Standard Bidding Document

SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT (Non-Consultancy Services)

National

Single Stage-Two Envelope

November 05, 2026

Procurement Cell - FIAP (Pakistan Airports Authority),Procurement Cell
Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad
Phone: +92-333-414-0960, Email: mm.aleem@paa.gov.pk

Table of Contents

PROCUREMENT NOTICE 1

Instructions to Bidders 3

Bid Data Sheet 26

Bids Data Sheet (BDS) 27

Eligibility Criteria 32

Evaluation Criteria 35

Required Services 38

Related Services : 39

Services Specifications 40

Scope of Work 41

Brief Description 41

Price Schedule 42

General Conditions of Contract 44

Special Conditions of Contract 54

Bid Securing Declaration 59

Contract Form 61

Integrity Pact 64

Performance Guarantee Form 66

Annexure 69

RFP 70

Contract Agreement 70

Appendix A - Scope of Work 70

Appendix B - Consumable 70

Appendix C - List of Equipment & Machinery (To be provided by PAA) 1

Appendix C1 - List of Equipment & Machinery 1

Appendix D - Minimum Manpower Required 71

Appendix E - Flight Movement Schedule 71

Appendix G - Daily Cleaning Checklist 72

Appendix H - List of Approved Banks 72

Appendix F - Schedule of Pricing 72

Procurement Forms 73

Additional Forms and Documents 76

PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Procurement Cell - FIAP (Pakistan Airports Authority)** has reserved Funds for the procurement planned for FY **2026-27**. The **Procurement Cell - FIAP (Pakistan Airports Authority)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT**" with the reference of **"P187572"**

2. The **Procurement Cell - FIAP (Pakistan Airports Authority)** 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 **Quality and Cost Based Selection (QCBS)**Technique for the subject procurement, in line with the Public Procurement Rules, 2026 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, Bank Guarantee, Demand Draft** 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://epads.gov.pk/opportunities/federal/procurements/187572**.

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 **Thursday, November 19, 2026 11:00 AM**. E-bids will be opened on the same day at **Thursday, November 19, 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, 2026 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.gov.pk**).

Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell
Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad
+92-333-414-0960
mm.aleem@paa.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 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 Procurement Notice.

3. **Fraud & Corruption**

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. **Eligible Bidders**

4.1. A bidder shall be eligible to participate in a procurement process, if it—

4.1.1. possesses the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and past performance necessary to complete the procurement contract,

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

4.1.3. has not been declared bankrupt or, in the case of company or firm, insolvent or being wound up and its activities or affairs are suspended by a Competent Authority or by the Court of law;

4.1.4. is not under any legal proceedings which may result in bankruptcy or any other situation entailing the total or partial loss of the right to administer and dispose of the property;

4.1.5. has not been convicted by a final judgment of a Court of Law,

4.1.6. is not blacklisted by the procuring agency or cross-debarred by the Authority at the time of the submission of bid;

4.1.7. is not blacklisted or debarred at the time of the submission of bid by an international financial institution, international organizations, or other multilateral development Bank for the period defined by them; and

4.1.8. is not convicted in the case of a company, its owners and beneficial owners, directors or officers of a criminal offence related to-

4.1.8.1. its professional conduct; or

4.1.8.2. a prohibited practice within the period specified in the tender documents and has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been debarred from a procurement process in Pakistan.

4.2. Except as permitted under the Ordinance, rules and regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that-

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

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

4.2.3. is not related to the avoidance of 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.

5. **Qualification of the Bidder**

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

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. 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 Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section V Fraud & Corruption
Section VI General Conditions of Contract (GCC)
Section VII Special Conditions of Contract (SCC)
Section VIII Contract Forms

6.2. 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.

7. **Clarifications**

7.1. 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.

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

7.3. 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 .**

7.4. 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.

7.5. 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** .

7.6. 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:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. 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.

8. **Amendment of Bidding documents**

8.1. 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.

8.2. 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.

8.3. 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 after record reason in writing:

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

9. Documents Constituting the Bids

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

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

9.1.2. 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;

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

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

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

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. 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.

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

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. Pursuant to ITB 8, the bidder shall furnish, as part of itsbid, 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.

11.2. 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.

11.3. 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:

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

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

12. **Form of Bid**

12.1. **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.**

13. **Bids Prices**

13.1. 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.

13.2. 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.

13.3. 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.

13.4. 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.

13.5. 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.

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable on the contract with less then 12 months period.

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

14.3. **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.**

15. **Bids Currencies**

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

16. **Bid Validity Period**

16.1. 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.

17. **Bid Security or Bid Securing Declaration**

17.1. 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 Form 9 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.

17.2. 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

17.3. 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.

17.4. 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:

17.4.1. the expiry of the Bid Security;

17.4.2. 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;

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

17.4.4. 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.

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

17.5.1. if a bidder:

17.5.1.1. 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

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

17.5.2. in the case of a successful bidder fails:

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

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

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

18. **Alternative Bids by Bidders**

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

18.2. 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.

19. **Withdrawal, Substitution, and Modification of Bids**

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

20. **Format and Signing of Bids**

20.1. 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.

D. Submission of Bids

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

21.1. 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.

21.2. 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

22. **Opening & Evaluation of Bids by the Procurement Cell**

22.1. As per Rule 10 of Public Procurement Rules, 2026
(PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2026)

23. **Opening & Evaluation of Bids by the Bid Evaluation Committee**

23.1. As per Rule 11 of Public Procurement Rules, 2026
(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)

24. **Third Party Validation**

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, 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.

25. **External Bid Evaluation Committee**

25.1. **As per Rule 13 of Public Procurement Rules, 2026,** procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. **Opening of Bids**

26.1. 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.

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

26.3. 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**.**

26.4. 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.

27. **Confidentiality**

27.1. 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.

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

28. **Preliminary Examination of Bids**

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

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

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

28.1.3. is accompanied by the required securities; and

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

28.2. 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 bid shall be rejected.

28.3. 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.

29. **Examination of Terms and Conditions, Technical Evaluation**

29.1. 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 inthe bidding document have

been met without material deviation or reservation.

29.2. 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.

30. **Correction of Errors**

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

30.1.1. 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;

30.1.2. 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

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

30.1.4. 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.

30.2. 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.**

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. **Evaluation of Bids**

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 21.**

32.2. 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.

32.3. **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.**

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

32.4.1. 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;

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

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

32.6. 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.

32.7. 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.**

33. **Determination of Most Advantageous Bids**

33.1. 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.

34. **Abnormally Low Financial Bids**

34.1. Subject to sub-rule (2), a procuring agency may, in the procurement of goods, works and services, 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.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its 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 documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (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 against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. **Rejection of Bids**

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. **Cancellation of procurement**

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. **Single Responsive Bid**

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. **Alternate Dispute Resolution (ADR)**

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. **Arbitration Clause**

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

40. **Fee of the Arbitrator**

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

41. **Socio-economic development**

41.1. As per Rule 63 of Public Procurement Rules, 2026, 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

42. **Environmental objectives**

42.1. As per Rule 64 of Public Procurement Rules, 2026, 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

43. **Appointment of Contract Manager**

43.1. 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, 2026.

44. **Criteria of Award**

44.1. 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 .

45. **Procuring Agency’s Right to reject All Bids**

45.1. 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).

45.2. 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.

46. **Procuring Agency’s Right to Vary Quantities at the Time of Award**

46.1. 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.

47. **Notification of Award**

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

47.2. 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 Award 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).

47.3. 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.**

48. **Signing of Contract**

48.1. 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.

49. **Performance Guarantee**

49.1. After the receipt of the Letter of Award, 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.

49.2. 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.

50. **Advance Payment**

50.1. 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.

51. **Arbitration**

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

52. **Corrupt & Fraudulent Practices**

52.1. 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

53. **Constitution of Grievance Redressal**

53.1. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or

any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not raise any objection on technical evaluation of the report:Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2026 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

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

A. Introduction

BDS Clause Number 1
ITB Number 1.1

Name of Procuring Agency: **Procurement Cell - FIAP (Pakistan Airports Authority)**

The subject of procurement is: **SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT**

Expected commencement date: **Monday, December 28, 2026**

BDS Clause Number 2
ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P187572**

BDS Clause Number 3
ITB Number 4.6

JV/Consortium or Association Allowed: **Yes**
Number of JV/Consortium Members: **5**

B. Bidding Documents

BDS Clause Number 4
ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Monday, November 16, 2026
Pre-Bid Meeting: Wednesday, November 11, 2026 11:00 AM
Venue: Conference room, Office Block, 1st Floor, Pakistan Airports Authority Faisalabad International Airport Jhang Road, Faisalabad

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **Procurement Cell - FIAP (Pakistan Airports Authority)** website and on **EPADS v2.0**.

BDS Clause Number 6
ITB Number9.1

List of documents required along with the bid: **No**

BDS Clause Number 7
ITB Number 11.1

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8
ITB Number 7.6

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9
ITB Number 13.1 & 13.2

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10
ITB Number 7.6.2

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11
ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12
ITB Number 15.1

Currency of the Bids shall be : **PKR**

BDS Clause Number 13
ITB Number 16.1

The Bids/Bid Validity period shall be: **180 Days**

BDS Clause Number 14
ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
Instrument of Bid Security Shall be in the Name of : **Pakistan Airports Authority**
The Bid Security shall be in the form of: **Pay Order, Bank Guarantee, Demand Draft**

BDS Clause Number 15
ITB Number 17.3

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.

BDS Clause Number 16
ITB Number 18.1

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17
ITB Number 21.1

Bid shall be submitted online on **EPADS v2.0** whereas hard copy of the bid security should be submitted to the following;

Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Thursday, November 19, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18
ITB Number 26.1

The Bids opening shall take place on **EPADS v2.0**.

Day *: **Thursday***

Date: ***Thursday, November 19, 2026***

Time *: **11:30 AM***

BDS Clause Number 19
ITB Number 32.1

Selection technique adopted will be: **Quality and Cost Based Selection (QCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20
ITB Number 49.1

The Performance guarantee shall: **5.00%**.

The Performance Guarantee shall be acceptable in the form of: **Pay Order, Bank Guarantee, Demand Draft**

BDS Clause Number 21
ITB Number 51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22
ITB Number 53.1

Grievence against this procurement shall be submitted online on **EPADS v2.0**.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Eligibility Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Required Registration
NADRA CITIZENSHIP (CNIC/NICOP)
FBR (NTN)
FBR (GSTN)
SECP
Registrar of Firms

Eligibility Criteria	Document
Certificate of incorporation / registration Memorandum & Article of Association or Partnership Deed etc. (Annexure A)	Yes
Minimum three (03) years’ experience of providing janitorial & cleaning services at facilities of comparable operational complexity of private & public enterprises in line with criteria mentioned at para 9.1 (ii) (Annexure B).In case of Non-Disclosure Agreement with the Clients the refer to clause 7.2 of the RFP	Yes

A complete list of key management staff with names, CNICs, designations, and contact details on company letterhead duly signed and stamped by the head of the company will be attached with technical proposals (Annexure C)	Yes
The bidder must demonstrate experience of managing janitorial services with cumulative deployment of at least 100 janitorial / housekeeping personnel at any given time across one or more contracts. Only janitorial / housekeeping personnel shall be counted toward this requirement. (Annexure D)	Yes
Last audited Annual Accounts for last three (03) years (Annexure E).	Yes
Bidders must have NTN numbers and Certificates. (Annexure F)	Yes
Bidders must provide last six (6) months auditable Bank Account Statement. With an average credit balance of Rs. 3.0 million. (Annexure H)	Yes
Bidders must furnish Confirmations / undertaking (fresh) on non-judicial stamp paper to the effect that the firm has not been blacklisted by any Government, Semi Government and Autonomous Body. (Annexure I)	Yes
Bidders must furnish an undertaking that they will abide by the minimum wages prescribed by the Federal Government from time to time, pay all regulatory payments such as EOBI, Social Security, and Taxes etc. for its deployed resources. (Annexure J)	Yes
Bidders must furnish Confirmation / undertaking that they can provide to PAA all such information, data documentation, accounting records etc. pertaining to their operations etc. within Seven (07) days of request for the same by PAA. (Annexure K)	Yes
Bids must be exclusive of Provincial Sales Tax as PAA is exempted from levy of Provincial Sales Tax. The bidder must submit an undertaking. (Annexure L).	Yes
Bidders must disclose, if, it is in any litigation against any of its clients. The bidder must submit an undertaking (Annexure M)	Yes

The Contractor Firm will ensure that they have enough financial capacity to pay at least two months' salary timely to the deputed Manpower at FIAP and the Bidder Firm should submit such undertaking signed by CEO/CFO or Managing Partner on attested stamp paper. (Annexure N)	Yes
Bidders which have been in any kind of business / operational relationship with PAA (Erstwhile CAA) are required to submit a "Certificate of Satisfactory Performance" issued upon completion / termination of the contract / services by the concerned location. (Annexure O)	Yes

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Weightage

Technical Evaluation %	Financial Evaluation %
40	60

Technical Marks	100
Passing Marks	**65**
Technical Evaluation Criteria	
Experience: The bidder must have at least three (03) year experience of providing similar janitorial/ cleaning services to public or private sector. (Copy of contract(s)/completion certificate along with Satisfactory Completion Certificates of both past and current clients to be attached. Only contracts having a duration of at least twelve (12) months shall be considered for evaluation.) (Maximum 10 Marks) (Quantitative)(Doc Required) 7 years or more **(10)** 5 to less than 7 years **(7)** 3 to less than 5 years **(5)**	10

No. of Clients: The bidder must have provided similar janitorial/cleaning services to at least three (03) facilities of comparable operational complexity. Marks shall be awarded based on category of facilities served: (All claimed contracts must have a minimum duration of twelve (12) months. Additionally, at least one (01) client must have a minimum covered area of 30,000 sq.ft. or above. Category C facilities shall earn marks but shall not count towards the minimum three (03) facilities required under clause 7.2) (Maximum 15 Marks) (Quantitative)(Doc Required) Category A – High Public Interface Facilities: Airports, hospitals (≥100 beds), shopping malls, 4–5-star hotels, large terminals Category B – Institutional / Government Facilities: Government offices, universities, large office buildings including financial Institute Head Offices, Industrial Facilities Category C – Small Commercial Facilities: Small offices, schools, retail plazas, warehouses (The scoring will be made as per RFP clause 9.1 (ii) **(15)**	15
Manpower: The bidder must demonstrate experience of deploying janitorial staff under one contract. (Deployment shall mean continuous on-site manpower under a single contract. Documentary proof required in the form of client certificate mentioning deployed manpower. Cumulative manpower across multiple contracts shall not be considered.) (Note: PAA reserves the right to verify the information from the respective client organizations.) (Maximum 15 Marks) (Quantitative) (Doc Required) 81 or above **(15)** 61 to 80 **(12)** 46 to 60 **(10)** 35 to 45 **(8)**	15
Work Plan: The bidder shall submit a comprehensive and detailed Work Plan demonstrating its operational capability to deliver the required janitorial and cleaning services in accordance with the Scope of Services and Service Level Standards as specified in the Work Plan clause # 8.2 & 8.3 of the RFP. Marks shall be awarded as per clause 8.3. (Maximum 30 Marks) (Quantitative)(Doc Required) Marks shall be awarded as per clause 8.3. (Maximum 30 Marks) **(30)**	30

ISO Certification: (Certificates must be valid, issued in the name of the bidding entity, and relevant to janitorial/facility management services.) (Maximum 05 Marks) (Quantitative)(Doc Required) ISO 9001 (Quality Management) ISO 45001 (Occupational Health & Safety) ISO 14001 (Environmental Management) (Scoring to be done as per RFP clause 9.1(V) **(5)**	5
Annual Turnover: The Bidder will be given marks against the average turnover for the last three years (FY 2023-24, 2024-25, 2025-26). (Quantitative)(Doc Required) ≥ Rs. 300 Million **(20)** Rs. 200 to less than 300 Million **(16)** Rs. 100 to less than 200 Million **(12)**	20
Set up: The bidder shall have an established operational office within Faisalabad capable of supporting contract operations, supervision and logistics. The bidder shall provide documentary proof such as office lease/ownership documents, utility bill, and office contact details. (Quantitative)(Doc Required) Permanent operational office in Faisalabad Proposed office to be established after award No local office (The scoring will be made as per RFP clause 9.1 (vii) **(5)**	5

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT	**Address:** Office Block, 1st Floor,Pakistan Airports AuthorityFaisalabad International AirportJhang Road, Faisalabad, Faisalabad City, Faisalabad (District), Faisalabad Division (Division), Punjab (Province). **Schedule:** 3 Years **Quantity:** 1/job	1/job	5206919 PKR

Related Services :

No

Services Specifications

Positions Without Lots :

Position: SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT

Specifications / Requirements:

As per the RFP and Conditions of the Contract.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Scope of Work

The provision of Janitorial Services shall cover but not be limited to Landside areas at the Airport including Passenger Terminal Building, Landside Areas, Road Networks, Apron & Airside, PAA residential Colony, Officer & Staff Messes etc. The detailed scope of work is mentioned in the RFP

Brief Description

The purpose of this RFP is to invite reputable and experienced Service Provider for provision of comprehensive janitorial and cleaning at Faisalabad International Airport. Interested firms having experience of providing Janitorial & Cleaning who fulfill other parameters given in this RFP are invited to participate. PAA may select other service providers during this period based on the prescribed parameters and may de-list any Service Provider on poor performance, provision of inaccurate or false information or violation of clause(s) of Agreement.

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]		

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

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 Contractorand 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

7. **Effectiveness of Contract**

7.1. 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.**

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of required resources and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC.**

9. **Program schedule**

9.1. 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.

10. **Starting Date/Expiration Date**

10.1. 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.**

10.2. 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.**

11. **Entire Agreement**

11.1. 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.

12. **Modification**

12.1. 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.

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

13. **Force Majeure**

13.1. **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.

13.2. **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.

13.3. **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.

13.4. **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.

14. **Termination**

14.1. **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);

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

14.1.2. 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;

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

14.1.4. 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;

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

14.2. **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.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within thirty (30) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. 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;

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

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) 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

15. **General**

15.1. **Standard of Performance**

15.1.1. 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;

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

15.2. **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.

16. **Conflict of Interests**

16.1. **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.

16.2. **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.

16.3. **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:

16.3.1. 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;

16.3.2. 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;

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

17. **Insurance to be Taken Out by the Contractor**

17.1. 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.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

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

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

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. 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.

20. **Liquidated Damages**

20.1. **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.

20.2. **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.**

20.3. **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

21. **Performance Guarantee**

21.1. 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.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Service Provider failure to complete its obligations under the Contract.

21.3. 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**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Service Provider 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.**

22. **Sustainable Procurement**

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

D. Contractor's Personnel

23. **Description of Personnel**

23.1. 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.

24. **Removal and / or Replacement of Personnel**

24.1. 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.

24.2. 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.

24.3. 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

25. **Change in the Applicable Law**

25.1. 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.**

26. **Services and Facilities**

26.1. 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.

26.2. 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

27. **Contract Price**

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

28. **Terms and Conditions of Payment**

28.1. 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.

28.2. 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.

29. **Quality Control Identifying Defects**

29.1. 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**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. 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.

30.2. 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.

30.3. 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.

31. **Settlement of Disputes Amicable Settlement**

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

32. **Dispute Settlement**

32.1. **Arbitration**

32.1.1. **Alternate Dispute Resolution (ADR),** After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including
Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.

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.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad

Contractor is:

The title of the subject procurement is:SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

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 **English.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell
Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad
+92-333-414-0960
mm.aleem@paa.gov.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell
Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad
+92-333-414-0960
mm.aleem@paa.gov.pk

For the Bidder:

Name: ……

Designation: ……..

Address: ……..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be …….

Number of GC Clause 14

Termination

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.

Number of GC Clause 16

Conflict of Interest:

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 16**.**

Number of GC Clause 20

Liquidated Damages

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 **0.00%** to **0.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:
Instrument of Performance Guarantee shall be in the Name of : **Pakistan Airports Authority**

The amount of performance guarantee shall be 5.00% of the contract price in acceptable form of Pay Order, Bank Guarantee, Demand Draft

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause 28

Payment terms:

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.

Number of GC Clause 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

As per the criteria in the RFP.

Delivery & Documents

As per the criteria in the RFP.

Number of GC Clause 31

Following is the guidance for Dispute Resolution

i. 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**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. 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.

iv. 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**.**

v. 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 Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.:***P187572***

To: **Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad**

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 **Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad**

(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., **SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT (*P187572*)** and has accepted a Bids by the Bidder for the provision of Services 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: ……

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BYTHE 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 time 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: **Procurement Cell - FIAP (Pakistan Airports Authority), Procurement Cell Office Block, Ist Floor, Faisalabad International Airport, Jhang Road, Faisalabad**

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 Non-Consultancy Services*(*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

RFP

The complete RFP to be signed and stamped by the bidder and submitted with technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **RFP** (page number: 77)

Contract Agreement

The complete 'CoC' to be signed and stamped by the bidder and submitted with technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Contract Agreement** (page number: 102)

Appendix A - Scope of Work

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix A - Scope of Work** (page number: 133)

Appendix B - Consumable

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix B - Consumable** (page number: 141)

Appendix C - List of Equipment & Machinery (To be provided by PAA)

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix C - List of Equipment & Machinery (To be provided by PAA)** (page number: 142)

Appendix C1 - List of Equipment & Machinery

To be signed, stamped and submitted by the bidder with the technical proposal **without mentioning price.**

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix C1 - List of Equipment & Machinery** (page number: 143)

Appendix D - Minimum Manpower Required

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix D - Minimum Manpower Required** (page number: 144)

Appendix E - Flight Movement Schedule

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix E - Flight Movement Schedule** (page number: 145)

Appendix G - Daily Cleaning Checklist

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix G - Daily Cleaning Checklist** (page number: 147)

Appendix H - List of Approved Banks

To be signed, stamped and submitted by the bidder with the technical proposal.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix H - List of Approved Banks** (page number: 148)

Appendix F - Schedule of Pricing

To be filled, signed, stamped, and submitted with the Financial proposal by the bidder.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Appendix F - Schedule of Pricing** (page number: 149)

Procurement Forms

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

PUBLIC PROCUREMENT REGULATORY AUTHORITY
(PPRA)
EPADS

Additional Forms and Documents

PAKISTAN AIRPORTS AUTHORITY

(REQUEST FOR PROPOSAL)

SERVICE LEVEL AGREEMENT

for

JANITORIAL AND CLEANING SERVICES AT FAISALABAD INTERNATIONAL AIRPORT

Last Date of submission:	As per the tender notice
Name of Firm and Rep. to whom issued:	
Date of Advertisement:	
Name of Newspaper:	**Yes**
Websites:	PAA, PPRA Websites & EPADS Platform

PAKISTAN AIRPORTS AUTHORITY

COO/APM OFFICE

FAISALABAD INTERNATIONAL AIRPORT

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

DISCLAIMER

This document shall not be considered as an agreement but an offer or invitation by Pakistan Airports Authority to interested firms to submit their bids. The purpose of this RFP is to provide bidders with information to assist in the formulation of their proposals.

This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice.

Pakistan Airports Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

1. DEFINITIONS

1.1 **"Annexure"** is the document to be submitted by the bidders as specified in the Bid Evaluation Checklist (clause # 7).

1.2 **"Appendix"** is prepared by Pakistan Airports Authority (PAA) and is a part of Request for Proposal (RFP)

1.3 **"Bidders"** mean firms submitting Technical Proposals & Financial Proposals for enlistment or selection process as Service Provider as the case may be.

1.4 **"Commencement Date"** is the latest date when the Service Provider shall commence the Services after receiving Letter of Commencement from PAA.

1.5 **"Conditions"** means the terms and conditions.

1.6 **"Confidential Information"** means all information including copies of PAA documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing and customer information, and any other information marked or by implication, confidential.

1.7 **"Consumables"** are such items that need to be periodically used to carry out the services.

1.8 **"Contract"** means the Contract / Agreement for the provision of the services containing scope of work, terms & conditions, duties and liabilities etc.

1.9 **"Day"** means a calendar day.

1.10 **"Documents"** means all documents (including confidential information, customer data & other specifications).

1.11 **"Forms"** are the template documents provided by PAA to be submitted by the bidders as a part of the Technical Proposal.

1.12 **"Insolvency Event"** means a person (a) entering into voluntary/compulsory liquidation, (b) having a receiver or administrative receiver appointed over any of its assets or being the subject of an application for administration, (c) entering into an arrangement or composition with its creditors or (d) becoming bankrupt.

1.13 **"Losses"** means any direct or indirect losses, damages, claims, demands, liabilities, costs (including legal costs) fines, penalties (including third party penalties),

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

expenses, or claims (including but not limited to workmen's compensation claims or grievances) and lost revenue suffered or incurred by PAA.

1.14 **"Premises"** means the buildings, areas or places where Services are to be provided under this Contract.

1.15 **"RFP"** means Request for Proposal.

1.16 **"Services"** means janitorial and cleaning services at Faisalabad International Airport as specified in the Contract.

1.17 **"Service Provider"** means firm selected for provision of services on the basis of financial bid or both technical and financial bid.

1.18 **"Term"** means the time period of validity of Contract.

2. PURPOSE OF RFP

The purpose of this RFP is to invite reputable and experienced Service Provider for provision of comprehensive janitorial and cleaning at Faisalabad International Airport. Interested firms having experience of providing Janitorial & Cleaning who fulfill other parameters given in this RFP are invited to participate. PAA may select other service providers during this period based on the prescribed parameters and may de-list any Service Provider on poor performance, provision of inaccurate or false information or violation of clause(s) of Agreement.

3. PERIOD OF CONTRACT

3.1 The contract period for hiring the services of outsource firm shall be for 03 years.

3.2 The Contract shall be terminated at any time subject to valid reason. Contract shall also be terminated on poor / unsatisfactory performance / violation of any clause(s) of the agreement. (Please also refer Clause-19 of this RFP).

3.3 The contract may be extended once, after its expiry, for a period of up to five (05) months or fifteen percent (15%) of the original contract amount, whichever is less, on the same rates, terms and conditions, as a repeat order under Rule 32(1)(c)(iv) of the Public Procurement Rules, 2026, to ensure continuity of service pending a fresh tender.

4. SCOPE AND STANDARDS OF SERVICES

The provision of Janitorial Services shall cover but not be limited to Landside areas at the Airport including Passenger Terminal Building, Landside Areas, Road Networks, Apron & Airside, PAA residential Colony, Officer & Staff Messes etc. The services will require but not limited to the following:

4.1 Scope & standards of services are defined in the attached **Appendix 'A'** of this **RFP** so as to facilitate the bidders to assess their capabilities accordingly.

4.2 The bidding process shall be done as per applicable PPRA Rules, 2026.

4.3 Visit of all areas mentioned in Scope of Work attached at Appendix 'A' is necessary before submission of any proposal.

4.4 Pakistan Airports Authority may change the service requirements or Service Standards prior to the opening date of the bids, which would be deemed as final.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

5. SERVICE TO BE PROVIDED

The scope and standards of services are to provide cleanliness of high quality as per international standards.

5.1 The Service Provider will ensure proper & efficient provision of services in accordance with the best practices/ contractual obligations and laid down standards, codes and regulations as directed by PAA from time to time.

5.2 The Service Provider shall ensure 24/7 manning of all passenger movement areas and all toilets in the Passenger Terminal Building.

5.3 The Service Provider shall provide janitorial, cleaning and glass cleaning services, for areas and facilities as given in **Appendix 'A".**

5.4 An authorized representative of the Service Provider shall remain available at designated place(s) on twenty-four (24) hours basis.

5.5 The Service Provider shall ensure availability of renowned branded cleaning items / products of high quality at all the time & shall maintain stock of consumable items for at least one-month advance in an allocated store-room. Cleaning chemicals, equipment, and tools must be compatible with the surface on which it is to be applied.

5.6 The list of essential consumables but not limited to along with indicative specifications is provided in **Appendix "B"**. Brand names mentioned are for reference to indicate minimum acceptable quality standards and shall not restrict equivalent products of equal or higher quality, subject to approval of PAA.

5.7 Bidders shall submit a list of consumables proposed to be used under the contract, clearly mentioning the brand names and specifications for each item in the Work Plan. The approved brands shall be binding during contract execution and any change shall require prior written approval of PAA.

5.8 PAA reserves the right to reject any product not meeting the required quality standards.

5.9 The Service Provider shall also ensure availability of toiletries such as towels, toilet paper, hand soap, hand sanitizer, baby changing station liners etc. at all times.

Note: Consumables shall be stocked at the allocated store to be provided by the PAA. However, if the Service Provider needs a separate or additional room, this would be charged/ rented out as per PAA Commercial Policy (operational rates).

5.10 The Service Provider shall ensure that appropriate cleaning tools, equipment and chemicals are used for each specific surface and cleaning activity. Tools and materials shall be suitable for the intended purpose and shall not damage floors, fixtures, fittings, glass, stainless steel or other surfaces.

5.11 All hand-wash dispensers, soap dispensers and refill containers installed or placed in washrooms and other areas shall be of durable and good quality, preferably wall-mounted or properly designed refillable units. Use of improvised containers, recycled plastic bottles, or random pump bottles for dispensing hand-wash or liquid soap shall not be permitted. The design, type and quality of dispensers shall be subject to approval of PAA. Dispensers shall be properly installed, maintained in functional condition and regularly cleaned to ensure hygienic presentation.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

5.12 PAA shall provide machinery to the Service Provider for janitorial and cleaning services. List of machinery to be provided by PAA is attached as **Appendix 'C'**. *The* Service Provider shall be responsible to bring other necessary equipment / machinery, list and details of which are available in the **Appendix 'C-1'**.

5.13 The Service Provider shall be responsible for safe handling / operation of PAA provided equipment / machines. The equipment will be handed over to PAA at the end of the Service Agreement in the same condition at which it was taken over by the Service Provider.

5.14 The Service Provider shall be responsible for rectification of damages to the PAA's equipment, if improperly handled by Service Provider's staff.

5.15 In case of non-availability of machines to be provided by PAA, the Service Provider shall arrange alternate to fulfil its Contractual Obligations (without any additional cost to the PAA).

5.16 The machinery listed in the Appendix 'C-1' is to be brought by the Service Provider at the time of taking over of services.

5.17 The Service Provider shall ensure that all cleaning equipment, tools, chemicals, trolleys and materials shall be kept only at designated janitorial stations or approved storage locations.

5.18 The Service Provider shall ensure comprehensive pest and rodent risk assessment, identification of infestation hotspots, mapping of bait stations and monitors and shall provide monthly inspection checklist, maintain chemical usage record and pest activity logs.

5.19 The Service provider shall provide consumables like room freshener, tissue boxes and hand sanitizers for the APM office, conference room and PAA offices.

5.20 Cleaning equipment or materials shall not be left unattended or placed in passenger areas, corridors, washrooms, on sinks, taps, counters, pillars, staircases or other inappropriate locations that may obstruct movement, create safety hazards or adversely affect the appearance of the facility.

5.21 The service provider shall bear the cost of damage caused to the PAA property due to their negligence.

5.22 The deployment **shall be 123 personnel**, broken down by category in **Appendix D**. The Work Plan may propose more, never fewer. Minimum-wage adjustment is limited to the **123 personnel, or the manpower approved by PAA in writing**, whichever is lower.

5.23 **Spill Response Time**: The Service Provider shall ensure immediate response to any spill, litter, or accidental contamination observed in passenger areas, washrooms, corridors, lounges, or other operational areas.

5.23.1 Any such spill shall be attended to and properly cleaned within ten (10) minutes of being observed or reported.

5.23.2 Failure to respond to or rectify the spill within the stipulated time shall constitute a service violation and may attract penalties as per the applicable provisions of this RFP / Contract Agreement.

6. INSTRUCTIONS TO BIDDERS

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

6.1 The bidder is expected to examine carefully the bidding documents and instructions therein.

6.2 Technical Bids will be opened electronically on EPADs, who choose to be present during the bid opening process.

6.3 A pre-bid meeting along with the visit of the site shall be conducted by **PAA on 11th November 2026 in Conference room of FIAP at 11:00 AM.** All the interested bidders are encouraged to participate in the meeting and visit of airport site to ensure that they have fully understood the scope / quantum of the work.

6.4 Airport traffic reports (Passenger, Flight and Aircraft movement) is attached at **Appendix 'E'.** Furthermore, any relevant detail required by Service Provider will be shared upon request.

6.5 Bidders will be screened based on mandatory requirements (**refer clause # 07** of this RFP under title "Documents to be submitted)".

6.6 The bidders who meet the mandatory requirements shall be technically evaluated on the parameters given in the Technical Bid Evaluation Criteria.

6.7 In preparing the technical proposal, bidders are expected to examine all terms and instructions included in the documents carefully as they will be evaluated based on information provided by them. During preparation of the technical proposal, bidders must give special attention to the following:

a. Only the firms who themselves have all the expertise for the assignment may submit their proposals as per this RFP.

b. The bidder should not only have capacity to meet service standards and work force requirements but should also be capable to scale up for future requirements.

6.8 The amount entered on the Form of Bid shall be for performing the contract strictly in accordance with the Bidding Documents. The bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign. This shall be indicated by submitting a written Power of Attorney authorizing the signatory of the bidder to act for and on behalf of the bidder. All pages of the bid shall be initialled and stamped by the person or persons signing the bid.

6.9 The bid shall contain no alterations, omissions or additions, except to comply with instructions issued by the PAA, or as are necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid. Conditional bids may lead to rejection.

6.10 Single Stage - Two Envelope method, as mentioned in Rule-27(b) & 28(b) of the Public Procurement Rules, 2026 will be adopted.

6.11 The Technical Bid PDF File containing the technical proposal should include all relevant documentary proofs / certificates as mentioned in this document. The PDF file should be titled as **"Technical Bid – SLA for Janitorial and cleaning services at FIAP, Faisalabad"**.

6.12 The Financial Bid PDF File containing the financial offer shall be uploaded on EPADs Portal before the opening date & time of the bid.

6.13 The financial bid for three (03)-years' service basis should include information on the format given in **Appendix 'F'**.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

6.14 Bids must be exclusive of Provincial Sales Tax as PAA is exempted from levy of Provincial Sales Tax.

6.15 The bidder shall submit breakup of his financial bid mentioning all mandatory cost / taxes / charges / duties / regulatory payments etc.

6.16 Any bid not submitted on EPADS along-with scanned copy of Bid Security and original bid security in hard form before bid opening date and time shall lead to disqualification of bidder.

6.17 Bids are to be typed or hand-written clearly and legibly on the Tender Form. Use of correcting fluid is strictly prohibited.

6.18 Financial Bids will be opened electronically in EPADs, bidders who choose to be present during the bid opening process shall be welcomed.

6.19 The method of selection shall be the Cost and Quality Evaluation Method with a weightage of 40% for Quality and 60% for Cost. (clause # 10.2).

6.20 The bidder shall submit payment slips of EOBI / Social Security / Employees Social Security Cards & their entry in EOBI mentioning staff names engaged with PAA after execution of the agreement.

6.21 Financial and technical offer form and tender documents must be signed by CEO/MD of the respective bidder. Otherwise, valid and duly attested authority letter must be attached in favor of the person authorized to sign the Bid/Tender or correspondence and to attend the tender opening meetings. Failing this, the bidder shall not be entertained, and he/she shall not be allowed to attend the tender proceedings.

6.22 The proposals shall be uploaded on EPADS Portal before due date as per the tender notice. Documents submitted after the due date will not be entertained. The bids will be opened on the same date at about 1130 Hrs. in the presence of bidders or their authorized representatives who may like to be present.

6.23 The deployment **shall be 123 personnel**, broken down by category in **Appendix D**. The Work Plan may propose more, never fewer. Minimum-wage adjustment is limited to the **123 personnel, or the manpower approved by PAA in writing**, whichever is lower.

6.24 **Joint Venture**

6.24.1 In order for a Joint Venture to qualify:

a. All firms/companies comprising the joint venture shall satisfy the mandatory requirements as per the RFP.

b. The cumulative impact/value(s) of experience, client's profile, firm technical profile, Airport specific expertise, work plan, ISO certification will be considered. However, annual turn-over/credit balance of only lead / partner in-charge shall be considered to fulfil the requirements of evaluation criteria.

c. All partners of the joint venture shall at all times and under all circumstances be liable jointly and severally to Client for the execution of the entire Contract in accordance with the Contract terms and conditions and a statement to this effect shall be included in the authorization mentioned under Para (g) below as well as in the Form of Bid and Service Level Agreement (SLA) (in case of a successful bidder).

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

d. The Form of Bid, and in the case of successful bidder, the Service Level Agreement (SLA), shall be signed so as to be legally binding on all partners.

e. One of the joint venture partners shall be nominated as being in-charge and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the joint venture partners.

f. The partner-in-charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture.

g. A copy of the agreement entered into by the joint venture partners shall be submitted with the bid stating the conditions under which it shall function, its period of duration, the persons authorized to represent and obligate it and which persons shall be directly responsible for due performance of the Contract and can give valid receipts on behalf of the joint venture, the proportionate participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. No amendments/modifications whatsoever in the joint venture agreement shall be agreed to between the joint venture partners without prior written consent of the Client.

6.25 Any subletting or transfer of responsibility to any third party will not be allowed.

6.26 PAA reserves the right to reject all bids or proposals at any time prior to the issuance of letter of award in accordance with Rule 45 of the Public Procurement Rules, 2026.

6.27 Bids must be exclusive of Provincial Sales Tax as PAA is exempted from levy of Provincial Sales Tax.

7. DOCUMENTS TO BE SUBMITTED

Following are the pre-requisites for firms / bidders intending to submit proposal:

7.1 Certificate of incorporation / registration Memorandum & Article of Association or Partnership Deed etc. **(Annexure A)**

7.2 Minimum three (03) years' experience of providing janitorial & cleaning services at facilities of comparable operational complexity of private & public enterprises in line with criteria mentioned at para 9.1 (ii) **(Annexure B)**.

(In case of Non-Disclosure Agreement with the Clients, the bidders are required to provide the Performance Certificates issued by the past clients; whereas for current clients, utility charges report in the name of the Bidder may be provided. In addition to this, the bidder shall also provide an undertaking mentioning the name of the client(s), address, telephone number, fax number, email etc. The bidders are also required to submit Satisfactory Performance Certificates for past and current clients)

7.3 A complete list of key management staff with names, CNICs, designations, and contact details on company letterhead duly signed and stamped by the head of the company will be attached with technical proposals (**Annexure C)**

7.4 The bidder must demonstrate experience of managing janitorial services with cumulative deployment of at least 100 janitorial / housekeeping personnel at any given time across one or more contracts. Only janitorial / housekeeping personnel shall be counted toward this requirement. (**Annexure D**)

7.5 Last audited Annual Accounts for last three (03) years **(Annexure E)**.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

7.6 Bidders must have NTN numbers and Certificates. **(Annexure F)**

7.7 Bidders must be registered with Social Security and EOBI. **(Annexure G)**

7.8 Bidders must provide last six (6) months auditable Bank Account Statement. With an average credit balance of Rs. 3.0 million. **(Annexure H)**

7.9 Bidders must furnish Confirmations / undertaking (fresh) on non-judicial stamp paper to the effect that the firm has not been blacklisted by any Government, Semi Government and Autonomous Body. **(Annexure I)**

7.10 Bidders must furnish an undertaking that they will abide by the minimum wages prescribed by the Federal Government from time to time, pay all regulatory payments such as EOBI, Social Security, and Taxes etc. for its deployed resources. **(Annexure J)**

7.11 Bidders must furnish Confirmation / undertaking that they can provide to PAA all such information, data documentation, accounting records etc. pertaining to their operations etc. within Seven (07) days of request for the same by PAA. **(Annexure K)**

7.12 Bids must be exclusive of Provincial Sales Tax as PAA is exempted from levy of Provincial Sales Tax. **(Annexure L)**

7.13 Bidders must disclose, if, it is in any litigation against any of its clients. **(Annexure M)**

7.14 The Contractor Firm will ensure that they have enough financial capacity to pay at least two months' salary timely to the deputed Manpower at FIAP and the Bidder Firm should submit such undertaking signed by CEO/CFO or Managing Partner on attested stamp paper. **(Annexure N)**

7.15 Bidders which have been in any kind of business / operational relationship with PAA (Erstwhile CAA) are required to submit a **"Certificate of Satisfactory Performance"** issued upon completion / termination of the contract / services by the concerned location. **(Annexure O)**

8. WORK PLAN

8.1 The bidders shall submit a comprehensive and detailed Work Plan demonstrating their operational capability to deliver the required janitorial and cleaning services in accordance with the Scope of Services and Service Level Standards as defined in the Technical Evaluation Criteria. The Work Plan shall be airport-specific and shall not be generic in nature.

8.2 The Work Plan shall include the following:

8.2.1 Manpower Deployment Plan: Number and area-wise deployment of janitors and supervisors including shift distribution ensuring 24/7 coverage.

8.2.2 Machinery & Equipment: List of machinery and any additional machinery and equipment proposed to be deployed along with intended usage, deployment locations, and operational justification.

8.2.3 Consumables: List of cleaning chemicals and consumables along with specifications and brand standards suitable for airport facilities.

8.2.4 Surface-wise Cleaning Tools, Portable Cleaning Kits & Janitorial Trolley Arrangement: Surface-specific cleaning tools and equipment suitable for different airport areas, along with purpose-built janitorial cleaning trolleys

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

deployed in adequate numbers and locations. Portable cleaning kits to be provided to cleaners for spot cleaning.

8.2.5 Uniform & PPE: Uniform specification, identification method and Personal Protective Equipment (PPE) applicable to assigned tasks.

Note: PAA reserves the right to require the Service Provider to change the color scheme of uniforms of cleaners/janitorial staff in order to avoid similarity or conflict with uniforms of airport agencies. The service provider shall ensure the provision of uniforms as per the seasons i.e. Summer and winter, and comfort of staff with prior approval from the competent authority.

8.2.6 Digital Monitoring / Inspection System: A digital system capable of recording inspection activities with time-stamp and audit trail. Access shall be provided to PAA.

8.2.7 Digital Duty Roster Management: Digital duty allocation system showing shift assignment and manpower deployment visibility to PAA.

8.2.8 Digital Attendance Management: Digital attendance system (biometric/app/device-based) with time-stamped records accessible to PAA.

8.2.9 Deep Cleaning Schedule: Periodic deep cleaning program specifying frequency and coverage areas.

8.2.10 Training Programs: Training plan including chemical handling, equipment handling, safety awareness, fire safety, Basic life support by Rescue 1122 and professional conduct / courtesy training. If already not undergone the BLS and fire training, the staff will be got trained within 2 months of the starts of the agreement by any organization offering these trainings.

8.2.11 Digital Inventory / Consumables Management: Digital system for tracking stock levels, issuance and consumption with audit trail and PAA visibility.

Note-1: Digital system means any computerized system (web-based, application-based or device-based) capable of recording and maintaining retrievable operational data with audit trail.

Note-2: Systems claimed under digital components must be existing and demonstrable. The Authority may require live demonstration during technical evaluation. Proposed future development systems shall not be considered.

8.3 The Breakdown of the aforementioned workplan contents is tabulated as under:

Sr. No.	Work Plan Component	Evaluation Sub-Criteria	Marks
1	**Manpower Deployment Plan**	Area-wise deployment of janitors/cleaners and supervisors, including adequate coverage of designated areas	2.0
		Shift-wise deployment and provision for 24/7 operational coverage	1.0
		Supervisory structure, responsibility and reporting mechanism	1.0
		Arrangement for absenteeism, replacement and contingency manpower	1.0
	Subtotal		**5.0**

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Sr. No.	Work Plan Component	Evaluation Sub-Criteria	Marks
2	**Machinery & Equipment**	List and proposed deployment of required machinery/equipment for the Scope of Services	0.75
		Intended use, deployment locations and suitability for assigned tasks	0.50
		Additional machinery/equipment proposed with proper justification	0.50
		Maintenance, availability and replacement arrangements	0.25
	Subtotal		**2.0**
3	**Consumables**	List and specifications of cleaning chemicals and consumables suitable for the required services	1.0
		Proposed brands/quality standards and compliance with PAA requirements	0.50
		Storage, handling, replenishment and availability arrangements	0.50
	Subtotal		**2.0**
4	**Surface-wise Cleaning Tools, Portable Cleaning Kits & Janitorial Trolley Arrangement**	List of appropriate tools for different surfaces/cleaning activities	1.0
		List and proposed arrangement of portable cleaning kits and janitorial trolleys	0.50
		Availability, replacement and maintenance arrangements	0.50
	Subtotal		**2.0**
5	**Uniform & PPE**	Proposed uniform, identification and prescribed appearance of janitorial staff	0.25
		Task-specific PPE and arrangements for its availability and use	0.50
		Replacement and maintenance arrangements for uniform/PPE	0.25
	Subtotal		**1.0**
6	**Monitoring / Inspection System**	Inspection methodology, frequency and area-wise monitoring mechanism	1.50
		KPI/checklist-based inspection, recording and f	1.0
		Timestamp, audit trail and supporting evidence/photographic record, where applicable	1.0
		Complaint recording, corrective-action and follow-up mechanism	0.75
		Reporting mechanism and provision for PAA access/verification	0.75
	Subtotal		**5.0**
7	**Duty Roster Management**	Area-wise and shift-wise duty roster and allocation of manpower	1.0
		Supervisory control and management of duty roster	0.75

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Sr. No.	Work Plan Component	Evaluation Sub-Criteria	Marks
		Mechanism for roster changes, absenteeism and replacement	0.75
		Provision for PAA access/verification of duty roster	0.50
	Subtotal		**3.0**
8	**Attendance Management**	Proposed attendance management mechanism	1.0
		Time-stamped/biometric or equivalent reliable attendance recording system	1.0
		Absenteeism/exception reporting and follow-up mechanism	0.50
		Reporting and provision for PAA access/verification	0.50
	Subtotal		**3.0**
9	**Deep Cleaning Schedule**	Frequency and area-wise schedule for deep cleaning	0.75
		Proposed methodology, cleaning materials/chemicals and equipment for deep cleaning activities	0.75
		Recording, completion monitoring and supervisory verification	0.50
	Subtotal		**2.0**
10	**Training Programs**	Training on cleaning chemicals, machinery, equipment and tools	0.75
		HSE, safety procedures and safe working practices	0.75
		Staff conduct, passenger courtesy and workplace discipline	0.50
		Training frequency, refresher training and maintenance of training records	1.0
	Subtotal		**3.0**
11	**Inventory / Consumables Management**	Stock management and maintenance of minimum stock levels	0.75
		Issuance, consumption and stock recording mechanism	0.50
		Replenishment and shortage/stock-out prevention mechanism	0.50
		Inventory audit and provision for PAA verification/access	0.25
	Subtotal		**2.0**
	Total		**30.0**

Each sub-criterion shall be scored as Full marks (fully addressed, airport-specific, supported by evidence/demonstration), 50% (addressed but generic or partly supported) or Nil (not addressed).

8.4 The Work Plan submitted by the bidder shall form part of the Contract Agreement to be signed between PAA and the Service Provider.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

8.5 All machinery, equipment and tools committed by the Service Provider under the approved Work Plan shall remain available, functional and deployed at site during operational hours throughout the contract period.

8.6 Machinery shall not be removed from the airport premises or shifted to any other location without prior approval of PAA. Any machinery found non-functional, unavailable, or removed from site without approval shall be treated as non-availability of equipment and may attract penalties under the applicable provisions of this Contract.

8.7 The Service Provider shall ensure deployment of manpower at all times as defined in the Work Plan and as agreed by the Airport Manager of PAA.

8.8 Airport Manager can change the deployment plan in order to meet the operational requirements.

8.9 However, this shall not limit the Service Provider to enhance the manpower deployment in order to ensure efficient services as per the scope. Monitoring of the Service Provider shall be made against the Scope of Services and KPIs as defined in the RFP & Contract Agreement.

9. TECHNICAL EVALUATION CRITERIA

9.1 The bidders shall be technically evaluated as per the following criteria:

<table>
<tr><th>S. No.</th><th>Criteria</th><th>Description</th><th>Max. Marks</th></tr>
<tr><td>i)</td><td>Experience</td><td>The bidder must have at least three (03) year experience of providing similar janitorial/ cleaning services to public or private sector.
Marks shall be awarded as follows:
<table>
<tr><th>Experience Duration</th><th>Marks</th></tr>
<tr><td>3 to less than 5 years</td><td>5</td></tr>
<tr><td>5 to less than 7 years</td><td>7</td></tr>
<tr><td>7 years or more</td><td>10</td></tr>
</table>
(Copy of contract(s)/completion certificate along with Satisfactory Completion Certificates of both past and current clients to be attached. Only contracts having a duration of at least twelve (12) months shall be considered for evaluation.)
(Maximum 10 Marks)</td><td>10</td></tr>
<tr><td>ii)</td><td>No. of Clients</td><td>The bidder must have provided similar janitorial/cleaning services to at least three (03) facilities of comparable operational complexity.

Marks shall be awarded based on category of facilities served:
<table>
<tr><th>Category</th><th>Facility Type Examples</th><th>Marks per Client</th></tr>
<tr><td>Category A – High Public Interface Facilities</td><td>Airports, hospitals (≥100 beds), shopping malls, 4–5-star hotels, large terminals</td><td>3</td></tr>
<tr><td>Category B – Institutional /</td><td>Government offices, universities, large office buildings including financial</td><td>2.5</td></tr>
</table></td><td>15</td></tr>
</table>

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

		<table><tr><td>Government Facilities</td><td>Institute Head Offices, Industrial Facilities</td><td></td></tr><tr><td>Category C – Small Commercial Facilities</td><td>Small offices, schools, retail plazas, warehouses</td><td>1</td></tr></table> *(All claimed contracts must have a minimum duration of twelve (12) months. Additionally, at least one (01) client must have a minimum covered area of 30,000 sq.ft. or above. Category C facilities shall earn marks but shall not count towards the minimum three (03) facilities required under clause 7.2)* (Maximum 15 Marks)	
iii)	Manpower	The bidder must demonstrate experience of deploying janitorial staff under one contract. Marks shall be awarded as follows: <table><tr><th>Maximum Manpower deployed</th><th>Marks</th></tr><tr><td>35- 45</td><td>7.5</td></tr><tr><td>46 – 60</td><td>10</td></tr><tr><td>61 – 80</td><td>12.5</td></tr><tr><td>81 or above</td><td>15</td></tr></table> *(Deployment shall mean continuous on-site manpower under a single contract. Documentary proof required in the form of client certificate mentioning deployed manpower. Cumulative manpower across multiple contracts shall not be considered.)* ***(Note:** PAA reserves the right to verify the information from the respective client organizations.)* (Maximum 15 Marks)	15
iv)	Work Plan	The bidder shall submit a comprehensive and detailed Work Plan demonstrating its operational capability to deliver the required janitorial and cleaning services in accordance with the Scope of Services and Service Level Standards as specified in the Work Plan clause # 8.2 & 8.3 of the RFP. Marks shall be awarded as per clause 8.3. (Maximum 30 Marks)	30
v)	ISO Certification	Marks shall be awarded as follows: <table><tr><th>Certification</th><th>Marks</th></tr><tr><td>ISO 9001 (Quality Management)</td><td>2</td></tr><tr><td>ISO 45001 (Occupational Health & Safety)</td><td>2</td></tr><tr><td>ISO 14001 (Environmental Management)</td><td>1</td></tr></table> *(Certificates must be valid, issued in the name of the bidding entity, and relevant to janitorial/facility management services.)* (Maximum 05 Marks)	05
vi)	Annual Turnover	The Bidder will be given marks against the average turnover for the last three years (FY 2023-24, 2024-25, 2025-26).	20

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

<table>
<tr>
<td></td>
<td></td>
<td>
<table>
<tr><th>Annual Turnover</th><th>Marks</th></tr>
<tr><td>Rs. 100 to less than 200 Million</td><td>12</td></tr>
<tr><td>Rs. 200 to less than 300 Million</td><td>16</td></tr>
<tr><td>≥ Rs. 300 Million</td><td>20</td></tr>
</table>
(Maximum 20 Marks)
</td>
<td></td>
</tr>
<tr>
<td>vii)</td>
<td>Set up</td>
<td>
The bidder shall have an established operational office within Faisalabad capable of supporting contract operations, supervision and logistics. The bidder shall provide documentary proof such as office lease/ownership documents, utility bill, and office contact details.
Marks shall be awarded as follows:
<table>
<tr><th>Setup</th><th>Marks</th></tr>
<tr><td>Permanent operational office in Faisalabad</td><td>5</td></tr>
<tr><td>Proposed office to be established after award</td><td>2</td></tr>
<tr><td>No local office</td><td>0</td></tr>
</table>
(Maximum 05 Marks)
</td>
<td>05</td>
</tr>
</table>

9.2 To qualify, the bidder shall secure a minimum of fifty percent (50%) marks in each of the following criteria: Experience, No. of Clients, Manpower, Work Plan and Annual Turnover, as specified under Sr. No. i, ii, iii, iv and vi of Clause 9.1. The bidder shall also achieve an overall aggregate score of not less than sixty-five (65) marks, failing which the bid shall be considered non-responsive.

9.3 Technical Committee may undertake a visit to the office of the bidder. The Committee may also visit buildings/ areas where the participating bidders are currently providing Janitorial and other services.

9.4 The bidders shall provide brand names with the consumable, machinery and other items for janitorial and other services in technical proposals. Incomplete proposal/quotations without brand/mark will be declared as technically non-responsive.

10. FINANCIAL BID EVALUATION

10.1 Financial Bids will be opened in front of all the technically qualified bidders, who choose to be present during the bid opening process. Where there is a discrepancy between amount in figures and words, the amount in words shall prevail.

10.2 The method of Selection will be Quality & Cost Based Selection with a weighting of 40% for Quality and 60% for Cost, calculated as follows:

10.2.1 **Quality Score (Qs)**

Quality Score shall be calculated as:

$$Qs = \frac{\text{Technical Score Obtained}}{100} \times 40$$

10.2.2 **Financial Score (Fs)**

Financial Score shall be calculated as:

$$Fs = \frac{\text{Lowest Evaluated Bid Price}}{\text{Bidder's Evaluated Bid Price}} \times 60$$

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

10.2.3 **Final Combined Score**

Final Score = Qs + Fs

10.3 The bidder obtaining the highest Final Combined Score shall be declared the Most Advantageous Bidder.

10.4 In case of equal Final Combined Scores, the bidder obtaining the higher Technical Score shall be ranked higher.

10.5 All scores shall be calculated up to two (02) decimal places.

11. AWARD OF CONTRACT

11.1 Prior to expiration of the period of bid validity prescribed in the RFP, PAA shall notify the successful bidder in writing ("Letter of Acceptance") that his bid has been accepted. This letter shall name the Contract Period, Monthly cost, Annual Cost and Contract Price as quoted in "Schedule of Prices", which the PAA shall pay the Contractor in consideration of the execution and completion of the Services by the Contractor as prescribed by the Contract.

11.2 The Letter of Acceptance and its acknowledgement by the bidder shall constitute the formation of the Contract, binding PAA and the Bidder until signing of the formal Service Level Agreement (SLA).

11.3 Upon furnishing by the successful bidder of a Performance Security within (14) days after receipt of Letter of Acceptance, PAA shall promptly notify the other bidders that their bids have been unsuccessful and return their bid securities.

12. PERFORMANCE SECURITY:

12.1 The successful bidder shall, within (14) days after receipt of acceptance letter, furnish a Performance Security of the amount equal to 5% of the Contract Price in the form of Bank Draft / Pay Order / Bank Guarantee from any Schedule Bank of Pakistan as per list of authorized / approved banks of PAA, in favour of "Pakistan Airports Authority (PAA)".

12.2 The Performance Guarantee shall be returned within (02) months after completion of the Contract period or the extended period whichever is later.

12.3 Failure of the successful bidder to comply with the requirements of furnishing Performance Security or signing of the contract agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

13. SIGNING OF CONTRACT

13.1 Within fourteen (14) days from the date of furnishing of acceptable Performance Security under the Conditions of Contract, the PAA shall send to the successful bidder the Contract Agreement provided in the Bidding Documents, duly filled in and incorporating all agreements between the parties for signing and return it to the PAA. The cost of execution of the Contract (on non-judicial stamp paper) is to be borne by the Successful Bidder.

13.2 The formal Contract between the PAA and the successful bidder shall be executed within fourteen (14) days of the receipt of such Service Level Agreement (SLA) by the successful bidder from the PAA.

14. MONITORING

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

14.1 PAA shall have the right to access equipment, facilities and the site at any time for verification and evaluation of the performance of the Service Provider through physical inspections, testing of equipment/systems and checking attendance of staff. Such inspections shall not relieve the Service Provider of its contractual responsibilities.

14.2 PAA, through its designated officer(s), shall regularly inspect the performance of the Service Provider against the Service Standards / KPIs mentioned in PAAF-009-ASTF-2.0 (attached as **Appendix 'G'** to this RFP) and may impose penalties and issue warnings where applicable.

14.3 The frequency and mode of inspections may be determined and varied by PAA from time to time depending on operational requirements, passenger traffic levels, complaints, or service performance.

14.4 PAA may also introduce additional monitoring forms, inspection formats, digital monitoring systems, or Standard Operating Procedures (SOPs) for effective monitoring and evaluation of the services.

14.5 All inspections shall be conducted and recorded on an area-wise basis, and performance scores, warnings and penalties shall be calculated independently for each designated operational zone.

14.6 Detailed monitoring mechanism and penalties criteria is specified in the clause # 6 of the Conditions of Contract / Contract Agreement.

14.7 In addition to the unsatisfactory services, the following shall also be treated as violations and PAA shall impose penalties as defined below:

Type of Violations:

14.7.1 **Service Level Violations:** These violations relate to failure in delivery of cleaning services and operational standards, including but not limited to:

a. Unsafe working / violation of HSE Manual

b. Non-Compliance with service standards or KPIs

c. Incomplete Area Coverage or Unattended areas

d. Persistent poor cleanliness or unhygienic conditions

e. Use of substandard, diluted, unapproved or poor-quality cleaning chemicals, consumables or materials

f. The use of cell phones by janitors during duty hours is strictly prohibited. Any attempt to shoot videos or post pictures on social media will result in penalty.

g. Use of inappropriate or improper cleaning tools, equipment or methods not suitable for the surface or task

h. Improper placement, storage or abandonment of machinery, cleaning equipment, tools, trolleys or materials in passenger areas, washrooms, corridors, sinks, counters, pillars or other inappropriate locations causing obstruction, unhygienic conditions or visual nuisance

i. Non-compliance with SOPs and instructions issued by Airport Manager / Deputy Airport Manager / the authorized OICs

j. Failure to promptly attend to or satisfactorily resolve complaints related to cleanliness, washroom hygiene, litter, spills, or other service

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

deficiencies within the stipulated response time *(Repeated complaints regarding the same location or issue due to failure of proper cleaning or supervision).*

k. Consumption or intake of *PAN, GUTKA, NASWAR, TOBACCO* or similar substances at the workplace.

Penalty: Refer to contract clause 6 (Monitoring and Penalties). The Service Provider shall be given three (03) working days to respond before a penalty is finalized.

14.7.2 **Staff Misconduct and Non-Availability of Machinery:** These violations relate to misconduct of staff or operational negligence including but not limited to:

a. Cleaning Staff /Machine Operator not wearing the prescribed uniform or displaying the Airport Entry Pass / ID Card

b. Cleaning Staff /Machine Operator approaching passengers for money / tip or extending protocols

c. Misbehaviour with passengers or airport employees

d. Non-availability or non-serviceable condition of required cleaning equipment at site

Penalty: Refer to contract clause 6 (Monitoring and Penalties). The Service Provider shall be given three (03) working days to respond before a penalty is finalized.

14.7.3 **Serious / Critical Violations:** These violations shall include but are not limited to:

a. Repeated violations despite warnings

b. Non-Payment of salaries, overtime, EOBI, or Social Security

c. Engagement of unauthorized or unverified personnel

d. Security breach attributable to Service Provider's staff

e. Non-compliance of instructions passed by the PAA Airport Manager and authorized OICs for each zone.

Penalty: Refer to contract clause 6 (Monitoring and Penalties). The Service Provider shall be given three (03) working days to respond before a penalty is finalized.

14.7.4 **Escalated Penalty**: If violations persist despite issuance of three (03) warnings, PAA may impose an additional penalty ranging from PKR 50,000 up to PKR 500,000, without prejudice to other remedies available under the Contract.

14.7.5 **Manpower Shortfall**: If manpower deployment is found below the approved level as per Work Plan, PAA may impose a penalty ranging from PKR 50,000 up to PKR 500,000 per instance, depending on severity and duration.

14.7.6 Repeated violations of the same nature after due process of warning, time for rectification defined by the APM and if not rectified, shall be treated as aggravated violation and leadings towards termination of SLA. In case the

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

violations exceed the tolerable point (severe violations up to 5 during the entire period of agreement, may lead to termination of the agreement)

14.8 **Classification of non-compliance**

14.8.1 Non-compliance observed during inspections shall be classified as either:

a. Performance Deficiency – Deficiencies related to cleanliness standards assessed through the inspection checklist and reflected in performance scoring and monthly deductions.

b. Operational Violation – Breaches relating to manpower deployment, staff conduct, equipment availability, safety compliance, or violation of contractual instructions, which may attract incidence-wise penalties as defined in this Section.

14.8.2 PAA shall determine the classification of the non-compliance and its decision shall be final.

14.9 Imposition of a penalty shall not relieve the Service Provider from rectifying the violation immediately or from complying with the Service Standards and contractual obligations.

15. SERVICE PROVIDER'S WARRANTIES AND OBLIGATIONS:

Service Provider undertakes warrants and represents that at all times:

15.1 It has the requisite power and authority to enter into and perform this Agreement.

15.2 It shall carry out the Services with reasonable care and skill.

15.3 It holds valid license and authority to carry out the Services.

15.4 It shall ensure 24/7 cleaning at the airport as per required standards and ensuring availability of consumables and equipment as per the RFP.

15.5 It shall employ competent and qualified personnel to carry out the Services.

15.6 All persons engaged by the Service Provider to carry out the Services are its employees and have no criminal record.

15.7 Service Provider shall certify that the resources provided are not addicted to drugs etc. and have security clearance from the relevant authorities.

15.8 The Service Provider shall be responsible for the background check and obtaining security clearance, medical insurance, medical fitness certificate, provision of uniform and attendance procedure of all the persons deployed by the Service Provider at the airport.

15.9 It shall perform Services using all reasonable skill, care and diligence in accordance with good industry practices and shall ensure that its employees have the skills and expertise required to carry out the Services to the standards and timings required by PAA. The schedule will be duly endorsed by Terminal manager and can be amended to match the requirements of flights schedule

15.10 The Service Provider or its employees will manage the transportation to and from the airport and will be of no obligation to PAA.

15.11 The Service Provider shall take good care of tools and equipment required for the satisfactory execution of work.

15.12 The Service Provider shall not act in a way, which is prejudicial to PAA's interests or business.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

15.13 The services shall be fit for the expressed or implied purposes for which supplied.

15.14 The Service Provider and its employees shall obey all lawful and reasonable directions of PAA's representatives.

15.15 Service Provider shall provide staff who must be experienced in working of cleaning services, trained/ updated on Code of Conduct, HSE Manual, handling of Chemicals and Equipment Handling, and Safety Awareness etc., and must have in-depth knowledge of operating various type of machines to cleaning services.

15.16 The bidder shall submit payment slips of EOBI / Social Security / Employees Social Security Cards & their entry in EOBI mentioning staff names engaged with PAA after execution of the agreement.

15.17 The Service Provider shall strictly follow the labour laws and the minimum wage of janitorial staff / technical staff prescribed by the Government from time to time, regulatory payments, taxes, uniforms, PPE's, insurances etc. The bidders will submit an Undertaking to this effect.

15.18 In case of changes in the minimum wage as announced by Federal Government from time to time, adjustment in the Contract Price would be made according to the manpower as per the clause 5.22 & 6.22.

15.19 Uniform, Training, TDP (Temporary Duty Permit/ Airport Entry Pass), and all other operational expenses shall be borne solely by the Service Provider and shall not be transferred to the workforce.

15.20 Minimum two (02) pairs of uniforms and shoes per year must be provided to each worker by the Service Provider which must be used by the workers during working hours.

15.21 Overtime, if required, shall be paid by the Service Provider to its employees in accordance with applicable labour laws, and no additional financial liability shall accrue to PAA.

15.22 If any employee is found to have worked beyond the working hours of duty per week as defined by EOBI and Labour Laws, a penalty of Rs. 500,000/- shall be imposed on the contractor.

15.23 Any breach by Service Provider of this clause (Service provider's Warranties) constitutes a material breach of the Contract. In addition to PAA's rights, PAA shall be entitled to require Service Provider to;

15.23.1 Remedy the breach at its costs;
15.23.2 Pay for it to be remedied; or
15.23.3 Repay to all amounts already paid for the defective Services.

16. ACCESS TO THE BUILDINGS/ PREMISES, AND STORES

16.1 Before the award of the Contract, PAA shall ensure access of Service Provider and Service Provider's staff (after verification and clearance by the concerned agencies to be processed by the Service Provider), to all concerned parts of the buildings/ Premises where Services are to be provided under the Contract.

16.2 The Service Provider shall ensure timely submission of documents of its employees for issuance of Airport Entry Passes.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

16.3 The Service Provider shall allow and ensure easy access of authorized person(s) of the PAA to its office, stores or other areas under its control while providing the Services under the Contract.

17. PAYMENTS

17.1 The payments shall be made to the Service Provider on monthly basis after adjustment of any claims and deductions against the Service Provider.

17.2 The Service Provider shall submit invoice (by 02nd day of each month), of the services completed during the previous month.

17.3 The Service Provider shall submit report (by 02nd day of each month), of the disbursement of salaries to its staff of the previous month.

17.4 PAA may release payments (by 10th working day of the month) as per Schedule of Prices after deduction of any claims or penalties as defined in the Contract Agreement.

18. CURRENCY, TAX, PRICE ADJUSTMENTS

18.1 Payments shall be made in Pak. Rupees, only.

18.2 All applicable taxes shall be deducted by PAA at source unless a tax exemption certificate is submitted by the Service Provider.

18.3 Bids must be exclusive of Provincial Sales Tax as PAA is exempted from levy of Provincial Sales Tax.

18.4 Price adjustment shall also be allowed for revision of minimum wage rates by the Government. Such adjustment shall be implemented from the effective date of revision of minimum wages. In case of increase in minimum wages by the Government, the Service Provider shall revise minimum wages and will ensure payment of other allied regulatory amounts to its employees. PAA shall compensate the Service Provider by paying additional / differential amount to the Service Provider effective from the date of the Government's implementation policy.

18.5 **Revision in Minimum Wage**:

18.5.1 In the event of revision of the approved minimum wage by the Government during the term of the Agreement, the Authority shall pay the Service Provider the differential amount arising solely due to the increase between the previously applicable minimum wage announced by the Federal Government and the revised minimum wage for janitors/ cleaners deployed under the Contract, with effect from the date of such notification. The price adjustment per employee shall be calculated as follows:

Price Adjustment per Employee = Revised Minimum Wage – Previously Applicable Minimum Wage

18.5.2 The total monthly adjustment shall be the aggregate of the above difference for all eligible janitors/ cleaners/ machine operators whose wages are required to be increased due to such statutory revision.

18.5.3 The Service Provider shall submit documentary evidence, including updated payroll records and proof of payment, and PAA shall process the claim after verification and validation of such documents.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

18.6 Service Provider shall be directly responsible for all his liabilities or obligations on account of any taxes, duties (including stamp duty), charges, regulatory payments or cesses levied by the Government or any other authority either on his business or on the Services and the documentation related thereto.

18.7 Right to audit operations and payroll compliance rests with PAA.

19. TERMINATION (with or without cause)

19.1 PAA shall be entitled to immediately terminate/suspend the Contract by issuing a Final Notice to the Service Provider, under any of the following conditions:

19.1.1 Service Provider materially or consistently breaches the Contract

19.1.2 Service Provider suffers (or is likely to suffer) an insolvency event or, undergoes a material change in its management, ownership or control; or

19.1.3 At any time, subject to at least 30-day notice

19.2 Without prejudice to the rights of PAA in respect of termination/ suspension of the Contract, the Service Provider may terminate the Contract on 120 days' notice. Provided that this clause shall not be applicable before expiry of 12 months commencing from the date of signing of the Contract.

20. LIABILITY

Service Provider shall be responsible for and shall indemnify and hold harmless PAA, its agents and employees from all losses arising out of Service Provider's negligence or breach of Contract.

21. CONFIDENTIALITY

Except with the consent in writing of PAA, Service Provider shall keep strictly confidential and not make use of any confidential information supplied by PAA other than to perform this Contract, and shall impose the same obligations on its employees and other third parties.

22. INDEPENDENT CONTRACTOR

The Service Provider shall at all times function and be regarded as independent and not as an agent of PAA and neither the Service Provider nor its personnel shall have the right to represent or bind PAA to any third person.

23. BID SECURITY

23.1 Each bidder shall furnish, as part of his bid, a Bid Security amounting to Rs. 5, 206, 919/- (Rupees Five million two hundred six thousand nine hundred nineteen only) against three years cost.

23.2 The Bid Security shall be in the form of Bank Draft/ Pay Order / Bank Guarantee from any scheduled Bank as per list of approved banks, in favour of "Pakistan Airports Authority (PAA)" (subject to verification).

23.3 Any bid not accompanied by an acceptable Bid Security shall be rejected.

23.4 Bid Security of unsuccessful bidders shall be returned upon award of contract to the successful bidder or on the expiry of validity of Bid Security whichever is earlier.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

23.5 The Bid Security of the successful bidder shall be returned when the bidder has furnished the required Performance Security, pursuant to Clause 12 & 13 and signed the Service Level Agreement (SLA).

23.6 The Bid Security may be forfeited:

23.6.1 if a bidder withdraws his bid during the period of bid validity; or

23.6.2 in the case of a successful bidder, if he fails to:

a. furnish the required Performance Security within the stipulated time period, in accordance with clause 12.

b. sign the Contract Agreement in accordance with clause 13.

24. BID VALIDITY

24.1 The Bid shall be valid for a period of 180 days from the date of bid submission.

24.2 In exceptional circumstances prior to expiry of original bid validity period, the PAA may request the bidders to extend the period of validity through EPADS for a specified additional period which shall in no case be more than the original bid validity period. A bidder may refuse the request without forfeiture of his Bid Security. A bidder agreeing to the request shall be required to extend the validity of his Bid Security for the period of the extension as per Clause # 23

25. OTHER TERMS AND CONDITIONS

By responding to this RFP, the bidder agrees to the Terms and Conditions given below and in this RFP as a whole.

25.1 At any time prior to the deadline for submission of bids PAA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective firm, modify the RFP by amendment.

25.2 All such amendments shall become part of the RFP after they have been notified to all bidding companies/firms.

25.3 No bidder shall contact PAA on any matter relating to its bid from the time of the bid opening to the time the bid evaluation result is announced by the PAA.

25.4 Any effort by a Bidder to influence PAA in the bid evaluation, Bid comparison or Contract Award decisions may result in the rejection of its bid.

25.5 PAA reserves the right to extend the dates for submission of responses to this document.

25.6 Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the bids.

25.7 PAA reserves the right to call for any additional information and also reserves the right to reject the proposal of any firm if in the opinion of PAA, the information furnished is incomplete or the bidder does not qualify for the contract.

25.8 The Bid prepared by the Bidder and all correspondence and documents relating to the Bid, exchanged by the Bidder and PAA shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Bid, the English translation shall govern.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

25.9 The Bidders are requested to quote in Pakistani Rupees ('PKR'). Bids in currencies other than PKR may not be considered.

25.10 Failure of PAA to select a Service Provider shall not result in any claim whatsoever against PAA and PAA reserves the right to reject any or all bids in accordance with Rule 45 of the Public Procurement Rules, 2026.

25.11 Cost of execution of the Contract Agreement is to be borne by the Service Provider.

25.12 Any additional or different terms and conditions proposed by the Service Provider would be rejected unless expressly assented to in writing by PAA.

25.13 PAA would not assume any expenses incurred by the bidders in preparation of the response to this RFP.

25.14 Bidders shall have the opportunity to clarify doubts pertaining to the RFP in order to clarify any issues they may have prior to finalizing their responses.

25.15 Technical Evaluation Committee will scrutinize the offers to determine whether they are complete, error free, required technical documentation has been furnished, the documents have been properly signed, and items are quoted as per the schedule.

25.16 PAA may at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all competitors and PAA reserves the right for such waivers.

25.17 To assist in the scrutiny, evaluation and comparison of offers, PAA may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. PAA has the right to disqualify the Bidder whose clarification is not received by PAA by the stipulated time or is found not suitable to the proposed project.

25.18 PAA reserves the right to make any changes in the terms and conditions of RFP.

25.19 PAA may at its absolute discretion exclude or reject any proposal that in the reasonable opinion of PAA contains any false or misleading claims or statements. PAA has no liability to any person for excluding or rejecting any such proposal.

25.20 The Service Provider shall promptly notify PAA of any change in partnership, directorship or other managerial orders of the company or address of the firm.

25.21 Service Provider shall indemnify, protect and save PAA against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting directly or indirectly from an act or omission of the Service Provider, its employees, its agents, in the performance of the services provided by contract, infringement of any patent, trademarks, copyrights etc. or such other statutory

25.22 Mobilisation period for undertaking the job shall not be more than 30 days.

25.23 PAA reserves the right to reject all bids and annul the bidding process at any time prior to acceptance of bid. Notice thereof shall be issued to all bidders who have submitted bids. PAA shall upon request communicate the grounds for its rejection of all bids but is not required to justify these grounds. PAA shall incur no liability in this regard.

25.24 List of Banks is attached as **Appendix 'H'**

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

CONTRACT AGREEMENT FOR JANITORIAL & CLEANING SERVICES AT _____

This Contract is granted at ----------, on this ___day of _____, 2026.

BETWEEN

Pakistan Airports Authority (PAA) established under the PAA Act, 2023, having its Headquarters at Terminal-I, Jinnah International Airport at Karachi, represented by **Chief Operating Officer/ Airport Manager**, _____ hereinafter called / referred to as **The PAA** (which expression, wherever the context so required, shall mean officers/ executive/ persons nominated/ authorized/ deputed by it and shall include its successors-in-interest, authorized representatives, permitted assigns, the Airport Manager, _____ administrators as the case may be) of **The First Part**.

AND

M/s. _____a firm/ company incorporated under the laws of Pakistan and having its registered office at _____ represented by _____as its duly authorized representative in this respect, hereinafter called/ referred to as **The Service Provider** (which term/ expression, wherever the context so required, shall mean officers/ executive/ persons nominated/ authorized/ assigned/ deputed by it and shall include its successors-in-interest, authorized representatives, permitted assigns, and trustees in bankruptcy) of **The Second Part.**

WHEREAS the PAA is desirous of awarding Contract for Janitorial and cleaning services at Faisalabad International Airport to the Service Provider for which purpose the PAA followed "Open Competitive Bidding" procedure in the manner as provided in Public Procurement Rules, 2026;

AND WHEREAS the Service Provider submitted its Proposal in response to the PAA's Request for Proposal (RFP) and the Proposal of the Service Provider has been found responsive as per Public Procurement Regulatory Authority Rules, 2026 and accepted by the PAA, where after, the PAA has offered to the Service Provider to perform the services as per this Contract.

AND WHEREAS the Service Provider has agreed to offer its services for the performance elaborated herein, having represented to the PAA that they have the required professional skills and resources, and have agreed to provide the Services on the terms and conditions set forth in this Contract subject to payment of a services cost as mentioned in the "Schedule of Pricing" as per the requirements of the Proposal and the Contract to the full satisfaction of the PAA.

NOW THEREFORE this agreement is reached between the parties on the terms and conditions as mentioned hereunder: -

The following documents shall be deemed to form and be read and construed as part of this Agreement, and in case of any conflict, the decision of DG PAA shall be final, conclusive and bindings: -

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

i) Request for Proposal (RFP)
ii) Services Standards / KPIs (Appendix 'A1' to this document)
iii) Work Plan submitted by the Service Provider
iv) Integrity Pact
v) Conditions of Contract

1. DEFINITIONS

In the Contract as defined below, the words and expressions defined shall have the following meanings assigned to them, except where the context requires otherwise;

A. **"Authorized Officer"** means the person notified by the PAA to act as the officer in-charge for ensuring uninterrupted, continuous and efficient provision of contracted services and named as such in the Work Order or Letter of Acceptance.
B. **"The Bid/ Bidding Documents"** means the tender notice floated by the PAA, along with its related documents and the documents submitted by the Service Provider in response thereto.
C. **"Commencement Date"** is the latest date when the Service Provider shall commence the Services after receiving Letter to Commence from the PAA. This shall be specified in the Work Order.
D. "Confidential Information "means all information including copies however disclosed including any Intellectual Property Rights (IPR), documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing and customer information, information relating to market opportunities or business affairs and any other information marked or by implication, confidential or of commercial value.
E. **"Consumables"** are such items that need to be periodically used to carry out the services. These items are typically used up and replaced on a regular basis. Consumables are used up/ discarded (and not returned).
F. **"Day"** means a calendar day.
G. **"Documents"** means all documents (including any part of the Contract documents, conditions of the Contract, Scope of Services/ Schedules of Pricing, Addenda (if any) or Confidential Information) supplied by the PAA to the Service Provider.
H. **"Exigency Event"** means any event of emergency, need etc. requiring additional inputs/ efforts to handle the pressure or tackle the situation.
I. **"Financial Bid"** means the priced and completed Schedules of Pricing forming part of the Bid.
J. **"Force Majeure"** means an event or circumstances beyond the control of a party which makes performance of the party's obligations illegal or impracticable.
K. **"Insolvency Event"** means a person (a) entering into voluntary/compulsory liquidation, (b) having a receiver or administrative receiver appointed over any of its assets or being the subject of an application for administration, (c) entering into an arrangement or composition with its creditors or (d) becoming bankrupt.
L. **"The Contract"** means this Contract agreement for rendering services which

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

comprises of all the documents listed in the Contract and any variation to such documents in writing.

M. **"Losses"** means any direct or indirect losses, damages, claims, demands, liabilities, costs (including legal costs) fines, penalties (including third party penalties), expenses, or claims (including but not limited to workmen's compensation claims or grievances) and lost revenue suffered or incurred by client.

N. **"Materials"** means things of all kinds (other than plants & Service Provider's Equipment) to be supplied and incorporated in the Services.

O. **"PAA"** means the Pakistan Airports Authority.

P. **"Premises"** means the buildings, areas or places where Services are to be provided under this Contract.

Q. **"The Service Provider"** is M/s._____

R. **"Service Provider's Employee"** means the staff of the Service Provider.

S. **"Service Provider's Equipment"** is the Service Provider's machinery, apparatus, tool and plant brought temporarily to the buildings/premises/site for use during execution of Services under this Contract.

T. **"Services"** means janitorial and cleaning services as defined in this Contract.

U. **"Term"** means the time period of validity of Contract.

V. **"Work Order"** is the written order issued by the PAA after the Contract to the Service Provider.

2. SCOPE OF SERVICES

The Service Provider shall provide janitorial and cleaning services at Passengers Terminal Building (PTB), _____ which shall cover areas and scope of services as per **Appendix 'A'** of the RFP under this Service Level Agreement. The Service Provider shall ensure to deploy adequate number of qualified, experienced and trained persons on site to perform the assigned services round the clock (24/7), including holidays, besides provision of consumables and equipment, as identified in this Service Level Agreement. The Services include works as mentioned in this agreement and in accordance with the PAA requirements, industry best practices and adequate standards of hygiene.

A. The areas / scope of services / facilities required to be manned and cleaned as per the instructions provided in the RFP (Attached as **Appendix-A** of the RFP).

B. Authorized representative(s) of the Service Provider shall remain available at designated place(s) on twenty-four (24) hours basis.

C. The Service Provider shall deploy Site Manager, who shall be available during office hours as Service Provider's Site Representative.

3. DESCRIPTION OF SERVICES

A. SERVICE STANDARDS / KEY PERFORMANCE INDICATORS

i. The Service Provider shall ensure provision of Janitorial and Cleaning Services on continuous basis (24x7).

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

ii. The performance of the Service Provide shall be evaluated / monitored through the Key Performance Indicators (KPIs) defined and attached as **Appendix 'A'** to the Contract Agreement.

iii. **Spill Response Time:** The Service Provider shall ensure immediate response to any spill, litter, or accidental contamination observed in passenger areas, washrooms, corridors, lounges, or other operational areas.

a. Any such spill shall be attended to and properly cleaned within ten (10) minutes of being observed or reported.

b. Failure to respond to or rectify the spill within the stipulated time shall constitute a service violation and may attract penalties as per the applicable provisions of this Contract.

B. MANPOWER

i. The Service Provider shall ensure that skilled manpower is deployed to satisfactorily discharge its obligations under this Contract, at minimum in accordance with the figures as mentioned in Work Plan submitted by the Service Provider.

ii. Staff deployed for the assignment must be experienced and trained in their respective areas and able to perform services to the entire satisfaction of the PAA.

iii. The staff provided by the Service Provider must be trained / updated on Code of Conduct, HSE Manual, Chemicals and Equipment Handling, and Safety Awareness etc.

iv. The Service Provider shall submit Credentials of the human resources to be deployed within ten (10) working days after notification for Award of Contract. The Service Provider shall immediately intimate the PAA regarding updating in credentials of the human resource as and when any change in the same occurs.

v. The Service Provider may deploy additional resources to meet operation services standards and / or contractual requirements without any additional cost to the PAA.

vi. Besides daily, weekly and monthly deployment plan of Janitorial & Cleaning Services shall be submitted by the Service Provider to the PAA. However, the PAA may direct the Service Provider to alter / enhance its deployment plan as per actual requirement of the PAA.

vii. In case of changes in the minimum wage as announced by Federal Government from time to time, adjustment in the Contract Price would be made according to the manpower as per the clause 5.22 & 6.22.

viii. However, this shall not limit the Service Provider to enhance the manpower deployment in order to ensure efficient services as per the scope.

C. CONSUMABLES

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

i. The Service Provider shall ensure availability of PAA approved renowned branded items/products of high quality at all the time & shall maintain stock of consumable items for at least one-month advance in an allocated storeroom. The list of Consumables submitted by the Service Provider in the Work Plan is attached as Appendix _____

ii. Cleaning chemicals and tools must be compatible with the surface on which it is to be applied.

iii. The PAA shall inspect the consumables at any time and reject any sub-standard product(s) or any product that can damage the fittings / fixtures etc.

iv. The Service Provider shall also ensure availability of toiletries such as towels, toilet paper, hand soap, hand sanitizer, tissues, baby changing station liners etc. at all times.

v. The allocated store room shall be manned (24x7) by the representative of Service Provider and if required, by PAA designated official(s) as well.

Note: Consumables shall be stocked at the allocated store to be provided by the PAA. However, if the Service Provider needs a separate or additional room, this would be charged/ rented out as per PAA Commercial Policy)

vi. It shall be binding on the Service Provider to meet the actual requirement of the PAA.

vii. In addition to this, the Service Provider shall arrange its own janitorial equipment & tools etc. for execution of janitorial/ housekeeping services (as required).

viii. The Service Provider shall ensure that appropriate cleaning tools, equipment and chemicals are used for each specific surface and cleaning activity. Tools and materials shall be suitable for the intended purpose and shall not damage floors, fixtures, fittings, glass, stainless steel or other surfaces.

ix. All hand-wash dispensers, soap dispensers and refill containers installed or placed in washrooms and other areas shall be of durable and good quality, preferably wall-mounted or properly designed refillable units. Use of improvised containers, recycled plastic bottles, or random pump bottles for dispensing hand-wash or liquid soap shall not be permitted. The design, type and quality of dispensers shall be subject to approval of PAA. Dispensers shall be properly installed, maintained in functional condition and regularly cleaned to ensure hygienic presentation.

x. The Service Provider shall ensure that all cleaning equipment, tools, chemicals, trolleys and materials shall be kept only at designated janitorial stations or approved storage locations.

xi. Cleaning equipment or materials shall not be left unattended or placed in passenger areas, corridors, washrooms, on sinks, taps, counters, pillars, staircases or other inappropriate locations that may obstruct movement, create safety hazards or adversely affect the appearance of the facility.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

D. EQUIPMENT

i. PAA shall provide machinery (on as available basis) to the Service Provider for janitorial and cleaning services. List of machinery to be provided by PAA is attached as Appendix 'C' to the RFP. *[The Service Provider shall be responsible to bring other equipment / machinery not available at the airport. Details of this machinery is attached as **Appendix 'C-1'** to the RFP]*

ii. The Service Provider shall be responsible to bring all the machinery as listed in the Work Plan as per Appendix 'C-1' to the RFP.

iii. The Service Provider shall be responsible for safe handling/ operation of PAA provided machines. The equipment will be handed over to PAA at the end of the Service Agreement in the same condition at which it was taken over by the Service Provider.

iv. All machinery, equipment and tools committed by the Service Provider under the approved Work Plan shall remain available, functional and deployed at site during operational hours throughout the contract period.

v. Machinery shall not be removed from the airport premises or shifted to any other location without prior approval of PAA. Any machinery found non-functional, unavailable, or removed from site without approval shall be treated as non-availability of equipment and may attract penalties under the applicable provisions of this Contract.

vi. In case of non-availability of machines, the Service Provider shall arrange alternate to fulfil its Contractual Obligations (without any additional cost to the PAA).

vii. The Service Provider shall be responsible for rectification of damages to the PAA's equipment, if improperly handled by Service Provider's staff.

viii. Service Provider is required to provide skilled / trained staff who have in-depth knowledge of operating various type of machines for cleaning services.

4. WORK PLAN AND ITS IMPLEMENTATION

i. The Work Plan submitted by the Service Provider as part of its Technical Proposal and accepted by PAA shall form an integral part of this Contract Agreement.

ii. The Work Plan shall, inter alia, include detailed provisions relating to manpower deployment, machinery and equipment, consumables, surface-wise cleaning tools and arrangements, uniform and PPE, digital monitoring and inspection systems, duty roster management, attendance management, deep cleaning schedule, training programs, and inventory / consumables management systems, as specified in the RFP. The Service Provider shall ensure full compliance with all such components throughout the Contract period.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

iii. The Service Provider shall implement the approved Work Plan in full and shall ensure that all manpower, machinery, equipment, consumables, systems and arrangements committed therein are deployed and maintained throughout the Contract period.

iv. No deviation from the approved Work Plan shall be made without prior written approval of Airport Manager _____ (PAA). Any shortfall, substitution, or non-compliance shall be treated as a breach of contractual obligations and may attract penalties under this Agreement.

v. PAA reserves the right to review, modify or require adjustments in the Work Plan, including manpower deployment, equipment, systems and operational arrangements, in order to meet operational requirements. The Service Provider shall comply with such directions without delay.

vi. The Service Provider may propose improvements or enhancements to the Work Plan; however, such changes shall only be implemented upon approval by PAA.

vii. The approved Work Plan shall be used as a reference document for monitoring, performance evaluation and compliance with Service Level Standards and Key Performance Indicators (KPIs).

viii. Failure to adhere to the approved Work Plan shall constitute non-performance and may result in imposition of penalties, issuance of warnings, or termination of the Contract as per applicable provisions.

5. SCHEDULE OF PRICING

The Service Provider undertakes to make all the regulatory payments and taxes with reference to the services provided to the PAA.

Service Pricing (Monthly):

Rs. _____

(Rupee in words: _____)

Note: The Service Price shall include all expenses and regulatory payments except Equipment and Consumables.

Consumables Pricing (Monthly):

Rs. _____

(Rupee in words: _____)

Note: The PAA has the right to inspect the tools / consumables and reject any substandard material.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Equipment Pricing (Monthly):
Rs. _____
(Rupee in words:_____)

The list of machinery shall be in accordance with the Appendix C1 to the RFP.

Note: All the machinery / equipment shall be positioned at the designated places identified by the PAA. The PAA has the right to inspect the machinery / equipment as per the list of machinery provided by the Service Provider and reject any machinery or equipment.

Total Bid Amount

Monthly Cost: **PKR**_____
Total Monthly Cost (Service) + (Consumables) + (Equipment)

Yearly Cost = Monthly Cost x 12 = **PKR**_____
Total Bid Amount = Yearly Cost x 3 = **PKR**_____
(Rupees**:**_____)

The above costs are inclusive of all taxes, service charges and expenses (exclusive of Provincial Sales Tax) and no other amount would be included in the quoted cost at a later stage. The Cost is unconditional.

The tender rates or amount shall be inclusive of all taxes (excluding Provincial Sales Tax on Services), duties etc. as applicable fourteen days prior to the date of tender opening and no claim on this account shall be entertained by PAA.

6. MONITORING AND PENALTIES

A. Monitoring of Performance

i. PAA shall have the right to access equipment, facilities and the site at any time for verification and evaluation of the performance of the Service Provider through physical inspections, testing of equipment/systems and checking attendance of staff. Such inspections shall not relieve the Service Provider of its contractual responsibilities.

ii. PAA, through its designated officer(s), shall regularly inspect the performance of the Service Provider against the Service Standards / KPIs mentioned in PAAF-009-ASTF-2.0 (attached as Appendix 'G' to the RFP) and may impose penalties and issue warnings where applicable.

iii. The frequency and mode of inspections may be determined and varied by PAA from time to time depending on operational requirements, passenger traffic levels, complaints, or service performance.

iv. PAA may also introduce additional monitoring forms, inspection formats, digital monitoring systems, or Standard Operating Procedures (SOPs) for effective monitoring and evaluation of the services.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

v. All inspections shall be conducted and recorded on an area-wise basis, and performance scores, warnings and penalties shall be calculated independently for each designated operational zone.

vi. The checklist shall be scored as Excellent, Good, Satisfactory, Partially Satisfactory or Unsatisfactory with corresponding weightage of 1.00, 0.75, 0.50, 0.25 and 0.00 respectively.

vii. PAA reserves the right to utilize its internal monitoring and inspection mechanisms, including supervisory checks, surprise inspections, digital monitoring systems and independent audits. The findings of PAA shall be final for the purpose of performance evaluation and imposition of penalties.

viii. The Service Provider shall fully cooperate with all inspection and monitoring activities conducted by PAA and shall provide access to all relevant records, equipment, staff and operational areas as required. Any obstruction, delay, or non-cooperation during inspections shall be treated as a service violation.

ix. **Letter of Improvement**

If the average performance score for any rolling seven (07) day period in any operational zone falls below eighty percent (80%), a Letter of Improvement shall be issued for that specific zone.

The Service Provider shall:

a. Submit a written Corrective Action Plan within three (03) working days; and

b. Rectify the deficiencies within seven (07) days of issuance of the Letter.

If the rolling seven (07) day average again falls below eighty percent (80%) within thirty (30) days of the first Letter, a second Letter of Improvement shall be issued.

If two (02) Letters of Improvement are issued within a rolling period of thirty (30) days for the same operational zone, a Warning shall be issued.

x. **Warning**

A Warning shall be issued in any of the following circumstances:

a. Two (02) Letters of Improvement within thirty (30) days in the same operational zone;

b. Monthly average performance score falling below sixty percent (60%) in any operational zone;

c. Persistent manpower shortage in any operational zone;

d. Repeated service violations materially affecting cleanliness standards.

Issuance of a Warning shall require the Service Provider's senior management to attend a performance review meeting with PAA.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

xi. **Final Warning**

After issuance of a Warning, any further instance where the rolling seven (07) day average performance score in the same operational zone falls below eighty percent (80%) shall result in issuance of a Final Warning, without requirement of additional Letters of Improvement.

Persistent non-performance in any single operational zone shall constitute material breach irrespective of performance in other zones.

xii. **Termination Proceedings**

If three (03) Warnings (including Final Warning) are issued within a rolling period of six (06) months, the Contract shall be processed for termination with a notice period of at least one (01) month, after forfeiture of the Performance Security, subject to applicable provisions of the Agreement.

xiii. **Monthly Performance Deductions**

Monthly average performance scores shall be calculated area-wise. Deductions shall apply independently to the respective zone's allocated contract value as per the following criteria:

xiv. **Month's Average Score Deduction from Bill**

Month's Average Score	**Deduction from Bill**
80% or above	No deduction
75% – 79.99%	5%
70% – 74.99%	7.5%
65% – 69.99%	10%
60% – 64.99%	15% + Warning
Below 60%	25% + Warning

Issuance of Letters of Improvement or Warnings shall not restrict PAA from applying financial deductions as per the above criteria.

xv. Record of all Letters of Improvement, Warnings, Final Warnings and Penalties shall be maintained by PAA.

B. Type of Violations:

Services: These violations shall include:

a. Unsafe working / violation of HSE Manual
b. Non-Compliance of the service standards
c. Incomplete Area Coverage
d. Persistent poor cleanliness or unhygienic conditions
e. Short deployment of approved manpower
f. Use of substandard, diluted, unapproved or poor-quality cleaning chemicals, consumables or materials

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

g. Use of inappropriate or improper cleaning tools, equipment or methods not suitable for the surface or task

h. Improper placement, storage or abandonment of machinery, cleaning equipment, tools, trolleys or materials in passenger areas, washrooms, corridors, sinks, counters, pillars or other inappropriate locations causing obstruction, unhygienic conditions or visual nuisance

i. Non-compliance with SOPs and instructions issued by Airport Manager/Deputy Airport Manager/the authorized OICs

j. Failure to promptly attend to or satisfactorily resolve complaints related to cleanliness, washroom hygiene, litter, spills, or other service deficiencies within the stipulated response time (Repeated complaints regarding the same location or issue due to failure of proper cleaning or supervision).

k. Consumption or intake of PAN, GUTKA, NASWAR, TOBACCO or similar substances at the workplace.

Staff Misconduct and Non-Availability of Machinery: These violations relate to misconduct of staff or operational negligence including but not limited to:

a. Cleaning Staff /Machine Operator not wearing the prescribed uniform or displaying the Airport Entry Pass / ID Card
b. Cleaning Staff /Machine Operator approaching passengers for money / tip or extending protocols
c. Misbehaves with the passengers or any of the airport employees.
d. Non-availability or non-serviceable condition of required cleaning equipment at site

Serious / Critical Violations: These shall include:

a. Repeated violations despite warning
b. Non-Payment of salaries, overtime, EOBI, or Social Security
c. Engagement of unauthorized or unverified personnel
d. Security breach attributable to contractor staff
e. Non-compliance of instructions passed by the Airports Manager/Deputy Airport Manager/ the Authorized OICs.

S. #	Violations / Offenses	Incidence wise penalty (PKR)					
		1	2	3	4	5	6
A	Services	10,000/-	10,000/-	10,000/- And Letter of Improvement	10,000/- And Waring	10,000 And Waring	10,000/- And Waring
B	Misconduct	10,000/-	20,000/-	30,000/- And Letter of Improvement	40,000/- And Waring	50,000 And Waring	Processing to termination of contract agreement
C	Serious / Critical Violations	100,000/-	250,000/- And Letter of Improvement	500,000/- And Waring	750,000/- And Waring	1,000,000/- And Waring	Processing to termination of contract agreement

C. Penalties:

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

a. **Escalated Penalty:** If violations persist despite issuance of three (03) warnings, PAA may impose an additional penalty ranging from PKR 50,000 up to PKR 500,000, without prejudice to other remedies available under the Contract.

b. **Manpower Shortfall:** If manpower deployment is found below the approved level as per Work Plan, PAA may impose a penalty ranging from PKR 50,000 up to PKR 500,000 per instance, depending on severity and duration.

c. Repeated violations of the same nature shall be treated as aggravated violation and may attract higher penalty. The Service Provider shall be given three (03) working days to respond before a penalty is finalised.

D. Classification of Non-Compliance

a. Non-compliance observed during inspections shall be classified as either:

i. Performance Deficiency – Deficiencies related to cleanliness standards assessed through the inspection checklist and reflected in performance scoring and monthly deductions.

ii. Operational Violation – Breaches relating to manpower deployment, staff conduct, equipment availability, safety compliance, or violation of contractual instructions, which may attract incidence-wise penalties as defined in this Section.

b. PAA shall determine the classification of the non-compliance and its decision shall be final.

xvi. Imposition of a penalty shall not relieve the Service Provider from rectifying the violation immediately or from complying with the Service Standards and contractual obligations.

7. SCHEDULE OF RESOURCE COMMITMENT

For carrying out the assigned responsibilities, the Service Provider will deploy the following resources:

i. An adequate number of qualified, experienced and trained staff are required to be on site to perform the assigned services.

ii. As a minimum, the number of staff mentioned below must be maintained at site. The minimum number of staff can be increased as per service standard / requirement of the PAA.

Job Specifications

Designation	No.	Qualifications	Experience
Manager	01	Graduate and practical / technical knowledge of Janitorial operations	5 years of Managing similar workforce

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Supervisor	*[Minimum deployment as per the RFP clause 5.22 & 6.23*	Intermediate and practical technical knowledge of janitorial operations	3 years of Managing similar workforce
Janitor	*[Minimum deployment as per the RFP clause 5.22 & 6.23.*	Practical knowledge of janitorial operations	2 years of performing similar task

8. SCHEDULE OF PAYMENT TERMS

Payments to the Service Provider will be made by the PAA in return of services rendered as under:

A. Conditions of Payment

i. The Service Provider will submit invoice (by 2nd working day of each month) of services completed during the previous month.

ii. The Service Provider shall submit report (by 2nd day of each month), of the disbursement of salaries to the SLA staff of the previous month.

iii. The PAA shall release payments (by 10th working day of the month) as per the Schedule of Pricing.

iv. The payments shall be made to the Service Provider on monthly basis, after adjustment of any claims and / or penalties against the Service Provider.

v. The Service Provider will arrange opening of bank accounts of its employees. The Service Provider will credit the bank accounts of its respective employees with the monthly salaries ensuring payment of minimum wages as announced by Government from time to time. Summary of these monthly credits will be provided to the PAA, if demanded on monthly basis by 2nd working day of each month.

B. Liquidated Damages

Liquidated damages (estimates for loss suffered by the PAA) shall be recovered by the PAA for the following failures:

i. Suspension of complete services due to fault on part of the Service Provider shall be subjected to imposition of Liquidated Damages @3.0% of the total SLA value (per day) as mentioned in the Schedule of Prices. In case of suspension of services for more than 07 days during the currency of the Contract, the PAA shall be at the liberty to terminate this SLA at any time. In such circumstances, all ongoing defects / unserviceabilities shall be made good by the PAA at the risk and cost of the Service Provider. The costs thus incurred may be recovered through any amounts payable to the Service Provider and / or forfeiture of Performance Security. Moreover, the Service Provider may be debarred from participation in Client's tenders.

C. Deductions

i. Applicable Government taxes and other amounts shall be deducted as per applicable laws.

ii. An amount equal to 0.5 % water charges on utilized water for drinking purpose from Services pricing will be deducted from the monthly bill / invoice.

D. Performance Guarantee

i. The successful bidder shall, within (14) days after receipt of Letter of Acceptance, furnish a Performance Guarantee of the amount equal to 5% of the Contract Price in the form of Bank Draft / Pay Order / Bank Guarantee from any Schedule Bank of Pakistan as per list of authorized / approved banks of PAA, in favor of "Pakistan Airports Authority".

ii. The Performance Guarantee shall be returned within (02) months after completion of the Contract period or the extended period whichever is later.

iii. Failure of the successful bidder to comply with the requirements of furnishing Performance Security or signing of the Contract Agreement shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

9. GENERAL CONDITIONS

i. The Service Provider shall keep the airport in excellent neat and clean condition through its extensive janitorial / cleaning / housekeeping Services.

ii. The Service Provider staff deployed in shifts shall not leave its operations area unless charge is handed over.

iii. The Service Provider shall attend / address all cleaning / janitorial related issues at any time.

iv. The Service Provider is bound to ensure compliance of PAA HSE Manual for PAA Contractors, Suppliers & Concessionaries MNL-002-MSXX-2.0.

v. The Service Provider shall be responsible for provision of tools / equipment as per HSE guidelines i.e. Safety & Caution materials, Safety Signs, Caution Signs, Safety Gadgets / Personal Protective Equipment (Rubber Gloves, Belts, Helmets) etc. to its staff.

vi. The Service Provider shall issue photo identity cards to its staff indicating Name, CNIC Number, Designation, Staff Number and designated areas for performing duties at the airport. The Staff of the Service Provider shall display the card appropriately during duty timings for identification.

vii. The Service Provider shall ensure in-time provisioning and availability of Airport Entry Passes for the respective staff.

viii. Service Provider shall also provide satisfactory medical Certificates along with test reports of its employees especially against contagious disease e.g. Hepatitis, HIV etc.

ix. The Service Provider shall devise a mechanism to keep itself continuously informed about the janitorial services status/ performance/ efficiency under its areas of responsibilities so as to respond against any imminent janitorial requirements in a timely manner.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

x. The Service Provider shall be responsible for communication systems / facilities for its staff at the airport for performance of their task and duties, as required.

xi. The Service Provider shall ensure proper handling, transportation and dumping of hazardous waste (if applicable) at designated points within or outside the airport premises.

xii. The Service Provider shall utilize its own transport facility for Airport Landside movement of its janitorial staff and material delivery.

xiii. The Service Provider shall perform janitorial and cleaning services as per airport applicable standards/ Operational requirements/ PAA regulations and PAAO-002-ASTF 'Janitorial Services at Airports' dated _____ (and as updated from time to time).

xiv. The Service Provider shall comply with all applicable Federal, state, local, PAA, ICAO, IATA codes, standards, regulations, recommendations and procedural requirements. This shall include but not be limited to the Service Provider complying with the following requirements:

a. Applicable PAA's Rules, Regulations, Policies & Procedures:
b. ICAO Standards & Recommended Practices
c. IATA Standards & Recommended Practices
d. PAA's Occupational Health, Safety & Environment Polices
e. PAA's Advisories, Orders & Instructions
f. Security, Traffic and Parking Requirements
g. Safety Procedures including Hazardous Materials and Material Safety etc.

10. CONDITIONS OF CONTRACT

A. Interpretation

Words imparting to persons or parties shall include firms and organizations. Words imparting to singular or one gender shall include plural or the other gender where the context requires.

B. Communications, Law & Language of the Contract

i. Communications between parties that are referred to in the Contract shall be effective only when in writing. A notice shall be effective only when it is delivered to the concerned party.

ii. The language of the Contract is English.

iii. The law governing the Contract is the relevant law of Islamic Republic of Pakistan.

iv. The Service Provider shall comply with the Laws of Islamic Republic of Pakistan and shall give all notices and pay all fees and other charges in respect of the Services.

C. Service Timings

i. The Service Provider is required to ensure 24/7 seamless janitorial/ housekeeping services during currency of the Contract including holidays, and keep airport neat/ clean and presentable for passengers/ meters-greeters and airport staff.

ii. The Service Provider is obliged to strictly follow the service timings. The PAA however, reserves the right to make adjustments, changes, alterations in the

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

service timings depending upon the requirements of the PAA which shall be communicated to the Service Provider from time to time.

iii. The Service Provider shall be obliged to complete the Services as assigned under the Contract during the service timings fixed by the PAA and if the Service Provider has to spend time beyond the assigned service timings to complete the Contract obligation, the PAA shall not be responsible for any extra payment.

D. Complaints Management Services

i. Complaints from customers/ stakeholders shall be properly recorded and remedial actions shall be taken as early as practicable.

ii. Complaints log should be properly maintained and kept updated by the Service Provider and PAA.

E. Maintenance of Record / Documentation Management

i. The Service Provider shall maintain the following documentation and records:
   a. Consumables stock maintenance and consumption
   b. Operations Logbooks/ sheets containing daily tasks/ deployment details
   c. Duty Rosters
   d. Digital Attendance/ Leave Record
   e. Complaint Logbook
   f. Incident/Accident occurrence
   g. Maintenance logbook
   h. Any other records found necessary / required by the PAA.

ii. The Service Provider shall utilize its own photocopier, scanner, printer, printer ink, office stationery, printed registers (as per PAA format) and storage devices (CDs/DVDs, Hard Drives etc.) for backups, to meet documentation requirements defined in this Contract.

F. Responsibilities of the Service Provider

The Service Provider shall be exclusively responsible for the following during the validity of the Contract;

i. Execution of the services in context with the Contract.

ii. Continuous and uninterrupted services round the clock as defined in the Contract.

iii. To deploy such staff which is competent and bearing good moral character.

iv. Service Provider shall be responsible for payment of remuneration to his staff, exercise supervisory and administrative control over them, terminate or take disciplinary action against them as deemed necessary.

v. The Service Provider's employee so engaged by the Service Provider will be the sole responsibility of the Service Provider and will continue to remain his employees. It is clearly understood that the staff deployed by the Service Provider shall neither have any employment relationship or employment nexus with the PAA in any form what so ever and the PAA shall not take any responsibility whatsoever.

vi. Ensure due and proper payment of remuneration and observance of all applicable laws including Social Security Laws, Labor Laws, and shall ensure

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

compliance of all statutory payments under the provisions of Labor Laws, including but not limited to EOBI, Social Security and Group life insurance.

vii. The Service Provider shall ensure payment of the prevailing minimum wages to its employees as announced by the Federal Government from time to time. Proof of compliance i.e. relevant documents and / or Payment / Deposit receipts shall be submitted to PAA as and when demanded.

viii. The Service Provider shall also provide documentary evidence i.e. Registration Cards etc. of EOBI, Social Security & Life Insurance of all its deputed staff within first month of the Contract to PAA for record.

ix. To maintain discipline, and to ensure that all employees of the Service Provider observe all rules, regulations, standards, safety measures, security guidelines and maintain good order at the premises as communicated by the PAA from time to time.

x. Service Provider shall be responsible for discipline of its manpower and shall adhere to applicable disciplinary procedures. The PAA shall be at liberty to object to the presence of any representative or staff of the Service Provider at the site if in the opinion of the PAA such manpower has done any act of misconduct or negligence or have been engaged in commission of any offence. Then the Service Provider shall remove such a person objected to and provide a competent replacement immediately.

xi. The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of the Service Provider's staff.

xii. Ensure that all the applicable regulatory requirements / labor laws are fully met and accordingly indemnify the PAA against any claims.

xiii. To arrange, bring at site and keep in working order, the equipment necessary to carry on his job under the Contract.

xiv. To arrange, provide and maintain, staff uniforms of appropriate design and quality (for summer & winter) along with the tags/ badges and identity cards for all Staff as approved by the PAA. Uniforms shall be neat & clean during any time while performing the services as per the Contract and staff without uniform shall not be allowed to perform services.

xv. Obtaining all permits, NOCs, licenses, certificates or registrations etc. that may be required to perform the Services under this Contract.

xvi. Obtaining police or other authorized agencies clearance/ verification for all his employees to be deputed at the premises in connection of the Contract. The copies of such verification/ clearance reports shall be submitted to the PAA for record & reference and meeting the airport security needs.

xvii. Provide details of Service Provider’s staff after the necessary clearance is obtained from the agencies as required under the PAA’s policies by the Service Provider to the PAA for Security Clearance Process.

xviii. The PAA shall not be responsible for any injury caused to any of the staff of the Service Provider due to negligence at the part of the staff of the Service Provider.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

xix. The Service Provider shall provide the PAA information about its working practices, materials and equipment and shall operate in a manner which does not compromise the PAA's safe, secure or environment standards and applicable labor laws. Service Provider shall also provide the PAA with any information which it may have related to a potential or actual security threat to the PAA.

xx. The Service Provider shall certify in writing that Service Provider's staff is fully trained to render services safely and shall ensure that they understand all risks and hazards associated with the Services. The Service Provider shall keep records of such trainings.

xxi. The Service Provider shall also develop a Waste Management System in accordance with the PAA requirements. The Waste-bins shall be placed at designated and prominent places in the areas that are under the responsibility of the Service Provider. The bins must be lined with garbage bags.

xxii. The waste bins shall be emptied at regular intervals. The waste bins shall be washed on daily basis. In case of leakage / spill over, the bins shall be emptied and cleaned immediately.

xxiii. The Service Provider shall be responsible to collect accumulated garbage / trash from all the areas mentioned in the Appendix-A to the RFP and shift it in garbage shifting trolley at the designated dumping point once or twice per shift depending on the space available and amount of trash collected.

xxiv. Any Infectious waste shall be removed as per PAA policy.

xxv. The Service Provider shall ensure to apply cleaning agents as per applicable standards / requirements & management of consumables, bench stock, tools for discharging the contractual tasks and responsibilities.

xxvi. The Service Provider will keep the cleaning equipment in excellent serviceable condition.

xxvii. A complete daily general checking of the entire area under the scope will be carried out by the Service Provider and any abnormality shall be immediately reported to the PAA, at the same time arrangements to set right such abnormalities would be made. A detailed inspection report shall be submitted to the Authorized Officer on daily basis.

xxviii. Scheduled cleaning on daily, weekly, monthly, quarterly, annually or any other frequency determined in the Scope of Services will be carried out by the Service Provider. All such events will be properly monitored and recorded. Deep cleaning of all areas to be carried in lean hours or without causing disturbance/disruption to the airport operations.

xxix. The technical information, drawings, records and other documents shall not be copied, transferred or divulged and / or disclosed to third party in full / part without prior approval of the PAA.

xxx. Service Provider shall be responsible to avail all warranties / guarantees from suppliers/ vendors / contractors / manufacturers of the cleaning equipment brought in by him. Service Provider shall maintain proper record in this regard.

xxxi. The Service Provider shall devise a mechanism to keep himself continuously informed about the status / performance / efficiency of all facilities under his

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

areas of responsibilities so as to respond against any malfunctioning, poor performance, un-serviceability and failure in a timely manner.

xxxii. The Service Provider shall be responsible for telephone connections / communication facilities for its staff at the airport for performance of their task and duties.

xxxiii. The prior NOC of PAA for telephone connections / communication facilities is must and PAA in accordance with CAAO-004-TLNT-1.0 will charge if any service e.g. PAA EPABX extension (with or without zero dialing facility) or any cable pair is required by the Service Provider.

G. The Service Provider Shall be Liable & Indemnify the PAA

Service Provider shall be exclusively liable for and shall indemnify and hold harmless the PAA, its agents and employees from:

i. Making good all losses arising out of the Service Provider's negligence or breach of the Contract. This may include damage to the paints/ polish works, false ceilings, wooden or metallic works, tiles, marbles, plants, wires, pipes, fixtures of any kind, antiques, glass items, window blinds, etc. The PAA shall determine the amounts of such losses/ damages and the Service Provider hereby expressively waives his all or any right to change or challenge the same. The Service Provider shall have to make good all such losses/ damages within time frame specified in the Notice, to the entire satisfaction of the PAA after receiving written notice from the PAA.

ii. Any tax, government duties, insurance contributions and other taxes or social security contributions in respect of Service Provider’s staff together in each case with any interest, fines or penalties thereon.

iii. Any claims of his staff or ex-staff, or associates, or their heirs whether against the Service Provider, other Service Providers working within the same premises or any other person, regarding deals made at personal level by the staff or personal matters or deals carried out as a PAA, in whatsoever form, manner or capacity.

iv. Any third party claims including claims of infringement of patent, trademark, and industrial design arising from use of the good or any part thereof.

v. Any Government Permits, Licenses, etc. that may be required for performing the services contemplated under the Contract.

vi. All claims of compensation by staff, his family or legal heirs or any other agency, autonomous body, any NGO or government department, arising from injury, disability, ill health or death of any of his employees during the currency or expiry of this Contract while performing any services under this Contract or any claim regarding the medical care or treatment expenses submitted by the staff or ex-staff of the Service Provider or their legal heirs.

vii. Save for the willful or deliberate breach of its obligations under the Contract or, as set out above, neither party shall be liable for any consequential or indirect loss or damage.

H. **Service Provider's Warranties**

The Service Provider undertakes warrants and represents that at all times:

i. It has the requisite experience, power and authority to perform the services pursuant to the Contract Agreement;
ii. It holds expertise and authority to carry out the Services;
iii. It shall employ competent, skilled, and qualified human resources to carry out the Services;
iv. Service Provider's staff deployed to carry out Services has no criminal record.
v. Service Provider shall certify that the resources provided are not addicted to drugs etc. and have security clearance from the relevant authorities.
vi. Service Provider shall not act in a way which is prejudicial to the PAA's interests or business;
vii. The Services shall be fit for the express or implied purposes for which supplied.
viii. The Service Provider's staff shall obey all lawful and reasonable directions of the PAA when at the PAA's premises, all rules and security policies and the PAA may exclude any person from its premises for any actual or threatened breach of these policies.
ix. Uniform, Training, TDP (Temporary Duty Permit/ Airport Entry Pass), and all other operational expenses shall be borne solely by the Service Provider and shall not be transferred to the workforce.
x. Minimum two (02) pairs of uniforms and shoes per year must be provided to each worker by the Service Provider, which must be used by the workers during working hours.
xi. Overtime, if required, shall be paid by the Service Provider to its employees in accordance with applicable labor laws, and no additional financial liability shall be accrued to PAA.
xii. If any employee is found to have worked beyond the working hours of duty per week as defined by EOBI and Labor Laws, a penalty of Rs. 500,000/- shall be imposed on the contractor.
xiii. Any breach by Service Provider, constitutes a material breach of the Contract condition and may lead towards cancellations per Clause-10R. In addition to the PAA's rights under the Contract, the PAA shall be entitled to require Service Provider to (a) remedy the breach at its cost; (b) pay for it to be remedied; or (c) repay all amounts already paid for the defective Services.

I. Space Charges

In addition to the SLA price, the Service Provider shall also be liable to pay space charges in case it is allowed to use any open, covered, and / or paved spaces beyond the Leased Premises for the purposes of offices, car parking and other supporting Facilities. Such space charges are to be levied and collected by the PAA as per the rates prescribed by the PAA in this regard from time to time as its absolute discretion and without input from the Service Provider. These rates as and when revised shall be implemented from the date so specified and the Service Provider shall abide by the same.

J. Disclaimer

i. Except as expressly provided herein, this Agreement contains and embodies the entire agreement and supersedes all the correspondence, understandings or information of any nature whatsoever, provided by any party prior to

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

signing of this Contract Agreement, and shall not be referred / relied in any manner by the Service Provider.

ii. Provided that if it transpires at any stage during the currency of this Agreement that any false or incorrect document / information was provided by the Service Provider in the bidding / tender process or otherwise thereafter, this Agreement shall be cancelled immediately at the sole risk and cost of the Service Provider.

K. Contract Period/Term & Extensions

i. The duration of this Contract shall be 36 (Thirty-six) months from _____to. The contract may be extended once, after its expiry, for a period of up to five (05) months or fifteen percent (15%) of the original contract amount, whichever is less, on the same rates, terms and conditions, as a repeat order under Rule 32(1)(c)(iv) of the Public Procurement Rules, 2026, to ensure continuity of service pending a fresh tender.

ii. In case of grant of extension of SLA period, the Service Provider shall have to ensure the extension of Bank Guarantees/ Performance Security at least 15 days before the expiry of original term.

iii. If the Service Provider fails to extend the Bank Guarantees/ Performance Security at least 15 days before their expiry dates, the SLA shall only be extended for a period suitable for the PAA in line with clause K (i) above.

L. Access to the Buildings/ Premises & Stores

i. Before the grant of the Contract, the PAA shall ensure access of Service Provider and Service Provider's staff (after verification and clearance by the Airport Security Force, police or other investigation agencies to be processed by the Service Provider), to all concerned parts of the buildings/ Premises where Services are to be provided under the Contract.

ii. The Service Provider shall allow & ensure easy access of authorized person(s) of the PAA to his office, store or other areas under his control while providing the Services under the Contract.

M. Instructions, Inspections and Audits

i. The Service Provider shall carry out all instructions of the PAA communicated through the authorized person which comply with the applicable laws where the Buildings/ Premises are located.

ii. The Service Provider shall permit the PAA and its auditors to inspect the Service Provider's accounts and records relating to the performance of the Service Provider and to have them scrutinized & verified through the authorized representative(s) if so required by the PAA.

N. Site Take-Over by Service Provider

The PAA shall formulate "Site Hand-Over Report", stating availability of all areas as mentioned in **"Scope of Services"** at the time of hand-over to the Service Provider.

O. Site Take-Over by PAA

i. Consequent upon expiry/termination of the Contract, the PAA shall generate "Site Take-Over Report" stating serviceability of all equipment as mentioned in "Scope of Services "at the time of take-over from the Service Provider.

ii. The Service Provider shall be bound to remedy any un-serviceability/ defect (except fairly inevitable wear/tear/breakage/stains aspects) as highlighted in "Site Take-Over Report", before take-over by the PAA.

iii. In case the Service Provider does not remedy the defect (within stipulated time as granted by the PAA) for which the Service Provider is liable, the PAA may carry out such remedy on its own and the cost thus incurred shall be deducted from amounts payable to the Service Provider or through forfeiture of Performance Security.

P. Currency, Tax, Price Adjustments

i. Payments will be made in Pak. Rupees.

ii. All applicable taxes excluding Provincial Sales Tax on services shall be deducted by the PAA at source unless a tax/ duty exemption certificate is submitted by the Service Provider.

iii. During the validity of this Contract, price adjustment may be made for imposition of any new taxes or applicability of existing taxes as per applicable Laws.

iv. Relevant taxes/ duties shall be adjusted as per the prevailing applicable rates at the time of release of payments to the Service Provider.

v. Price adjustment shall also be allowed for revision of minimum wage rates by the Government. Such adjustment shall be implemented from the effective date of revision of minimum wages. In case of increase in minimum wages by the Government, the Service Provider shall revise minimum wages and will ensure payment of other allied regulatory amounts to its employees. PAA shall compensate the Service Provider by paying additional / differential amount to the Service Provider effective from the date of the Government's implementation policy.

vi. **Revision in Minimum Wage:** In the event of revision of the approved minimum wage by the Government during the term of the Agreement, the Authority shall pay the Service Provider the differential amount arising solely due to the increase between the previously applicable minimum wage announced by the Federal Government and the revised minimum wage for janitors/ cleaners deployed under the Contract, with effect from the date of such notification. The price adjustment per employee shall be calculated as follows:

Price Adjustment per Employee = Revised Minimum Wage – Previously Applicable Minimum Wage

vii. The total monthly adjustment shall be the aggregate of the above difference for all eligible janitors/ cleaners/ machine operators whose wages are required to be increased due to such statutory revision.

viii. The Service Provider shall submit documentary evidence, including updated payroll records and proof of payment, and PAA shall process the claim after verification and validation of such documents.

ix. Adjustment in Contract Price shall be made in case of increase in rate of applicable taxes during the period of Contract.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

x. Right to audit operations and payroll compliance rests with PAA.

Q. Service Provider's Risks

i. From the date of grant till the expiry of the Contract or extended Contract and issuance of Completion/ Expiry Certificate or Cancellation Letter by the PAA, the risks of personal injury, death, and loss of or damage to property of PAA due to the negligence of the Service Provider, its staff, associates, assigns etc. (including, without limitation, the tiles, cables, wood works, paint/polish, flower pots, plants, fixtures, metallic items etc.), all such risks are Service Provider's risks. Service Provider shall have to make good all damages/ losses to the PAA after receiving written notice from the PAA.

ii. The Service Provider shall indemnify and keep indemnified the PAA, at all times against any such loss, claim, damage, charge related to negligence/ fraud if any, committed by the Service Provider's staff during the validity of Contract, and even after their replacement by the Service Provider.

iii. The Service Provider shall obtain Insurance to cover all claims related to Negligence/ Fraud if any, committed by the Service Provider's staff during the validity of Contract, and even after their replacement by the Service Provider and shall indemnify and keep indemnified the PAA, at all times against any such loss, claim, damage, charge. It is further clarified that the Service Provider is responsible to acquire the required coverage and to facilitate in fulfilling the requirements of the insurance Company whereas the PAA will provide all the related documents as per Insurance company requirement, so that the claims can be settled expeditiously. However, the Service Provider shall be responsible to indemnify the PAA within 45 days after receiving all the required supporting documents to support the claim regardless of the payment of the insurance amount paid by the insurance company to the Service Provider. Failure of the Service Provider to pay the PAA's claim within the afore-said period shall authorize the PAA to deduct the claimed amount from the amount of monthly Service Charges payable to the Service Provider. However, it should be noted that in case the PAA fails to provide the supporting documents to prove the incident, no claim amount will be paid.

iv. The Service Provider at the PAA's request shall provide evidence to the PAA showing that such insurance has been taken out and maintained and that the current premiums have been paid.

R. Termination / Cancellation of the Contract

i. The PAA shall be entitled to immediately cancel/suspend the Contract by issuing a Final Notice to the Service Provider, under any of the following conditions if:
   a. The Service Provider materially or consistently breaches the Contract.
   b. The number of warnings/ notices furnished by the PAA reaches the limit defined in the Contract.
   c. Service Provider suffers (or is likely to suffer) an insolvency event or, undergoes a material change in its management, ownership or control; or
   d. In case relevant Clause of Schedule of Payment Terms is invoked.
   e. At any time, subject to at least 30 days' notice.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

ii. Without prejudice to the rights of PAA in respect of termination/ suspension of the Contract, the Service Provider may terminate the Contract on 120 days' notice. Provided that this clause shall not be applicable before expiry of 12 months commencing from the date of signing of the Contract.

S. Payments upon Termination

i. If the Contract is cancelled because of a fundamental breach of Contract by the Service Provider, the PAA shall forfeit Performance Security.

ii. The PAA shall release amounts payable for the days involved on pro-rata basis. If the total amount already released by the PAA exceeds any payment due to the Service Provider, the difference shall be recovered from the payable amounts or through forfeited Performance Security.

T. Force Majeure & Release from Performance

i. "Force Majeure" shall mean an unforeseeable event that impairs the ability of the Party affected by it to wholly or partially perform its obligations under this Contract. In the event of either party hereto being rendered unable, wholly or in part, by Force Majeure circumstances to carry out its obligations under this Contract, then such party by giving notice with satisfactory evidence of such Force Majeure circumstance(s) relied upon, the obligations of the party giving such notice so far as they are affected by such Force Majeure shall be suspended for the period during which the party, is rendered unable as aforesaid, but for no longer period. However, such notice must be given within fifteen (15) days of occurrence of Force Majeure event. The terms Force Majeure as employed herein, shall include but not be limited to acts of God or war, war whether declared or undeclared; acts of terrorism or sabotage, or public enemy; riots and insurrection; civil commotion; revolution; embargo, blockade, invasion or act of foreign enemies; epidemic; landslide, lightening, earthquake, change of law or policy; or any other cause beyond the control of the affected Party which materially and adversely affects the performance by such Party of its obligations under or pursuant to this Contract, other than to make payments due hereunder, acts of enemies, civil insurrection, fires, floods, earthquakes or other physical disasters, order or request of Government, blockade or embargo. It is however, clarified that strikes, lockouts, shortage or non-availability of raw materials, rains disturbances, other labor disputes or non-availability of transport shall not be included in the term "Force Majeure". During the established period of Force Majeure as contained hereinabove, the Service Provider shall not be entitled to payment for Services and the PAA shall not impose penalty.

ii. In case the Force Majeure contingencies last continuously for more than one month, both parties shall agree on the necessary arrangement for the further implementation of the Contract. In case further implementation is unforeseeable and impossible, both parties shall arrange for the termination of the Contract, but without prejudice to their right and obligations prior to such termination it being understood that each party shall fulfill its contractual obligations so far as they have fallen due before the operation of Force Majeure.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

U. Dispute Resolution

In case any dispute between the PAA and the Service Provider regarding any clause of the Contract, the matter shall be referred to DGPAA for its redressal within 14 days from the decision of the PAA or the Authorized Officer of the PAA. The decision of DGPAA or the Authorized Officer shall be final, conclusive, binding upon both the parties.

V. Early Warnings by the Service Provider

i. The Service Provider shall warn the PAA in writing at the earliest opportunity of specific likely future events, problems or circumstances whether on Service Provider's part or on the PAA's part, that may adversely affect the quality of Services. The Service Provider should also provide the details of likely corrective measures required.
ii. The PAA shall evaluate & decide the corrective measure to be adopted as soon as reasonably possible.
iii. If the Service Provider fails to give an early warning without any justified reason, it shall be held responsible for all the consequences thereof.

W. Completion & Experience Certificate

i. The PAA shall issue a Completion Certificate (Satisfactory / Unsatisfactory) to the Service Provider on completion of the term of the Contract on the request of the Service Provider.
ii. The PAA shall provide an Experience Certificate to the Service Provider on its written request after successful completion of the Contract Validity Term.

X. Confidentiality

Except with the consent in writing of the PAA, Service Provider shall keep strictly confidential and not make use of any confidential information - supplied by the PAA other than to perform this Contract, and shall impose the same obligations on its staff and other third parties. Service Provider may disclose confidential information if required to do so by law, court order, regulation or act of any government authority provided (to the extent permissible by law) it has notified the PAA in advance and agreed the scope of disclosure with the PAA.

Y. Independent Service Provider

i. The parties agree that this Contract creates an independent Licensor relationship, not an employment relationship. The Service Provider acknowledges and agrees that the PAA will not provide the Service Provider or the Service Provider's staff any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax / withholding tax is Service Provider's responsibility.
ii. The Service Provider shall be exclusively responsible for payment of remunerations and providing the benefits to which each of the Service Provider's staff is entitled under his/her contract with the Service Provider. All claims made

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

by the Service Provider's staff shall be dealt with exclusively by the Service Provider. None of the Service Provider's staff shall be entitled to seek employment with the PAA merely on the ground that he/she had been engaged by the Service Provider during the validity of this Contract or was engaged by the Service Provider for the provision of the services to the PAA or was deployed to the PAA.

iii. In case the operation of the airport is outsourced in any mode or manner, this Contract Agreement stand terminated from the effective date of such outsourcing transaction unless the operator intends to novate this Contract Agreement on the Terms & Conditions as agreed between the Service Provider and such Operator.

Z. Site Manager (Service Provider's Site Representative)

i. The Service Provider shall deploy a Site Manager, who shall be available during office hours as Service Provider's Site Representative.

ii. The Site Manager shall transmit/ receive the letters/correspondence on behalf of the Service Provider.

iii. The Site Manager shall be Service Provider's point of contact and overall responsible for supervision of janitorial/ cleaning/ housekeeping activities, contractual compliances and swift resolution of site issues.

iv. The Service Provider shall attend all meetings when called by the PAA to discuss the quality of services and other matters related to the Contract, without any compensation from the PAA.

AA. Declaration

i. The Service Provider hereby declares that it has not obtained or induced the procurement of any license, right, interest, privilege or other obligation or benefit from the PAA through any corrupt business practice.

ii. The terms and conditions and the Schedules thereto of this Contract represent the entire understanding between the PAA and the Service Provider, in relation to the subject matter hereof and supersede all previous agreements and/or understandings between the parties in relation thereto.

iii. If any provision of the Contract is found by any court or competent authority to be invalid, unlawful or unenforceable, that provision shall be deemed not to be a part of the Contract and it shall not affect the enforceability of the rest of the Contract.

iv. Unless expressly provided, no term of this Contract is enforceable by any third party.

v. This Contract is exclusively granted to Service Provider and Service Provider shall not assign or sub-license any of its rights or obligations under it without the PAA's prior written permission. Provided that permitted sub-licensing shall be on terms consistent with the conditions of this Contract.

vi. This Contract shall be governed by the laws of Pakistan and Service Provider and the PAA agree to submit to the exclusive jurisdiction of the courts in Pakistan.

vii. The mutual rights and obligations of the PAA and the Service Provider shall be as set forth in the Contract, in particular:

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

a. The Service Provider shall carry out the Services only through its authorized staff, hereinafter referred to as 'The Service Provider's employee(s)' in accordance with the provisions of the Contract; and
b. The PAA shall make payments to the Service Provider in accordance with the provisions of the Contract after deduction of all the applicable taxes required under the existing laws at the time of payment and recover damages, if any, during providing the services.
c. The Service Provider shall provide the Services during the period commencing day of _____, 2026.

IN WITNESS WHEREOF, the Parties here to have caused this Contract to be signed in their respective names as of the day and year first above written.

In witness whereof this agreement is signed between the parties, this the ____ day of _____ 2026 at PAA,

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

INTEGRITY PACT

M/s. _____ Ltd. 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 (Government of Pakistan) through any corrupt business practice.

Without limiting the generality of the foregoing M/s. _____ 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 Government of Pakistan, 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 the transaction with Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

M/s. _____ accepts full responsibility and strict liability for making any 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 Government of Pakistan under any law, contract or other instrument, be voidable at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by Government of Pakistan in this regard, M/s. _____ agrees to indemnify Government of Pakistan for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of Pakistan in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by M/s. _____ 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 Government of Pakistan.

For and on behalf of Pakistan Airports Authority (PAA):

_____

[Authorized Representative] (Name, Designation and signature)

Witness-1:
Signed by: _____
CNIC #: _____

Witness-2:
Signed by: _____
CNIC #: _____

For and on behalf of M/s. _____

Name: **Mr.** _____

Designation: _____

CNIC # _____

Witnesses-1:
Signed by: _____
CNIC #: _____

Witness-2:
Signed by: _____
CNIC #: _____

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Services Standards / KPIs (Appendix 'A1')

ZONE-B AIRSIDE (Key Performance Indicators)

S#	Service Area	Key Performance Indicator (KPI)	Performance Standard	Measurement Method	Reporting Frequency	Penalty / Corrective Action
1	Apron Cleaning	Apron surface cleanliness	No visible debris, litter, or oil residue	Physical inspection by Airport Operations	Daily	Penalty on deputed staff of Rs 1000, if area not cleaned within 30 minutes
2	Apron Sweeping	Mechanical or manual sweeping of apron	Minimum 3 sweeping cycles per shift in high traffic areas	Supervisor log + inspection	Daily	Warning after first violation, if still not maintained after warning then Penalty on deputed staff of Rs 1000.
3	FOD Management	Removal of Foreign Object Debris	Immediate removal upon detection (max 10 minutes)	FOD patrol records and inspection	Daily	Penalty per incident, Penalty on deputed staff of Rs 1000
5	Garbage Collection	Waste removal from operational areas	Garbage removed within 30 minutes of detection	Waste disposal records	Daily	Penalty on deputed staff of Rs 1000 for delayed removal
6	Waste Disposal	Proper segregation and disposal	100% compliance with airport waste policy	Inspection of disposal sites	Weekly	Corrective action notice

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

S#	Service Area	Key Performance Indicator (KPI)	Performance Standard	Measurement Method	Reporting Frequency	Penalty / Corrective Action
7	Washroom Cleanliness	Hygiene level in airside washrooms	Continuous cleanliness with no odor, dry floors	Random inspection by airport authority	Daily	Immediate corrective cleaning
8	Washroom Supplies	Availability of cleaning materials	100% availability during shifts	Supervisor checklists	Daily	Warning then Penalty.
9	Spill Response	Cleaning of oil/fuel spills	Response within 15 minutes	Incident response records	As needed	Penalty on deputed staff of Rs 1000
10	Rodent Control	Rodent monitoring and elimination	Zero rodent activity in operational areas	Pest control inspection	Monthly	Corrective fumigation
11	Fumigation	Scheduled pest control	As per approved fumigation schedule	Service records	Monthly	Warning and then Penalty on deputed staff of Rs 1000
12	Fence Boundary Cleaning	Cleaning along apron perimeter fence	No garbage accumulation	Inspection patrol	Weekly	Warning / deduction
13	Garden and Drain Cleaning	Removal of debris and vegetation control	Area maintained free of blockage	Inspection by operations staff	Weekly	Corrective cleaning
14	Barrier Operations	Control of unauthorized entry	Zero runway incursion incidents	ATC/Airside Operations monitoring	Continuous	Immediate disciplinary action against staff with penalty of 2000 Rs
15	Gate Monitoring	Proper monitoring of Radar Gate and	100% barrier operator presence	Attendance records	Daily	Staff replacement required

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

S#	Service Area	Key Performance Indicator (KPI)	Performance Standard	Measurement Method	Reporting Frequency	Penalty / Corrective Action
		vehicular check post				
16	Safety Compliance	PPE usage and airside safety compliance	100% staff wearing reflective jackets	Safety inspection	Daily	Warning and then Penalty on deputed staff of Rs 1000
17	Staff Attendance	Adequate manpower deployment	100% manpower as per contract	Attendance sheets	Daily	Penalty on, staff of Rs 1000 if absent unreported.
18	Equipment Availability	Operational cleaning equipment	95% equipment availability	Equipment inspection logs	Weekly	Repair within 24 hours
19	Supervisor Monitoring	Supervision of cleaning operations	Minimum 2 patrol rounds per shift	Supervisor logs	Daily	Warning and Penalty on deputed staff of Rs 1000
20	Response to Complaints	Address operational complaints	Response within 30 minutes	Complaint register	As required	Warning and Penalty on deputed staff of Rs 1000
21	Incident Reporting	Reporting of safety or operational incidents	Incident report within 15 minutes	Incident logbook	As required	Warning and Penalty on deputed staff of Rs 1000
22	Staff Training	Airside safety training	100% staff trained annually	Training records	Annual	Staff suspension until trained
23	Emergency Support	Support during airport emergencies	Immediate deployment	Emergency response report	As needed	Contract review

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Scope of Work

AIRPORT OFFICES & WASHROOMS

SR NO.	LOCATION	NOS OF TOILETS	NOS OF OFFICES	Frequency	Service Required	REMARKS
1	PASSENGER TERMINAL BUILDING	Complete		24/7 Round the clock	• Continuous sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Machine scrubbing of floors. • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • Cleaning of lifts, escalators, conveyer belts, and travelators. • Special cleaning arrangements during VIP movements and high-traffic periods. • Emergency response cleaning for spills or incidents. • (L-1 34, L-2 55 Toilets and litter disposal) including detergent and sanitary requirements like surf, liquid soap, toilet paper, phenyl etc. of renowned brands. • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Cleaning of Passenger Boarding Bridges (PBB).	All Lounges, Toilets & Offices of Terminal building Complete

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

					• Floors will be maintained with the chemicals recommended by the Engineer Incharge. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas. • Supply and Maintenance of Dust Bins with garbage bag and collection of garbage from offices and all common areas, Waste collection, segregation, and dumping at the designated area. • Provision and replenishment of toiletries Spray of disinfectants in Toilets and Urinals	
2	PAA OFFICE BLOCK	01 Toilet Block 01 APM Toilet	18 Rooms+ 02 Conference Rooms	Twice a day 5 days a week	• Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • . • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Floors will be maintained with the chemicals recommended by the Engineer Incharge. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas.	Toilet Block Comprising over 02 WC area 01 kitchen

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

					• Provision and replenishment of toiletries Spray of disinfectants in Toilets and Urinals	
3	FUNCTIONARIES BLOCK	01 Toilet Block PAA 01 Toilet	14 Rooms	Twice a day 5 days a week	• Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Floors will be maintained with the chemicals recommended by the Engineer In charge. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas. • Provision and replenishment of toiletries Spray of disinfectants in Toilets and Urinals	PAA toilet Block Comprising over 02 WC area
4	ATC TOWER	01 Toilet Block	05 Rooms including ATC Cabin	Twice a day 5 days a week	• Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning.	Toilet Block Comprising 02 WC area & Ablution area.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

					• Deep cleaning and disinfection. • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Floors will be maintained with the chemicals recommended by the Engineer In charge. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas. • Provision and replenishment of toiletries Spray of disinfectants in Toilets and Urinals	
5	FIRE STATION	02 Toilet Blocks, (Ground + First Floor) 01 Attach	05	Twice a day 5 days a week	• Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Floors will be maintained with the chemicals recommended by the Engineer In charge. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas. • Provision and replenishment of toiletries Spray of disinfectants in Toilets and Urinals	G/F Toilet Block Comprising over 03 WC area, 01 Ablution area. F/F Toilet Block Comprising over 04 WC area & 01 Lady toilet

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

	MT	01 Toilet Block, 01 Attached	04	Shift wise 24/7	• Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas. • Supply and Maintenance of Dust Bins with garbage bag and collection of garbage from offices and all common areas, Waste collection, segregation, and dumping at the designated area. Provision and replenishment of toiletries	G/F Toilet Block Comprising over 04 WC, 01 Kitchen.
6	OLD MT + WELFARE CANTEEN + MEDICAL	03 Toilet	07 Rooms including Medical Store			
7	CAR PARKING + MASJID	Masjid Toilet 01 Block		Twice a day clock	Daily cleaning / Sweeping and litter disposal, garbage collection. For Masjid and Washroom • Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries.	Toilet Block Comprising over 05 WC area, 01 Ablution area.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

8	LOGISTICS + CIVIL & HORTICULTURE	06 Toilets	08 Rooms	Twice a day 5 days a week	• Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • . • Daily cleaning and dusting of all furniture, fixtures, railings and other fixtures installed. • Floors will be maintained with the chemicals recommended by the Engineer Incharge. • Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas. • Provision and replenishment of toiletries Spray of disinfectants in Toilets and Urinals	Civil office toilets (05), Logistics office toilet (01)
9	POWER ROOM + E&M INQUIRY	01 Toilet	04 Rooms			
10	MAIN ENTRY GATE	03 Toilets	01 Watch Tower 01 Lady search Room			
11	ILS + LOCALIZER	02 Toilets	02 Rooms			

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

Appendix - A

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

PAA COLONY ROOMS & WASHROOMS

SR NO.	LOCATION	NOS OF TOILETS	NOS OF OFFICES	REMARKS
1	OFFICER MESS	01 Common Toilet 01 Toilet attached with DG Room		DG Room+ KITCHEN + TV LOUNGE + DINNING HALL
2	STAFF MESS	01 Common Toilet		KITCHEN + TV LOUNGE + DINNING HALL
3	MASJID PAA COLONY	02 Toilets		
4	APM HOUSE COMPLETE	03 Toilets		APM House Complete
5	EVHF	01 Toilet	03 Rooms	

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

APPENDIX – B

Consumables

The following is the list of essential consumables but not limited to along with indicative specifications. Brand names mentioned are for reference to indicate minimum acceptable quality standards and shall not restrict equivalent products of equal or higher quality, subject to approval of PAA. The bidders are directed to mention brand names and submit their list of consumables for each zone.

S. No.	Consumables Description
1.	Liquid Hand Soaps (Lifeboy, Capri, Dettol or equivalent)
2.	Liquid Hand Soap Dispensers / Handwash Dispensers (wall-mounted or counter-mounted, durable refillable type – approved quality)
3.	Handwash Bottles / Pump Bottles (for locations where dispensers are not installed – durable refillable type, approved quality)
4.	Floor /Surface Cleaner (Dettol or equivalent)– 750 ML Bottle)
5.	Detergents and Surface Cleaners (Max, Vim or equivalent)
6.	Floor and Toilet Cleaners (Harpic, Domex or equivalent)
7.	Phenyl and Disinfectants (Rose Phenyl, Lysol or equivalent)
8.	Glass Cleaners (Glint, Windex, Shield or equivalent)
9.	Air Fresheners (Glade, Air Wick, Brisk or equivalent – automatic and manual)
10.	Room Air Fresheners (Cobra or equivalent)
11.	Sanitizers (Dettol, Purell, Shield or equivalent)
12.	Bleach (Domex, Clorox, Max or equivalent – chlorine-based)
13.	Black Acid for Drain opener
14.	Tissue Rolls single
	Paper Towels/C Fold (White, size 10.10" x 13.20") (Rose Petal, Premier, Metropole, pacific blue or equivalent)
15.	Garbage Bags (all sizes – Dura Bag, Albayrak or equivalent)
16.	Naphthalene Balls, Urinal Cubes (local or imported)
17.	Micro Fiber Dusters (on demand basis/actual use)
18.	Wet Towels (on demand basis/actual use)
19.	Wipers (36 inch) (on demand basis/actual use)
20.	Wet Mops (on demand basis/actual use)
21.	Dry Mops (on demand basis/actual use)
22.	Hand Broom (on demand basis/actual use)
23.	Steel Bins (on demand basis/actual use)
24.	Plastic Bins (on demand basis/actual use)
25.	Barrication Tape
26.	Rain Coats (on demand basis/actual use)
27.	Helmets (on regular basis)
28.	Goggles (on regular basis)
29.	Gloves (on regular basis)
30.	Masks (on regular basis)
31.	Water vessel (plastic Lota)
32.	Recycling Bins (Plastic, Paper, Glass etc.) (on demand basis)

APPENDIX – C

LIST OF PROPOSED EQUIPMENT / MACHINERY (To be provided by PAA)

Sr. No	Equipment / Machines	Total No. of machines
1	Floor Washing Machine Single disc	1
2	Vacuum cleaner with heavy duty (wet & Dry)	2

NOTE: Above machines are already available at the airport that may be provided to the Service Provider on rent basis at the sole discretion of the Service Provider whether to use or otherwise. Bidders may contact PAA for further details.

*[**NOTE 2**: The rental of equipment / machinery shall be determined as follows:*

$$\text{Monthly Rent} = \frac{Price\ of\ the\ Equipment + Total\ Estimated\ Cost\ of\ Maintenance]}{Useful\ Life\ of\ the\ Equipment\ in\ Months}$$

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

APPENDIX – C1

LIST OF PROPOSED EQUIPMENT / MACHINERY

Sr. No	Equipment / Machines	Total No. of machines	Monthly Rent (PKR) (To be filled by the bidder)
1	Water high pressure machine (for road washing) Professional Karcher (Italian made or equivalent)	1	
2	Scrub Ride on Floor Washing Machines (Italian made or equivalent)	1	
3	Road Sweeper (Concourses) Heavy duty (made by Germany/England or equivalent)	1	
4	Hanging Cradle with accessories for glass cleaning	1	
5	Mechanized Elevated Mobile Platforms (Scaffolding minimum 16feet)	1	
6	Covered garbage shifting trolley (steel or fiber length 1360 mm height 1370 mm cubage 1100 cubage (liter)	2	
7	Plastic Dust Bin (pedestal required for platform 90 liters minimum)	18	
		Grand Total	

Note: To be filled and submitted with the financial bid by the bidder.

Appendix - D

MINIMUM MANPOWER REQUIRED

S.N.	Site	Manpower Per Shift	No of Shifts	Total
Passenger Terminal Building and Landside				
1	Concourse Hall	4 male + 02 females	02	12
2	International Arrival	03 males + 01 female	02	08
3	International Briefing	03 male + 01 females	02	08
4	International Departure Lounge/ Corridor and bridge	04 male + 01 female	02	10
5	Domestic Briefing	02 male + 01 female	02	06
6	Domestic Departure Lounge/ corridor and bridge	04 male +01 female	02	10
7	Domestic Arrivals	02 male + 01 female	02	06
8	MI Room	01 male	02	02
9	ATC Tower, Communication office, ECR, Roof Top and ATC Staircases	03 male	02	06
10	APM and Allied Offices	02	01	02
11	Civil and Supply offices	02	01	02
12	E&M workshop and MT	01	01	01
13	Main entry gate and Roads	03	02	06
14	CFRO Office, Fire Station and SVMT	03	02	06
15	Airside (Apron, Taxiways and Runways, Glide Slope, NDB, Localizer)	06	02	12
16	Officer Mess	01	01	01
17	Staff mess	01	01	01
	APM House, Roads and Pathways	02	01	02
18	Car Parking	03	02	06
19	Glass Pan Cleaners	03	02	06
20	Floor Cleaning Machine Operators	02	02	04
21	Supervisors	03	02	06
			Total	123

Note: Number of minimum staff deployed i.e. 123 is mandatory.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026

APPENDIX-E
1/2

SUMMER FLIGHT SCHEDULE AT FIAP FAISALABAD
W.E.F.29-03-2026 TO 24-10 2026

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
ABY562/563 (A-320) SHJ/SHJ 0130/0210	ABY562/563 (A-320) SHJ/SHJ 0130/0210	ABY562/563 (A-320) SHJ/SHJ 0130/0210	ABY562/563 (A-320) SHJ/SHJ 0130/0210	ABY562/563 (A-320) SHJ/SHJ 0130/0210	ABY562/563 (A-320) SHJ/SHJ 0130/0210	ABY562/563 (A-320) SHJ/SHJ 0130/0210
FZ391/392 (B-738) DXB/DXB 1010/1110	FZ391/392 (B-738) DXB/DXB 1010/1110	FZ391/392 (B-738) DXB/DXB 1010/1110	FZ391/392 (B-738) DXB/DXB 1010/1110	FZ391/392 (B-738) DXB/DXB 1010/1110	FZ391/392 (B-738) DXB/DXB 1010/1110	FZ391/392 (B-738) DXB/DXB 1010/1110
ADY315/316 (A-320) AUH-/AUH 1020/1100		ADY315/316 (A-320) AUH-/AUH 1020/1100			ADY315/316 (A-320) AUH-/AUH 1020/1100	
FLY JINNAH SUMMER FLIGHT SCHEDULE BY FIAP Domestic Flights (01-Sep-2026 to 30-Sep-2026)						
9P0810/0811 KHI-LYP-KHI 1640/1720		9P0810/0811 KHI-LYP-KHI 1500/1550	9P0810/0811 KHI-LYP-KHI 1640/1720		9P0810/0811 KHI-LYP-KHI 1640/1720	9P0810/0811 KHI-LYP-KHI 1125/1215
PIAC FLIGHT SCHEDULE BY FIAP Int'l Flights (06-July-2026 to 29-Oct-2026)						
No Operation		PK-764/341 (A-320) JED-LYP-KHI 0525/0730		PK-764/341 (A-320) JED-LYP-KHI 0955/1110	No operation	
		Pk-340/717 (A-320) KHI-LYP-MED 0945/1255		PK-340/763 (A-320) KHI-LYP-JED 2050/2230		
		Pk-718/763 (A-320) MED-LYP-JED 2355/0225				
Domestic Flights (06-July-2026 to 29-Oct-2026)						
No Operation	No Operation		No operation		No operation	Pk-340/341 (A-320) KHI-LYP-KHI 2200/2300

NOTE

Air Arabia 3L-315/316 01 July 2026 to 24 Oct 2026

Total Flight:

Int'l Flight	Domestic Flight
20/20	08/08

1 of 2

E 2/2

WINTER FLIGHT SCHEDULE AT FIAP FAISALABAD
W.E.F.25-10-2026 TO 27-03-2027

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
ABY562/563 (A-320) SHJ/SHJ 1150/1240	ABY562/563 (A-320) SHJ/SHJ 1150/1240	ABY562/563 (A-320) SHJ/SHJ 1150/1240	ABY562/563 (A-320) SHJ/SHJ 1150/1240	ABY562/563 (A-320) SHJ/SHJ 1150/1240	ABY562/563 (A-320) SHJ/SHJ 1150/1240	ABY562/563 (A-320) SHJ/SHJ 1150/1240
FZ391/392 (B-738) DXB/DXB 1610/1710	FZ391/392 (B-738) DXB/DXB 1610/1710	FZ391/392 (B-738) DXB/DXB 1610/1710	FZ391/392 (B-738) DXB/DXB 1610/1710	FZ391/392 (B-738) DXB/DXB 1610/1710	FZ391/392 (B-738) DXB/DXB 1610/1710	FZ391/392 (B-738) DXB/DXB 1610/1710
No operation	ADY315/316 (A-320) AUH-/AUH 1255/1340	No operation	No operation	ADY315/316 (A-320) AUH-/AUH 1255/1340	No operation	ADY315/316 (A-320) AUH-/AUH 1255/1340

PIAC WINTER FLIGHT SCHEDULE BY FIAP

Int'l Flights (03-Nov-2026 to 27-Mar-2027)

No operation	PK764/341 (A-320) JED-LYP-KHI 0900/1030	PK-718/341 (A-320) MED-LYP-KHI 0700/0930	No operation	No operation	PK764/341 (A-320) JED-LYP-KHI 0900/1030	PK-224/223 (A-320) DXB-DXB 1515/1640

PIA Domestic Flights (26-10-2026 to 27-03-2027)

No operation	Pk-340/763 (A-320) KHI- LYP-JED 1715/1845	Pk-340/717 (A-320) KHI- LYP-MED 1715/1850	No operation	Pk-340/717 (A-320) KHI-LYP-MED 1515/1655	Pk-340/763 (A-320) KHI-LYP-JED 1845/2015	No operation

FLY JINNAH Domestic Flights (26-10-2026 to 27-03-2027)

9P810/9P811 KHI/KHI 1005/1045	9P810/9P811 KHI/KHI 1005/1045	9P810/9P811 KHI/KHI 1005/1045	9P810/9P811 KHI/KHI 1005/1045	9P810/9P811 KHI/KHI 1005/1045	9P810/9P811 KHI/KHI 1005/1045	9P810/9P811 KHI/KHI 1005/1045

2 of 2

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

	PAKISTAN AIRPORTS AUTHORITY Daily Cleaning Checklist Airport Services Directorate	PAAF-009-ASTF-2.0

Location: Faisalabad Internation Airport, Faisalabad — **PTB and Landside**

Sr#	Description	Passenger Terminal Building inlcuding Concourse Hall, and Landside Areas			Remarks
		Morning	Evening	Night	
	Note: The cleanliness condition assessed under this checklist shall also reflect whether periodic deep cleaning, machine scrubbing, and scheduled hygiene maintenance are being carried out as per the approved cleaning program.				
	General Cleaning				
1	Floors in Concourse Halls, Lounges, Corridors and Passenger Waiting Areas are clean, stain-free, properly machine maintained and reflecting scheduled deep-cleaning standards.				
2	No visible litter, debris or dust accumulation especially in passenger movement areas and public areas. Lounges, waiting areas and high-traffic zones maintained in hygienic and presentable condition.				
3	Glass panels, doors and partitions are free from stains and fingerprints.				
4	Furniture and Passenger Seating (Counters, Chairs, Desks, Tables, Sofas, Passenger Seats etc.) are clean, dust-free, washed where required and properly maintained.				
5	Equipment / Installations including Escalators, Elevators, Conveyor Belts, Weighing Scales, ATMs, Water Dispensers, Coolers, Fire Cabinets & Extinguishers, Signage, FIDS Screens, Standees, Curtains and Wall Clocks are clean and dust-free.				
6	Passenger Boarding Bridges (PBB) and Staircases are neat, clean and free from debris & dust.				
7	Walls, pillars, roofs and false ceilings are clean and dust-free with no cobwebs or visible neglect in public and passenger movement areas.				
8	Dustbins and waste disposal points are neat, clean, odor-free and not overflowing. Dustbin liners are intact and garbage is disposed in accordance with waste management principles.				
9	Roads including Pick-up and Drop-lanes are clean and swept. Storm drains are cleared.				
10	Prayer Areas (including mats, chairs, floors and ablution areas) are clean, dry and maintained in hygienic condition.				
11	Decorative and Environmental Elements including flowerbeds, pots, planters and vases are clean, tidy and properly maintained.				
	Restrooms/ Toilets				
12	Floors and overall washroom environment are clean, dry and odor-free. No water stagnation, blockage or slip hazard is present.				
13	WC/Urinals/Basins, sinks, taps, counters and other sanitary fittings are clean, stain-free, disinfected and free from scale or buildup indicating proper periodic deep cleaning. Soap dispensers, hand dryers, exhaust systems, fans and other appliances are clean.				
14	Mirrors, doors, knobs, kickplates, windows, walls, partitions and ceilings etc. are clean, dust-free and free from cobwebs.				
15	Consumables (soap, tissue, paper towels etc.) are adequately available, of approved brand/quality and not diluted or harmful to fittings.				
16	Waste bins and janitorial management: Dustbins are clean, odor-free and not overflowing; liners are intact; waste is disposed properly. Janitorial staff is available in passenger washrooms as per deployment plan.				
	Offices and Other Areas				
17	Office floors, corridors and working areas are clean, dust-free and properly maintained. Furniture, carpets, sofas and upholstery are neat, clean and tidy.				
18	Waste bins are neat & clean, not over flowing and liners are intact. Garbage is segregated and disposed at designated area as per waste management principles.				
	Operational and Compliance Control				
19	Approved manpower strength is present as per deployment plan. Janitorial staff is in prescribed uniform and PPE while performing duties.				
20	Cleaning machinery, equipment, tools and trolleys are available, functional and properly maintained. Cleaning chemicals and consumables used are of approved specifications.				
	Total (%age)				

Non-conformities / Unserviceabilities to be mentioned in the Remarks

Inspection by

DTM (Morning Shift) _____

DTM (Evening Shift) _____

DTM (Night Shift) _____

Counterchecked by Site Manager / Supervisor of Service Provider

Total Number of Staff Deployed: _____

Total Number of Staff Deployed: _____

Total Number of Staff Deployed: _____

Total

Excellent : _____

Good : _____

Satisfactory : _____

Partially Satisfactory : _____

Unsatisfactory : _____

Countersigned by
PAA Authorized Officer

Appendix-H

LIST OF APPROVED BANKS

S. NO.	NAME OF BANK
Public Sector Banks	
1	National Bank of Pakistan
2	Sindh Bank Limited
3	The Bank of Punjab
Private Sector Banks	
4	Allied Bank Limited
5	Askari Bank Limited
6	Bank Al-Habib
7	Faysal Bank Limited
8	Habib Bank Limited
9	Habib Metropolitan Bank Limited
10	JS Bank Limited
11	MCB Bank Limited
12	Samba Bank Limited
13	Soneri Bank Limited
14	Standard Chartered Bank (Pakistan) Limited
15	United Bank Limited
16	Industrial & Commercial Bank of China Limited
Islamic Banks	
17	Al-Baraka Bank (Pakistan) Limited
18	Bank Islami Pakistan Limited
19	Dubai Islamic Bank (Pakistan) Limited
20	Meezan Bank Limited

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

SCHEDULE OF PRICING

The Service Provider undertakes to make all the regulatory payments and taxes with reference to the services provided to the PAA.

Service Pricing (Monthly):

Rs. _____

(Rupee in words: _____)

Note: The Service Price shall include all expenses and regulatory payments except Equipment and Consumables.

Consumables Pricing (Monthly):

Rs. _____

(Rupee in words: _____)

Note: The PAA has the right to inspect the tools / consumables and reject any substandard material.

Equipment Pricing (Monthly):

Rs. _____

(Rupee in words: _____)

The list of machinery shall be in accordance with the Appendix C1 to the RFP.

Note: All the machinery / equipment shall be positioned at the designated places identified by the PAA. The PAA has the right to inspect the machinery / equipment as per the list of machinery provided by the Service Provider and reject any machinery or equipment.

Total Bid Amount

Monthly Cost: **PKR** _____

Total Monthly Cost (Service) + (Consumables) + (Equipment)

Yearly Cost = Monthly Cost x 12 = **PKR** _____

Total Bid Amount = Yearly Cost x 3 = **PKR** _____

(Rupees: _____)

The above costs are inclusive of all taxes, service charges and expenses (exclusive of Provincial Sales Tax) and no other amount would be included in the quoted cost at a later stage. The Cost is unconditional. The tender rates or amount shall be inclusive of all taxes (excluding Provincial Sales Tax on Services), duties etc. as applicable fourteen days prior to the date of tender opening and no claim on this account shall be entertained by PAA.

e-Pak Acquisition and Disposal System (EPADS) generated document | © 2026