sheet (BDS) .....	27
Eligibility Criteria .....	32
Evaluation Criteria .....	32
Required Services .....	33
Related Services : .....	33
Services Specifications .....	34
Scope of Work .....	34
Price Schedule .....	34
<b>General Conditions of Contract</b> .....	37
<b>Special Conditions of Contract</b> .....	47
<b>Bid Securing Declaration</b> .....	53
<b>Contract Form</b> .....	55
<b>Integrity Pact</b> .....	58
<b>Performance Guarantee Form</b> .....	60
<b>Annexure</b> .....	62
Bidding Documents .....	63
Technial Evaluation .....	63
<b>Procurement Forms</b> .....	64
Past Experience and Completed Contracts .....	1

Historical Contract Non-Performance, and Pending Litigation and Litigation History .....	1
Current Contracts and Their Progress .....	1
Financial Capacity and Net Worth Evaluation Form .....	1
Average Annual Turnover .....	1
<b>Additional Forms and Documents .....</b>	<b>68</b>

## PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).)** has reserved Funds for the procurement planned for FY **2025-26**. The **Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the **“Hiring of Janitorial Services for PTA Offices/Premises at Islamabad”**
2. The **Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2025 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Banker's Cheque, Call at Deposit, Others** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at <https://vendors.epads.gov.pk/>.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Tuesday, April 14, 2026 05:00 AM**. E-bids will be opened on the same day at **Tuesday, April 14, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0**, may register themselves on <https://vendors.epads.gov.pk/>. A tutorial to explain the registration process is available at

<https://www.youtube.com/watch?v=MNW6T38v7tc>

In terms of Rules 65 of Public Procurement Rules, 2025 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at ([www.ppra.org.pk](http://www.ppra.org.pk)).

Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).), Assistant Director  
PTA HQ's, Sector F-5/1., Islamabad Capital Territory  
+92-300-514-5757  
khaliqhussain@pta.gov.pk





## Instructions to Bidders

## A. Introduction

### 1. Scope of Bids

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

### 2. Source of Funds

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

### 3. Fraud & Corruption

3.1. As defined under Rule 2(j) of Public Procurement Rules, 2025.

### 4. Eligible Bidders

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

## **5. Qualification of the Bidder**

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

## **B. Bidding Documents**

## 1. Contents of Standard Bidding Document

1.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued in accordance with **ITB 6.1** include:

**Section I** - Invitation to Bid

**Section II** Instructions to Bidders (ITB)

**Section III** Bid Data Sheet (BDS)

**Section IV** Eligible Countries

**Section V** Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

**Section VI** Bidding Forms

**Section VII** Fraud & Corruption

**Section VIII - Material & Non-material deviation**

**Section IX** General Conditions of Contract (GCC)

**Section X** Special Conditions of Contract (SCC)

**Section XI** Contract Forms

1.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

## 2. Clarifications

2.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

2.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

2.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 8** .

2.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

2.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to **ITB 8** .

2.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 2.6.1. evaluation & qualification criteria;
- 2.6.2. required scope of work or specifications;
- 2.6.3. all securities requirements;
- 2.6.4. tax requirements;
- 2.6.5. terms and conditions of bidding documents; and
- 2.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

### 3. Amendment of Bidding documents

3.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

3.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document pursuant to **ITB 8 .1** shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

3.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

## C. Preparation of Bids

### 1. Documents Constituting the Bids

1.1. The bids prepared by the bidders shall constitute the following components: -

1.1.1. Forms of bid and Bid Prices completed in accordance with ITB 10 and 11;

1.1.2. Documentary evidence established in accordance with ITB 8 that services to be provided by the bidder are eligible services, and conform to the bidding documents;

1.1.3. Documentary evidence established in accordance with ITB 9 that the bidder is eligible and/or qualified for the subject bidding process;

1.1.4. Documentary evidence established in accordance with ITB 9.3 that the bidder has been authorized to provide the services;

1.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 14; and

1.1.6. Any other document required in the BDS.

### 2. Documents Establishing Eligibility of the Services and Conformity to bidding documents

2.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

2.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

### 3. Documents Establishing Eligibility and Qualification of the Bidder

3.1. Pursuant to ITB 8, the bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

3.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

3.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

3.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

3.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

### 4. Form of Bid

**4.1. The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

### 5. Bids Prices

5.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

5.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

5.3. The Bid price to be quoted in the Forms of Bid in accordance with ITB 10 shall be the total price of the bid, excluding any discounts offered.

5.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

5.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected pursuant to ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

## **6. Price Adjustment**

6.1. Price adjustment shall not be applicable on the contract with less than 12 months period.

6.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

**6.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 11.2 shall not be applicable in that case.**

## **7. Bids Currencies**

7.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

## **8. Bid Validity Period**

8.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing

declaration as the case may be.

## 9. Bid Security or Bid Securing Declaration

9.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

9.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB 14.5

9.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 14.5 are invoked.

9.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency pursuant to ITB 13. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

9.4.1. the expiry of the Bid Security;

9.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

9.4.3. the rejection by the Procuring Agency of all Bids;

9.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

9.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

9.5.1. if a bidder:

9.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

9.5.1.2. does not accept the correction of errors pursuant to ITB 23; or

9.5.2. in the case of a successful bidder fails:

9.5.2.1. **to sign the contract in accordance with ITB 32; or**

9.5.2.2. **to furnish Performance Guarantee in accordance with ITB 33.**

**9.6. The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

## **10. Alternative Bids by Bidders**

10.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

10.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Section V, Evaluation and Qualification Criteria.

## **11. Withdrawal, Substitution, and Modification of Bids**

11.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

## **12. Format and Signing of Bids**

12.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through EPADS v2.0.

12.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

## D. Submission of Bids

### 1. **Submission of Bids through EPADS v2.0 before Dead deadline**

1.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

1.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

## E. Opening and Evaluation of Bids

### 1. **Opening & Evaluation of Bids by the Procurement Cell**

1.1. As per Rule 10 of Public Procurement Rules, 2025  
(PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2025)

### 2. **Opening & Evaluation of Bids by the Bid Evaluation Committee**

2.1. As per Rule 11 of Public Procurement Rules, 2025  
(PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up

to two billion rupees)

### 3. **Third Party Validation**

3.1. **In compliance with Rule 12** of Public Procurement Rules, 2025, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

### 4. **External Bid Evaluation Committee**

4.1. **As per Rule 13 of Public Procurement Rules, 2025**, procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

### 5. **Opening of Bids**

5.1. The Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

5.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

5.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline.

5.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

### 6. **Confidentiality**

6.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

6.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

## **7. Preliminary Examination of Bids**

7.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

7.1.1. meets the eligibility criteria defined in **ITB 3**;

7.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

7.1.3. is accompanied by the required securities; and

7.1.4. is substantially responsive to the requirements of the bidding document.

7.2. The procuring agency will confirm that the documents and information specified under **ITB 7,8 and 9** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

7.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

## **8. Examination of Terms and Conditions, Technical Evaluation**

8.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21**, to confirm that all requirements specified in **Section V - Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have

been met without material deviation or reservation.

8.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with **ITB 21**, it shall reject the bids.

## 9. Correction of Errors

9.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

9.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

9.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

9.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

9.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

9.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 14**.

## 10. Conversion to Single Currency

10.1. As per Rule 42 of Public Procurement Rules, 2025.

## 11. Evaluation of Bids

11.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2025 and compare only those bids determined to be substantially responsive, pursuant to **ITB 21**.

11.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the **Bid Data Sheet (BDS)** and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

11.3. **In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.**

11.4. The Procuring agency/Employer's evaluation of a bid will take into account:

11.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

11.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30**;

11.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

11.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

11.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS**.

## 12. Determination of Most Advantageous Bids

12.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

### **13. Abnormally Low Financial Bids**

13.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency -

13.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

13.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

### **14. Rejection of Bids**

14.1. As per Rule 45 of Public Procurement Rules, 2025

### **15. Cancellation of procurement**

15.1. As per Rule 46 of Public Procurement Rules, 2025

## **16. Single Responsive Bid**

16.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2025.

## **17. Alternate Dispute Resolution (ADR)**

17.1. As per Rule 66 of Public Procurement Rules, 2025

## **18. Arbitration Clause**

18.1. (Appointing Authority for the Arbitrator shall be Chief justice of Honorable Islamabad High Court OR Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

## **19. Fee of the Arbitrator**

19.1. The fee shall be specified in PKR as determined by the Appointing Authority and shall be shared equally by each party.

## **20. Socio-economic development**

20.1. As per Rule 63 of Public Procurement Rules, 2025, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by according preferences in line with the notified policies of the Federal Government

## **21. Environmental objectives**

21.1. As per Rule 64 of Public Procurement Rules, 2004, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

## **F. Award of Contract**

## 1. Appointment of Contract Manager

1.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2004.

## 2. Criteria of Award

2.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as Successful Bid .

## 3. Procuring Agency's Right to reject All Bids

3.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

3.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

## 4. Procuring Agency's Right to Vary Quantities at the Time of Award

4.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

## 5. Notification of Award

5.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

5.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

5.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 33** and signing of the contract in accordance with **ITB 32**.

## 6. Signing of Contract

6.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

## 7. Performance Guarantee

7.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS and SCC**, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

7.2. Failure of the successful bidder to comply with the requirement of **ITB 33.1** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

## 8. Advance Payment

8.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

## 9. Arbitration

9.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

## 10. Corrupt & Fraudulent Practices

10.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

## G. Grievance Redressal & Complaint Review Mechanism

### 1. Constitution of Grievance Redressal

1.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.

### 2. GRC Procedure

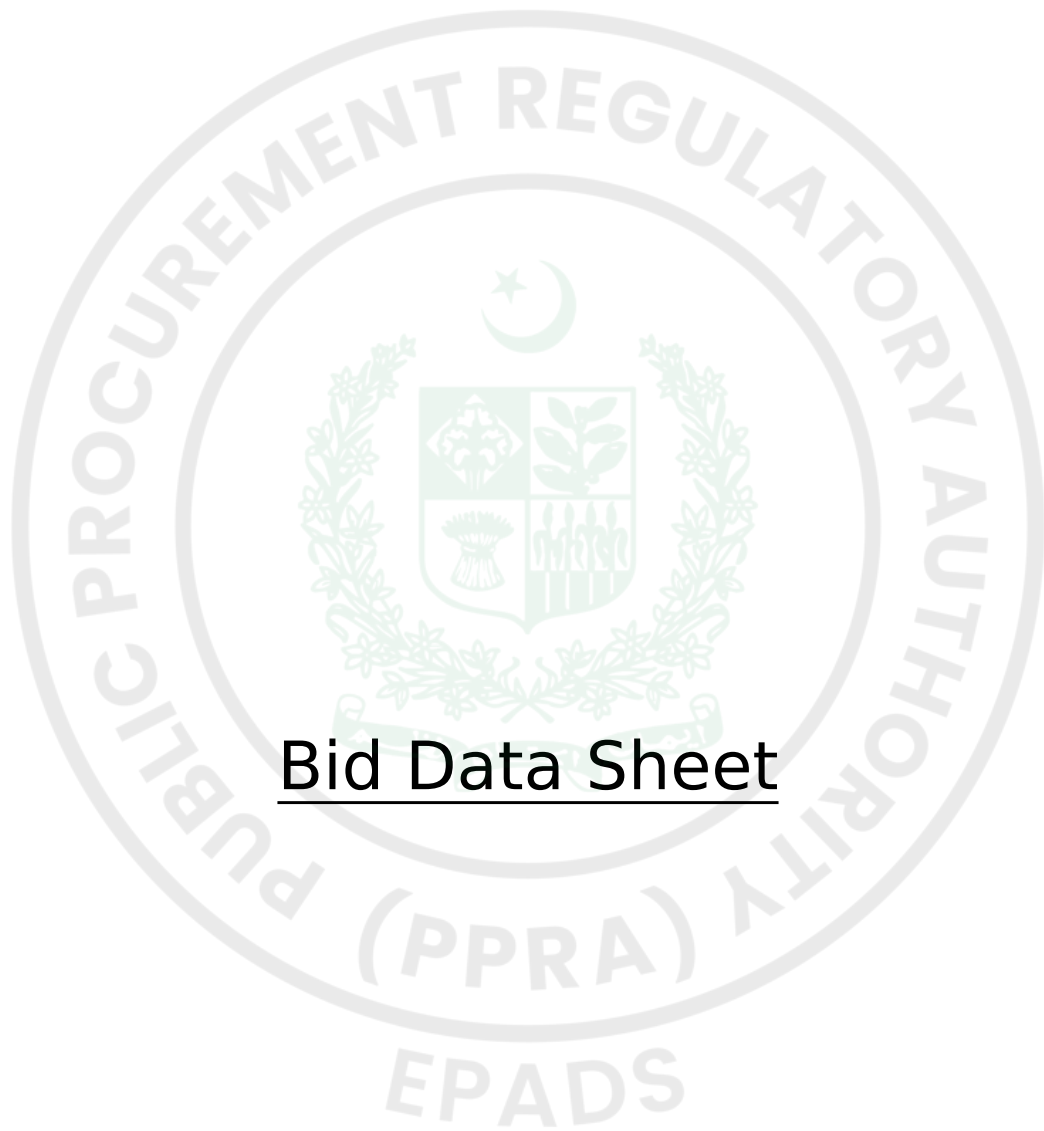
2.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 65 of the Public Procurement Rules, 2025 and Redressal of Grievance Regulations, 2022

## H. Blacklisting/ Debarment

### 1. Procedure for Blacklisting/Debarment

1.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2025 , Mechanism for Blacklisting, Debarment Regulations, 2024 and “procedure for filling and disposal of review petition under rule-25(6) of





## Bid Data Sheet

## Bids Data Sheet (BDS)

The following specific data for the procurement of Goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number	ITB Number	Amendments of, and Supplements to, Clauses in the Instruction to Bidders
<b>A. Introduction</b>		
<b>1</b>	<b>1.1</b>	<p>Name of Procuring Agency: <b>Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).)</b></p> <p>The subject of procurement is: <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>Expected commencement date: <b>Tuesday, June 2, 2026</b></p>
<b>2.</b>	<b>2.1</b>	<p>Financial year for the operations of the Procuring Agency: <b>2025-26</b></p> <p>Name and identification number of the Contract: <b>P15359</b></p>
<b>3.</b>	<b>4.6</b>	<p>JV/Consortium or Association Allowed: <b>No</b></p> <p>Number of JV/Consortium Members: <b>Nil</b></p>
<b>B. Bidding Documents</b>		

4.	7.1	The Bidders may seek clarifications through <b>EPADS v2.0</b> : Clarification Date: Friday, April 10, 2026
5.	8.1	Any addendum, in case issued, shall be published on <b>Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).)</b> website and on <b>EPADS v2.0</b> .
6.	9.1	<p>List of documents required along with the bid:</p> <p>1. Service Provider shall have following additional responsibilities: i. The bidder shall ensure timely availability of trained, uniformed and well-disciplined janitorial staff, including a supervisor responsible for daily attendance, task allocation and on-site coordination with the department. Any absent staff shall be replaced immediately without disruption of services. ii. The bidder shall comply with all applicable labor laws, including payment of wages not less than the minimum wage notified</p>
7.	11.1	<p>The qualification criteria to establish the supply / production capability of the bidder.</p> <p><i>see Eligibility Criteria</i></p>
8.	7.6	<p><b>Services and Their related documents:</b></p> <p><i>See section Required Services and Scope of Work</i></p>
9.	13.1 & 13.2	<p>Price schedule will be provided according to the format defined and acquired.</p> <p><i>see section price schedule.</i></p>

<b>10.</b>	<b>7.6.2</b>	<b>Specifications:</b>  <i>see section of specifications.</i>
<b>C. Preparation of Bids</b>		
<b>11.</b>	<b>13.5</b>	The price shall be <b>Fixed</b> .
<b>12.</b>	<b>15.1</b>	Currency of the Bids shall be : <b>PKR</b>
<b>13.</b>	<b>16.1</b>	The Bids/Bid Validity period shall be: <b>180 Days</b>
<b>14.</b>	<b>17.1</b>	The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in <b>BDS 6</b>  The Bid Security shall be in the form of: <b>Pay Order, Banker's Cheque, Call at Deposit, Others</b>
<b>15.</b>	<b>17.3</b>	The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 180 days so the bid security shall be valid for $180+28 = 208$ days.
<b>16.</b>	<b>18.1</b>	Alternative Bids to the requirements of the bidding documents willnot be permitted.
<b>D. Submission of Bids</b>		

17.	21.1	<p>Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;</p> <p><b>PTA HQ's, Sector F-5/1., Islamabad Capital Territory</b></p> <p>Bids that are not submitted on EPADS v2.0 shall be disqualified.</p> <p>The deadline for Bids submission is: <b>Tuesday, April 14, 2026 05:00 AM</b></p>
E. Opening and Evaluation of Bids		
18.	26.1	<p>The Bids opening shall take place on <b>EPADS v2.0</b></p> <p>Day : <b>Tuesday</b></p> <p>Date: <b>Tuesday, April 14, 2026</b></p> <p>Time : <b>11:30 AM</b></p>
19.	32.1	<p>Selection technique adopted will be: <b>Least Cost Based Selection (LCBS)</b></p> <p><i>see Evaluation Criteria</i></p>
F. Award of Contract		
20.	49.1	<p>The Performance guarantee shall: <b>6.00%</b>.</p> <p>The Performance Guarantee shall be acceptable in the form of: <b>Pay Order, Demand Draft</b></p>
21.	51.1	<p>Arbitrator shall be appointed by mutual consent of the both parties.</p>

## G. Review of Procurement Decisions

<b>22.</b>	<b>53.1</b>	Grievence against this procurement shall be submitted online on EPADS v2.0.
------------	-------------	---



## Eligibility Criteria

Bidder's Type	Required Registration
Individual / Individual Consultant	NADRA CITIZENSHIP (CNIC/NICOP)
Sole Proprietorship	FBR (NTN)
Partnership Firm	FBR (GSTN)
Company (Private Limited)	Punjab (PRA)
Company (Public Limited)	SECP KPK (KPRA) Registrar of Firms

## Evaluation Criteria

### Least Cost Based Selection (LCBS)

Technical Marks	100
Passing Marks	70
Technical Evaluation Criteria	

Total (Quantitative)(Doc Required)	100
Total Marks <b>(100)</b>	
Passing Marks <b>(70)</b>	

## Required Services

### Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Hiring of Janitorial Services for PTA Offices/Permisseses	<p><b>Address:</b> PTA HQ's, Sector F-5/1., Islamabad Capital Territory</p> <p><b>Schedule:</b> 90 Days <b>Quantity:</b> 19</p> <p><b>Address:</b> 1</p> <p><b>Schedule:</b> 90 Days <b>Quantity:</b> 1</p>	20	50000

### Related Services :

Yes

Position	Related Services
----------	------------------

## Services Specifications

### Positions Without Lots :

**Position:** Hiring of Janitorial Services for PTA Offices/Permisseses

### Specifications / Requirements:

### Scope of Work

The scope of work covers comprehensive janitorial and cleaning services for all PTA premises including offices, hostels and guest house.

The contractor shall deploy nineteen (19) janitorial staff and one (01) supervisor for five working days per week, eight hours daily.

Daily services include cleaning of all internal and external areas, offices, washrooms, corridors, lifts, carpets and disposal of waste.

Cleaning of high-traffic areas and washrooms shall be carried out at least twice daily, with emergency cleaning as required.

Monthly, bi-annual and special cleaning services shall be performed as directed, with provision of all required materials and equipment.

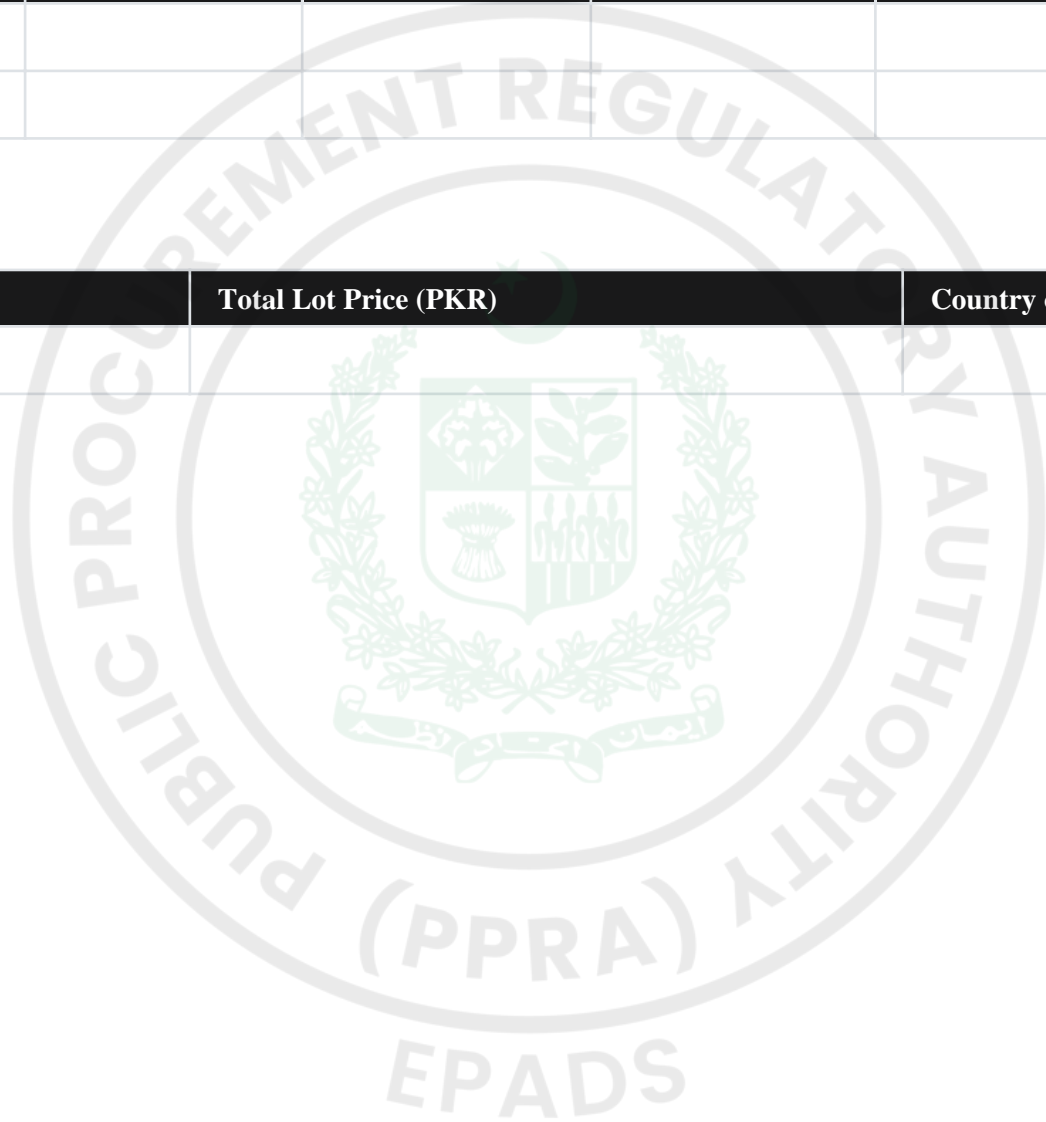
### Price Schedule

**For Individual Positions**

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

**For Lots**

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		







## General Conditions of Contract

# A. General

## 1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. "Applicable Law" means the laws and any other instruments having the force of law in the Government's Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. "The Contract" means an agreement enforceable by law;

1.1.3. "The Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. "The Services" means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor's Bid;

1.1.5. "Ancillary Services" means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. "GCC" means the General Conditions of Contract contained in this section;

1.1.7. "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. "Day" means calendar day unless indicated otherwise;

1.1.9. "Effective Date" means the date on which this Contract comes into force and effect;

1.1.10. "The Contractor" means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. "The Project Site," where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. "Government" means the Government of Pakistan;

1.1.13. "Local Currency" means the currency of Pakistan;

1.1.14. "In Writing" means communicated in written form with proof of receipt;

1.1.15. "Completion Date" means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. "Foreign Currency" means any currency other than the currency of the country of the Procuring Agency;

1.1.17. "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.

## 2. **Applicable Law**

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

## 3. **Language**

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractor and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

## 4. **Notices**

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC.

## 5. **Location**

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in SCC.

## 6. **Authorized Representatives / Authority of Member in charge**

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the SCC.

# B. **Commencement, Completion, Modification, and Termination of Contract**

## 1. **Effectiveness of Contract**

1.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the SCC.

## 2. Commencement of Services

2.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

## 3. Program schedule

3.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

## 4. Starting Date/Expiration Date

4.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

4.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

## 5. Entire Agreement

5.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

## 6. Modification

6.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

6.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

## 7. Force Majeure

### 7.1. Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

### 7.2. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

### 7.3. Extension of Time

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

### 7.4. Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

## 8. Termination

### 8.1. By the Procuring Agency

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

8.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

8.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

8.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

8.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

8.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

### 8.2. By the Contractor

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

8.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

8.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

8.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

8.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

## C. Obligations of the Contractor

### 1. General

#### 1.1. Standard of Performance

1.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

1.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

#### 1.2. Law Applicable to Services

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

### 2. Conflict of Interests

#### 2.1. Contractor Not to Benefit from Commissions and Discounts

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

#### 2.2. Contractor and Affiliates Not to be Otherwise Interested in Project

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

#### 2.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

2.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

2.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

2.3.3. after the termination of this Contract, such other activities as may be specified in the SCC.

### **3. Insurance to be Taken Out by the Contractor**

3.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

### **4. Contractor's Actions Requiring Procuring Agency's Prior Approval**

4.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

4.1.1. appointing such members of the Personnel not provided by the Contractor;

4.1.2. changing the Program of activities; and

4.1.3. any other action that may be specified in the SCC.

### **5. Reporting Obligations**

5.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

### **6. Liquidated Damages**

#### **6.1. Payments of Liquidated Damages**

The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the SCC for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

#### **6.2. Correction for Over-payment**

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in SCC.

### 6.3. Lack of performance penalty

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

## 7. Performance Guarantee

7.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC**.

7.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

7.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

7.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC**.

## 8. Sustainable Procurement

8.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC**.

## D. Contractor's Personnel

### 1. Description of Personnel

1.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

### 2. Removal and / or Replacement of Personnel

2.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

2.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

2.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

## E. Obligations of the Procuring Agency

### 1. Change in the Applicable Law

1.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

### 2. Services and Facilities

2.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

2.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

## F. Payments to the Contractor

### 1. Contract Price

1.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC.

### 2. Terms and Conditions of Payment

2.1. Payments will be made to the Contractor according to the payment schedule stated in the SCC and as per actual invoice submitted by the Contractor.

2.2. Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

### 3. Quality Control Identifying Defects

3.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC.

### 4. Correction of Defects, and Lack of Performance Penalty

4.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

4.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

4.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

## 5. Settlement of Disputes Amicable Settlement

5.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

## 6. Dispute Settlement

### 6.1. Arbitration

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.



## Special Conditions of Contract

## SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

<b>Number of GC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
	<p><b>Definitions</b></p> <p><b>The Procuring Agency is:</b> Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).), Assistant Director PTA HQ's, Sector F-5/1., Islamabad Capital Territory</p> <p><b>The Supplier is:</b></p> <p><b>The title of the subject procurement is:</b> Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</p>
<b>GCC 2</b>	<p><b>Applicable/Governing Law:</b></p> <p>The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan</p>
<b>GCC 3</b>	<p><b>Language:</b></p> <p>The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in <b>English</b>.</p>

<p><b>GCC 4</b></p>	<p><b>Notices:</b></p> <p><b>The addresses for the notices are:</b></p> <p>Procuring Agency:</p> <p>Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).),Assistant Director  PTA HQ's, Sector F-5/1., Islamabad Capital Territory  +92-300-514-5757  khaliquhussain@pta.gov.pk</p> <p>Contractor/ Bidder:</p> <p>[Name, address and telephone number].</p> <p>The Contractor/ Bidder's Representative(s)</p> <p>[Name, address, telephone number and e-mail address]</p>
<p><b>GCC 6.1</b></p>	<p><b>The Authorized Representatives are:</b></p> <p><b>For the Procuring Agency:</b></p> <p>Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).),Assistant Director  PTA HQ's, Sector F-5/1., Islamabad Capital Territory  +92-300-514-5757  khaliquhussain@pta.gov.pk</p> <p><b>For the Bidder:</b></p> <p><b>Name:</b> .....</p> <p><b>Designation:</b> .....</p> <p><b>Address:</b> .....</p>
<p><b>GCC 7</b></p>	<p><b>Effectiveness of the contract</b></p> <p>The Contractor/Bidder shall be effective within ..... days from the date of signature of the Contract by both parties</p>
<p><b>GCC 8</b></p>	<p><b>Commencement of Contract:</b></p> <p>The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.</p>

<p><b>GCC 10.2</b></p>	<p><b>Expiration of Contract:</b></p> <p>The time period shall be .....</p>
<p><b>GCC 14</b></p>	<p><b>Termination</b></p> <p>In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.</p>
<p><b>GCC 16</b></p>	<p><b>Conflict of Interest:</b></p> <p>The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 17.</p>
<p><b>GCC 20</b></p>	<p><b>Liquidated Damages</b></p> <p>If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of <b>0.00%</b> to <b>0.00%</b> of the Contract value, in accordance with the extent of performance failure &amp; the cost of investigating such incidents as judged by the Authority.</p>
<p><b>GCC 21</b></p>	<p><b>Performance Guarantee:</b></p> <p>The amount of performance guarantee shall be 6.00% of the contract price in acceptable form of Pay Order, Demand Draft</p>
<p><b>GCC 27</b></p>	<p><b>Currency of Payment:</b></p> <p>All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.</p>
<p><b>GCC 28</b></p>	<p><b>Payment terms:</b></p> <p>Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.</p>

**GCC 29****Identifying Defects:**

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

**Inspections & Tests Requirements**

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

**Delivery & Documents**

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;

Copies of the packing list identifying contents of each package;

Insurance Certificate;

Manufacturer's or Supplier's Valid Warranty Certificate;

Inspection Certificate issued by the Nominated Inspection Agency (if any), and the Supplier's Factory Inspection Report;

Certificate of Origin.

The above documents would be required even if the equipment has already been imported and is available with the supplier ex-stock

**Following is the guidance for Dispute Resolution**

1. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
2. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
3. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.
4. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.
5. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

**Arbitrator's fee:**

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties.

**Appointing Authority for Arbitrator:**

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

**Rules of procedure for arbitration proceedings:**

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

**Place of Arbitration and Award:**

The arbitration shall be conducted in English language and place of arbitration shall be at



Bid Securing Declaration

## Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.: **PI5359**

To: **Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).), Assistant Director PTA HQ's, Sector F-5/1., Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.



Contract Form

## SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_ between **Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).), Assistant Director PTA HQ's, Sector F-5/1., Islamabad Capital Territory**

(hereinafter called “the Procuring Agency”) of the one part and [name of Bidder] of [city and country of Bidder] (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Hiring of Janitorial Services for PTA Offices/Premises at Islamabad (P15359)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

### NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and
8. [add here: any other documents]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Procuring Agency)

Witness to the signatures of the Bidder: .....





Integrity Pact

## Integrity Pact

### **DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE**

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.



## Performance Guarantee Form

## Performance Guarantee Form

To: **Pakistan Telecommunication Authority (PTA). (Pakistan Telecommunication Authority (PTA).),Assistant DirectorPTA HQ's, Sector F-5/1., Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods(hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

---

*[name of bank or financial institution]*

---

*[address]*

---

*[date]*



Annexure

## Bidding Documents

Bidder must submit Overall Proposal by following attached Bidding Documents

Upload Document

Document Required

See Form Under Additional Forms and Documents: **Bidding Documents** (page number: 69)

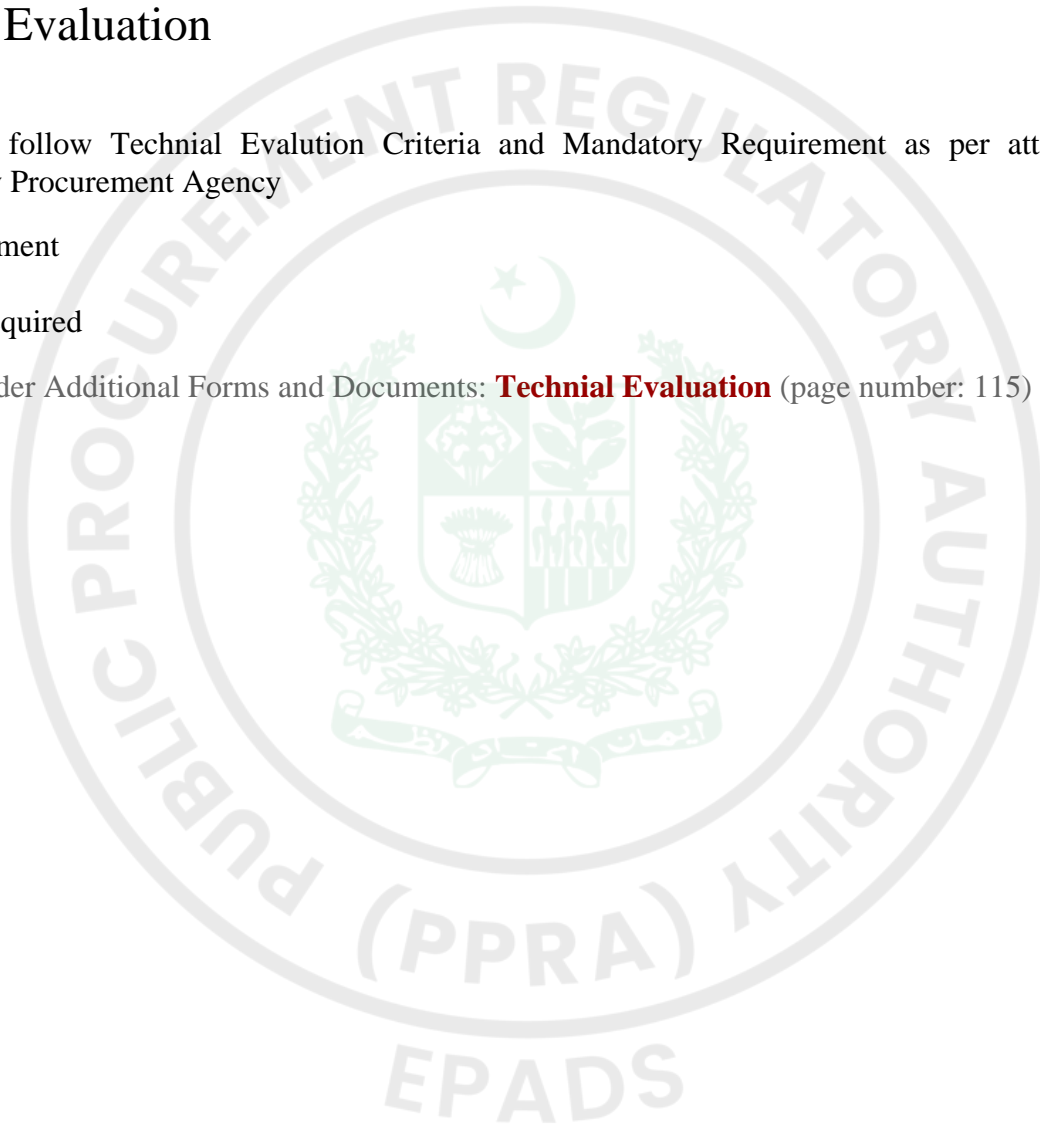
## Technical Evaluation

Bidder must follow Technical Evaluation Criteria and Mandatory Requirement as per attached bidding documents by Procurement Agency

Upload Document

Document Required

See Form Under Additional Forms and Documents: **Technical Evaluation** (page number: 115)





## Procurement Forms

## Past Experience and Completed Contracts

1. Minimum three years of relevant experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid.
2. Minimum three similar nature job experiences/projects are mandatory. (copy of work order/contract agreement is required to be provided as proof)

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 161)

## Historical Contract Non-Performance, and Pending Litigation and Litigation History

1. An **Affidavit/Undertaking on Non-Judicial Stamp Paper** is required to be submitted to the effect that:
  1. The bidder has never been black listed by any government / semi government / autonomous body or company. Furthermore, bidder's name does not reflect in the list of PPRA for "Active Blacklisted Firms"
  2. The bidder unconditionally accepted all services and requirements of PTA as mentioned in Section V of the bidding documents.
  3. The bidder undertake that the **financial bid** has been prepared/submitted strictly in accordance with applicable Government's notified minimum wage rate, contributions under EOBI, ESSI and applicable taxes (including GST etc) and the bid shall be rejected in case the financial bid is found non-compliant with the applicable Government's notified minimum wage rate, EOBI, ESSI and applicable taxes (i.e GST etc).

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 162)

## Current Contracts and Their Progress

1. Registration with SECP or Registrar of Firms.
2. Office of bidder must be in Islamabad / Rawalpindi (documentary proof to be provided).
3. Service Provider has to be on active taxpayer list for Sales Tax and Income Tax. Any documentary evidence for confirmation of ATL status will be accepted.
4. Minimum three years of relevant experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid.

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 164)

## Financial Capacity and Net Worth Evaluation Form

Annual Gross Revenue of bidder's firm/company must be more than Rs. 5 million as per annual accounts for latest year ended (**30th June, 2025 or 31st December, 2024 whichever is applicable**). Annual Accounts must be attached with bids.

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 165)

## Average Annual Turnover

Annual Gross Revenue of bidder's firm/company must be more than Rs. 5 million as per annual accounts for latest year ended (**30th June, 2025 or 31st December, 2024 whichever is applicable**). Annual Accounts must be attached with bids.

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 167)





## Additional Forms and Documents

*Hiring of Janitorial Services for PTA  
Offices/Premises at Islamabad  
(Single Stage Two Envelop Procedure)*



**Pakistan Telecommunication Authority**

Telecom Regulator



*Handwritten signature*


**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

## Table of Contents

SECTION I: INVITATION TO BIDDERS .....	3
<b>INVITATION FOR BID</b> .....	4
SECTION II: INSTRUCTIONS TO BIDDERS (ITBs).....	5
INTRODUCTION .....	6
2. Source of Funds .....	6
3. Eligible Bidders .....	6
5. Foreign Bidders .....	7
SECTION III: BID DATA SHEET.....	14
Section IV. Eligible Countries .....	20
Eligible Countries .....	21
SECTION V: SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION .....	22
SECTION VI: Standard Forms.....	25
SECTION VII: SPECIAL CONDITIONS OF CONTRACT (SCC) .....	30
Definitions .....	31
Governing Language .....	31
Applicable Law .....	31
Country of Origin .....	31
Scope of work.....	31
Price .....	33
Sub-Contracting .....	33
Notices .....	34
Checklists.....	45
Checklist of Mandatory Requirements .....	45
Checklist of Evaluation Criteria .....	46

ABDUR RUBBAN  
 Director General  
 Public Procurement Regulatory Authority  
 100, Street #18, Sector #10, F-7/1, Islamabad

## SECTION I: INVITATION TO BIDDERS

  
**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad





*Government of Pakistan*  
**PAKISTAN TELECOMMUNICATION AUTHORITY**  
HEADQUARTERS SECTOR F-5/1, ISLAMABAD.  
<https://www.pta.gov.pk>

Tender No. PTA/Admin/857/2025

**INVITATION FOR BID**

26<sup>th</sup> March, 2026

**Subject: Hiring of Janitorial Services for PTA Offices/Premises at Islamabad**

Pakistan Telecommunication Authority (PTA), invites electronic bids from well-reputed janitorial firms/companies, for provision of janitorial services at its following offices: -

- i. PTA Headquarters, F-5/1, Islamabad.
- ii. PTA HQs office situated at 2<sup>nd</sup> and 3<sup>rd</sup> floor, PTCL Regional Office, F-5/1, Islamabad.
- iii. PTA Vigilance Office, F-6/4, Islamabad.
- iv. PTA Guest House G-7, Islamabad.
- v. PTA Hostel, Islamabad

2. The services shall be acquired on monthly payment basis for the period of three years. Bidding shall be conducted in line with **Single Stage, Two Envelope Procedure** under Rule 36(b) of Public Procurement Rules 2004 and any Regulations, Regulatory Guides, Procurement Guidelines or Instructions issued by Authority (from time to time), and is open to all potential bidders.
3. Electronic bid properly filled in must be submitted through PPRA EPADS only before **14<sup>th</sup> April, 2026 by 11:00 AM**. Bids (or technical part of bids as case may be) will be opened on same day at **11:30 AM** in presence of bidders' representatives who choose to attend in opening at *Ground Floor in office of Director (Procurement), PTA HQs F-5/1, Islamabad*. Manual bids shall not be accepted.
4. E-bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for registered bidders on EPADS. Bidders are required to submit a Pay order/Demand Draft of **Rs. 50,000** in the name of Pakistan Telecommunication Authority on account of Bid Security before deadline of submission of bids. *Bid documents are also available on PTA website (<https://www.pta.gov.pk>) and PPRA website (<https://epms.ppra.gov.pk>).*
5. Note: In terms of Rule 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is constituted for subject procurement. Grievances can be submitted via email ([grievance\\_procurement@pta.gov.pk](mailto:grievance_procurement@pta.gov.pk)) and on EPADS.

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

Abdur Rub Khan  
Director (Procurement)  
PTA Headquarters, F-5/1, Islamabad  
Tel: 051-2878157  
Email: [abdurrrab@pta.gov.pk](mailto:abdurrrab@pta.gov.pk)

## SECTION II: INSTRUCTIONS TO BIDDERS (ITBs)



## INTRODUCTION

### 1. Scope of Bid

The scope of work includes provision of comprehensive janitorial and cleaning services for Pakistan Telecommunication Authority (PTA) premises, comprising PTA Headquarters (eight floors, two cafeterias and one basement), PTA Vigilance Office (F-6/4), PTCL 2nd and 3rd Floors, PTA Guest House G-7, and PTA Hostel. The contractor shall deploy nineteen (19) janitorial staff and one (01) qualified supervisor to perform the assigned duties. Services shall be provided for five (05) working days per week, with daily duty of eight (08) hours.

Daily cleaning services shall include thorough cleaning of all covered and open areas of the buildings, whether in use or not. This shall cover vacuuming and spot cleaning of carpets, cleaning of offices, reception areas, basements, kitchens, staircases, corridors, lifts, and waiting areas on all floors. Removal of fingerprints, dust and stains from glass surfaces, doors, light switches, mirrors, fixtures and fittings shall be carried out regularly. Disposal of all garbage, litter and debris from the entire premises shall be ensured in a hygienic manner. Washrooms shall be cleaned using branded, non-scratch disinfectants, including washing and drying of sinks, urinals, faucets, flush tanks and provision of clean towels on all working days.

Cleaning, sweeping and mopping of corridors, lifts, waiting areas and toilets shall be carried out at least twice daily and additionally on requirement. Emergency cleaning services shall be provided whenever required by the department. Air fresheners shall be sprayed in lifts and designated corridors to maintain a pleasant environment.

Monthly and periodic services shall include cleaning and washing of external areas at the front and back of the building, removal of spider webs from offices, cleaning of external windows and regular cleaning of rooftops. Bi-annual and special cleaning tasks shall be carried out as directed by the Officer-in-Charge. The contractor shall ensure availability of all required cleaning materials, equipment and manpower in accordance with the defined scope of work and applicable laws.

### 2. Source of Funds

PTA will self-finance project, no government funding is involved.

### 3. Eligible Bidders

A Bidder may be natural person, company or firm or public or semi-public agency of Pakistan or any foreign country.

### 4. Joint Venture

No bidder is allowed having Joint Venture is for execution of Contract in accordance with terms and conditions of Contract.

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-6/4, Islamabad

## **5. Foreign Bidders.**

Foreign Bidders must be locally registered with appropriate national incorporating body or statutory body, before participating in national/international competitive tendering with exception of such procurements made by foreign missions of Pakistan. For such purpose bidder must have to initiate registration process before bid submission and necessary evidence shall be submitted to PTA along with their bid, however, final award will be subject to complete registration process.

## **6. Conflict of Interest**

A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:

- a) are associated or have been associated in past, directly or indirectly with a firm or any of its affiliates which have been engaged by PTA to provide similar services to be provided under this Invitation for Bids.
- b) have controlling shareholders in common; or
- c) receive or have received any direct or indirect subsidy from any of them; or
- d) have same legal representative for purposes of this Bid; or
- e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on Bid of another Bidder, or influence decisions of PTA regarding this Bidding process; or
- f) Submit more than one Bid in this Bidding process.

## **7. Ineligibility of Bidders:**

A Bidder may be ineligible if :

- (a) it is declared bankrupt or, in case of company or firm, insolvent;
- (b) payments in favor of Bidder is suspended in accordance with judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with national laws) in total or partial loss of right to administer and dispose of its property;
- (c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with national laws, in a declaration of bankruptcy or in any other situation entailing total or partial loss of right to administer and dispose of property;
- (d) Bidder is convicted, by a final judgment, of any offence involving professional conduct;
- (e) Bidder is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of bid securing declaration.
- (f) firm, supplier and contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for period defined by them.

## **8. Cost of Bidding**

Bidders shall bear all costs associated with preparation and submission of its Bid, and PTA shall in no case be responsible or liable for those costs, regardless of conduct on outcome of bidding process.

## 9. Responsibility for completeness of required documents

PTA is not responsible for completeness of Bidding Documents and their addenda, if they were not obtained directly from PTA or signed pdf version from downloaded from website of PTA. bidders may request for provision of editable version of necessary document (if any).

## 10. Clarification of Bidding Documents, Pre-Bid Meeting and Site Visit

- a. A prospective Bidder requiring any clarification of Bidding Documents may notify PTA on EPADS.
- b. PTA will within three (3) working days after receiving request for clarification, respond in writing or in electronic form to any request for clarification.
- c. Copies of PTA's response will be forwarded to all identified Prospective Bidders through an identified source of communication, including a description of inquiry, but without identifying its source. In case of downloading of Bidding Documents from website of PA, response of all such queries will also be available on same link available at website.
- d. Should PTA deem it necessary to amend Bidding Documents as a result of a clarification, PTA may issue addendum following procedure as per PP Rules.
- e. Minutes of pre-Bid meeting, if applicable, including text of questions asked by Bidders, including those during meeting (without identifying source) and responses given, together with any responses prepared after meeting will be transmitted promptly to all prospective Bidders who have obtained Bidding Documents. Any modification to Bidding Documents that may become necessary as a result of pre-Bid meeting shall be made by PTA exclusively through use of an Addendum. Non-attendance at pre-Bid meeting will not be a cause for disqualification of a Bidder.
- f. bidder may visit site before deadline of bid submission.

## 11. Language of Bid

Bid prepared by Bidder, as well as all correspondence and documents relating to Bid exchanged by Bidder and PTA shall be written in English language

## 12. Establishing Eligibility and Qualification of Bidder

Bidder shall furnish, as part of its Bid, all those documents establishing Bidder's eligibility to participate in bidding process and/or its qualification to perform contract if its Bid is accepted.

## 13. Form of Bid

Bidder shall fill Form of Bid furnished in Bidding Documents. Bid Form must be completed without any alterations to its format and no substitute shall be accepted.

## 14. Bid Prices

- a. bidder shall quote its rates including all applicable Government taxes, duties, GST etc. clearly for each item, in Financial Proposal at **Annex-D** and total prices in figures as well as in words. However, contract shall be awarded to qualified bidder quoting lowest consolidated bid.

ABDUR RUSKHAAN  
2024/04/25 10:10:10 AM  
2024/04/25 10:10:10 AM  
2024/04/25 10:10:10 AM

- b. Bid Prices and discounts quoted by Bidder in Form of Bid and in Price Schedules shall conform to requirements
- c. Bid price to be quoted in Form of Bid as prescribed by PTA. quoted rates shall be total price of Bid, excluding any discounts offered.
- d. All applicable taxes which will be payable on goods if contract is awarded.
- e. All customs duties, sales tax, and other taxes applicable on goods or on components and raw materials used in their manufacture or assembly, if contract is awarded to Bidder, and
- f. Prices quoted by Bidder shall be fixed during Bidder's performance of contract and not subject to variation on any account. A Bid submitted with an adjustable price will be treated as non-responsive and shall be rejected.

#### 15. Bid Currencies

- a. For all services that Bidder will deliver from within Pakistan, prices shall be quoted in Pakistani Rupees.
- b. For purposes of comparison of bids quoted in different currencies, price shall be converted into Pak Rupees. rate of exchange shall be selling rate, prevailing on date of opening of bids specified in bidding documents, as notified by State Bank of Pakistan on that day.

#### 16. Bid Validity Period

- a. Bids shall remain valid for period of 180 days after Bid submission deadline prescribed by PTA. A Bid valid for a shorter period shall be rejected by PTA as non-responsive.
- b. Under exceptional circumstances, prior to expiration of initial Bid validity period, PTA may request Bidders' consent to an extension of period of validity of their Bids only once, for period not more than period of initial bid validity. request and Bidders responses shall be made in writing or in electronic forms that provide record of content of communication.
- c. A Bidder may refuse request without forfeiting its Bid security or causing to be executed its Bid Securing Declaration. A Bidder agreeing to request will not be required nor permitted to modify its Bid, but will be required to extend validity of its Bid Security or Bid Securing Declaration for period of extension.

#### 17. Bid Securing Declaration/Bid Security

Bidder shall furnish as part of its Bid, a Bid Security of Rs. 50,000. Bid security may be forfeited:

- a) if a Bidder withdraws its Bid during period of Bid Validity as specified by PTA.
- b) does not accept correction of errors
- c) in case of a successful Bidder, if Bidder fails to sign contract in specified period of time
- d) If bidder fails to furnish performance security (or guarantee).

#### 18. Alternative Bids by Bidders

**ABDUR HEB KHAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

Bidders shall submit offers that comply with requirements of Bidding Documents, including basic Bidder's technical design/service model as indicated in specifications and Schedule of Requirements. Alternatives will not be considered.

#### 19. **Withdrawal of Bids**

Before bid submission deadline, any bidder may withdraw its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and corresponding substitution or modification must accompany respective written notice.

#### 20. **Submission of Bids on EPADS**

In case of Single Stage Two Envelope Procedure, Bid shall comprise two bids to be submitted on EPADS simultaneously, one called Technical Proposal and other Financial Proposal. Bidder shall submit his TECHNICAL PROPOSAL and FINANCIAL PROPOSAL on EPADS. Financial Proposals of only Technically qualified bidders shall be opened.

#### 21. **Opening of Bids**

- a. PTA will open all Bids, in public, in presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in Bid proceedings at place, on date and at time scheduled by PTA.
- b. Bidders are advised to send in a representative with knowledge of content of Bid who shall verify information read out from submitted documents. Failure to send a representative or to point out any un-read information by sent Bidder's representative shall indemnify PTA against any claim or failure to read out correct information contained in Bidder's Bid.
- c. Bidders' representatives who are present shall be requested to sign on attendance sheet. omission of a Bidder's signature on record shall not invalidate contents and affect record. A copy of record shall be distributed to all Bidders.

#### 22. **Confidentiality**

- a. Information relating to examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until time of announcement of respective evaluation report.
- b. Any effort by a Bidder to influence PTA processing of Bids or award decisions may result in rejection of its Bid.
- c. From time of Bid opening to time of contract award, if any Bidder wishes to contact PTA on any matter related to Bidding process, it should do so in writing or in electronic forms that provides record of content of communication.
- d. successful bidder shall be asked to sign a Non-Disclosure Agreement with PTA to maintain confidentiality of data and information.

#### 23. **Clarification of Bids**

**ABDUR RAZVI KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, P.O. Box 110, Islamabad

- a. To assist in examination, evaluation and comparison of Bids or Bidders, PTA may, ask any Bidder for a clarification. Any clarification submitted by a Bidder that is not in response to a request by PTA shall not be considered.
- b. request for clarification and response shall be in writing or in electronic forms that provide record of content of communication.

#### 24. Preliminary Examination of Bids

Prior to detailed evaluation of Bids, PTA will determine whether each Bid:

- a) meets eligibility criteria defined by PTA;
- b) has been prepared as per format and contents defined by PTA in Bidding Documents;
- c) has been properly signed;
- d) is accompanied by required securities; and
- e) is substantially responsive to requirements of Bidding Documents.
- f) Any bid affects in any substantial way scope, quality, or performance of Services or limits in any substantial way, inconsistent with Bidding Documents, PTA's rights or Bidders obligations under Contract shall be declared as non-responsive.
- g) PTA may waive off any minor informality, nonconformity, or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect relative ranking of any Bidder.
- h) *Explanation: A minor informality, non-conformity or irregularity is one that is merely a matter of form and not of substance. It also pertains to some immaterial defect in a Bid or variation of a bid from exact requirements of invitation that can be corrected or waived without being prejudicial to other bidders. defect or variation is immaterial when effect on quantity, quality, or delivery is negligible when contrasted with total cost or scope of supplies or services being acquired. PTA either shall give bidder an opportunity to cure any deficiency resulting from a minor informality or irregularity in a bid or waive deficiency, whichever is advantageous to PTA*

#### 25. Evaluation of Bids

PTA shall evaluate and compare only Bids determined to be substantially responsive as per criteria defined by PTA.

#### 26. Negotiations

- i. Negotiations may be undertaken with Most Advantageous Bid relating to following areas:
  - (a) a minor alteration to technical details of statement of requirements;
  - (b) reduction of quantities for budgetary reasons, where reduction is in excess of any provided for in Bidding documents;
  - (c) a minor amendment to special conditions of Contract;
  - (d) finalizing payment arrangements;
  - (e) delivery arrangements;
  - (f) methodology for provision of related services; or
  - clarifying details that were not apparent or could not be finalized at time of Bidding;

ii. Where negotiation fails to result into an agreement, PTA may invite next ranked Bidder for negotiations. Where negotiations are commenced with next ranked Bidder, PTA shall not reopen earlier negotiations.

**27. PTA's Right to reject All Bids**

PTA reserves right to reject all bids, and to annul Bidding process at any time prior to award of contract, without thereby incurring any liability to affected Bidder or Bidders.

**28. Notification of Award**

a. Prior to award of contract, PTA shall issue a Final Evaluation Report giving justification for acceptance or rejection of bids.

b. Upon successful Bidder's furnishing of performance security guarantee, PTA will promptly notify each unsuccessful Bidder, name of successful Bidder and Contract amount and will discharge Bid Security or Bid Securing Declaration of Bidders.

**29. Signing of Contract**

Promptly after notification of award, PTA shall send successful Bidder draft agreement, incorporating all terms and conditions as agreed by parties to contract.

**30. Performance Security (or Guarantee)**

After receipt of Letter of Acceptance, successful Bidder, within specified time, shall deliver to PTA a Performance Guarantee in amount, form and in accordance with Conditions of Contract.

**31. Arbitrator**

In case of any dispute or conflict between Service Provider and PTA, case will be referred to PC-I, PTA. If decision of PC-1 is not acceptable case shall be referred to Chairman PTA, whose decision will be final.


**32. Corrupt & Fraudulent Practices**

Government funded projects and procurement) as well as Bidders/Suppliers/Contractors under Government financed contracts, observe highest standard of ethics during procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

**33. Constitution of Grievance Redressal**

i. PTA shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of persons with proper power and authorization to address complaint. GRC shall not have any of members of Procurement Evaluation Committee. committee must have one subject specialist depending nature of procurement.

ii. Any party can file its written complaint against eligibility parameters or any other terms and conditions prescribed in prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and same shall be addressed by GRC well before bid submission deadline.

  
**ABDURUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

- iii. Any Bidder feeling aggrieved by any act of PTA after submission of his bid may lodge a written complaint concerning his grievances not later than seven days of announcement of technical evaluation report and five days after issuance of final evaluation report.
- iv. In case, complaint is filed against technical evaluation report, GRC shall suspend procurement proceedings.
- v. In case, complaint is filed after issuance of final evaluation report, complainant cannot raise any objection on technical evaluation of report:  
Provided that complainant may raise objection on any part of final evaluation report in case where single stage one envelop bidding procedure is adopted.
- vi. GRC, in both cases shall investigate and decide upon complaint within ten days of its receipt.
- vii. Committee, upon receipt of Appeal against decision of GRC complete in all respect shall serve notices in writing upon all parties to appeal.
- viii. committee shall call record from concerned PTA or GRC as case may be, and same shall be provided within prescribed time
- ix. committee may after examination of relevant record and hearing all concerned parties, shall decide complaint within fifteen (15) days of receipt of Appeal.
- x. decision of Committee shall be in writing and shall be signed by Head and each Member of Committee. decision of committee shall be final.



**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Hencewala, F-51, Islamabad

### SECTION III: BID DATA SHEET



**ABDUR RUB KHAN**  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-7/1, Islamabad

## Bid Data Sheet

Following specific data for complaint management services to end users of telecom services shall complement, supplement, or amend provisions in Instructions to Bidders (ITBs). Whenever there is a conflict, provisions herein shall prevail over those in ITBs.

BDS Number	Clause	Amendments of, and Supplements to, Clauses in Instruction to Bidders
1.		<p>Name: [Pakistan Telecommunication Authority].</p> <p>Location of Delivery: At PTA Head Quarters Islamabad and its other premises given in Section V of this bidding document.</p> <p>Period for delivery: As per agreement</p> <p>Commencement date for delivery: 22<sup>nd</sup> June 2026 or As per agreement</p>
2.		<p>Financial year for operations of PTA: [2026-2027]</p> <p>Name of Project <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>Name of financing institution: [ N/A]</p> <p>Name and identification number of Contract: <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>Bid No: PTA/Admin/857/2025</p>
3.		Joint Venture "is" not applicable
4.		number of documents to be completed and returned: through PPRA EPADS portal No Physical submission
5.		address for clarification of Bidding Documents is <b>Mr. Abdur Rab Khan, Director (Procurement), HQs Pakistan Telecommunication Authority, F-5/1 Islamabad, <a href="mailto:abdurab@pta.gov.pk">abdurab@pta.gov.pk</a>, Contact No. 051-2878157</b>

**ABDUR RAB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad


6.	Pre-bid meeting will be held if clarifications have been requested on EPADS till deadline fixed for receipt of clarifications.
7.	Language of all correspondences and documents related to Bid is: <i>[English]</i>
8. Preparation of Bids	Language of all correspondences and documents related to Bid is: <i>[English]</i>
9. Qualification Criteria	<p>Mandatory qualification criteria required from Bidders is given as below:</p> <ol style="list-style-type: none"> <li>1. Registration with SECP or Registrar of Firms.</li> <li>2. Office of bidder must be in Islamabad / Rawalpindi (documentary proof to be provided).</li> <li>3. Service Provider has to be on active taxpayer list for Sales Tax and Income Tax. Any documentary evidence for confirmation of ATL status will be accepted.</li> <li>4. Minimum three years of relevant experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid.</li> <li>5. Minimum three similar nature job experiences/projects are mandatory. (copy of work order/contract agreement is required to be provided as proof)</li> <li>6. An <b><u>Affidavit/Undertaking on Non-Judicial Stamp Paper</u></b> is required to be submitted to the effect that: <ol style="list-style-type: none"> <li>i. The bidder has never been black listed by any government / semi government /autonomous body or company. Furthermore, bidder's name does not reflect in the list of PPRA for "Active Blacklisted Firms"</li> <li>ii. The bidder unconditionally accepted all services and requirements of PTA as mentioned in Section V of the bidding documents.</li> <li>iii. The bidder undertake that the <b>financial bid</b> has been prepared/submitted strictly in accordance with applicable Government's notified minimum wage rate, contributions under EOBI, ESSI and applicable taxes (including GST</li> </ol> </li> </ol>

**ABDUR RUS KHAN**  
 Director, Tender Application Authority  
 Pakistan Telecommunication Authority  
 123, Islamabad

	<p>etc) and the bid shall be rejected in case the financial bid is found non-compliant with the applicable Government's notified minimum wage rate, EORI, ESSSI and applicable taxes (i.e GST etc).</p> <p><b><u>All Supporting documents shall be attached with technical proposal. Non-fulfilment of any of above conditions will amount to non-responsiveness and shall result into disqualification of bid.</u></b></p>
10. Bid Validity	Bid Validity will be 180 days.
11. non-commissioning of services	In case of non-commissioning of services within time frame given in work order due to default of Service Provider, Bid Security in favour of PTA will be forfeited and work will be awarded to 2 <sup>nd</sup> lowest bidder subject to approval of PTA Authority.
12. Particulars of Authorized representative of bidder	Written confirmation of authorization are: <i>[Name, Position held by each person(s) signing authorization. Authorized Person's Name, position Held, CNIC Number.]</i>
13. Bid Submission	<p>Bid shall be submitted online through PPRA EPAD system <a href="http://www.eprocure.gov.pk">www.eprocure.gov.pk</a> as per Regulation 11(4)(b) of E-Pak-Procurement Regulations, 2023 i.e. Encrypted Proposal Submission System (EPSS). Whereas, original bid security shall be provided to following address before last date for opening of bids:</p> <p>Pakistan Telecommunication Authority  <b>Street address: F-5/1</b>  <b>Building/Plot No. PTA HQs</b>  <b>Floor/Room No.: Office of Director (Procurement)</b>  <b>City/Town: Islamabad</b></p>
a.	<p>Title of subject Procurement or Project name:  <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b>  ITB title and No: <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>PTA/Admin/857/2025  Time and date for submission: <b>14<sup>th</sup> April, 2026 by 11:00 AM</b></p>
	<p>Deadline for Bid submission is</p> <p>a) Day: <b>Tuesday</b>  b) Date: <b>14<sup>th</sup> April, 2026 by 11:00 AM</b></p>

**ABDUR RYB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

<b>14. Opening and Evaluation of Bids</b>	Bid opening shall take place at: PTA HQ,s through PPRA EPAD system www.eprocure.gov.pk Street address: F-5/I Building/Plot No. :PTA HQ,s Floor/Room No: Room No. 11, Ground Floor City/Town: Islamabad Country: Pakistan Day: <b>Tuesday</b> Date: <b>14th April , 2026</b> Time: <b>11:30 AM</b>
<b>15.</b>	currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: <i>[Pakistani Rupees]</i> source of exchange rate shall be: <i>[SBP selling rate]</i> date of exchange rate shall be: <i>[Date of opening of bids]</i>
<b>16. 17. Cost other than mentioned in this bidding documents</b>	Operating and maintenance costs or other any cost not mentioned in this bid document shall not be applicable. Bidder shall not claim any damages caused during operation.
<b>18. Adherence to Special Criteria</b>	Specific additional criteria to be used in evaluation and their evaluation method or reference to Technical Specifications. <i>[Bidder should comply with all technical specifications, evaluation criteria and other terms &amp; conditions stated in bidding documents .]</i>
<b>19. Selection Criteria</b>	<p><b>PART A</b></p> <ul style="list-style-type: none"> <li>a. Bidder must meet mandatory requirements and score/achieve at-least 70% qualifying marks in technical evaluation criteria as per <b>Annex-C</b> to become eligible for financial bid evaluation.</li> <li>b. Financial bid of technically qualified bidders will be opened only. financial bids of technically disqualified bidders will be returned un-opened after technical evaluation.</li> <li>c. contract will be awarded to technically qualified bidder who has quoted lowest financial bid.</li> <li>d. If two or more bidders quoted same financial proposals, then contract will be awarded to one who has scored highest in technical evaluation.</li> </ul> <p><b>PART B:</b> Evaluation criteria is given on <b>Annex C and Annex D</b> namely Technical Evaluation</p>

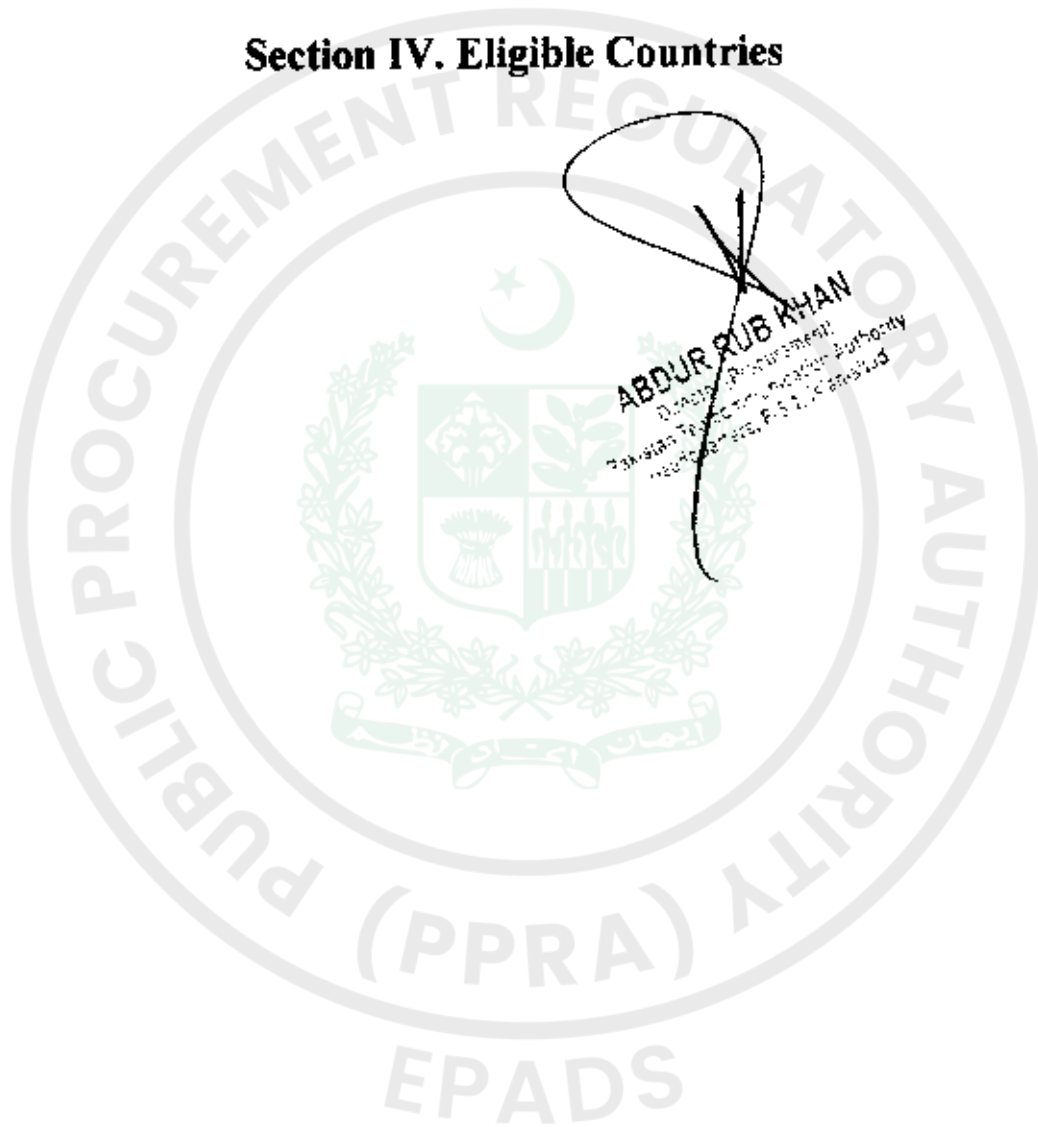

  
**ABDUR RAZAQ KHAN**
  
 Director General

	and Financial Proposal respectively which are integral parts of this document. The technique (Least Cost Based Selection) shall be used while Procedure of Procurement shall be Single Stage-Two Envelopes.
20. Award of Contract	Percentage for quantity increase or decrease is [[15% of original procurement as applicable under PP Rules 14 <sup>th</sup> April, 2026 by 11:00 AM 42(c)(iv) read with PP Rule 2(1)(j)].
21.	Performance Guarantee shall be limited to 6% of total value of contract for three years.
22.	Performance Guarantee shall be submitted at time of signing of contract, in form of Demand Draft / Pay Order in favor of PTA. Already submitted bid security will either be returned or adjusted against Performance Guarantee on written consent of successful bidder. Performance guarantee will be released after successful expiry of contract agreement and issuance of NOC by Admin Dte.
23. FORCE MAJEURE	In case of any circumstances which are beyond control of Service Provider as well as client. Force Majeure will be applicable.
24. Grievance Lodging	Grievance can be submitted through PPRA EPADS by aggrieved bidders.
25.	Address of PPRA to submit a copy of grievance:  Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1 <sup>st</sup> Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

(PPRA)  
EPADS

## Section IV. Eligible Countries



## Eligible Countries

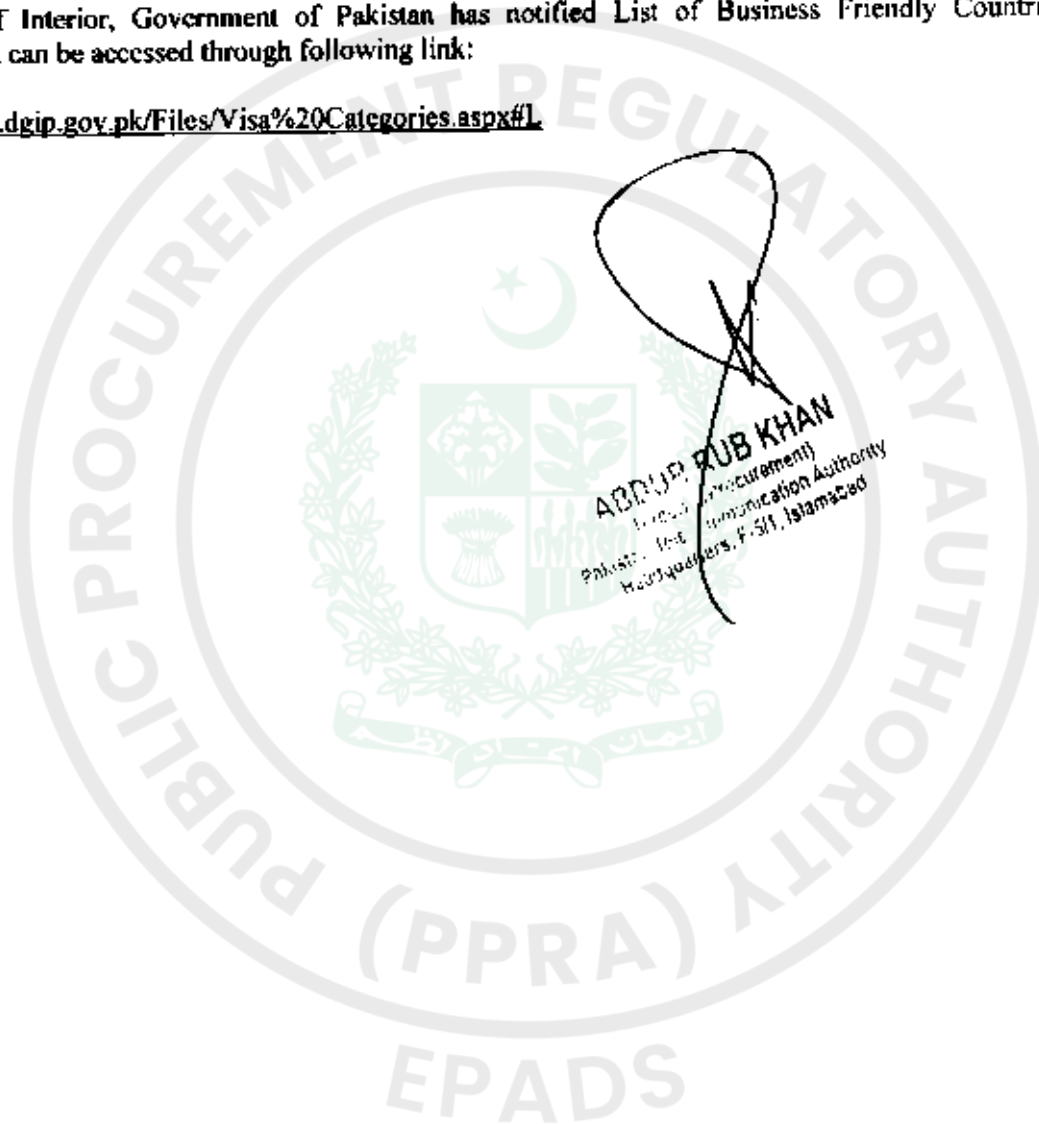
All bidders are allowed to participate in subject procurement without regard to nationality, except bidders of some nationality, prohibited in accordance with policy of Federal Government.

Following countries are ineligible to participate in procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL). information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx#1>



**ABDUL RUB KHAN**  
Director (Procurement)  
Pakistan Public Procurement Authority  
Headquarters, F-5/1, Islamabad

# SECTION V: SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-3/1, Islamabad



## SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION

Schedules of services to be provided by bidder once selected by PTA are given as under. However, services will be not limited to this schedule but services which are subsidiary to principal services which may be required to PTA shall be performed by bidder. In Schedule I under , core services to be provided are given and in Schedule II requirements ancillary to core services which are to be provided by Service Provider are given. Both Schedule of this section are integral parts of contract to be executed by PTA and Service Provider.

### Schedule-I (Manpower, Locations & High-Frequency Services)

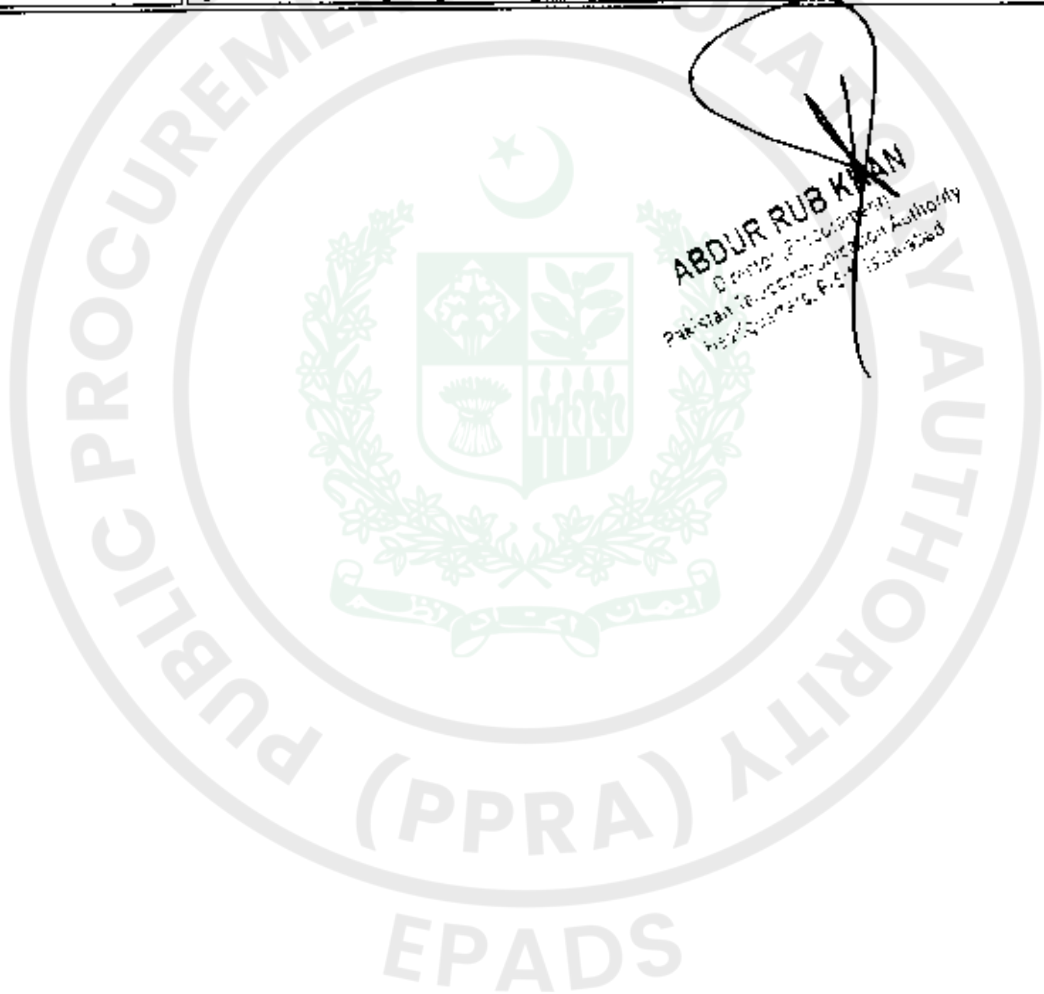
Category	Details
Staff Required	Nineteen (19) Persons as staff and one person (01) as supervisor
Working days & Hours	Five (05) days in a week (8 Hours daily)
Area / Building	i. PTA Headquarters (5 floors + 2 Cafeteria + 1 Basement, 2 Floors Additional Block) ii. PTA Vigilance office (F-6/4) iii. PTCL 3rd and 2nd Floor iv. PTA Guest House G-7 v. PTA Hostel, additional location when required.
Services – TWICE AT LEAST (Daily) & ON REQUIREMENT	Cleaning, Sweeping and mopping with disinfection material a) Corridors. b) Lifts. c) Waiting Areas on all floors. d) Cleaning of toilets with branded disinfection material and provision of phenyl balls in basins and urinals. e) Emergency cleaning whenever required. f) Spraying of air fresheners in Lifts, 5th & Ground floor corridor. Fragrance Spray is required on all floors.

### Schedule-II (Daily, Monthly & Periodic Services)

Category	Details
Services – Once Daily	a) Cleaning of all building area either in use or not. b) Vacuum and spot cleaning of all carpets and rooms of all officers. c) Reception Area. d) Basement. e) Kitchens. f) Staircases. g) Sweeping/brooming of area in front and behind of PTA building. (within PTA premises) h) Removal of all fingerprints, dirt, etc. from all glasses, doors and light switches. i) Disposal of all litter / garbage / debris from entire covered and open building premises, and dispose it of. j) Washing of all mirrors, dispensers, urinals, faucets, sinks, flush tanks etc. with non-scratch disinfection

**ABDUL RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-7/1, Islamabad

Category	Details
	cleaners, wipe and dry all sinks. k) Dusting and cleaning of all interiors and exteriors of the building, which are under the use including false ceiling of floors, staircases and other material items. l) Provision of clean towels in washrooms every day. (for 5 working days). All material items required to perform the said services shall be provided by the vendor
MONTHLY SERVICES AND ON REQUIREMENT	a) Cleaning and washing of external area of PTA Building that is in front and back of building. b) Removal of Spider webs from offices. c) Cleaning of external windows. d) Cleaning of roof tops of building. (Once in a week)
Bi Annually	a) Cleaning of external windows of PTA as defined earlier. b) Any other special cleaning required and directed by Officer in charge.



**SECTION VI: Standard Forms**

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters F-5/1, Islamabad



**Note:** Editable version of forms can be demanded from PTA

## Form 1:

### Bidder Information Form

[Bidder shall fill in this Form in accordance with instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

**Date:** [insert date (as day, month and year) of Bid submission]

1. Bidder's Name [insert Bidder's legal name]
2. In case of JV, legal name of each member: [insert legal name of each member in JV]
3. Bidder's actual or intended country of registration: [insert actual or intended country of registration]
4. Bidder's year of registration: [insert Bidder's year of registration]
5. Bidder's Address in country of registration: [insert Bidder's legal address in country of registration]
6. Bidder's Authorized Representative Information <b>Name:</b> [insert Authorized Representative's name] <b>Address:</b> [insert Authorized Representative's Address] <b>Telephone/Fax numbers:</b> [insert Authorized Representative's telephone/fax numbers] <b>Email Address:</b> [insert Authorized Representative's email address]
7. Attached are copies of original documents of [check box(es) of attached original documents] <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of legal entity named above. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement,  Included are organizational chart, a list of Board of Directors, and beneficial ownership.

**ABDUR RUBBAN**  
Director (Procurement)  
Pakistan Acquisition and Disposal Authority  
10, Iqbal Park, Islamabad

## Form 2:

### Letter of Bid

Note: Editable version of forms can be demanded from PTA

**INSTRUCTIONS TO BIDDERS:** (delete this box once you have completed document)

Place this Letter of Bid in first envelope "TECHNICAL PROPOSAL".

Bidder must prepare Letter of Bid on stationery with its letterhead clearly showing Bidder's complete name and business address.

Note: All italicized text in black font is to help Bidders in preparing this form and Bidders shall delete it from final document.

**Date of this Bid submission:** [insert date (as day, month and year) of Bid submission]

**RFB No.:** [insert number of bidding process]

**Request for Bid No.:** [insert identification]

**Alternative No.:** [insert identification No if this is a Bid for an alternative]

To: [insert complete name of PTA]

We, undersigned Bidder, hereby submit our Bid, in two parts, namely:

- (a) Technical Proposal, and
- (b) Financial Proposal.

In submitting our Bid we make following declarations:

- (a) **No reservations:** We have examined and have no reservations to bidding document, including addenda issued in accordance with Instructions to Bidders;
- (b) **Eligibility:** We meet eligibility requirements and have no conflict of interest in accordance with relevant ITBs ;
- (c) **Bid/Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by PTA based on execution of a Bid Securing Declaration or Proposal Securing Declaration in PTA's country in accordance with relevant ITB;
- (d) **Conformity:** We offer to provide services in conformity with bidding document and in accordance with requirement of PTA specified in relevant part of bidding documents.
- (e) **Total Price:** total price of our Bid, excluding any discounts offered in item (c) below is:

In case of only one lot, total price of Bid is [insert total price of bid in words and figures, indicating various amounts and respective currencies];

In case of multiple lots, total price of each lot is [insert total price of each lot in words and figures, indicating various amounts and respective currencies];

In case of multiple lots, total price of all lots (sum of all lots) [insert total price of all lots in words and figures, indicating various amounts and respective currencies];

**ABDUR RUB KHAN**  
Director (Acquisition)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

- (f) **Discounts:** discounts offered and methodology for their application are:
- (i) discounts offered are: *[Specify in detail each discount offered]*
- (ii) exact method of calculations to determine net price after application of discounts is shown below: *[Specify in detail method that shall be used to apply discounts];*
- (g) **Bid Validity Period:** Our Bid shall be valid for period specified in relevant BDS (as amended, if applicable) from date fixed for Bid submission deadline specified in relevant BDS (as amended, if applicable), and it shall remain binding upon us, and may be accepted at any time before expiration of that period;
- (h) **Performance Security:** If our Bid is accepted, we commit to obtain a performance security in accordance with bidding document;
- (i) **One Bid per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other bid(s) as a Joint Venture member or as a subcontractor, and meet requirements, other than Alternative Bids submitted in accordance with relevant ITB ;
- (j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or Service Provider s for any part of contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by PTA. Further, we are not ineligible under Pakistan laws;
- (k) **State-owned enterprise or institution:** *[select appropriate option and delete other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet requirements of ];*
- (l) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (m) **Not Bound to Accept:** We understand that you are not bound to accept Most Advantageous Bid or any other Bid that you may receive; and
- (n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

Name of Bidder: *\*[insert complete name of Bidder]*

**ABDUR RUB KIAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

### Form 3

**Note:** editable version of this form can be demanded from PTA

### Letter of Acceptance

*[Letter head paper of PTA]*

[date]

To: [name and address of Supplier]

This is to notify you that your Bid dated [date] for execution of [name of Contract and identification number, as given in Special Conditions of Contract] for Contract Price of equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with Instructions to Bidders is hereby accepted by us.

We hereby confirm [insert name of Appointing Authority], to be Appointing Authority, to appoint Arbitrator in case of any arisen disputes.

You are hereby informed that after you have read and return attached draft Contract parties to contract shall sign vetted contract within fourteen (14) working days.

You are hereby required to furnish Performance Guarantee/Security in form and amount stipulated in Special Conditions of Contract at the time of signing of contract agreement.

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

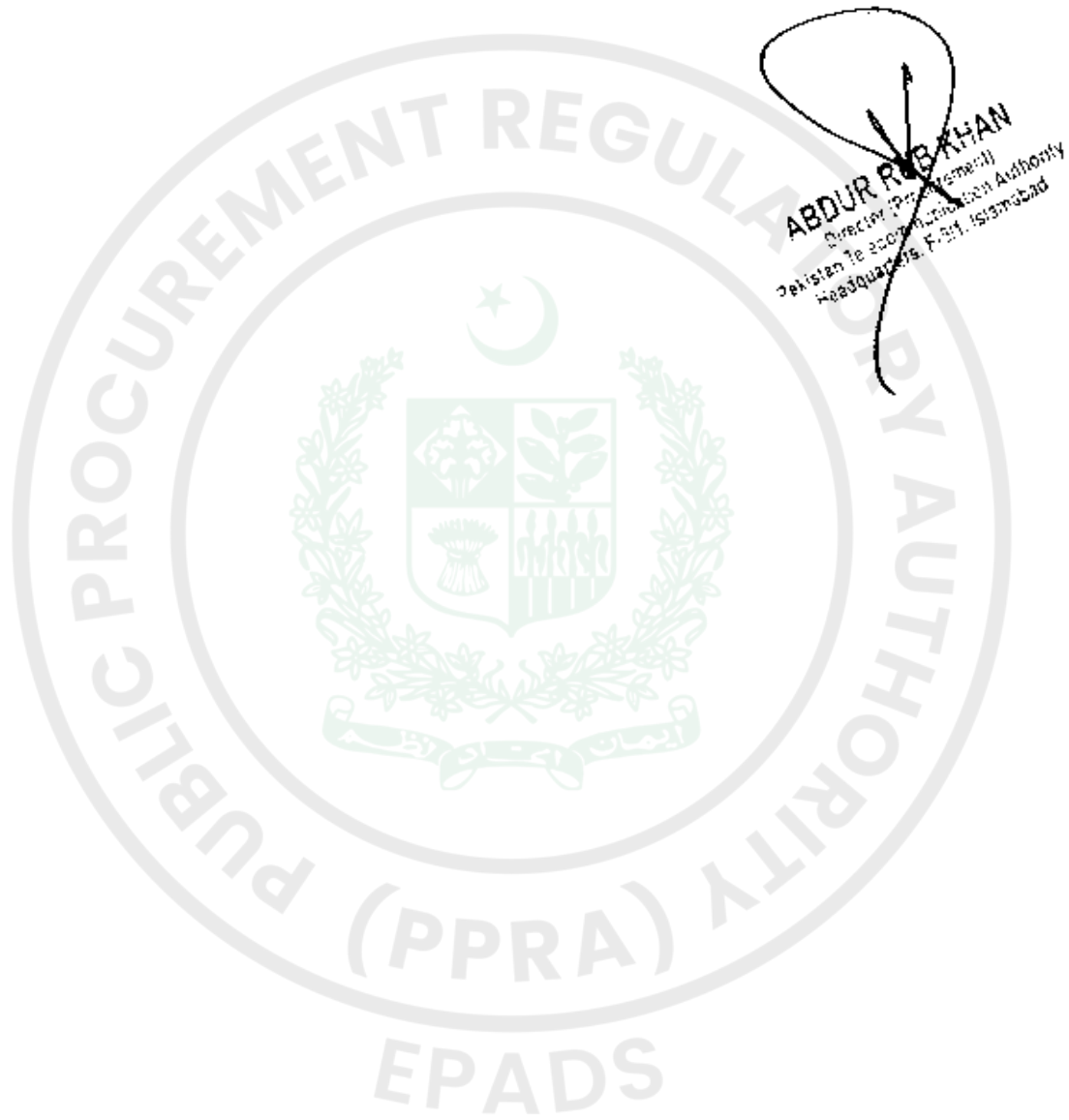
Attachment: Contract

Copy: Appointing Authority and Supplier



**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Taxpayers Empowerment Authority  
Headquarters, F-10, Islamabad

## SECTION VII: SPECIAL CONDITIONS OF CONTRACT (SCC)



## Special Conditions of Contract (SCC)

Following Special Conditions of Contract (SCC) shall supplement relevant clauses of ITBs. Whenever there is a conflict, provisions herein shall prevail over those in relevant clause of ITBs.

SCC Clause Number	Sub Clause Number	Amendments of, and Supplements to, Clauses in GCC
<b>Definitions</b>		
1.		PTA is: [ <i>Pakistan Telecommunication Authority</i> ]
2.		Service Provider is: [ <i>Name and address</i> ]
3.		Title of subject procurement or Project is: [ <i>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</i> ]
<b>Governing Language</b>		
4.	4.1	Governing Language shall be: <i>English</i>
<b>Applicable Law</b>		
5.	5.1	Applicable Law shall be: <i>Laws of Islamic Republic of Pakistan</i>
	5.2	Contract shall be effective from date of signing of contract
<b>Country of Origin</b>		
6.	6.1	Country of Origin is <i>Pakistan</i>
<b>Scope of work</b>		
7.	7.1	<p>The scope of work covers comprehensive janitorial and cleaning services for all PTA premises including offices, hostels and guest house.</p> <p>The contractor shall deploy nineteen (19) janitorial staff and one (01) supervisor for five working days per week, eight hours daily.</p> <p>Daily services include cleaning of all internal and external areas, offices, washrooms, corridors, lifts, carpets and disposal of waste.</p> <p>Cleaning of high-traffic areas and washrooms shall be carried out at least twice daily, with emergency cleaning as required.</p> <p>Monthly, bi-annual and special cleaning services shall be performed as directed, with provision of all required materials and equipment.</p>

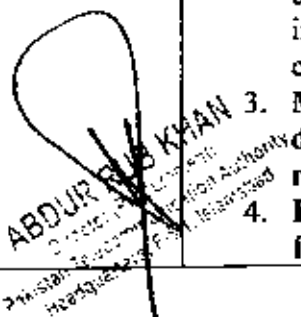
**ABDUR RUB KHAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

**Service Provider 's Responsibilities**

8.	8.1	<p>Service Provider shall have following additional responsibilities:</p> <ul style="list-style-type: none"> <li>i. The bidder shall ensure timely availability of trained, uniformed and well-disciplined janitorial staff, including a supervisor responsible for daily attendance, task allocation and on-site coordination with the department. Any absent staff shall be replaced immediately without disruption of services.</li> <li>ii. The bidder shall comply with all applicable labor laws, including payment of wages not less than the minimum wage notified by the Government of Pakistan, EOBI, Social Security and other statutory obligations. Proof of compliance shall be provided with monthly invoices to the department.</li> <li>iii. The bidder shall arrange all cleaning materials, consumables, equipment and tools of standard quality at its own cost, and shall ensure safe handling, storage and usage of chemicals to avoid damage to property or health hazards.</li> <li>iv. The bidder shall be responsible for health, safety and conduct of its staff within the premises and shall ensure that staff members do not engage in any unauthorized activity. Any loss, damage or misconduct attributable to the bidder's staff shall be the bidder's responsibility.</li> <li>v. The bidder shall ensure confidentiality of official information and shall not allow its staff to access restricted areas, documents or equipment unless specifically authorized by the department.</li> <li>vi. The bidder shall cooperate with inspections, audits and performance evaluations conducted by the procuring agency and shall promptly address observations or deficiencies pointed out by the Officer-in-Charge</li> </ul>
----	-----	---

**PTA's Responsibilities**

9.	9.1	<p>PTA shall have following additional responsibilities:</p> <ul style="list-style-type: none"> <li>1. <b>Provide Premises Access:</b> Ensure the contractor and their staff have safe and timely access to all designated areas, including offices, hostels, guest houses, basements, and rooftops.</li> <li>2. <b>Define Scope &amp; Standards:</b> Clearly communicate the cleaning standards, schedules, and any special requirements, including areas requiring high-priority attention or special cleaning procedures.</li> <li>3. <b>Monitor Performance:</b> Conduct regular inspections, monitor daily services, and provide feedback to ensure the contractor maintains quality and compliance with the agreed scope.</li> <li>4. <b>Facilitate Coordination:</b> Appoint an Officer-in-Charge or focal person to coordinate with the contractor, approve</li> </ul>
----	-----	--


  
 ABDUR RAUF KHAN
   
 Director, Procurement Authority
   
 Islamabad
   
 Headquarter, Islamabad

		<p>emergency or special cleaning requests, and resolve operational issues.</p> <p>5. <b>Verify Compliance:</b> Ensure contractor compliance with statutory obligations like labor laws, FOBI, Social Security, and occupational health &amp; safety by requesting necessary documentation and certifications.</p> <p>6. <b>Provide Necessary Utilities:</b> Ensure availability of electricity, water, and other utilities required for performing cleaning services safely and effectively.</p> <p>7. <b>Settle Payments:</b> Process contractor invoices and payments as per agreed terms, timelines, and after satisfactory verification of services performed.</p> <p>8. <b>Address Disputes &amp; Guidance:</b> Handle any complaints, disputes, or emergencies involving cleaning services and provide necessary guidance for exceptional situations.</p>
<b>Price</b>		
10.	10.1	<p>a. rates quoted shall remain valid for six (6) months from date of opening of Technical Proposal.</p> <p>b. No claim on Escalation during currency of contract will be entertained.</p> <p>c. No Transportation cost shall be paid by PTA.</p>
<b>Payment</b>		
11.	11.1	<p>a. Payment against janitorial services will be made on monthly basis, after each preceding month on submission of invoice. PTA will not pay any upfront charges; it should be part of monthly charges.</p> <p>b. No advance payment/secure advance will be made against supply of any items mentioned in this bidding document.</p> <p>c. Penalty if any will also be deducted at time of payment.</p> <p>d. Payment shall be subject to withholding of applicable taxes as per government applicable laws and penalties may apply if taxes are not withheld properly (if any).</p> <p>e. Payment will be linked with active taxpayer status of bidder and no payment will be made until bidder appears on ATL (Active Taxpayer List) of FBR (Federal Board of Revenue) as required under PPRA Tax Compliance Regulations 2015.</p>
<b>Sub-Contracting</b>		
12.	12.1	<p><b>Subcontracting will not be allowed.</b></p>

**ABDUL RAZVIK**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

13.	13.1	<p><b>Dispute Resolution</b></p> <ol style="list-style-type: none"> <li>1. If any dispute of any kind whatsoever shall arise between PTA and Service Provider in connection with or arising out of Contract, including without prejudice to generality of foregoing, any question regarding its existence, validity, termination and execution of Contract whether during developing phase or after their completion and whether before or after termination, abandonment or breach of Contract parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 7 (seven) days following receipt of a notice sent by one Party to other Party in this regard.</li> <li>2. In case dispute remains unresolved following negotiation phase, parties agree to pursue mediation for its resolution. case shall be submitted for Purchase Committee-I of PTA for mediation process.</li> <li>3. At event of failure of mediation to resolve dispute relating to this contract such dispute shall finally be submitted to Chairman PTA whose decision shall be considered as final.</li> <li>4. Notwithstanding any reference to arbitration herein, parties shall continue to perform their respective obligations under Contract unless they otherwise agree that PTA shall pay Service Provider any monies due to Service Provider.</li> </ol>
<b>Notices</b>		
14.	14.1	<p>— PTA's address for notice purposes: Mr. Abdur Rab Khan, Director (Procurement), PTA HQ, s F-5/1 Islamabad</p> <p>—Service Provider address for notice purposes: -</p>
<b>Completion Time</b>		
15.	15.1	a. Contract will be signed within 07 working days of issuance of PTA's confirmation letter to successful bidder.
<b>Quality Control Identifying Defects</b>		
16.	16.1	PTA shall check Contractor's performance and notify Service Provider of any Defects that are found. Such checking shall not affect Contractor's responsibilities. PTA may instruct Contractor to search for a Defect and to uncover and test any

**ABDJR**  
 Director  
 Pak Steel Mills  
 Islamabad

		service that PTA considers may have a Defect during whole period of contract.
<b>Parties will sign Service Level Agreement</b>		
17.		Successful bidder shall be asked to execute Service Level Agreement

**ABDUR RUB KHAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad



## Annex - A

### Agreement

This agreement is made and entered into at **Islamabad** on this \_\_\_\_ day of \_\_\_\_ between Pakistan Telecommunication Authority (hereinafter referred to as "Client") having its principal place of business/Headquarters at F-5/1, Islamabad on one part

**AND**

M/s \_\_\_\_\_ (hereinafter referred to as "Service Provider") having its principal office located at \_\_\_\_\_ on other part.

(If when and where applicable Party of One Part and Party of Other Part shall hereinafter shall be collectively referred to as 'Parties' and individually as 'Party' as context of this Agreement requires).

Following documents which are also parts of bidding documents published for initiation of bidders are integral parts of this agreement namely:

- i. Instructions to Bidders (ITBs), Section II of relevant bidding documents
- ii. Bid Data Sheet (BDS), Section III of relevant bidding documents
- iii. Schedules of Requirements, Technical Specification, Section V of relevant bidding documents
- iv. Standard Forms duly filled by Service Provider, as per Section VI of relevant bidding documents
- v. Special Conditions of Contract as per Section VII of relevant bidding documents
- vi. successful bidder shall be asked to execute Non-Disclosure Agreement (**Annex-B**)
- vii. All bidders have to produce all relevant supporting documents required in Technical Evaluation Criteria to obtain marks (**Annex-C**)
- viii. bid quoted by bidder on Financial Proposal (**Annex-D**)
- ix. Integrity Pact (**Annex-E**)

### **WHEREAS**

A. Client is desirous of procuring services of Service Provider for performance of **Janitorial Services at PTA Offices/Premises in Islamabad** referred to in ITBs and other relevant sections.

B. Service Provider is willing to perform services as required by Client and represents to Client that it has relevant expertise and holds valid and subsisting licenses/permissions, authorizations/approvals required from Government of Pakistan, and that it has requisite expertise and resources to provide top quality of requisite works as per ITBs and other relevant sections of this bidding document to Client in accordance with highest industry standards and satisfaction of Client. Service Provider undertakes that services shall be provided only through staff that has requisite expertise and experience in this regard.

C. Upon basis of representations and warranties of Service Provider contained herein, Client wishes to appoint Service Provider as set out in this agreement.

**ABDUR RAHMAN KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

**NOW THEREFORE,** "For and in consideration of representations, warranties, covenants, conditions, and promises set forth herein, and intending to be legally bound, Client hereby agrees as follows:

## 1. Scope of Agreement

Service Provider shall perform services specified in Section V i.e. (SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION) and Scope of Services/ work mentioned therein, which is an integral part of this agreement ('Services'). This includes the deployment of **nineteen (19) Janitors and one (01) Supervisor** at PTA HQs (Main and Additional Buildings), PTCL 02<sup>nd</sup> & 03<sup>rd</sup> Floors, Vigilance Office, Guest House, and Hostel.

## 2. Term

a. The provision of Janitorial Services shall commence from the effective date i.e. \_\_\_\_\_.  
The Service Provider shall ensure full deployment of staff and equipment on day one of the commencement.

b. Total period of contract for operations of **Janitorial Services** will be **three (03) years**. Contract will be renewed on annual basis subject to satisfactory performance of service provider.

## 3. Payment

a. Payment shall be made in accordance with Clause 11 of Special Conditions of Contract (SCC) in consideration of provision of services by Service Provider to satisfaction of Client as specified in (Annexure-A).

b. All amounts/prices paid to Service Provider as per above clauses shall be inclusive of all taxes, levies, duties, charges and any other deduction related thereto etc.

c. All payments to be made by Client to Service Provider shall be subject to such deductions and withholding as are required by prevailing laws which shall be to account of Service Provider.

## 4. Payment Conditions

a. Monthly service charges will be paid by PTA on submission of invoice after services have been rendered and verified by the designated Officer/Committee. Penalty if any shall be deducted at time of payment.

b. Payment against Janitorial operations/services will be made on monthly basis, against each preceding month on submission of invoice. PTA will not pay any upfront charges; it should be part of monthly charges. Service Provider must ensure and responsible for payment of **Minimum Wages** to its staff as per Govt. notifications.

## 5. Undertaking

Service Provider shall provide a notarized undertaking on stamp paper, confirming that it will perform its obligations under this Agreement diligently and in accordance with required standards. In event of any failure to perform, delay, or substandard performance, Client shall have right to terminate Agreement.

ABDUL RUB KHAN  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-3/1, Islamabad

## 6. Termination

Notwithstanding anything contained herein, Client may terminate this Agreement:

- a. Without advance notice, in case Service Provider is in breach of any of terms of this Agreement, or in case Client is not satisfied with Services or quality of cleaning materials/Equipment's being provided by Service Provider;
- b. Without cause, by giving three (03) days advance written notice to Service Provider.
- c. Immediately, if services do not meet specifications, terms & conditions mentioned in bidding documents.
- d. Upon termination, Service Provider shall be entitled only to payment for accepted services performed up to effective date of termination.
- e. Client, shall not, because of expiration or termination of this Agreement, be liable to Service Provider for any compensation, reimbursement, or damages because of loss or prospective profit or because of expenditures or commitments incurred in connection with business of Service Provider.

## 7. Project Administration

- a. Coordinator: client designates **Director (Admin) PTA HQs** as Client's Coordinator/authorized representative; Coordinator will be responsible for coordination of activities essential under this agreement, for acceptance and approval of deliverables by Service Provider and approving invoices for payments.
- b. For payment of invoices, approval/verification of coordinator shall be necessary and no payment shall be made in absence of such approval/verification.

## 8. Confidentiality

Service Provider shall not, during term of this Agreement or after its expiry or termination, disclose any proprietary, confidential information or any kind of personal data relating to Client, its employees, or its business, except with Client's prior written consent or as required by law. This obligation shall survive termination or expiry of this Agreement.

## 9. Ownership of Material

All software, reports, drawings, data or other material, graphic, etc. or otherwise, prepared or created by Service Provider for Client under agreement shall belong to and remain property of Client  
**(Not Applicable)**

## 10. Prohibited activities

Service Provider agrees that, during term of this agreement and after its termination, Service Provider and any entity affiliated with Service Provider shall not provide any information, related documents, or data which he may have obtained as a result of project as same may be harmful to Client. In case of disclosure of any sensitive information, party involved will be liable to pay damages to Client or

**ABDUS SUBHAN**  
Executive Procurement  
Pakistan Telecommunication Authority  
Headquarters F-11, Islamabad

Client reserves right to take legal action as per applicable Laws of country, as case may be, and said Service Provider shall be disqualified for any consultancy/agreement/contract in future.

### **11. Assignment**

Service Provider shall not assign or subcontract this agreement or any portion of it without client's written consent. Service Provider shall promptly replace any of employees working on project if deemed unsatisfactory by client.

### **12. Definitions and interpretations**

For any clarification from legal point of view and reference, Definitions and interpretations of expressions and words used in this agreement shall have same meaning as given to them in Pakistan Telecommunication (Re-organization) Act, 1996 ('Act'), Pakistan Telecommunication Rules, 2000 ('Rules'), Pakistan Telecommunication Authority Regulations ('Regulations') and instructions/orders/determinations of PTA, issued from time to time.

### **13. Governing Law**

agreement shall be governed by and under laws of Pakistan and Language of agreement will be English.

### **14. Resolution of Disputes**

All disputes arising under this Agreement, whether during term of this Agreement or after termination or expiry of this Agreement shall be referred to:

- a. Purchase Committee-I of Client for amicable settlement/resolution of dispute at first stage.
- b. In case of failure in settlement, at second stage case will be referred to Chairman , PTA through Director (Admin). decision of Authority to settle issue amicably will be final and binding on both parties.
- c. In event of failure of amicable settlement of dispute as above, either party may refer dispute to Arbitration under provision of Arbitration Act, 1940 and rules issued there-under, at Islamabad, Pakistan.

### **15. Penalty Clauses**

If Service Provider fails to perform items of Agreement within specified time due to reasons attributable to him, Service Provider will be subject to following obligations:

- a. If janitorial services are not provided/staff is absent, Service Provider shall be liable to pay penalties as per the deduction schedule mentioned in the Bidding Documents (Section V).
- b. If Service Provider fails to maintain the required standards of cleanliness after repeated warnings, it shall be considered a total failure on part of Service Provider. In such case, Client may terminate Agreement without any liability.
- c. total amount of damages/penalties shall not exceed total value of Agreement.

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

d. Any and all remedies available to Client for defective or delayed performance, or for non-performance of obligations by Service Provider, shall not be exclusive of other remedies for such default. exercise by Client of any one remedy shall not constitute a waiver of any other remedy available to Client under this Agreement or applicable laws.”

## **16. Force Majeure**

a. Neither Party shall be held liable or be deemed to be in default for any delay or failure in performance of its obligations under this Agreement if such delay or failure is caused by a Force Majeure Event.

b. A “Force Majeure Event” means any event or circumstance beyond reasonable control of a Party, which could not have been prevented by reasonable diligence, and which renders performance of obligations impossible or impracticable.

c. Party affected by a Force Majeure Event shall notify other Party in writing within seven (7) days of occurrence of event.

d. Upon cessation of Force Majeure Event, affected Party shall promptly notify other Party of such cessation and resume performance.

e. If duration of Force Majeure Event exceeds thirty (30) consecutive days, either Party may terminate this Agreement by giving written notice to other Party.

## **17. Amendment**

All addition amendments, modification and variations to this agreement shall be binding only if in writing and signed by Parties or their duly authorized representatives.

## **18. Removal and / or Replacement of Personnel**

a. Except as PTA may otherwise agree, no changes shall be made in Key Personnel (Supervisor). If replacement is necessary, Contractor shall provide a person of equivalent or better qualifications.

b. If PTA finds that any of Personnel (Janitors/Supervisor) have committed misconduct or perform unsatisfactorily, Contractor shall, at PTA’s written request, provide a replacement acceptable to PTA.

c. Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

## **19. Change in Applicable Law**

If, after signing of this Contract, there is any change in Applicable Law with respect to taxes and duties which increases or decreases cost of Services rendered by Contractor, then remuneration and reimbursable expenses otherwise payable to Contractor under this Contract shall not be increased or decreased accordingly. Service Provider shall be responsible for making any arrangements to meet any extra cost of services.

**ABDUL SUB KHAN**  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-101, Islamabad

**20. Annexure**

Bidding documents pertains to details of i. general instructions, ii. Special stipulations, iii. Bid Performa etc. This Annexure along with B, C and D with all relevant documents forms are integral part of this Agreement and has to be read and construed as such this Agreement.

**Annex- B**

**Non-Disclosure Agreement for Provision of Janitorial Services**

This MUTUAL NON-DISCLOSURE AGREEMENT is made as of \_\_\_ day of \_\_\_ 2026, between PAKISTAN TELECOMMUNICATION AUTHORITY (hereinafter referred to as "Client") AND

M/s \_\_\_\_\_ (hereinafter referred to as "Service Provider"), having its office at Islamabad, which includes its employees and successors.

FOR

purpose of preventing unauthorized disclosure of Confidential Information as defined below. parties agree to enter into a confidential relationship with respect to disclosure of certain proprietary and confidential information ("Confidential Information").

**1. Definition of Confidential Information.** For purposes of this Agreement, "Confidential Information" shall include all information or material utilized through link provided by Service Provider.

**2. Obligations of Receiving Party.** Service Provider (receiving party) shall hold and maintain Confidential Information in strictest confidence for sole and exclusive benefit of PTA. Receiving Party shall carefully restrict access to Confidential Information to employees, Vendors and third parties as is reasonably required. Receiving Party shall not, without prior written approval of Disclosing Party, publish, copy, or otherwise disclose to others, or permit use by others, any Confidential Information. Receiving Party shall return to Disclosing Party any and all information, records, notes, and other written, printed, or tangible materials in its possession pertaining to Confidential Information immediately if Disclosing Party requests it in writing.

IN WITNESS NON DISCLOSURE AGREEMENT has been executed in presence of following witnesses on date first above written.

\_\_\_\_\_  
**SIGNED on behalf of Client**

\_\_\_\_\_  
**SIGNED on behalf of Service Provider**

**Official Seal**

**Official Seal**


**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

Witness1 \_\_\_\_\_

Witness2 \_\_\_\_\_

**Annex-C****Technical Evaluation Criteria**


<b>Marking Evaluation*</b>				
<b>S.No</b>	<b>Attributes</b>	<b>Max. Score</b>	<b>Points to be awarded</b>	<b>Criteria</b>
1	Additional Experience: The bidder experience beyond minimum required experience	50		5 Marks for each year upto 10 years for each year beyond minimum required experience. Work order/ Contract Agreement must be attached to claim scores.
2	Experience of Supervisor	10		Bidder has to provide CV of supervisor. 2 Marks for each year of experience will be awarded upto maximum 10 Marks
3	Annual Gross Revenue of Bidder's company/Firm	15		Annual Gross Revenue of bidder's firm/company must be more than Rs. 5 million as per annual accounts for latest year ended (30 <sup>th</sup> June, 2025 or 31 <sup>st</sup> December, 2024 whichever is applicable) . Annual Accounts must be attached with bids.
4	Ongoing project with deployment of 5 janitorial in hand (documentary proof be provided i.e. copy of work order / agreements.)	15		Five (5) points will be awarded for each ongoing project of same nature on provision of work order/agreement.
5	List of Number of clients in Pakistan since 1 <sup>st</sup> January 2025	10		Bidder has to provide list of clients in Pakistan with names and contact details for reconfirmation purpose. 1 Marks will be awarded for each client upto maximum of 10 Marks.
<b>Sub Total</b>		<b>100</b>		
<b>Minimum qualifying marks are 70% in above table.</b> <b>*All supporting Documents to be attached for Annex-C.</b>				

  
**ABDUR SUB KHAN**  
 Director (Procurement)  
 Pakistan Procurement Regulatory Authority  
 Headquarter, F-51, Islamabad

**Annex-D (Financial Bid)**

**Financial Bid Form (In PKR)**

Sr. No	Description	Amount for 1st year of Contract (inclusive of sales tax)		Amount for 2nd year of Contract (inclusive of sales tax)		Amount for 3rd year of Contract (inclusive of sales tax)	
		Per Month	Per Year	Per Month	Per Year	Per Month	Per Year
1	Provision of cleaning material as per scope of work defined in these bidding documents						
2	Provision of 19 x Janitors	19x (rate per Janitor)	19x 12x (rate per Janitor)	19x (rate per Janitor)	19x 12x (rate per Janitor)	19x (rate per Janitor)	19x 12x (rate per Janitor)
3	Provision of 1 x Supervisor	1x (rate per Supervisor)	1x 12x (rate per Supervisor)	1x (rate per Supervisor)	1x 12x (rate per Supervisor)	1x (rate per Supervisor)	1x 12x (rate per Supervisor)
4	<b><u>Year-Wise Total (1+2+3)</u></b>						
5	<b><u>Grand Total</u></b>						

  
**TUR RUB KHAN**  
 Director (Procurement)  
 Procurement Authority  
 Plot No. F-5/1, Islamabad

**Note: The janitor and supervisor rates must include government's notified minimum wage rate, contributions under EOBI, ESSI and all applicable taxes.**

Total amount in words:

1<sup>st</sup> Year of contract:

Rupees.....

2<sup>nd</sup> Year of contract:

Rupees.....

3<sup>rd</sup> Year of contract:

Rupees.....

**GRAND TOTAL (for all 3 years):**

Rupees.....

**Annex- E**

**Integrity Pact**

M/s \_\_\_\_\_ hereby declares that it has not obtained or induced procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice. Without limiting generality of foregoing M/s \_\_\_\_\_ represents and warrants that it has fully declared brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with object of obtaining or inducing procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto. M/s \_\_\_\_\_ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to transaction with GoP and has not taken any action or will not take any action to circumvent above declaration, representative or warranty. M/s \_\_\_\_\_ accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at option of GoP. Notwithstanding any rights and remedies exercised by GoP in this regard, M/s \_\_\_\_\_ agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time sum of any commission, gratification, bribe, finder's fee or kickback given by M/s \_\_\_\_\_ as aforesaid for purpose of obtaining or inducing procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

**ABDUL RUB KHAN**  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-2/1, Islamabad-455


## Checklists

### Checklist of Mandatory Requirements

**This checklist is for convenience of bidder. The actual text of mandatory requirements must be followed from relevant sections**

Sr. No.	Requirement	Attached (Yes/No)	Page # in PDF file
1	Registration with SECP or Registrar of Firms.		
2	Office of bidder must be in Islamabad / Rawalpindi (documentary proof to be provided).		
3	Service Provider has to be on active taxpayer list for Sales Tax and Income Tax. Any documentary evidence for confirmation of ATL status will be accepted.		
4	Minimum three years of relevant experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid.		
5	Minimum three similar nature job experiences/projects are mandatory. (copy of work order/contract agreement is required to be provided as proof)		
6	An Affidavit/Undertaking on Non-Judicial Stamp Paper is required to be submitted to the effect that:		
6(i)	The bidder has never been black listed by any government / semi government /autonomous body or company. Furthermore, bidder's name does not reflect in the list of PPRA for "Active Blacklisted Firms"		
6(ii)	The bidder unconditionally accepted all services and requirements of PTA as mentioned in Section V of the bidding documents.		
6(iii)	The bidder undertake that the financial bid has been prepared/submitted strictly in accordance with applicable Government's notified minimum wage rate, contributions under EOBI, ESSI and applicable taxes (including GST etc) and the bid shall be rejected incase the financial bid is found non-compliant with the applicable Government's notified minimum wage rate, EOBI, ESSI and applicable taxes (i.e GST etc).		
	<b>Bid Security of Rs. 50,000 to be attached on EPADS and be submitted to Office of Director (Procurement), PTA before bid deadline.</b>		

**All Supporting documents shall be attached with technical proposal. Non-fulfilment of any of above conditions will amount to non-responsiveness and shall result into disqualification of bid.**


  
**ABDUR RUB KHAN**  
 Director, Procurement  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

### Checklist of Evaluation Criteria

**Note: This checklist is for convenience of bidder. The actual text of Evaluation Criteria must be followed from relevant section of Bidding document**

S.No	Attributes	Max. Score	Criteria	Attached (Yes/No)	Page # in PDF file
1	Additional Experience: The bidder experience beyond minimum required experience	50	5 Marks for each year upto 10 years for each year beyond minimum required experience. Work order/ Contract Agreement must be attached to claim scores.		
2	Experience of Supervisor	10	Bidder has to provide CV of supervisor. 2 Marks for each year of experience will be awarded upto maximum 10 Marks		
3	Annual Gross Revenue of Bidder's company/Firm	15	Annual Gross Revenue of bidder's firm/company must be more than Rs. 5 million as per annual accounts for latest year ended (30th June, 2025 or 31st December, 2024 whichever is applicable). Annual Accounts must be attached with bids.		
4	Ongoing project with deployment of 5 janitorial in hand (documentary proof be provided i.e. copy of work order / agreements.)	15	Five (5) points will be awarded for each ongoing project of same nature on provision of work order/agreement.		
5	List of Number of clients in Pakistan since 1st January 2025	10	Bidder has to provide list of clients in Pakistan with names and contact details for reconfirmation purpose. 1 Marks will be awarded for each client upto maximum of 10 Marks.		

**All Supporting documents shall be attached with technical proposal. No Marks will be awarded in case of non-availability of required documents.**

  
**ABDUR RAUF KHAN**  
 Director (Procurement)  
 Pakistan Acquisition and Disposal Authority  
 Islamabad

*Hiring of Janitorial Services for PTA  
Offices/Premises at Islamabad  
(Single Stage Two Envelop Procedure)*



**Pakistan Telecommunication Authority**

Telecom Regulator

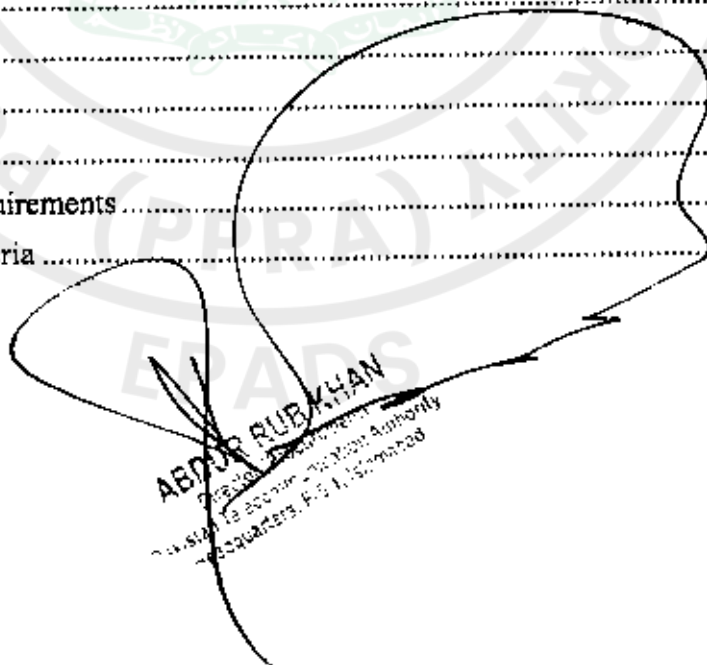


*(Handwritten signature)*

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad


## Table of Contents

SECTION I: INVITATION TO BIDDERS .....	3
<b>INVITATION FOR BID</b> .....	4
SECTION II: INSTRUCTIONS TO BIDDERS (ITBs).....	5
INTRODUCTION .....	6
2. Source of Funds .....	6
3. Eligible Bidders .....	6
5. Foreign Bidders. ....	7
SECTION III: BID DATA SHEET.....	14
Section IV. Eligible Countries .....	20
Eligible Countries .....	21
SECTION V: SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION .....	22
SECTION VI: Standard Forms.....	25
SECTION VII: SPECIAL CONDITIONS OF CONTRACT (SCC) .....	30
Definitions .....	31
Governing Language .....	31
Applicable Law.....	31
Country of Origin .....	31
Scope of work.....	31
Price .....	33
Sub-Contracting .....	33
Notices .....	34
Checklists.....	45
Checklist of Mandatory Requirements .....	45
Checklist of Evaluation Criteria .....	46



**ABDUR RUBMAN**  
General Manager  
National Procurement Authority  
National Procurement Authority  
National Procurement Authority

## SECTION I: INVITATION TO BIDDERS

  
**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad





*Government of Pakistan*  
**PAKISTAN TELECOMMUNICATION AUTHORITY**  
HEADQUARTERS SECTOR F-5/1, ISLAMABAD.  
<https://www.pta.gov.pk>

Tender No. PTA/Admin/857/2025

**INVITATION FOR BID**

26<sup>th</sup> March, 2026

**Subject: Hiring of Janitorial Services for PTA Offices/Premises at Islamabad**

Pakistan Telecommunication Authority (PTA), invites electronic bids from well-reputed janitorial firms/companies, for provision of janitorial services at its following offices: -

- i. PTA Headquarters, F-5/1, Islamabad.
- ii. PTA HQs office situated at 2<sup>nd</sup> and 3<sup>rd</sup> floor, PTCL Regional Office, F-5/1, Islamabad.
- iii. PTA Vigilance Office, F-6/4, Islamabad.
- iv. PTA Guest House G-7, Islamabad.
- v. PTA Hostel, Islamabad

2. The services shall be acquired on monthly payment basis for the period of three years. Bidding shall be conducted in line with **Single Stage, Two Envelope Procedure** under Rule 36(b) of Public Procurement Rules 2004 and any Regulations, Regulatory Guides, Procurement Guidelines or Instructions issued by Authority (from time to time), and is open to all potential bidders.
3. Electronic bid properly filled in must be submitted through PPRA EPADS only before **14<sup>th</sup> April, 2026 by 11:00 AM**. Bids (or technical part of bids as case may be) will be opened on same day at **11:30 AM** in presence of bidders' representatives who choose to attend in opening at *Ground Floor in office of Director (Procurement), PTA HQs F-5/1, Islamabad*. Manual bids shall not be accepted.
4. E-bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for registered bidders on EPADS. Bidders are required to submit a Pay order/Demand Draft of **Rs. 50,000** in the name of Pakistan Telecommunication Authority on account of Bid Security before deadline of submission of bids. *Bid documents are also available on PTA website (<https://www.pta.gov.pk>) and PPRA website (<https://epms.ppra.gov.pk>).*
5. Note: In terms of Rule 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is constituted for subject procurement. Grievances can be submitted via email ([grievance\\_procurement@pta.gov.pk](mailto:grievance_procurement@pta.gov.pk)) and on EPADS.

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

Abdur Rub Khan  
Director (Procurement)  
PTA Headquarters, F-5/1, Islamabad  
Tel: 051-2878157  
Email: [abdurrrab@pta.gov.pk](mailto:abdurrrab@pta.gov.pk)

## SECTION II: INSTRUCTIONS TO BIDDERS (ITBs)



## INTRODUCTION

### 1. Scope of Bid

The scope of work includes provision of comprehensive janitorial and cleaning services for Pakistan Telecommunication Authority (PTA) premises, comprising PTA Headquarters (eight floors, two cafeterias and one basement), PTA Vigilance Office (F-6/4), PTCL 2nd and 3rd Floors, PTA Guest House G-7, and PTA Hostel. The contractor shall deploy nineteen (19) janitorial staff and one (01) qualified supervisor to perform the assigned duties. Services shall be provided for five (05) working days per week, with daily duty of eight (08) hours.

Daily cleaning services shall include thorough cleaning of all covered and open areas of the buildings, whether in use or not. This shall cover vacuuming and spot cleaning of carpets, cleaning of offices, reception areas, basements, kitchens, staircases, corridors, lifts, and waiting areas on all floors. Removal of fingerprints, dust and stains from glass surfaces, doors, light switches, mirrors, fixtures and fittings shall be carried out regularly. Disposal of all garbage, litter and debris from the entire premises shall be ensured in a hygienic manner. Washrooms shall be cleaned using branded, non-scratch disinfectants, including washing and drying of sinks, urinals, faucets, flush tanks and provision of clean towels on all working days.

Cleaning, sweeping and mopping of corridors, lifts, waiting areas and toilets shall be carried out at least twice daily and additionally on requirement. Emergency cleaning services shall be provided whenever required by the department. Air fresheners shall be sprayed in lifts and designated corridors to maintain a pleasant environment.

Monthly and periodic services shall include cleaning and washing of external areas at the front and back of the building, removal of spider webs from offices, cleaning of external windows and regular cleaning of rooftops. Bi-annual and special cleaning tasks shall be carried out as directed by the Officer-in-Charge. The contractor shall ensure availability of all required cleaning materials, equipment and manpower in accordance with the defined scope of work and applicable laws.

### 2. Source of Funds

PTA will self-finance project, no government funding is involved.

### 3. Eligible Bidders

A Bidder may be natural person, company or firm or public or semi-public agency of Pakistan or any foreign country.

### 4. Joint Venture

No bidder is allowed having Joint Venture is for execution of Contract in accordance with terms and conditions of Contract.

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-6/4, Islamabad

## 5. Foreign Bidders.

Foreign Bidders must be locally registered with appropriate national incorporating body or statutory body, before participating in national/international competitive tendering with exception of such procurements made by foreign missions of Pakistan. For such purpose bidder must have to initiate registration process before bid submission and necessary evidence shall be submitted to PTA along with their bid, however, final award will be subject to complete registration process.

## 6. Conflict of Interest

A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:

- a) are associated or have been associated in past, directly or indirectly with a firm or any of its affiliates which have been engaged by PTA to provide similar services to be provided under this Invitation for Bids.
- b) have controlling shareholders in common; or
- c) receive or have received any direct or indirect subsidy from any of them; or
- d) have same legal representative for purposes of this Bid; or
- e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on Bid of another Bidder, or influence decisions of PTA regarding this Bidding process; or
- f) Submit more than one Bid in this Bidding process.

## 7. Ineligibility of Bidders:

A Bidder may be ineligible if :

- (a) it is declared bankrupt or, in case of company or firm, insolvent;
- (b) payments in favor of Bidder is suspended in accordance with judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with national laws) in total or partial loss of right to administer and dispose of its property;
- (c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with national laws, in a declaration of bankruptcy or in any other situation entailing total or partial loss of right to administer and dispose of property;
- (d) Bidder is convicted, by a final judgment, of any offence involving professional conduct;
- (e) Bidder is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of bid securing declaration.
- (f) firm, supplier and contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for period defined by them.

## 8. Cost of Bidding

Bidders shall bear all costs associated with preparation and submission of its Bid, and PTA shall in no case be responsible or liable for those costs, regardless of conduct or outcome of bidding process.



- b. Bid Prices and discounts quoted by Bidder in Form of Bid and in Price Schedules shall conform to requirements
- c. Bid price to be quoted in Form of Bid as prescribed by PTA. quoted rates shall be total price of Bid, excluding any discounts offered.
- d. All applicable taxes which will be payable on goods if contract is awarded.
- e. All customs duties, sales tax, and other taxes applicable on goods or on components and raw materials used in their manufacture or assembly, if contract is awarded to Bidder, and
- f. Prices quoted by Bidder shall be fixed during Bidder's performance of contract and not subject to variation on any account. A Bid submitted with an adjustable price will be treated as non-responsive and shall be rejected.

#### 15. Bid Currencies

- a. For all services that Bidder will deliver from within Pakistan, prices shall be quoted in Pakistani Rupees.
- b. For purposes of comparison of bids quoted in different currencies, price shall be converted into Pak Rupees. rate of exchange shall be selling rate, prevailing on date of opening of bids specified in bidding documents, as notified by State Bank of Pakistan on that day.

#### 16. Bid Validity Period

- a. Bids shall remain valid for period of 180 days after Bid submission deadline prescribed by PTA. A Bid valid for a shorter period shall be rejected by PTA as non-responsive.
- b. Under exceptional circumstances, prior to expiration of initial Bid validity period, PTA may request Bidders' consent to an extension of period of validity of their Bids only once, for period not more than period of initial bid validity. request and Bidders responses shall be made in writing or in electronic forms that provide record of content of communication.
- c. A Bidder may refuse request without forfeiting its Bid security or causing to be executed its Bid Securing Declaration. A Bidder agreeing to request will not be required nor permitted to modify its Bid, but will be required to extend validity of its Bid Security or Bid Securing Declaration for period of extension.

#### 17. Bid Securing Declaration/Bid Security

Bidder shall furnish as part of its Bid, a Bid Security of Rs. 50,000. Bid security may be forfeited:

- a) if a Bidder withdraws its Bid during period of Bid Validity as specified by PTA.
- b) does not accept correction of errors
- c) in case of a successful Bidder, if Bidder fails to sign contract in specified period of time
- d) If bidder fails to furnish performance security (or guarantee).

#### 18. Alternative Bids by Bidders

**ABDUR HEB KHAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

Bidders shall submit offers that comply with requirements of Bidding Documents, including basic Bidder's technical design/service model as indicated in specifications and Schedule of Requirements. Alternatives will not be considered.

**19. Withdrawal of Bids**

Before bid submission deadline, any bidder may withdraw its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and corresponding substitution or modification must accompany respective written notice.

**20. Submission of Bids on EPADS**

In case of Single Stage Two Envelope Procedure, Bid shall comprise two bids to be submitted on EPADS simultaneously, one called Technical Proposal and other Financial Proposal. Bidder shall submit his TECHNICAL PROPOSAL and FINANCIAL PROPOSAL on EPADS. Financial Proposals of only Technically qualified bidders shall be opened.

**21. Opening of Bids**

- a. PTA will open all Bids, in public, in presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in Bid proceedings at place, on date and at time scheduled by PTA.
- b. Bidders are advised to send in a representative with knowledge of content of Bid who shall verify information read out from submitted documents. Failure to send a representative or to point out any un-read information by sent Bidder's representative shall indemnify PTA against any claim or failure to read out correct information contained in Bidder's Bid.
- c. Bidders' representatives who are present shall be requested to sign on attendance sheet. omission of a Bidder's signature on record shall not invalidate contents and affect record. A copy of record shall be distributed to all Bidders.

**22. Confidentiality**

- a. Information relating to examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until time of announcement of respective evaluation report.
- b. Any effort by a Bidder to influence PTA processing of Bids or award decisions may result in rejection of its Bid.
- c. From time of Bid opening to time of contract award, if any Bidder wishes to contact PTA on any matter related to Bidding process, it should do so in writing or in electronic forms that provides record of content of communication.
- d. successful bidder shall be asked to sign a Non-Disclosure Agreement with PTA to maintain confidentiality of data and information.

**23. Clarification of Bids**

**ABDUR RAZVI KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, P.O. Box 110, Islamabad

- a. To assist in examination, evaluation and comparison of Bids or Bidders, PTA may, ask any Bidder for a clarification. Any clarification submitted by a Bidder that is not in response to a request by PTA shall not be considered.
- b. request for clarification and response shall be in writing or in electronic forms that provide record of content of communication.

#### 24. Preliminary Examination of Bids

Prior to detailed evaluation of Bids, PTA will determine whether each Bid:

- a) meets eligibility criteria defined by PTA;
- b) has been prepared as per format and contents defined by PTA in Bidding Documents;
- c) has been properly signed;
- d) is accompanied by required securities; and
- e) is substantially responsive to requirements of Bidding Documents.
- f) Any bid affects in any substantial way scope, quality, or performance of Services or limits in any substantial way, inconsistent with Bidding Documents, PTA's rights or Bidders obligations under Contract shall be declared as non-responsive.
- g) PTA may waive off any minor informality, nonconformity, or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect relative ranking of any Bidder.
- h) *Explanation: A minor informality, non-conformity or irregularity is one that is merely a matter of form and not of substance. It also pertains to some immaterial defect in a Bid or variation of a bid from exact requirements of invitation that can be corrected or waived without being prejudicial to other bidders. defect or variation is immaterial when effect on quantity, quality, or delivery is negligible when contrasted with total cost or scope of supplies or services being acquired. PTA either shall give bidder an opportunity to cure any deficiency resulting from a minor informality or irregularity in a bid or waive deficiency, whichever is advantageous to PTA*

#### 25. Evaluation of Bids

PTA shall evaluate and compare only Bids determined to be substantially responsive as per criteria defined by PTA.

#### 26. Negotiations

- i. Negotiations may be undertaken with Most Advantageous Bid relating to following areas:
  - (a) a minor alteration to technical details of statement of requirements;
  - (b) reduction of quantities for budgetary reasons, where reduction is in excess of any provided for in Bidding documents;
  - (c) a minor amendment to special conditions of Contract;
  - (d) finalizing payment arrangements;
  - (e) delivery arrangements;
  - (f) methodology for provision of related services; or
  - clarifying details that were not apparent or could not be finalized at time of Bidding;

*Handwritten signature and stamp:*  
 ABHINAV KUMAR  
 Director, PTA  
 Islamabad

ii. Where negotiation fails to result into an agreement, PTA may invite next ranked Bidder for negotiations. Where negotiations are commenced with next ranked Bidder, PTA shall not reopen earlier negotiations.

**27. PTA's Right to reject All Bids**

PTA reserves right to reject all bids, and to annul Bidding process at any time prior to award of contract, without thereby incurring any liability to affected Bidder or Bidders.

**28. Notification of Award**

a. Prior to award of contract, PTA shall issue a Final Evaluation Report giving justification for acceptance or rejection of bids.

b. Upon successful Bidder's furnishing of performance security guarantee, PTA will promptly notify each unsuccessful Bidder, name of successful Bidder and Contract amount and will discharge Bid Security or Bid Securing Declaration of Bidders.

**29. Signing of Contract**

Promptly after notification of award, PTA shall send successful Bidder draft agreement, incorporating all terms and conditions as agreed by parties to contract.

**30. Performance Security (or Guarantee)**

After receipt of Letter of Acceptance, successful Bidder, within specified time, shall deliver to PTA a Performance Guarantee in amount, form and in accordance with Conditions of Contract.

**31. Arbitrator**

In case of any dispute or conflict between Service Provider and PTA, case will be referred to PC-I, PTA. If decision of PC-1 is not acceptable case shall be referred to Chairman PTA, whose decision will be final.


**32. Corrupt & Fraudulent Practices**

Government funded projects and procurement) as well as Bidders/Suppliers/Contractors under Government financed contracts, observe highest standard of ethics during procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

**33. Constitution of Grievance Redressal**

i. PTA shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of persons with proper power and authorization to address complaint. GRC shall not have any of members of Procurement Evaluation Committee. committee must have one subject specialist depending nature of procurement.

ii. Any party can file its written complaint against eligibility parameters or any other terms and conditions prescribed in prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and same shall be addressed by GRC well before bid submission deadline.

  
**ABDURUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

- iii. Any Bidder feeling aggrieved by any act of PTA after submission of his bid may lodge a written complaint concerning his grievances not later than seven days of announcement of technical evaluation report and five days after issuance of final evaluation report.
- iv. In case, complaint is filed against technical evaluation report, GRC shall suspend procurement proceedings.
- v. In case, complaint is filed after issuance of final evaluation report, complainant cannot raise any objection on technical evaluation of report:  
Provided that complainant may raise objection on any part of final evaluation report in case where single stage one envelop bidding procedure is adopted.
- vi. GRC, in both cases shall investigate and decide upon complaint within ten days of its receipt.
- vii. Committee, upon receipt of Appeal against decision of GRC complete in all respect shall serve notices in writing upon all parties to appeal.
- viii. committee shall call record from concerned PTA or GRC as case may be, and same shall be provided within prescribed time
- ix. committee may after examination of relevant record and hearing all concerned parties, shall decide complaint within fifteen (15) days of receipt of Appeal.
- x. decision of Committee shall be in writing and shall be signed by Head and each Member of Committee. decision of committee shall be final.



**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-51, Islamabad

**SECTION III: BID DATA SHEET**



**ABDUR RUB KHAN**  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-7/1, Islamabad

## Bid Data Sheet

Following specific data for complaint management services to end users of telecom services shall complement, supplement, or amend provisions in Instructions to Bidders (ITBs). Whenever there is a conflict, provisions herein shall prevail over those in ITBs.

BDS Number	Clause	Amendments of, and Supplements to, Clauses in Instruction to Bidders
1.		<p>Name: [Pakistan Telecommunication Authority].</p> <p>Location of Delivery: At PTA Head Quarters Islamabad and its other premises given in Section V of this bidding document.</p> <p>Period for delivery: As per agreement</p> <p>Commencement date for delivery: 22<sup>nd</sup> June 2026 or As per agreement</p>
2.		<p>Financial year for operations of PTA: [2026-2027]</p> <p>Name of Project <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>Name of financing institution: [ N/A]</p> <p>Name and identification number of Contract: <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>Bid No: PTA/Admin/857/2025</p>
3.		Joint Venture "is" not applicable
4.		number of documents to be completed and returned: through PPRA EPADS portal No Physical submission
5.		address for clarification of Bidding Documents is <b>Mr. Abdur Rab Khan, Director (Procurement), HQs Pakistan Telecommunication Authority, F-5/1 Islamabad, <a href="mailto:abdurab@pta.gov.pk">abdurab@pta.gov.pk</a>, Contact No. 051-2878157</b>

**ABDUR RAB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

6.	Pre-bid meeting will be held if clarifications have been requested on EPADS till deadline fixed for receipt of clarifications.
7.	Language of all correspondences and documents related to Bid is: <i>[English]</i>
8. Preparation of Bids	Language of all correspondences and documents related to Bid is: <i>[English]</i>
9. Qualification Criteria	<p>Mandatory qualification criteria required from Bidders is given as below:</p> <ol style="list-style-type: none"> <li>1. Registration with SECP or Registrar of Firms.</li> <li>2. Office of bidder must be in Islamabad / Rawalpindi (documentary proof to be provided).</li> <li>3. Service Provider has to be on active taxpayer list for Sales Tax and Income Tax. Any documentary evidence for confirmation of ATL status will be accepted.</li> <li>4. Minimum three years of relevant experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid.</li> <li>5. Minimum three similar nature job experiences/projects are mandatory. (copy of work order/contract agreement is required to be provided as proof)</li> <li>6. An <b><u>Affidavit/Undertaking on Non-Judicial Stamp Paper</u></b> is required to be submitted to the effect that: <ol style="list-style-type: none"> <li>i. The bidder has never been black listed by any government / semi government /autonomous body or company. Furthermore, bidder's name does not reflect in the list of PPRA for "Active Blacklisted Firms"</li> <li>ii. The bidder unconditionally accepted all services and requirements of PTA as mentioned in Section V of the bidding documents.</li> <li>iii. The bidder undertake that the <b>financial bid</b> has been prepared/submitted strictly in accordance with applicable Government's notified minimum wage rate, contributions under EOBI, ESSI and applicable taxes (including GST</li> </ol> </li> </ol>

**ABDUR RUS KHAN**  
 Director, Tendering & Procurement  
 Pakistan Telecommunication Authority  
 Islamabad

	<p>etc) and the bid shall be rejected in case the financial bid is found non-compliant with the applicable Government's notified minimum wage rate, EORI, ESSSI and applicable taxes (i.e GST etc).</p> <p><b><u>All Supporting documents shall be attached with technical proposal. Non-fulfilment of any of above conditions will amount to non-responsiveness and shall result into disqualification of bid.</u></b></p>
10. Bid Validity	Bid Validity will be 180 days.
11. non-commissioning of services	In case of non-commissioning of services within time frame given in work order due to default of Service Provider, Bid Security in favour of PTA will be forfeited and work will be awarded to 2 <sup>nd</sup> lowest bidder subject to approval of PTA Authority.
12. Particulars of Authorized representative of bidder	Written confirmation of authorization are: <i>[Name, Position held by each person(s) signing authorization. Authorized Person's Name, position Held, CNIC Number.]</i>
13. Bid Submission	<p>Bid shall be submitted online through PPRA EPAD system <a href="http://www.eprocure.gov.pk">www.eprocure.gov.pk</a> as per Regulation 11(4)(b) of E-Pak-Procurement Regulations, 2023 i.e. Encrypted Proposal Submission System (EPSS). Whereas, original bid security shall be provided to following address before last date for opening of bids:</p> <p>Pakistan Telecommunication Authority  <b>Street address: F-5/1</b>  <b>Building/Plot No. PTA HQs</b>  <b>Floor/Room No.: Office of Director (Procurement)</b>  <b>City/Town: Islamabad</b></p>
a.	<p>Title of subject Procurement or Project name:  <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b>  ITB title and No: <b>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</b></p> <p>PTA/Admin/857/2025  Time and date for submission: <b>14<sup>th</sup> April, 2026 by 11:00 AM</b></p>
	<p>Deadline for Bid submission is</p> <p>a) Day: <b>Tuesday</b>  b) Date: <b>14<sup>th</sup> April, 2026 by 11:00 AM</b></p>

**ABDUR RYB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

<b>14. Opening and Evaluation of Bids</b>	Bid opening shall take place at: PTA HQ,s through PPRA EPAD system www.eprocure.gov.pk Street address: <i>F-5/I</i> Building/Plot No. : <i>PTA HQ,s</i> Floor/Room No: <i>Room No. 11, Ground Floor</i> City/Town: <i>Islamabad</i> Country: <i>Pakistan</i> Day: <i>Tuesday</i> Date: <i>14th April , 2026</i> Time: <i>11:30 AM</i>
<b>15.</b>	currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies is: <i>{Pakistani Rupees}</i> source of exchange rate shall be: <i>{SBP selling rate}</i> date of exchange rate shall be: <i>{Date of opening of bids}</i>
<b>16. 17. Cost other than mentioned in this bidding documents</b>	Operating and maintenance costs or other any cost not mentioned in this bid document shall not be applicable. Bidder shall not claim any damages caused during operation.
<b>18. Adherence to Special Criteria</b>	Specific additional criteria to be used in evaluation and their evaluation method or reference to Technical Specifications. <i>[Bidder should comply with all technical specifications, evaluation criteria and other terms &amp; conditions stated in bidding documents .]</i>
<b>19. Selection Criteria</b>	<p><b>PART A</b></p> <ol style="list-style-type: none"> <li>a. Bidder must meet mandatory requirements and score/achieve at-least 70% qualifying marks in technical evaluation criteria as per <b>Annex-C</b> to become eligible for financial bid evaluation.</li> <li>b. Financial bid of technically qualified bidders will be opened only. financial bids of technically disqualified bidders will be returned un-opened after technical evaluation.</li> <li>c. contract will be awarded to technically qualified bidder who has quoted lowest financial bid.</li> <li>d. If two or more bidders quoted same financial proposals, then contract will be awarded to one who has scored highest in technical evaluation.</li> </ol> <p><b>PART B:</b> Evaluation criteria is given on <b>Annex C and Annex D</b> namely Technical Evaluation</p>

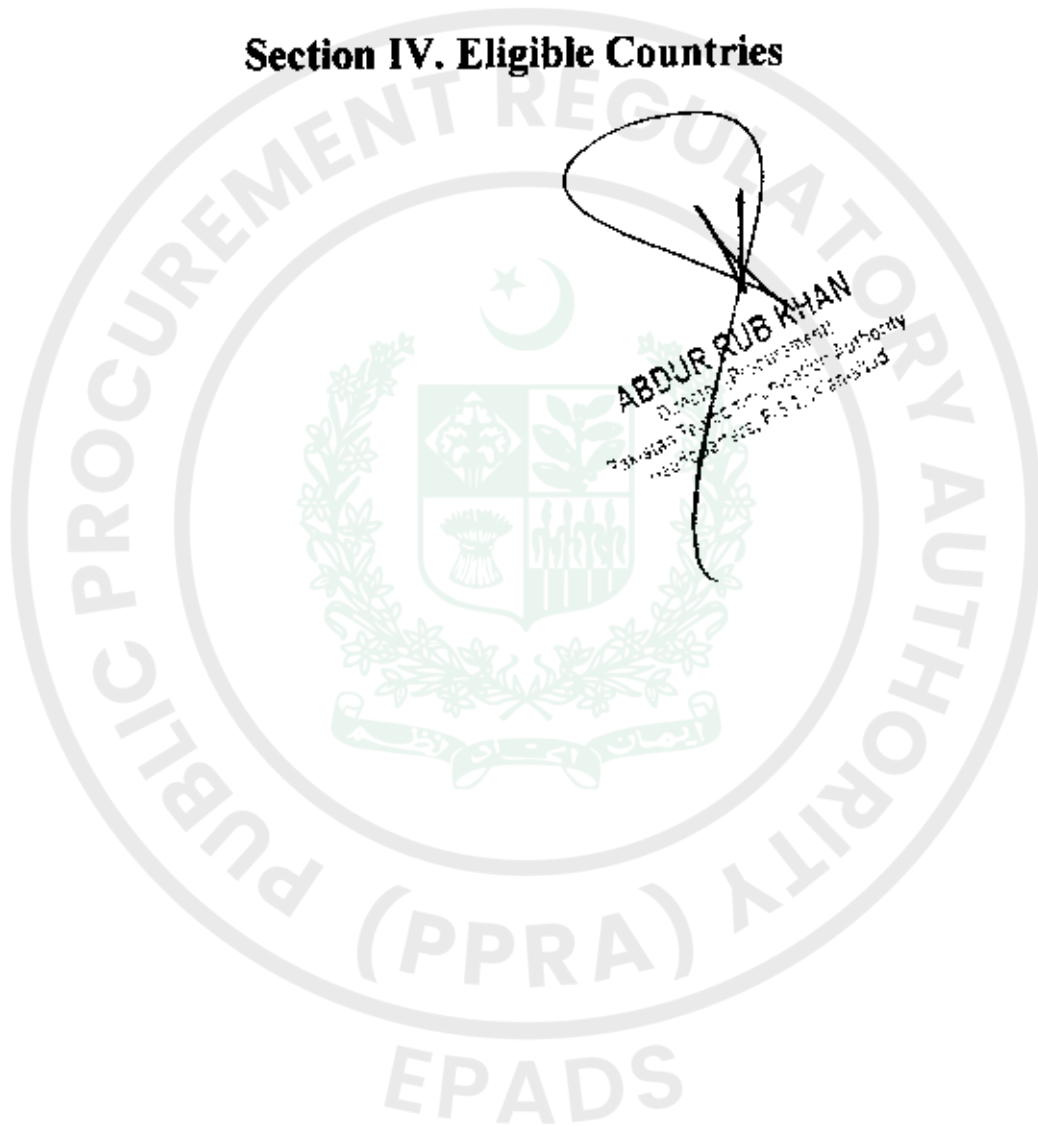

  
**ARDUR RIB KHAN**
  
 Director (Procurement)

	and Financial Proposal respectively which are integral parts of this document. The technique (Least Cost Based Selection) shall be used while Procedure of Procurement shall be Single Stage-Two Envelopes.
20. Award of Contract	Percentage for quantity increase or decrease is <i>[[15% of original procurement as applicable under PP Rules 14<sup>th</sup> April, 2026 by 11:00 AM 42(c)(iv) read with PP Rule 2(1)(j)].</i>
21.	Performance Guarantee shall be limited to 6% of total value of contract for three years.
22.	Performance Guarantee shall be submitted at time of signing of contract, in form of Demand Draft / Pay Order in favor of PTA. Already submitted bid security will either be returned or adjusted against Performance Guarantee on written consent of successful bidder. Performance guarantee will be released after successful expiry of contract agreement and issuance of NOC by Admin Dte.
23. FORCE MAJEURE	In case of any circumstances which are beyond control of Service Provider as well as client. Force Majeure will be applicable.
24. Grievance Lodging	Grievance can be submitted through PPRA EPADS by aggrieved bidders.
25.	Address of PPRA to submit a copy of grievance:  Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1 <sup>st</sup> Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

(PPRA)  
EPADS

## Section IV. Eligible Countries



## Eligible Countries

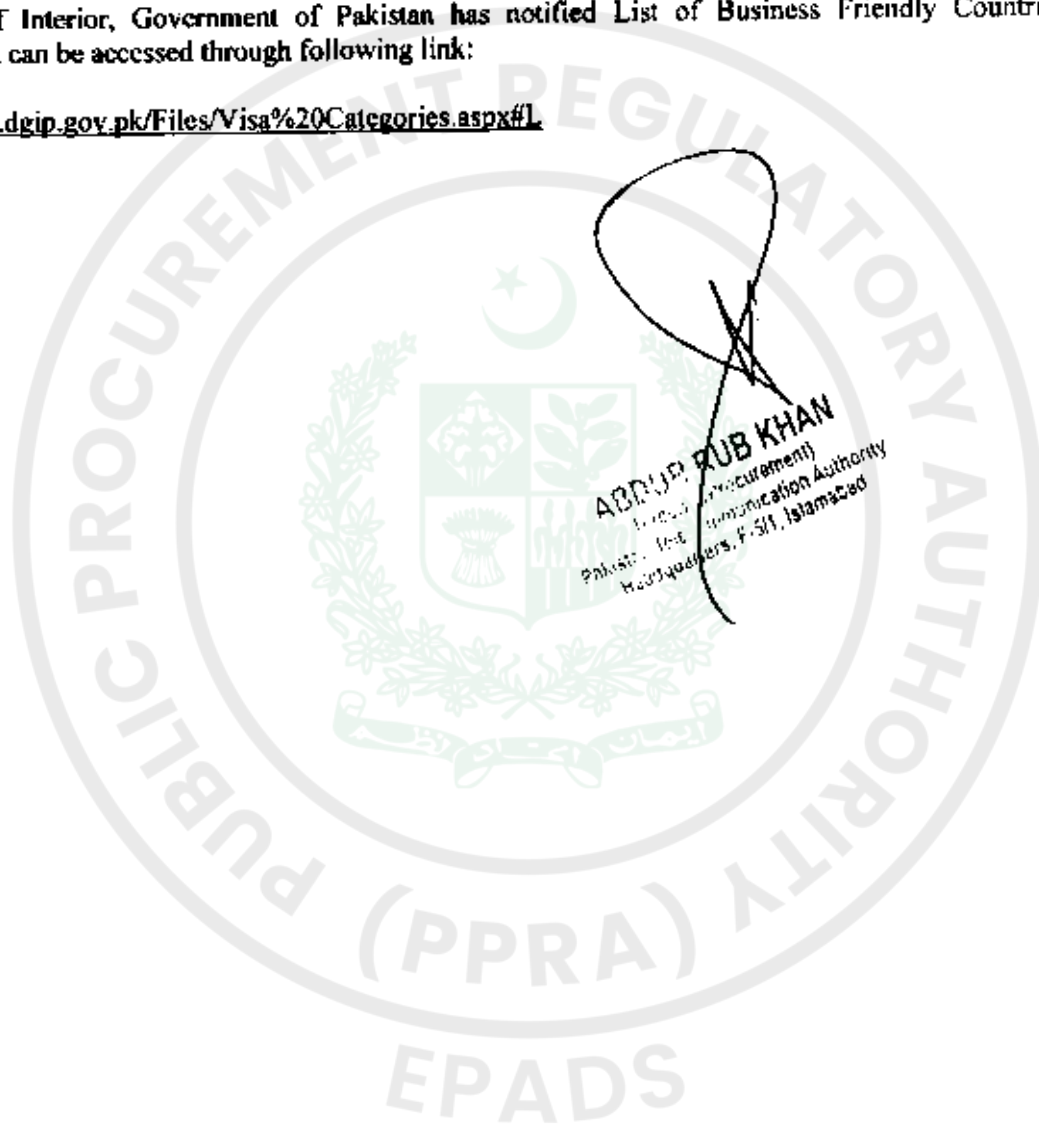
All bidders are allowed to participate in subject procurement without regard to nationality, except bidders of some nationality, prohibited in accordance with policy of Federal Government.

Following countries are ineligible to participate in procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL). information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx#1>



**ABDUL RUB KHAN**  
Director (Procurement)  
Pakistan Public Procurement Authority  
Headquarters, F-5/1, Islamabad

# SECTION V: SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-3/1, Islamabad



## SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION

Schedules of services to be provided by bidder once selected by PTA are given as under. However, services will be not limited to this schedule but services which are subsidiary to principal services which may be required to PTA shall be performed by bidder. In Schedule I under , core services to be provided are given and in Schedule II requirements ancillary to core services which are to be provided by Service Provider are given. Both Schedule of this section are integral parts of contract to be executed by PTA and Service Provider.

### Schedule-I (Manpower, Locations & High-Frequency Services)

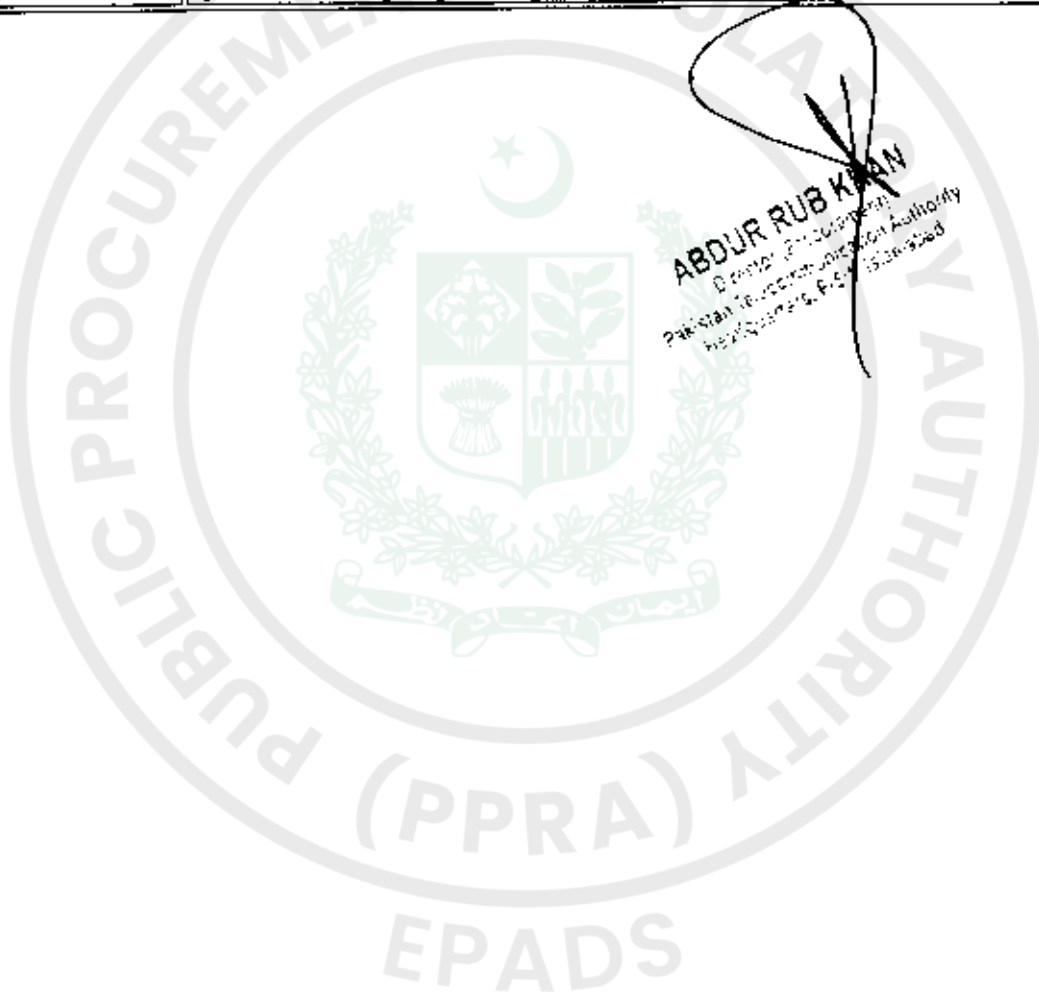
Category	Details
Staff Required	Nineteen (19) Persons as staff and one person (01) as supervisor
Working days & Hours	Five (05) days in a week (8 Hours daily)
Area / Building	i. PTA Headquarters (5 floors + 2 Cafeteria + 1 Basement, 2 Floors Additional Block) ii. PTA Vigilance office (F-6/4) iii. PTCL 3rd and 2nd Floor iv. PTA Guest House G-7 v. PTA Hostel, additional location when required.
Services – TWICE AT LEAST (Daily) & ON REQUIREMENT	Cleaning, Sweeping and mopping with disinfection material a) Corridors. b) Lifts. c) Waiting Areas on all floors. d) Cleaning of toilets with branded disinfection material and provision of phenyl balls in basins and urinals. e) Emergency cleaning whenever required. f) Spraying of air fresheners in Lifts, 5th & Ground floor corridor. Fragrance Spray is required on all floors.

### Schedule-II (Daily, Monthly & Periodic Services)

Category	Details
Services – Once Daily	a) Cleaning of all building area either in use or not. b) Vacuum and spot cleaning of all carpets and rooms of all officers. c) Reception Area. d) Basement. e) Kitchens. f) Staircases. g) Sweeping/brooming of area in front and behind of PTA building. (within PTA premises) h) Removal of all fingerprints, dirt, etc. from all glasses, doors and light switches. i) Disposal of all litter / garbage / debris from entire covered and open building premises, and dispose it of. j) Washing of all mirrors, dispensers, urinals, faucets, sinks, flush tanks etc. with non-scratch disinfection

**ABDUL RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-7/1, Islamabad

Category	Details
	cleaners, wipe and dry all sinks. k) Dusting and cleaning of all interiors and exteriors of the building, which are under the use including false ceiling of floors, staircases and other material items. l) Provision of clean towels in washrooms every day. (for 5 working days). All material items required to perform the said services shall be provided by the vendor
MONTHLY SERVICES AND ON REQUIREMENT	a) Cleaning and washing of external area of PTA Building that is in front and back of building. b) Removal of Spider webs from offices. c) Cleaning of external windows. d) Cleaning of roof tops of building. (Once in a week)
Bi Annually	a) Cleaning of external windows of PTA as defined earlier. b) Any other special cleaning required and directed by Officer in charge.



**SECTION VI: Standard Forms**

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters F-5/1, Islamabad



**Note:** Editable version of forms can be demanded from PTA

## Form 1:

### Bidder Information Form

[Bidder shall fill in this Form in accordance with instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

**Date:** [insert date (as day, month and year) of Bid submission]

1. Bidder's Name [insert Bidder's legal name]
2. In case of JV, legal name of each member: [insert legal name of each member in JV]
3. Bidder's actual or intended country of registration: [insert actual or intended country of registration]
4. Bidder's year of registration: [insert Bidder's year of registration]
5. Bidder's Address in country of registration: [insert Bidder's legal address in country of registration]
6. Bidder's Authorized Representative Information <b>Name:</b> [insert Authorized Representative's name] <b>Address:</b> [insert Authorized Representative's Address] <b>Telephone/Fax numbers:</b> [insert Authorized Representative's telephone/fax numbers] <b>Email Address:</b> [insert Authorized Representative's email address]
7. Attached are copies of original documents of [check box(es) of attached original documents] <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of legal entity named above. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement,  Included are organizational chart, a list of Board of Directors, and beneficial ownership.

**ABDUR RUBBAN**  
Director (Procurement)  
Pakistan Acquisition and Disposal Authority  
10, Iqbal Park, Islamabad

## Form 2:

### Letter of Bid

Note: Editable version of forms can be demanded from PTA

**INSTRUCTIONS TO BIDDERS:** *(delete this box once you have completed document)*

Place this Letter of Bid in first envelope "TECHNICAL PROPOSAL".

Bidder must prepare Letter of Bid on stationery with its letterhead clearly showing Bidder's complete name and business address.

Note: All italicized text in black font is to help Bidders in preparing this form and Bidders shall delete it from final document.

**Date of this Bid submission:** *[insert date (as day, month and year) of Bid submission]*

**RFB No.:** *[insert number of bidding process]*

**Request for Bid No.:** *[insert identification]*

**Alternative No.:** *[insert identification No if this is a Bid for an alternative]*

To: *[insert complete name of PTA]*

We, undersigned Bidder, hereby submit our Bid, in two parts, namely:

- (a) Technical Proposal, and
- (b) Financial Proposal.

In submitting our Bid we make following declarations:

- (a) **No reservations:** We have examined and have no reservations to bidding document, including addenda issued in accordance with Instructions to Bidders;
- (b) **Eligibility:** We meet eligibility requirements and have no conflict of interest in accordance with relevant ITBs ;
- (c) **Bid/Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by PTA based on execution of a Bid Securing Declaration or Proposal Securing Declaration in PTA's country in accordance with relevant ITB;
- (d) **Conformity:** We offer to provide services in conformity with bidding document and in accordance with requirement of PTA specified in relevant part of bidding documents.
- (e) **Total Price:** total price of our Bid, excluding any discounts offered in item (c) below is:

In case of only one lot, total price of Bid is *[insert total price of bid in words and figures, indicating various amounts and respective currencies];*

In case of multiple lots, total price of each lot is *[insert total price of each lot in words and figures, indicating various amounts and respective currencies];*

In case of multiple lots, total price of all lots (sum of all lots) *[insert total price of all lots in words and figures, indicating various amounts and respective currencies];*

**ABDUR RUB KHAN**  
Director (Acquisition)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

- (f) **Discounts:** discounts offered and methodology for their application are:
- (i) discounts offered are: *[Specify in detail each discount offered]*
- (ii) exact method of calculations to determine net price after application of discounts is shown below: *[Specify in detail method that shall be used to apply discounts];*
- (g) **Bid Validity Period:** Our Bid shall be valid for period specified in relevant BDS (as amended, if applicable) from date fixed for Bid submission deadline specified in relevant BDS (as amended, if applicable), and it shall remain binding upon us, and may be accepted at any time before expiration of that period;
- (h) **Performance Security:** If our Bid is accepted, we commit to obtain a performance security in accordance with bidding document;
- (i) **One Bid per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other bid(s) as a Joint Venture member or as a subcontractor, and meet requirements, other than Alternative Bids submitted in accordance with relevant ITB ;
- (j) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or Service Provider s for any part of contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by PTA. Further, we are not ineligible under Pakistan laws;
- (k) **State-owned enterprise or institution:** *[select appropriate option and delete other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet requirements of ];*
- (l) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (m) **Not Bound to Accept:** We understand that you are not bound to accept Most Advantageous Bid or any other Bid that you may receive; and
- (n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

Name of Bidder: *\*[insert complete name of Bidder]*

**ABDUR RUB KIAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

### Form 3

**Note:** editable version of this form can be demanded from PTA

### Letter of Acceptance

*[Letter head paper of PTA]*

[date]

To: [name and address of Supplier]

This is to notify you that your Bid dated [date] for execution of [name of Contract and identification number, as given in Special Conditions of Contract] for Contract Price of equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with Instructions to Bidders is hereby accepted by us.

We hereby confirm [insert name of Appointing Authority], to be Appointing Authority, to appoint Arbitrator in case of any arisen disputes.

You are hereby informed that after you have read and return attached draft Contract parties to contract shall sign vetted contract within fourteen (14) working days.

You are hereby required to furnish Performance Guarantee/Security in form and amount stipulated in Special Conditions of Contract at the time of signing of contract agreement.

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Attachment: Contract

Copy: Appointing Authority and Supplier



**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Tax, Finance and Comptroller Authority  
Headquarters, F-101, Islamabad

## SECTION VII: SPECIAL CONDITIONS OF CONTRACT (SCC)



## Special Conditions of Contract (SCC)

Following Special Conditions of Contract (SCC) shall supplement relevant clauses of ITBs. Whenever there is a conflict, provisions herein shall prevail over those in relevant clause of ITBs.

SCC Clause Number	Sub Clause Number	Amendments of, and Supplements to, Clauses in GCC
<b>Definitions</b>		
1.		PTA is: [ <i>Pakistan Telecommunication Authority</i> ]
2.		Service Provider is: [ <i>Name and address</i> ]
3.		Title of subject procurement or Project is: [ <i>Hiring of Janitorial Services for PTA Offices/Premises at Islamabad</i> ]
<b>Governing Language</b>		
4.	4.1	Governing Language shall be: English
<b>Applicable Law</b>		
5.	5.1	Applicable Law shall be: Laws of Islamic Republic of Pakistan
	5.2	Contract shall be effective from date of signing of contract
<b>Country of Origin</b>		
6.	6.1	Country of Origin is Pakistan
<b>Scope of work</b>		
7.	7.1	<p>The scope of work covers comprehensive janitorial and cleaning services for all PTA premises including offices, hostels and guest house.</p> <p>The contractor shall deploy nineteen (19) janitorial staff and one (01) supervisor for five working days per week, eight hours daily.</p> <p>Daily services include cleaning of all internal and external areas, offices, washrooms, corridors, lifts, carpets and disposal of waste.</p> <p>Cleaning of high-traffic areas and washrooms shall be carried out at least twice daily, with emergency cleaning as required.</p> <p>Monthly, bi-annual and special cleaning services shall be performed as directed, with provision of all required materials and equipment.</p>

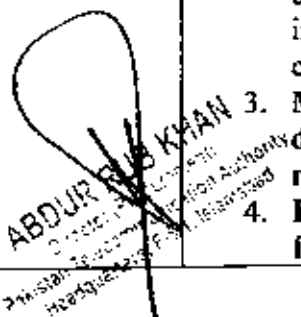
  
**ABDUR RUB KHAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

**Service Provider 's Responsibilities**

8.	8.1	<p>Service Provider shall have following additional responsibilities:</p> <ul style="list-style-type: none"> <li>i. The bidder shall ensure timely availability of trained, uniformed and well-disciplined janitorial staff, including a supervisor responsible for daily attendance, task allocation and on-site coordination with the department. Any absent staff shall be replaced immediately without disruption of services.</li> <li>ii. The bidder shall comply with all applicable labor laws, including payment of wages not less than the minimum wage notified by the Government of Pakistan, EOBI, Social Security and other statutory obligations. Proof of compliance shall be provided with monthly invoices to the department.</li> <li>iii. The bidder shall arrange all cleaning materials, consumables, equipment and tools of standard quality at its own cost, and shall ensure safe handling, storage and usage of chemicals to avoid damage to property or health hazards.</li> <li>iv. The bidder shall be responsible for health, safety and conduct of its staff within the premises and shall ensure that staff members do not engage in any unauthorized activity. Any loss, damage or misconduct attributable to the bidder's staff shall be the bidder's responsibility.</li> <li>v. The bidder shall ensure confidentiality of official information and shall not allow its staff to access restricted areas, documents or equipment unless specifically authorized by the department.</li> <li>vi. The bidder shall cooperate with inspections, audits and performance evaluations conducted by the procuring agency and shall promptly address observations or deficiencies pointed out by the Officer-in-Charge</li> </ul>
----	-----	---

**PTA's Responsibilities**

9.	9.1	<p>PTA shall have following additional responsibilities:</p> <ul style="list-style-type: none"> <li>1. <b>Provide Premises Access:</b> Ensure the contractor and their staff have safe and timely access to all designated areas, including offices, hostels, guest houses, basements, and rooftops.</li> <li>2. <b>Define Scope &amp; Standards:</b> Clearly communicate the cleaning standards, schedules, and any special requirements, including areas requiring high-priority attention or special cleaning procedures.</li> <li>3. <b>Monitor Performance:</b> Conduct regular inspections, monitor daily services, and provide feedback to ensure the contractor maintains quality and compliance with the agreed scope.</li> <li>4. <b>Facilitate Coordination:</b> Appoint an Officer-in-Charge or focal person to coordinate with the contractor, approve</li> </ul>
----	-----	--


  
 ABDUR RAUF KHAN
   
 Director, Procurement Authority
   
 Islamabad


		<p>emergency or special cleaning requests, and resolve operational issues.</p> <p>5. <b>Verify Compliance:</b> Ensure contractor compliance with statutory obligations like labor laws, FOBI, Social Security, and occupational health &amp; safety by requesting necessary documentation and certifications.</p> <p>6. <b>Provide Necessary Utilities:</b> Ensure availability of electricity, water, and other utilities required for performing cleaning services safely and effectively.</p> <p>7. <b>Settle Payments:</b> Process contractor invoices and payments as per agreed terms, timelines, and after satisfactory verification of services performed.</p> <p>8. <b>Address Disputes &amp; Guidance:</b> Handle any complaints, disputes, or emergencies involving cleaning services and provide necessary guidance for exceptional situations.</p>
<b>Price</b>		
10.	10.1	<p>a. rates quoted shall remain valid for six (6) months from date of opening of Technical Proposal.</p> <p>b. No claim on Escalation during currency of contract will be entertained.</p> <p>c. No Transportation cost shall be paid by PTA.</p>
<b>Payment</b>		
11.	11.1	<p>a. Payment against janitorial services will be made on monthly basis, after each preceding month on submission of invoice. PTA will not pay any upfront charges; it should be part of monthly charges.</p> <p>b. No advance payment/secure advance will be made against supply of any items mentioned in this bidding document.</p> <p>c. Penalty if any will also be deducted at time of payment.</p> <p>d. Payment shall be subject to withholding of applicable taxes as per government applicable laws and penalties may apply if taxes are not withheld properly (if any).</p> <p>e. Payment will be linked with active taxpayer status of bidder and no payment will be made until bidder appears on ATL (Active Taxpayer List) of FBR (Federal Board of Revenue) as required under PPRA Tax Compliance Regulations 2015.</p>
<b>Sub-Contracting</b>		
12.	12.1	<p><b>Subcontracting will not be allowed.</b></p>

ABDUL RAZVI KHAN  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

13.	13.1	<p><b>Dispute Resolution</b></p> <ol style="list-style-type: none"> <li>1. If any dispute of any kind whatsoever shall arise between PTA and Service Provider in connection with or arising out of Contract, including without prejudice to generality of foregoing, any question regarding its existence, validity, termination and execution of Contract whether during developing phase or after their completion and whether before or after termination, abandonment or breach of Contract parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 7 (seven) days following receipt of a notice sent by one Party to other Party in this regard.</li> <li>2. In case dispute remains unresolved following negotiation phase, parties agree to pursue mediation for its resolution. case shall be submitted for Purchase Committee-I of PTA for mediation process.</li> <li>3. At event of failure of mediation to resolve dispute relating to this contract such dispute shall finally be submitted to Chairman PTA whose decision shall be considered as final.</li> <li>4. Notwithstanding any reference to arbitration herein, parties shall continue to perform their respective obligations under Contract unless they otherwise agree that PTA shall pay Service Provider any monies due to Service Provider.</li> </ol>
<b>Notices</b>		
14.	14.1	<p>— PTA's address for notice purposes: Mr. Abdur Rab Khan, Director (Procurement), PTA HQ, s F-5/1 Islamabad</p> <p>—Service Provider address for notice purposes: -</p>
<b>Completion Time</b>		
15.	15.1	a. Contract will be signed within 07 working days of issuance of PTA's confirmation letter to successful bidder.
<b>Quality Control Identifying Defects</b>		
16.	16.1	PTA shall check Contractor's performance and notify Service Provider of any Defects that are found. Such checking shall not affect Contractor's responsibilities. PTA may instruct Contractor to search for a Defect and to uncover and test any

**ABDJR**  
 Director  
 Pak Steel Mills  
 Islamabad

		service that PTA considers may have a Defect during whole period of contract.
<b>Parties will sign Service Level Agreement</b>		
17.		Successful bidder shall be asked to execute Service Level Agreement

  
**ABDUR RUB KHAN**  
 Director (Procurement)  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad



## Annex - A

### Agreement

This agreement is made and entered into at **Islamabad** on this \_\_\_\_ day of \_\_\_\_ between Pakistan Telecommunication Authority (hereinafter referred to as "Client") having its principal place of business/Headquarters at F-5/1, Islamabad on one part

**AND**

M/s \_\_\_\_\_ (hereinafter referred to as "Service Provider") having its principal office located at \_\_\_\_\_ on other part.

(If when and where applicable Party of One Part and Party of Other Part shall hereinafter shall be collectively referred to as 'Parties' and individually as 'Party' as context of this Agreement requires).

Following documents which are also parts of bidding documents published for initiation of bidders are integral parts of this agreement namely:

- i. Instructions to Bidders (ITBs), Section II of relevant bidding documents
- ii. Bid Data Sheet (BDS), Section III of relevant bidding documents
- iii. Schedules of Requirements, Technical Specification, Section V of relevant bidding documents
- iv. Standard Forms duly filled by Service Provider, as per Section VI of relevant bidding documents
- v. Special Conditions of Contract as per Section VII of relevant bidding documents
- vi. successful bidder shall be asked to execute Non-Disclosure Agreement (**Annex-B**)
- vii. All bidders have to produce all relevant supporting documents required in Technical Evaluation Criteria to obtain marks (**Annex-C**)
- viii. bid quoted by bidder on Financial Proposal (**Annex-D**)
- ix. Integrity Pact (**Annex-E**)

### **WHEREAS**

A. Client is desirous of procuring services of Service Provider for performance of **Janitorial Services at PTA Offices/Premises in Islamabad** referred to in ITBs and other relevant sections.

B. Service Provider is willing to perform services as required by Client and represents to Client that it has relevant expertise and holds valid and subsisting licenses/permissions, authorizations/approvals required from Government of Pakistan, and that it has requisite expertise and resources to provide top quality of requisite works as per ITBs and other relevant sections of this bidding document to Client in accordance with highest industry standards and satisfaction of Client. Service Provider undertakes that services shall be provided only through staff that has requisite expertise and experience in this regard.

C. Upon basis of representations and warranties of Service Provider contained herein, Client wishes to appoint Service Provider as set out in this agreement.

**ABDUR RAHMAN KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

**NOW THEREFORE,** "For and in consideration of representations, warranties, covenants, conditions, and promises set forth herein, and intending to be legally bound, Client hereby agrees as follows:

## 1. Scope of Agreement

Service Provider shall perform services specified in Section V i.e. (SCHEDULE OF REQUIREMENTS, TECHNICAL SPECIFICATION) and Scope of Services/ work mentioned therein, which is an integral part of this agreement ('Services'). This includes the deployment of **nineteen (19) Janitors and one (01) Supervisor** at PTA HQs (Main and Additional Buildings), PTCL 02<sup>nd</sup> & 03<sup>rd</sup> Floors, Vigilance Office, Guest House, and Hostel.

## 2. Term

a. The provision of Janitorial Services shall commence from the effective date i.e. \_\_\_\_\_.  
The Service Provider shall ensure full deployment of staff and equipment on day one of the commencement.

b. Total period of contract for operations of **Janitorial Services** will be **three (03) years**. Contract will be renewed on annual basis subject to satisfactory performance of service provider.

## 3. Payment

a. Payment shall be made in accordance with Clause 11 of Special Conditions of Contract (SCC) in consideration of provision of services by Service Provider to satisfaction of Client as specified in (Annexure-A).

b. All amounts/prices paid to Service Provider as per above clauses shall be inclusive of all taxes, levies, duties, charges and any other deduction related thereto etc.

c. All payments to be made by Client to Service Provider shall be subject to such deductions and withholding as are required by prevailing laws which shall be to account of Service Provider.

## 4. Payment Conditions

a. Monthly service charges will be paid by PTA on submission of invoice after services have been rendered and verified by the designated Officer/Committee. Penalty if any shall be deducted at time of payment.

b. Payment against Janitorial operations/services will be made on monthly basis, against each preceding month on submission of invoice. PTA will not pay any upfront charges; it should be part of monthly charges. Service Provider must ensure and responsible for payment of **Minimum Wages** to its staff as per Govt. notifications.

## 5. Undertaking

Service Provider shall provide a notarized undertaking on stamp paper, confirming that it will perform its obligations under this Agreement diligently and in accordance with required standards. In event of any failure to perform, delay, or substandard performance, Client shall have right to terminate Agreement.

ABDUL RUB KHAN  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-3/1, Islamabad

## 6. Termination

Notwithstanding anything contained herein, Client may terminate this Agreement:

- a. Without advance notice, in case Service Provider is in breach of any of terms of this Agreement, or in case Client is not satisfied with Services or quality of cleaning materials/Equipment's being provided by Service Provider;
- b. Without cause, by giving three (03) days advance written notice to Service Provider.
- c. Immediately, if services do not meet specifications, terms & conditions mentioned in bidding documents.
- d. Upon termination, Service Provider shall be entitled only to payment for accepted services performed up to effective date of termination.
- e. Client, shall not, because of expiration or termination of this Agreement, be liable to Service Provider for any compensation, reimbursement, or damages because of loss or prospective profit or because of expenditures or commitments incurred in connection with business of Service Provider.

## 7. Project Administration

- a. Coordinator: client designates **Director (Admin) PTA HQs** as Client's Coordinator/authorized representative; Coordinator will be responsible for coordination of activities essential under this agreement, for acceptance and approval of deliverables by Service Provider and approving invoices for payments.
- b. For payment of invoices, approval/verification of coordinator shall be necessary and no payment shall be made in absence of such approval/verification.

## 8. Confidentiality

Service Provider shall not, during term of this Agreement or after its expiry or termination, disclose any proprietary, confidential information or any kind of personal data relating to Client, its employees, or its business, except with Client's prior written consent or as required by law. This obligation shall survive termination or expiry of this Agreement.

## 9. Ownership of Material

All software, reports, drawings, data or other material, graphic, etc. or otherwise, prepared or created by Service Provider for Client under agreement shall belong to and remain property of Client  
**(Not Applicable)**

## 10. Prohibited activities

Service Provider agrees that, during term of this agreement and after its termination, Service Provider and any entity affiliated with Service Provider shall not provide any information, related documents, or data which he may have obtained as a result of project as same may be harmful to Client. In case of disclosure of any sensitive information, party involved will be liable to pay damages to Client or

**ABDUS SUBHAN**  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-11, IS-11/11/11

Client reserves right to take legal action as per applicable Laws of country, as case may be, and said Service Provider shall be disqualified for any consultancy/agreement/contract in future.

### 11. Assignment

Service Provider shall not assign or subcontract this agreement or any portion of it without client's written consent. Service Provider shall promptly replace any of employees working on project if deemed unsatisfactory by client.

### 12. Definitions and interpretations

For any clarification from legal point of view and reference, Definitions and interpretations of expressions and words used in this agreement shall have same meaning as given to them in Pakistan Telecommunication (Re-organization) Act, 1996 ('Act'), Pakistan Telecommunication Rules, 2000 ('Rules'), Pakistan Telecommunication Authority Regulations ('Regulations') and instructions/orders/determinations of PTA, issued from time to time.

### 13. Governing Law

agreement shall be governed by and under laws of Pakistan and Language of agreement will be English.

### 14. Resolution of Disputes

All disputes arising under this Agreement, whether during term of this Agreement or after termination or expiry of this Agreement shall be referred to:

- a. Purchase Committee-I of Client for amicable settlement/resolution of dispute at first stage.
- b. In case of failure in settlement, at second stage case will be referred to Chairman , PTA through Director (Admin). decision of Authority to settle issue amicably will be final and binding on both parties.
- c. In event of failure of amicable settlement of dispute as above, either party may refer dispute to Arbitration under provision of Arbitration Act, 1940 and rules issued there-under, at Islamabad, Pakistan.

### 15. Penalty Clauses

If Service Provider fails to perform items of Agreement within specified time due to reasons attributable to him, Service Provider will be subject to following obligations:

- a. If janitorial services are not provided/staff is absent, Service Provider shall be liable to pay penalties as per the deduction schedule mentioned in the Bidding Documents (Section V).
- b. If Service Provider fails to maintain the required standards of cleanliness after repeated warnings, it shall be considered a total failure on part of Service Provider. In such case, Client may terminate Agreement without any liability.
- c. total amount of damages/penalties shall not exceed total value of Agreement.

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

d. Any and all remedies available to Client for defective or delayed performance, or for non-performance of obligations by Service Provider, shall not be exclusive of other remedies for such default. exercise by Client of any one remedy shall not constitute a waiver of any other remedy available to Client under this Agreement or applicable laws.”

## 16. Force Majeure

a. Neither Party shall be held liable or be deemed to be in default for any delay or failure in performance of its obligations under this Agreement if such delay or failure is caused by a Force Majeure Event.

b. A “Force Majeure Event” means any event or circumstance beyond reasonable control of a Party, which could not have been prevented by reasonable diligence, and which renders performance of obligations impossible or impracticable.

c. Party affected by a Force Majeure Event shall notify other Party in writing within seven (7) days of occurrence of event.

d. Upon cessation of Force Majeure Event, affected Party shall promptly notify other Party of such cessation and resume performance.

e. If duration of Force Majeure Event exceeds thirty (30) consecutive days, either Party may terminate this Agreement by giving written notice to other Party.

## 17. Amendment

All addition amendments, modification and variations to this agreement shall be binding only if in writing and signed by Parties or their duly authorized representatives.

## 18. Removal and / or Replacement of Personnel

a. Except as PTA may otherwise agree, no changes shall be made in Key Personnel (Supervisor). If replacement is necessary, Contractor shall provide a person of equivalent or better qualifications.

b. If PTA finds that any of Personnel (Janitors/Supervisor) have committed misconduct or perform unsatisfactorily, Contractor shall, at PTA’s written request, provide a replacement acceptable to PTA.

c. Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

## 19. Change in Applicable Law

If, after signing of this Contract, there is any change in Applicable Law with respect to taxes and duties which increases or decreases cost of Services rendered by Contractor, then remuneration and reimbursable expenses otherwise payable to Contractor under this Contract shall not be increased or decreased accordingly. Service Provider shall be responsible for making any arrangements to meet any extra cost of services.

  
ABDUR RUB KHAN  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-101, Islamabad

**20. Annexure**

Bidding documents pertains to details of i. general instructions, ii. Special stipulations, iii. Bid Performa etc. This Annexure along with B, C and D with all relevant documents forms are integral part of this Agreement and has to be read and construed as such this Agreement.

**Annex- B**

**Non-Disclosure Agreement for Provision of Janitorial Services**

This MUTUAL NON-DISCLOSURE AGREEMENT is made as of \_\_\_ day of \_\_\_ 2026, between PAKISTAN TELECOMMUNICATION AUTHORITY (hereinafter referred to as "Client") AND

M/s \_\_\_\_\_ (hereinafter referred to as "Service Provider"), having its office at Islamabad, which includes its employees and successors.

FOR

purpose of preventing unauthorized disclosure of Confidential Information as defined below. parties agree to enter into a confidential relationship with respect to disclosure of certain proprietary and confidential information ("Confidential Information").

1. **Definition of Confidential Information.** For purposes of this Agreement, "Confidential Information" shall include all information or material utilized through link provided by Service Provider.

2. **Obligations of Receiving Party.** Service Provider (receiving party) shall hold and maintain Confidential Information in strictest confidence for sole and exclusive benefit of PTA. Receiving Party shall carefully restrict access to Confidential Information to employees, Vendors and third parties as is reasonably required. Receiving Party shall not, without prior written approval of Disclosing Party, publish, copy, or otherwise disclose to others, or permit use by others, any Confidential Information. Receiving Party shall return to Disclosing Party any and all information, records, notes, and other written, printed, or tangible materials in its possession pertaining to Confidential Information immediately if Disclosing Party requests it in writing.

IN WITNESS NON DISCLOSURE AGREEMENT has been executed in presence of following witnesses on date first above written.

\_\_\_\_\_  
**SIGNED on behalf of Client**

\_\_\_\_\_  
**SIGNED on behalf of Service Provider**

**Official Seal**

**Official Seal**

**ABDUR RUB KHAN**  
Director (Procurement)  
Pakistan Telecommunication Authority  
Headquarters, F-5/1, Islamabad

Witness1 \_\_\_\_\_

Witness2 \_\_\_\_\_

**Annex-C****Technical Evaluation Criteria**


<b>Marking Evaluation*</b>				
<b>S.No</b>	<b>Attributes</b>	<b>Max. Score</b>	<b>Points to be awarded</b>	<b>Criteria</b>
1	Additional Experience: The bidder experience beyond minimum required experience	50		5 Marks for each year upto 10 years for each year beyond minimum required experience. Work order/ Contract Agreement must be attached to claim scores.
2	Experience of Supervisor	10		Bidder has to provide CV of supervisor. 2 Marks for each year of experience will be awarded upto maximum 10 Marks
3	Annual Gross Revenue of Bidder's company/Firm	15		Annual Gross Revenue of bidder's firm/company must be more than Rs. 5 million as per annual accounts for latest year ended (30 <sup>th</sup> June, 2025 or 31 <sup>st</sup> December, 2024 whichever is applicable) . Annual Accounts must be attached with bids.
4	Ongoing project with deployment of 5 janitorial in hand (documentary proof be provided i.e. copy of work order / agreements.)	15		Five (5) points will be awarded for each ongoing project of same nature on provision of work order/agreement.
5	List of Number of clients in Pakistan since 1 <sup>st</sup> January 2025	10		Bidder has to provide list of clients in Pakistan with names and contact details for reconfirmation purpose. 1 Marks will be awarded for each client upto maximum of 10 Marks.
<b>Sub Total</b>		<b>100</b>		
<b>Minimum qualifying marks are 70% in above table.</b>				
<b>*All supporting Documents to be attached for Annex-C.</b>				

**ABDUR RUB KHAN**  
 Director (Procurement)  
 Pakistan Procurement Regulatory Authority  
 Headquarter, F-51, Islamabad

**Annex-D (Financial Bid)**

**Financial Bid Form (In PKR)**

Sr. No	Description	Amount for 1st year of Contract (inclusive of sales tax)		Amount for 2nd year of Contract (inclusive of sales tax)		Amount for 3rd year of Contract (inclusive of sales tax)	
		Per Month	Per Year	Per Month	Per Year	Per Month	Per Year
1	Provision of cleaning material as per scope of work defined in these bidding documents						
2	Provision of 19 x Janitors	19x (rate per Janitor)	19x 12x (rate per Janitor)	19x (rate per Janitor)	19x 12x (rate per Janitor)	19x (rate per Janitor)	19x 12x (rate per Janitor)
3	Provision of 1 x Supervisor	1x (rate per Supervisor)	1x 12x (rate per Supervisor)	1x (rate per Supervisor)	1x 12x (rate per Supervisor)	1x (rate per Supervisor)	1x 12x (rate per Supervisor)
4	<b><u>Year-Wise Total (1+2+3)</u></b>						
5	<b><u>Grand Total</u></b>						

  
**TUR RUB KHAN**  
 Director (Procurement)  
 Procurement Authority  
 Plot No. F-5/1, Islamabad

**Note: The janitor and supervisor rates must include government's notified minimum wage rate, contributions under EOBI, ESSI and all applicable taxes.**

Total amount in words:

1<sup>st</sup> Year of contract:

Rupees.....

2<sup>nd</sup> Year of contract:

Rupees.....

3<sup>rd</sup> Year of contract:

Rupees.....

**GRAND TOTAL (for all 3 years):**

Rupees.....

**Annex- E**

**Integrity Pact**

M/s \_\_\_\_\_ hereby declares that it has not obtained or induced procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice. Without limiting generality of foregoing M/s \_\_\_\_\_ represents and warrants that it has fully declared brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with object of obtaining or inducing procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto. M/s \_\_\_\_\_ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to transaction with GoP and has not taken any action or will not take any action to circumvent above declaration, representative or warranty. M/s \_\_\_\_\_ accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at option of GoP. Notwithstanding any rights and remedies exercised by GoP in this regard, M/s \_\_\_\_\_ agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time sum of any commission, gratification, bribe, finder's fee or kickback given by M/s \_\_\_\_\_ as aforesaid for purpose of obtaining or inducing procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

**ABDUL RUB KHAN**  
Director, Procurement  
Pakistan Telecommunication Authority  
Headquarters, F-2/1, Islamabad-455


## Checklists

### Checklist of Mandatory Requirements

**This checklist is for convenience of bidder. The actual text of mandatory requirements must be followed from relevant sections**

Sr. No.	Requirement	Attached (Yes/No)	Page # in PDF file
1	Registration with SECP or Registrar of Firms.		
2	Office of bidder must be in Islamabad / Rawalpindi (documentary proof to be provided).		
3	Service Provider has to be on active taxpayer list for Sales Tax and Income Tax. Any documentary evidence for confirmation of ATL status will be accepted.		
4	Minimum three years of relevant experience. The experience shall be counted from oldest similar nature Work Order. Therefore, minimum Work Order must be 3 years old on closing date of this bid.		
5	Minimum three similar nature job experiences/projects are mandatory. (copy of work order/contract agreement is required to be provided as proof)		
6	An Affidavit/Undertaking on Non-Judicial Stamp Paper is required to be submitted to the effect that:		
6(i)	The bidder has never been black listed by any government / semi government /autonomous body or company. Furthermore, bidder's name does not reflect in the list of PPRA for "Active Blacklisted Firms"		
6(ii)	The bidder unconditionally accepted all services and requirements of PTA as mentioned in Section V of the bidding documents.		
6(iii)	The bidder undertake that the financial bid has been prepared/submitted strictly in accordance with applicable Government's notified minimum wage rate, contributions under EOBI, ESSI and applicable taxes (including GST etc) and the bid shall be rejected incase the financial bid is found non-compliant with the applicable Government's notified minimum wage rate, EOBI, ESSI and applicable taxes (i.e GST etc).		
	<b>Bid Security of Rs. 50,000 to be attached on EPADS and be submitted to Office of Director (Procurement), PTA before bid deadline.</b>		

**All Supporting documents shall be attached with technical proposal. Non-fulfilment of any of above conditions will amount to non-responsiveness and shall result into disqualification of bid.**


  
**ABDUR RUB KHAN**  
 Director, Procurement  
 Pakistan Telecommunication Authority  
 Headquarters, F-5/1, Islamabad

### Checklist of Evaluation Criteria

**Note: This checklist is for convenience of bidder. The actual text of Evaluation Criteria must be followed from relevant section of Bidding document**

S.No	Attributes	Max. Score	Criteria	Attached (Yes/No)	Page # in PDF file
1	Additional Experience: The bidder experience beyond minimum required experience	50	5 Marks for each year upto 10 years for each year beyond minimum required experience. Work order/ Contract Agreement must be attached to claim scores.		
2	Experience of Supervisor	10	Bidder has to provide CV of supervisor. 2 Marks for each year of experience will be awarded upto maximum 10 Marks		
3	Annual Gross Revenue of Bidder's company/Firm	15	Annual Gross Revenue of bidder's firm/company must be more than Rs. 5 million as per annual accounts for latest year ended (30th June, 2025 or 31st December, 2024 whichever is applicable). Annual Accounts must be attached with bids.		
4	Ongoing project with deployment of 5 janitorial in hand (documentary proof be provided i.e. copy of work order / agreements.)	15	Five (5) points will be awarded for each ongoing project of same nature on provision of work order/agreement.		
5	List of Number of clients in Pakistan since 1st January 2025	10	Bidder has to provide list of clients in Pakistan with names and contact details for reconfirmation purpose. 1 Marks will be awarded for each client upto maximum of 10 Marks.		

**All Supporting documents shall be attached with technical proposal. No Marks will be awarded in case of non-availability of required documents.**

  
**ABDUR RAUF KHAN**  
 Director (Procurement)  
 Pakistan Acquisition and Disposal Authority  
 Islamabad



## Historical Contract Non-Performance, and Pending Litigation and Litigation History

*[The following table shall be filled in for the Applicant and for each member of a Joint Venture]*

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

<input type="checkbox"/> Not debarred due to deviation from commitment of Bid Securing Declaration- <input type="checkbox"/> Not debarred due to non-performance			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and PKR equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
<input type="checkbox"/> Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), US\$ PKR Equivalent (exchange rate)

<i>[insert year]</i>	<i>[insert amount]</i>	<p>Contract Identification: [indicate complete contract name, number, and any other identification]  Name of Procuring Agency: <i>[insert full name]</i>  Address of Procuring Agency: <i>[insert street/city/country]</i>  Matter in dispute: <i>[indicate main issues in dispute]</i>  Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i>  Status of dispute: <i>[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</i></p>	<i>[insert amount]</i>
<input type="checkbox"/> No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4. <input type="checkbox"/> Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.			
<b>Year of award</b>	<b>Outcome as percentage of Net Worth</b>	<b>Contract Identification</b>	<b>Total Contract Amount (currency), PKR Equivalent (exchange rate)</b>
<i>[insert year]</i>	<i>[insert percentage]</i>	<p>Contract Identification: [indicate complete contract name, number, and any other identification]  Name of Procuring Agency: <i>[insert full name]</i>  Address of Procuring Agency: <i>[insert street/city/country]</i>  Matter in dispute: <i>[indicate main issues in dispute]</i>  Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i>  Court/ arbitral award decision: <i>[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]</i></p>	<i>[insert amount]</i>

## Current Contract Commitments / Contracts in Progress Form

1. Name of Contract(s)
2. Procuring Agency Contact Information [insert address, telephone, fax, e-mail address]
3. Value of outstanding contracts [current PKR equivalent]
4. Estimated Delivery Date
5. Average monthly invoices over the last six months (PKR/mon.)

## Financial Situation and Performance

*[The following table shall be filled in for the Applicant and for each member of a Joint Venture]*

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

### 1. Financial data

Type of Financial information in (currency)	Historic information for previous <i>[insert number]</i> years, <i>[insert in words]</i> (amount in currency, currency, exchange rate*, PKR equivalent)				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

\* Refer ITA 14 for the exchange rate

### 3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
  - (b) be independently audited or certified in accordance with local legislation.
  - (c) be complete, including all notes to the financial statements.
  - (d) correspond to accounting periods already completed and audited.
- Attached are copies of financial statements<sup>1</sup> for the *[number]* years required above; and complying with the requirements.

---

<sup>1</sup> If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

## Average Annual Turnover (Annual Sales Value)

*[The following table shall be filled in for the Applicant and for each member of a Joint Venture]*

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

<b>Annual Turnover Data</b>			
<b>Year</b>	<b>Amount Currency</b>	<b>Exchange rate* (If applicable)</b>	<b>PKR equivalent</b>
<i>[indicate calendar year]</i>	<i>[insert amount and indicate currency]</i>		
		Average Annual Turnover **	

\* Refer ITA for date and source of exchange rate.

\*\* Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.