

Standard Bidding Document

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

National

Single Stage-Two Envelope



April 11, 2026

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PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))** has reserved Funds for the procurement planned for FY **2025-26**. The **JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))** 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 JINNAH INTERNATIONAL AIRPORT, KARACHI**”
2. The **JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))** 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, 2004 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** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at <https://vendors.epads.gov.pk/>.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Wednesday, April 29, 2026 11:00 AM**. E-bids will be opened on the same day at **Wednesday, April 29, 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>

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1. Scope of Bids

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

2. Source of Funds

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

3. Fraud & Corruption

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. Eligible Bidders

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

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

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

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

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

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

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

4.1.6.1. its professional conduct; or

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

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

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

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

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

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

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

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

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

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

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

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

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

5. Qualification of the Bidder

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

B. Bidding Documents

1. Contents of Standard Bidding Document

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

Section I - Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

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

Section VI Bidding Forms

Section VII Fraud & Corruption

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

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

2. Clarifications

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

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

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

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

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

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

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

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

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

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

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

bid:

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

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

3. Amendment of Bidding documents

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

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

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

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

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

C. Preparation of Bids

1. Documents Constituting the Bids

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

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

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

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

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

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

1.1.6. Any other document required in the BDS.

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

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

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

3. Documents Establishing Eligibility and Qualification of the Bidder

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

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

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

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

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

4. Form of Bid

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

5. Bids Prices

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

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

5.3. The Bid price to be quoted in the Forms of Bid in accordance with ITB 12 shall be the total price of the bid, excluding any discounts offered.

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

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

6. Price Adjustment

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

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

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

7. Bids Currencies

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

8. Bid Validity Period

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

declaration as the case may be.

9. Bid Security or Bid Securing Declaration

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

9.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB 17.5

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

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

9.4.1. the expiry of the Bid Security;

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

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

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

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

9.5.1. if a bidder:

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

9.5.1.2. does not accept the correction of errors pursuant to ITB 26; or

9.5.2. in the case of a successful bidder fails:

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

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

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

10. Alternative Bids by Bidders

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

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

11. Withdrawal, Substitution, and Modification of Bids

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

12. Format and Signing of Bids

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

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

D. Submission of Bids

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

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

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

E. Opening and Evaluation of Bids

1. Opening & Evaluation of Bids by the Procurement Cell

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

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

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

to two billion rupees)

3. **Third Party Validation**

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

4. **External Bid Evaluation Committee**

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

5. **Opening of Bids**

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

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

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

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

6. **Confidentiality**

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

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

7. Preliminary Examination of Bids

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

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

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

7.1.3. is accompanied by the required securities; and

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

7.2. The procuring agency will confirm that the documents and information specified under **ITB 9,10 and 11** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

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

8. Examination of Terms and Conditions, Technical Evaluation

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

met without material deviation or reservation.

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

9. Correction of Errors

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

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

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

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

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

9.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 17**.

10. Conversion to Single Currency

10.1. As per Rule 30(2) of Public Procurement Rules, 2004.

11. Evaluation of Bids

11.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive, pursuant to **ITB 24**.

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

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

11.4. The Procuring agency evaluation of a bid will take into account:

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

11.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 26**;

11.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 27**;

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

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

12. Determination of Most Advantageous Bids

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

13. Abnormally Low Financial Bids

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

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

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

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

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

14. Rejection of Bids

14.1. As per Rule 33 of the Public Procurement Rules, 2004

15. Cancellation of procurement

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

16. Single Responsive Bid

16.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

17. Alternate Dispute Resolution (ADR)

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

18. Arbitration Clause

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

19. Fee of the Arbitrator

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

20. Socio-economic development

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

21. Environmental objectives

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

F. Award of Contract

1. Appointment of Contract Manager

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

2. Criteria of Award

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

3. Procuring Agency's Right to reject All Bids

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

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

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

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

5. Notification of Award

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

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

5.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

6. **Signing of Contract**

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

7. **Performance Guarantee**

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

7.2. Failure of the successful bidder to comply with the requirement of **ITB 49.1** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

8. **Advance Payment**

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

9. **Arbitration**

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

10. **Corrupt & Fraudulent Practices**

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

G. **Grievance Redressal & Complaint Review Mechanism**

1. **Constitution of Grievance Redressal**

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

2. **GRC Procedure**

2.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 20 and Redressal of Grievance Regulations, 2022

H. **Blacklisting/ Debarment**

1. **Procedure for Blacklisting/Debarment**

1.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement Rules, 2004, Mechanism for Blacklisting, Debarment Regulations, 2024 and "procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.



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		
1	1.1	<p>Name of Procuring Agency: JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))</p> <p>The subject of procurement is: SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT JINNAH INTERNATIONAL AIRPORT, KARACHI</p> <p>Expected commencement date: Friday, July 17, 2026</p>
2.	2.1	<p>Financial year for the operations of the Procuring Agency: 2025-26</p> <p>Name and identification number of the Contract: P19931</p>
3.	4.6	<p>JV/Consortium or Association Allowed: No</p> <p>Number of JV/Consortium Members: Nil</p>
B. Bidding Documents		

4.	7.1	<p>The Bidders may seek clarifications through EPADS v2.0: Clarification Date: Wednesday, April 15, 2026</p> <p>Pre-Bid Meeting: Wednesday, April 22, 2026 11:00 AM</p> <p>Venue: Level-6, Office of the Airport Manager / Deputy Airport Manager, JINNAH INTERNATIONAL AIRPORT, Karachi</p>
5.	8.1	<p>Any addendum, in case issued, shall be published on JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)) website and on EPADS v2.0.</p>
6.	9.1	<p>List of documents required along with the bid: No</p>
7.	11.1	<p>The qualification criteria to establish the supply / production capability of the bidder.</p> <p><i>see Eligibility Criteria</i></p>
8.	7.6	<p>Services and Their related documents: <i>See section Required Services and Scope of Work</i></p>
9.	13.1 & 13.2	<p>Price schedule will be provided according to the format defined and acquired.</p> <p><i>see section price schedule.</i></p>
10.	7.6.2	<p>Specifications: <i>see section of specifications.</i></p>
<p>C. Preparation of Bids</p>		

11.	13.5	The price shall be Fixed .
12.	15.1	Currency of the Bids shall be : PKR
13.	16.1	The Bids/Bid Validity period shall be: 120 Days
14.	17.1	The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in BDS 6 The Bid Security shall be in the form of: Pay Order, Bank Guarantee
15.	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.
16.	18.1	Alternative Bids to the requirements of the bidding documents willnot be permitted.
D. Submission of Bids		

17.	21.1	<p>Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;</p> <p>JINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province).</p> <p>Bids that are not submitted on EPADS v2.0 shall be disqualified.</p> <p>The deadline for Bids submission is: Wednesday, April 29, 2026 11:00 AM</p>
<p>E. Opening and Evaluation of Bids</p>		
18.	26.1	<p>The Bids opening shall take place on EPADS v2.0.</p> <p>Day : Wednesday</p> <p>Date:Wednesday, April 29, 2026</p> <p>Time : 11:30 AM</p>
19.	32.1	<p>Selection technique adopted will be: Quality and Cost Based Selection (QCBS) <i>see Evaluation Criteria</i></p>
<p>F. Award of Contract</p>		
20.	49.1	<p>The Performance guarantee shall: 5.00%.</p> <p>The Performance Guarantee shall be acceptable in the form of:Pay Order, Bank Guarantee</p>
21.	51.1	<p>Arbitrator shall be appointed by mutual consent of the both parties.</p>

G. Review of Procurement Decisions

22.	53.1	Grievance against this procurement shall be submitted online on EPADS v2.0.
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Eligibility Criteria

Bidder's Type	Required Registration
Any	NADRA CITIZENSHIP (CNIC/NICOP) FBR (NTN) FBR (GSTN)

Eligibility Criteria	Document
Bid Security amounting Rs. 24,500,000/- must be in Favour of "Pakistan Airports Authority" - Also attach copy here and must be submitted in original before Bid Closing Time. Bid Security Declaration is not applicable.	Yes
The bidder must possess SESSI, EOBI and Professional Tax Certificates (FY25-26). Kindly attach the documentary evidences establishing registration as required.	Yes

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Technical Marks	100
Passing Marks	65

Experience (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 (12) months shall be considered for evaluation

The bidder must have at least one (01) year experience of providing similar janitorial/ cleaning services to large organizations in public or private sector. (Qualitative)(Doc Required)

10

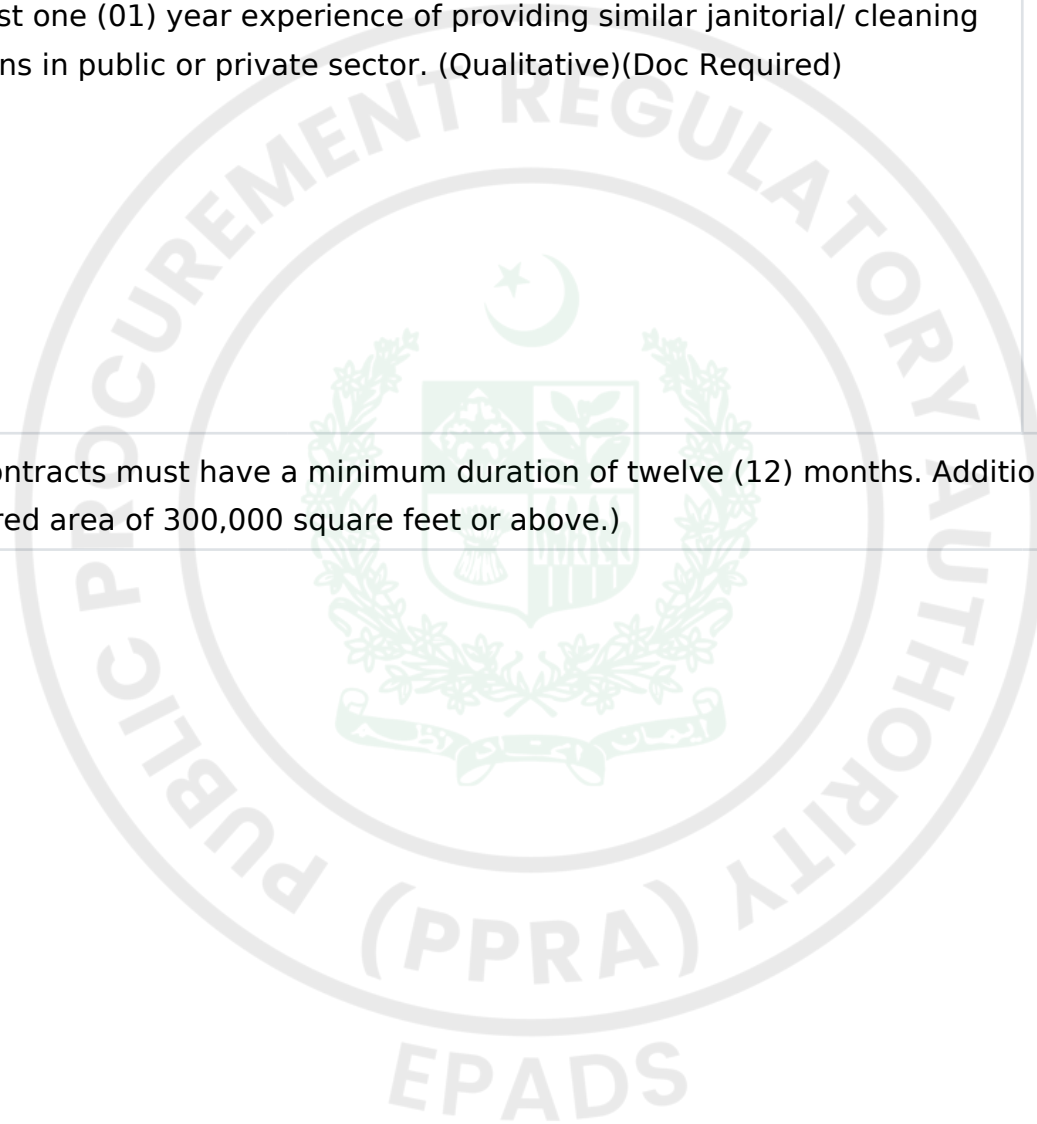
3 years or more **(10)**

2 years or more **(7)**

1 year or more **(4)**

Less than 1 year **(0)**

No. of Clients (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 300,000 square feet or above.)



The bidder must have provided similar janitorial/cleaning services to at least three (03) facilities of comparable operational complexity.(The details of Categories are defined in Annex 'Bid Specifics' Sec. 9 Page no.11) (Qualitative)(Doc Required)

15

The Bidder have no. of Clients in all Categories A, B and C **(15)**

The Bidder have no. of Clients in Categories A & B **(12)**

The Bidder have no. of Clients in Categories A & C **(10)**

The Bidder have no. of Clients in Categories B & C **(8)**

The Bidder have no. of Clients in only Category A **(7)**

The Bidder have no. of Clients in only Category B **(5)**

The Bidder have no. of Clients in only Category C **(3)**

The Bidder does not have any client in defined Categories **(0)**

Manpower (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.)

<p>The bidder must demonstrate experience of deploying janitorial staff under one contract. Note: The bidder must demonstrate experience of managing janitorial services with cumulative deployment of at least 300 janitorial / housekeeping personnel. (Qualitative)(Doc Required)</p> <p>Maximum Manpower deployed 201 or above (15)</p> <p>Maximum Manpower deployed 176 - 200 (14)</p> <p>Maximum Manpower deployed 151 - 175 (13)</p> <p>Maximum Manpower deployed 126 - 150 (12)</p> <p>Maximum Manpower deployed 101 - 125 (11)</p> <p>Maximum Manpower deployed 75 - 100 (10)</p> <p>Maximum Manpower deployed 65 - 74 (8)</p> <p>Maximum Manpower deployed 50 - 64 (6)</p> <p>Below 50 (0)</p>	<p>15</p>
<p>Work Plan as per Annexure Bid Specifics Section 8.2 -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.</p>	
<p>Comprehensive and detailed Work Plan demonstrating its capability in all categories as defined in Bid Specifics Section 9 (iv) PG 12 (Qualitative)(Doc Required)</p>	<p>30</p>
<p>Certifications - (Certificates must be valid, issued in the name of the bidding entity, and relevant to janitorial/facility management services.)</p>	

<p>ISO Certifications - ISO 9001 (Quality Management), ISO 45001 (Occupational Health & Safety), ISO 14001 (Environmental Management) (Qualitative)(Doc Required)</p> <p>The bidder possess all certifications in ISO 9001, ISO 45001, ISO 14001 (5)</p> <p>The bidder possess ISO 9001 and ISO 45001 only (4)</p> <p>The bidder possess either (ISO 9001 or ISO 45001) AND ISO 14001 (3)</p> <p>The bidder possess either ISO 9001 or ISO 45001 (2)</p> <p>The bidder only possess certification in ISO 14001 (1)</p> <p>Nil (0)</p>	5
<p>Others</p>	
<p>Annual Turnover (Qualitative)(Doc Required)</p> <p>≥ Rs. 900 Million (20)</p> <p>≥ Rs. 600 Million (15)</p> <p>≥ Rs. 350 Million (12)</p> <p>Below Rs. 350 Million (0)</p>	20

<p>The bidder shall have an established operational office within Karachi capable of supporting contract operations, supervision and logistics. The bidder shall provide documentary proof such as office lease/ownership docs, utility bill, & office detail (Qualitative)(Doc Required)</p> <p>Permanent operational office in Karachi (5)</p> <p>Proposed office to be established post-award (Bidder must submit a sworn affidavit confirming office setup within one month of contract award) (2)</p> <p>No local office (0)</p>	5
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Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES (As per Appendix F) Complete Contract Price for the period of 3 years incl all taxes excluding SST	<p>Address: JINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province).</p> <p>Schedule: within 30 days after Award of Contract Quantity: 1</p>	1	24500000

Related Services :

Yes

Position	Related Services
SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES (As per Appendix F) Complete Contract Price for the period of 3 years incl all taxes excluding SST	As defined in Bid Specifics & Related Appendixes

Services Specifications

Positions Without Lots :

Position: SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES (As per Appendix F) Complete Contract Price for the period of 3 years incl all taxes excluding SST

Specifications / Requirements:

Detailed Scope of Services are defined in Appendix A (Scope of Services), Appendix B (Consumables), Appendix C & C-1 (List of Equipment), Appendix D (Number of Employees). The bidder must comply all conditions as defined in above annexures.

Scope of Work

The detailed Scope of Work is defined in Bid Specifics and Appendix A (Scope of Services), B(Consumable), C, C-1 (List of Equipment), D (Number of Employees) and F(Schedule of Pricing).

The bidders may submit hardcopy of the Bids at the time of Bid Closing.

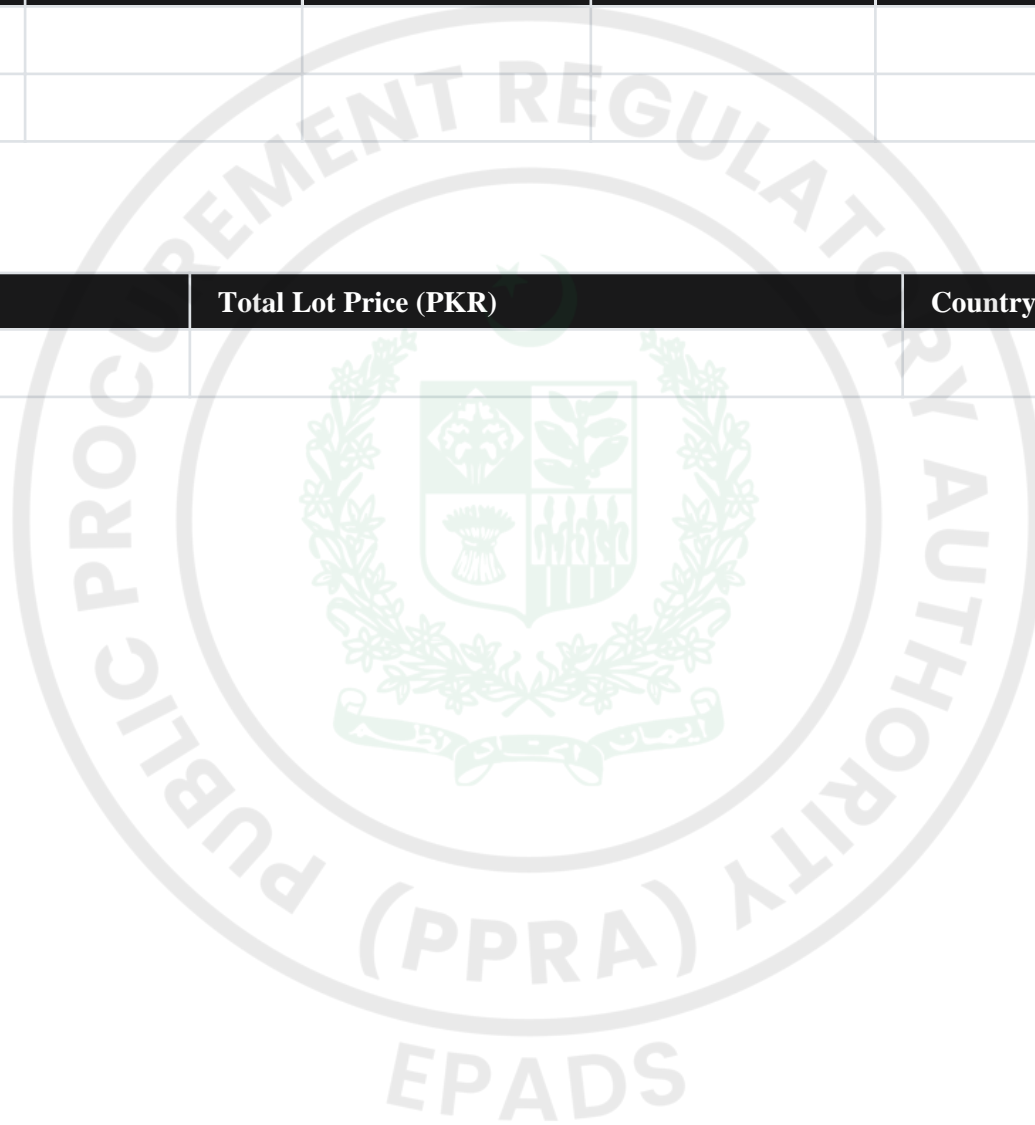
Price Schedule

For Individual Positions

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

For Lots

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







General Conditions of Contract

A. General

1. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

1.1.12. "Government" means the Government of Pakistan;

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

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

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

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

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

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

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

2. **Applicable Law**

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

3. **Language**

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

4. **Notices**

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

5. **Location**

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

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

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

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

1. **Effectiveness of Contract**

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

2. Commencement of Services

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

3. Program schedule

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

4. Starting Date/Expiration Date

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

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

5. Entire Agreement

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

6. Modification

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

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

7. Force Majeure

7.1. Definition

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

7.2. No Breach of Contract

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

7.3. Extension of Time

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

7.4. Payments

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

8. Termination

8.1. By the Procuring Agency

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

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

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

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

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

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

8.2. By the Contractor

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

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

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

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

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

C. Obligations of the Contractor

1. General

1.1. Standard of Performance

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

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

1.2. Law Applicable to Services

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

2. Conflict of Interests

2.1. Contractor Not to Benefit from Commissions and Discounts

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

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

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

2.3. Prohibition of Conflicting Activities

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

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

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

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

3. Insurance to be Taken Out by the Contractor

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

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

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

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

4.1.2. changing the Program of activities; and

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

5. Reporting Obligations

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

6. Liquidated Damages

6.1. Payments of Liquidated Damages

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

6.2. Correction for Over-payment

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

6.3. Lack of performance penalty

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

7. Performance Guarantee

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

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

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

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

8. Sustainable Procurement

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

D. Contractor's Personnel

1. Description of Personnel

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

2. Removal and / or Replacement of Personnel

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

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

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

E. Obligations of the Procuring Agency

1. Change in the Applicable Law

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

2. Services and Facilities

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

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

F. Payments to the Contractor

1. Contract Price

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

2. Terms and Conditions of Payment

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

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

3. Quality Control Identifying Defects

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

4. Correction of Defects, and Lack of Performance Penalty

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

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

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

5. Settlement of Disputes Amicable Settlement

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

6. Dispute Settlement

6.1. Arbitration

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

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



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

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

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
	<p>Definitions</p> <p>The Procuring Agency is:JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)),Officer In Charge LogJINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province).</p> <p>The Supplier is:</p> <p>The title of the subject procurement is:SERVICE LEVEL AGREEMENT for JANITORIAL AND CLEANING SERVICES AT JINNAH INTERNATIONAL AIRPORT, KARACHI</p>
GCC 2	<p>Applicable/Governing Law:</p> <p>The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan</p>
GCC 3	<p>Language:</p> <p>The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in English.</p>

<p>GCC 4</p>	<p>Notices:</p> <p>The addresses for the notices are:</p> <p>Procuring Agency:</p> <p>JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Officer In Charge Log JINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province). +92-300-180-4321 Log.jiap@gmail.com</p> <p>Contractor/ Bidder:</p> <p>[Name, address and telephone number].</p> <p>The Contractor/ Bidder’s Representative(s)</p> <p>[Name, address, telephone number and e-mail address]</p>
<p>GCC 6.1</p>	<p>The Authorized Representatives are:</p> <p>For the Procuring Agency:</p> <p>JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Officer In Charge Log JINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province). +92-300-180-4321 Log.jiap@gmail.com</p> <p>For the Bidder:</p> <p>Name:</p> <p>Designation:</p> <p>Address:</p>
<p>GCC 7</p>	<p>Effectiveness of the contract</p> <p>The Contractor/Bidder shall be effective within days from the date of signature of the Contract by both parties</p>

GCC 8	<p>Commencement of Contract:</p> <p>The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.</p>
GCC 10.2	<p>Expiration of Contract:</p> <p>The time period shall be</p>
GCC 14	<p>Termination</p> <p>In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.</p>
GCC 16	<p>Conflict of Interest:</p> <p>The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 17.</p>
GCC 20	<p>Liquidated Damages</p> <p>If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of 0.06% to 5.00% of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.</p>
GCC 21	<p>Performance Guarantee:</p> <p>The amount of performance guarantee shall be 5.00% of the contract price in acceptable form of Pay Order, Bank Guarantee</p>
GCC 27	<p>Currency of Payment:</p> <p>All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.</p>
GCC 28	<p>Payment terms:</p> <p>Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.</p>

GCC 29	<p>Identifying Defects:</p> <p>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.</p> <p>Inspections & Tests Requirements</p> <p>Completion Certificate by OIC Janitorial</p>



Following is the guidance for Dispute Resolution

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

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

Arbitrator's fee:

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

Appointing Authority for Arbitrator:

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

Rules of procedure for arbitration proceedings:

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

Place of Arbitration and Award:

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



Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.: **P19931**

To: **JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Officer In Charge LogJINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province).**

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 **JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Officer In Charge Log JINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province).**

(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 JINNAH INTERNATIONAL AIRPORT, KARACHI (P19931)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of *[contract price in words and figures]* (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

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

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

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and

8. *[add here: any other documents]*

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

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

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

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

Integrity Pact

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

Contract Number: Contract Value: Contract Title:

Dated:

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

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

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

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

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



Performance Guarantee Form

Performance Guarantee Form

To: **JINNAH INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Officer In Charge Log JINNAH INTERNATIONAL AIRPORT , Airport Sub-Division, Malir (District), Karachi (Division), Sindh (Province).**

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

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

AND WHEREAS we have agreed to give the Bidders guarantee:

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

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

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]



Annexure

BID SPECIFICS

The document shall be duly signed by bidder without any change and the same shall be attached here. Any form / template / data required in this document must be filled and made part of this document in single PDF and be uploaded in this section.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **BID SPECIFICS** (page number: 73)

Appendix A Scope of Services

The document shall be duly signed by bidder without any change and the same shall be attached here.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix A Scope of Services** (page number: 97)

Appendix B Consumables

The document shall be duly signed by bidder without any change and the same shall be attached here.

The Bidder must mention the make / model of all the consumables as defined in Appendix B Consumables without which the bid shall be disqualified. The Consumables must be reknowned / reputable brands.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix B Consumables** (page number: 106)

Appendix C and C1 List of Equipment

The document shall be duly signed by bidder without any change and the same shall be attached here.

The Bidder must mention the make / model of all the equipment / machinery / tools without which the bid shall be disqualified.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix C and C1 List of Equipment** (page number: 107)

Appendix D Number of Employees

The document shall be duly signed by bidder without any change and the same shall be attached here.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix D Number of Employees** (page number: 118)

Appendix G Checklists and KPIs

The document shall be duly signed by bidder without any change and the same shall be attached here.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix G Checklists and KPIs** (page number: 119)

Appendix I - Monitoring Mechanism and Penalties

The document shall be duly signed by bidder without any change and the same shall be attached here.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix I - Monitoring Mechanism and Penalties** (page number: 123)

Schedule of Pricing

The bidder must fill all individual / unit prices, sub-total and Grand Total of all prices and also mention in Words.

Upload Financial Document

Document Required

See Form Under Additional Forms and Documents: **Schedule of Pricing** (page number: 128)

Appendix H - List of applicable banks for Bid Security and Performance Guarantees

The bidder must comply to the instructions and Bid Securities & Performance Guarantees shall only be allowed as per aforementioned list of Banks.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Appendix H - List of applicable banks for Bid Security and Performance Guarantees** (page number: 130)

Undertaking for Bio-friendly practices

Undertaking on Affidavit for carrying out eco-friendly practises.

1. All garbage bags shall be biodegradeables
2. use of high-quality microfiber cloths and mops instead of traditional cotton or paper towels. floor waxes, strippers, and polishes must have Low Volatile Organic Compound (VOC) content.
3. For pest management all chemicals used shall be Non-Toxic Pest Control.

Upload Technical Document

Document Required

See Form Under Additional Forms and Documents: **Undertaking for Bio-friendly practices** (page number: 131)



Procurement Forms

Past Experience and Completed Contracts

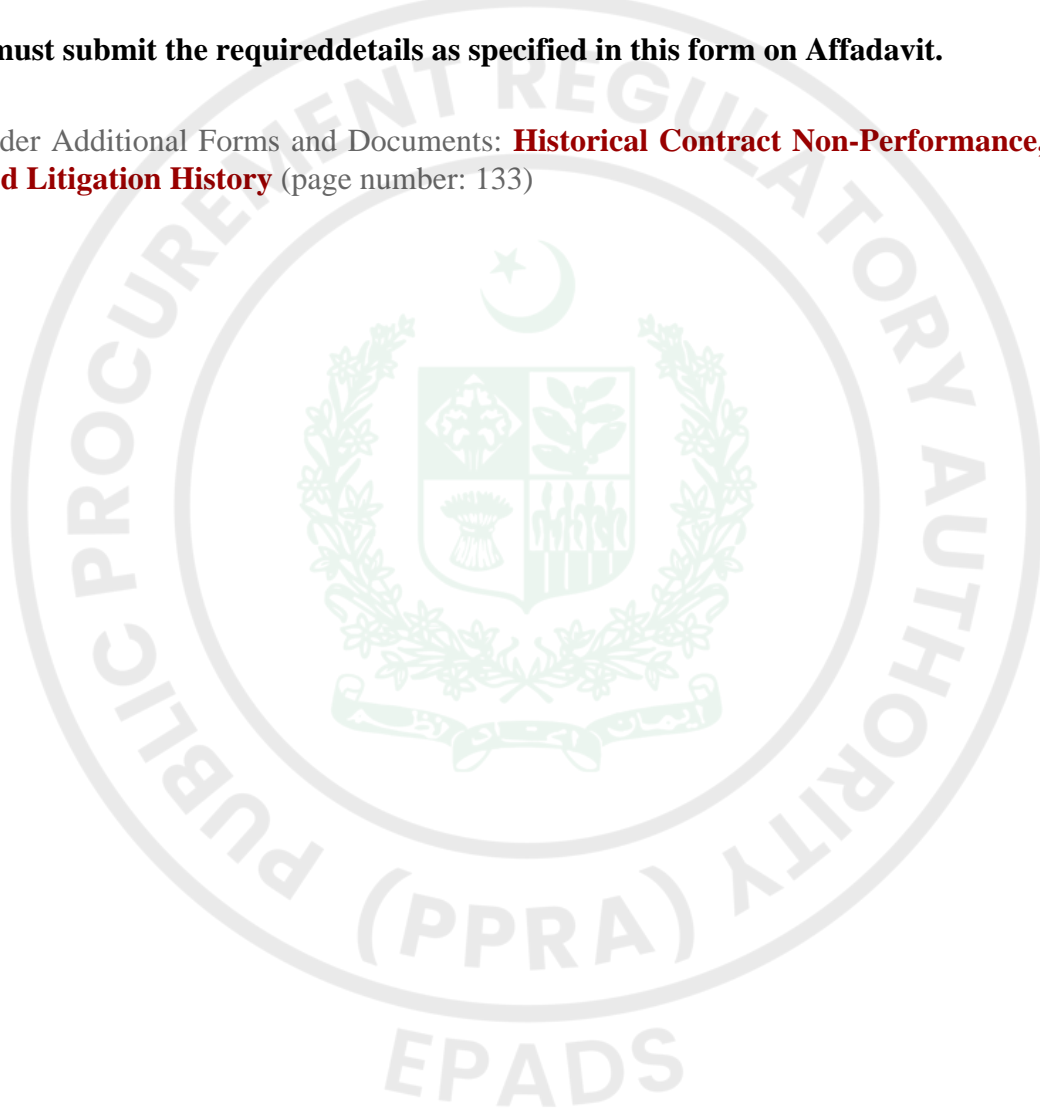
As per Bid Specifics of RFP Page no 11.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 132)

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

The Bidder must submit the required details as specified in this form on Affidavit.

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 133)







Additional Forms and Documents



پاکستان ایئرپورٹس اتھارٹی

PAKISTAN AIRPORTS AUTHORITY

(REQUEST FOR PROPOSAL)

BID SPECIFICS (ADDITIONAL)

SERVICE LEVEL AGREEMENT

for

**JANITORIAL AND CLEANING SERVICES AT
JINNAH INTERNATIONAL AIRPORT, KARACHI**

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 # 10).
- 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),

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 Jinnah International Airport, Karachi 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 Jinnah International Airport, Karachi. Interested firms having experience of providing Janitorial & Cleaning to large organizations 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 is also extendable up to **05** months on validity of the contract agreement to ensure continuity of service pending new / fresh tender process without making any change in terms & conditions.

4. SCOPE AND STANDARDS OF SERVICES

The provision of Janitorial Services shall cover but not limited to Landside areas at the Airport including Passenger Terminal Building, VVIP/ VIP Terminal, Landside Areas, Road Networks, Apron & Airside, Cargo Complex and Car Parking Area etc. (Currently, other contractor is performing cleaning services in car parking area. Upon completion of contract or change in contract terms, the same services have to be provided by the Janitorial Service Provider) 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, 2004.
- 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.

4.5 **Area-Wise Operational Segregation and Control**

4.5.1 Notwithstanding that this Request for Proposal (RFP) and resulting Service Level Agreement (SLA) shall constitute a single consolidated contract, the services shall be executed in distinct operational zones as defined in **Appendix “A”** and relevant Appendices of each respective area. The designated operational zones shall be as:

- a. Passenger Terminal Building (PTB), Landside Areas and VVIP/ VIP terminal (Zone-A),
- b. Airside (Zone-B),
- c. Cargo Complex (Zone-C), and
- d. Road Network (Zone-D).

4.5.2 **Independent Area Structure**

For operational, administrative, and supervisory purposes, each area shall function as a distinct unit. The Service Provider shall ensure complete segregation of manpower, supervision, reporting structures for each area.

4.5.3 **Area-Specific Manpower Deployment**

- a. The manpower deployed in each area shall be dedicated to that respective area only in accordance with the approved Work Plan and Human Resource requirements.
- b. Cross-deployment, rotation, or redistribution of manpower between areas shall not be permitted.
- c. Temporary cross-deployment may only be undertaken in exceptional circumstances (such as emergencies or force majeure situations) with prior written approval of Airport Manager JIAP, Karachi.
- d. Each area shall maintain its full required manpower strength at all times.

Note: Failure to maintain dedicated manpower for each area shall be treated as a violation of contractual obligations.

4.5.4 **Separate Controlling Office**

- a. Staff deployed in each area shall operate under the supervision of the respective Area Office for day-to-day operational control.
- b. Attendance monitoring, inspection, performance evaluation, and compliance verification shall be conducted by the concerned Area Office.
- c. Nothing herein shall restrict the Service Provider from maintaining centralized contract management for administrative coordination purposes.

4.5.5 **Distinct Uniform and Identification**

- a. The Service Provider shall ensure clear visual identification of staff assigned to each operational area through distinct uniform color schemes, badges, or other approved identification methods.

- b. Staff shall wear only the uniform prescribed for their assigned area at all times while on duty.
- c. PAA reserves the right to approve or require modification of uniform specifications for each area.

4.5.6 Independent Monitoring and Compliance

Each operational area shall be treated as an independent unit for the purpose of:

- a. Attendance and biometric monitoring
- b. Performance measurement and KPIs
- c. Reporting and documentation
- d. Imposition of penalties and corrective actions.

4.5.7 Non-performance, manpower shortage, or contractual breach in one area shall not be compensated or adjusted through manpower or resource shifting from another area.

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 (zone-wise), 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.
- 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 (zone-wise) 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 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.
- 5.19 The estimated minimum number of human resources requirement which will be required for the SLA is provided in **Appendix 'D'**.
- 5.20 **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.
 - 5.20.1 Any such spill shall be attended to and properly cleaned within ten (10) minutes of being observed or reported.

5.20.2 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

- 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 [as defined in EPADS V2.0]. 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 with upon request.
- 6.5 Bidders will be screened on the basis of 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.
 - 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 envelopes method, as mentioned in Rule-36(b) of the Public Procurement Rules, 2004 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 JIAP, Karachi**".

- 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'** including Zone-wise proposals (including Car Park in Zone-A Proposal) and unit price per square meter per month for general areas, external/ open hard areas and washrooms as defined below. The quoted unit rates shall not form the basis of routine monthly payment under this Contract. These rates shall be used exclusively for valuation of variations, additions, or reductions in the Scope of Services as instructed by PAA.
- 6.13.1 **General Areas** shall mean all internal built-up areas of the facility excluding washrooms, including but not limited to Concourse Halls, Lounges, corridors, offices, staircases, elevators, escalators, waiting areas, administrative spaces, internal circulation areas and associated enclosed spaces, together with all floors, walls, ceilings, internal glass, doors, railings, fixed furniture, fixtures and installations located therein as defined in the Scope of Services.
- 6.13.2 **Washroom Areas** shall mean all toilet and ablution facilities including WC cubicles, urinals, wash basins, sinks, mirrors, ablution areas, partitions, fittings, dispensers, tiled surfaces, doors and associated internal washroom spaces as defined in the Scope of Services.
- 6.13.3 **External / Open Hard Surface Areas** shall mean all open, semi-open or external paved and hard-surfaced areas including landside areas (excluding Concourse halls), road networks, parking areas, footpaths, pedestrian walkways, airside paved areas (where cleaning is permitted), median strips and associated roadside fixtures, signboards and installations as defined in the Scope of Services.
- 6.14 Bids may 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 V2.0 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 weighting of 70% for Quality and 30% 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 mentioned in EPADS V2.0. 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 Minimum number of employees to be deployed by the Service Provider shall be as defined in **Appendix 'D'**.
- 6.24 Joint Ventures are restricted, only single legal entities are allowed to participate.
- 6.25 Any subletting or transfer of responsibility to any third party will not be allowed.
- 6.26 PAA reserves the right to reject the bid of any bidder or cancel the process of bidding without assigning any reason.
- 6.27 Bids must be exclusive of Provincial Sales Tax as PAA is exempted from levy of Provincial Sales Tax.
- 6.28 EPADS V2.0 ITB Section E sub-clause 3 Third Party Validation is not applicable.

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 one (01) years' experience of providing janitorial & cleaning services to large distinct entities e.g. five-star hotels, well-known hospitals & well-established private & public enterprises including multifunctional organizations. (**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 300 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**).
- 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 it will abide by the minimum wages prescribed by the 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 Bidders must furnish an undertaking that it will abide by the minimum wages prescribed by the Government from time to time, pay all regulatory payments such as EOBI, Social Security, and Taxes etc. for its deployed resources. Bids may 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 N)**
- 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 JIAP and the Bidder Firm should submit such undertaking signed by CEO/CFO or Managing Partner on attested stamp paper. **(Annexure O)**
- 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 P)**

8. **WORK PLAN**

- 8.1 The bidders shall submit a comprehensive and detailed Work Plan for each zone 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: **(For Technical Evaluation Criteria ‘Work Plan’)**
- 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 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 colour scheme of uniforms of cleaners/janitorial staff in order to avoid similarity or conflict with uniforms of airport agencies.
- 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 and professional conduct / courtesy training.
- 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 Work Plan submitted by the bidder shall form part of the Contract Agreement to be signed between PAA and the Service Provider.
- 8.4 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.
- 8.5 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.
- 8.6 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.
- 8.7 Airport Manager can change the deployment plan in order to meet the operational requirements.
- 8.8 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:

S. No.	Criteria	Description	Max. Marks												
i)	Experience	<p>The bidder must have at least one (01) year experience of providing similar janitorial/ cleaning services to large organizations in public or private sector.</p> <p>Marks shall be awarded as follows:</p> <table border="1"> <thead> <tr> <th>Experience Duration</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1 year</td> <td>4</td> </tr> <tr> <td>2 years</td> <td>7</td> </tr> <tr> <td>3 years or more</td> <td>10</td> </tr> </tbody> </table> <p><i>(Copy of contract(s) & completion certificate or 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.)</i> (Maximum 10 Marks)</p>	Experience Duration	Marks	1 year	4	2 years	7	3 years or more	10	10				
Experience Duration	Marks														
1 year	4														
2 years	7														
3 years or more	10														
ii)	No. of Clients	<p>The bidder must have provided similar janitorial/cleaning services to at least three (03) facilities of comparable operational complexity.</p> <p>Marks shall be awarded based on category of facilities served:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Facility Type Examples</th> <th>Marks per Client</th> </tr> </thead> <tbody> <tr> <td>Category A – High Public Interface Facilities</td> <td>Airports, Hospitals (100+ beds), Shopping Malls, 4–5 Star Hotels, Large Terminals</td> <td>7</td> </tr> <tr> <td>Category B – Institutional / Government Facilities</td> <td>Government Offices, Universities, Large Office Buildings including Financial Institute Head Offices, Industrial Facilities</td> <td>5</td> </tr> <tr> <td>Category C – Small Commercial Facilities</td> <td>Small offices, schools, retail plazas, warehouses</td> <td>3</td> </tr> </tbody> </table> <p><i>(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 300,000 square feet or above.)</i> (Maximum 15 Marks)</p>	Category	Facility Type Examples	Marks per Client	Category A – High Public Interface Facilities	Airports, Hospitals (100+ beds), Shopping Malls, 4–5 Star Hotels, Large Terminals	7	Category B – Institutional / Government Facilities	Government Offices, Universities, Large Office Buildings including Financial Institute Head Offices, Industrial Facilities	5	Category C – Small Commercial Facilities	Small offices, schools, retail plazas, warehouses	3	15
Category	Facility Type Examples	Marks per Client													
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Category C – Small Commercial Facilities	Small offices, schools, retail plazas, warehouses	3													
iii)	Manpower	<p>The bidder must demonstrate experience of deploying janitorial staff under one contract.</p> <p>Marks shall be awarded as follows:</p> <table border="1"> <thead> <tr> <th>Maximum Manpower deployed</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>50 – 64</td> <td>6</td> </tr> <tr> <td>65 – 74</td> <td>8</td> </tr> </tbody> </table>	Maximum Manpower deployed	Marks	50 – 64	6	65 – 74	8	15						
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		<table border="1"> <tr><td>75 – 100</td><td>10</td></tr> <tr><td>101 – 125</td><td>11</td></tr> <tr><td>126 – 150</td><td>12</td></tr> <tr><td>151 – 175</td><td>13</td></tr> <tr><td>176 – 200</td><td>14</td></tr> <tr><td>201 or above</td><td>15</td></tr> </table> <p>(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.)</p> <p>(Note: The bidder must demonstrate experience of managing janitorial services with cumulative deployment of at least 300 janitorial / housekeeping personnel at any given time across one or more contracts. Only janitorial / housekeeping personnel shall be counted toward this requirement.</p> <p>PAA reserves the right to verify the information from the respective client organizations.)</p> <p>(Maximum 15 Marks)</p>	75 – 100	10	101 – 125	11	126 – 150	12	151 – 175	13	176 – 200	14	201 or above	15			
75 – 100	10																
101 – 125	11																
126 – 150	12																
151 – 175	13																
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iv)	Work Plan	<p>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 of the RFP.</p> <p>Marks shall be awarded as follows (Refer clause #8.2):</p> <table border="1"> <thead> <tr> <th>Plan</th> <th>Marks</th> </tr> </thead> <tbody> <tr><td>Manpower Deployment Plan</td><td rowspan="12">30 marks</td></tr> <tr><td>Machinery & Equipment</td></tr> <tr><td>Consumables</td></tr> <tr><td>Surface-wise Cleaning Tools, Portable Cleaning Kits & Janitorial Trolley Arrangement</td></tr> <tr><td>Uniform & PPE</td></tr> <tr><td>Monitoring / Inspection System</td></tr> <tr><td>Duty Roster Management</td></tr> <tr><td>Attendance Management</td></tr> <tr><td>Deep Cleaning Schedule</td></tr> <tr><td>Training Programs</td></tr> <tr><td>Inventory / Consumables Management</td></tr> </tbody> </table> <p>All items are mandatory provision. (Maximum 30 Marks)</p>	Plan	Marks	Manpower Deployment Plan	30 marks	Machinery & Equipment	Consumables	Surface-wise Cleaning Tools, Portable Cleaning Kits & Janitorial Trolley Arrangement	Uniform & PPE	Monitoring / Inspection System	Duty Roster Management	Attendance Management	Deep Cleaning Schedule	Training Programs	Inventory / Consumables Management	30
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v)		ISO Certification	<p>Marks shall be awarded as follows:</p> <table border="1"> <thead> <tr> <th>Certification</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>ISO 9001 (Quality Management)</td> <td>2</td> </tr> <tr> <td>ISO 45001 (Occupational Health & Safety)</td> <td>2</td> </tr> </tbody> </table>	Certification	Marks	ISO 9001 (Quality Management)	2	ISO 45001 (Occupational Health & Safety)	2	05							
Certification	Marks																
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ISO 45001 (Occupational Health & Safety)	2																

		ISO 14001 (Environmental Management)	1	
		(Certificates must be valid, issued in the name of the bidding entity, and relevant to janitorial/facility management services.) (Maximum 05 Marks)		
vi)	Annual Turnover	The Bidder will be given marks against the turn over during last 01 year.		20
		Annual Turnover	Marks	
		≥ Rs. 350 Million	12	
		≥ Rs. 600 Million	16	
		≥ Rs. 900 Million	20	
		(Maximum 20 Marks)		
vii)	Set up	The bidder shall have an established operational office within Karachi 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:		05
		Setup	Marks	
		Permanent operational office in Karachi	5	
		Proposed office to be established after award	2	
		No local office	0	
		(Maximum 05 Marks)		

Bidders who score at least 65 marks shall qualify for the Financial Bid Evaluation.

- 9.2 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.
- 9.3 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 70% for Quality and 30% for Cost, calculated as follows:

10.2.1 Quality Score (Qs)

Quality Score shall be calculated as:

$$Qs = \frac{\text{Technical Score Obtained}}{100} \times 70$$

10.2.2 Financial Score (Fs)

Financial Score shall be calculated as:

$$Fs = \frac{\text{Lowest Evaluated Bid Price}}{\text{Bidder's Evaluated Bid Price}} \times 30$$

10.2.3 Final Combined Score

$$\text{Final Score} = Qs + Fs$$

- 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 earlier.
- 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**

- 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 Contract Agreement) 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 # 5 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. Short deployment of approved manpower
 - f. Use of substandard, diluted, unapproved or poor-quality cleaning chemicals, consumables or materials
 - 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.

Penalty: Written warning and/or financial penalty of PKR 10,000 per occurrence.

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: Written Warning and/ or financial penalty of PKR 50,000 per occurrence or per day, depending on severity.

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: Financial penalty ranging from PKR 100,000 up to PKR 1,000,000 per occurrence, and/or Written warning. PAA may also suspend services or initiate termination proceedings depending on severity.

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 shall be treated as aggravated violation and may attract higher penalty.

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. **VARIATION OF SCOPE**

15.1 Pakistan Airports Authority (PAA) reserves the right, at any time during the term of this Contract, to increase, decrease, modify, or otherwise vary the Scope of Services under the applicable SLA framework.

15.2 Any addition or reduction in area or services shall be valued strictly in accordance with the approved unit rates set forth in the Schedule of Unit Rates forming part of the Contract.

15.3 The unit rates shall be applicable solely for the purpose of variation and shall not alter the agreed lump-sum monthly Contract Price except to the extent of such approved variation.

15.4 The Service Provider shall implement such variations upon written instruction of PAA, and the Contract Price shall be adjusted proportionately without affecting the validity of the remaining Contract terms.

16. **SERVICE PROVIDER'S WARRANTIES AND OBLIGATIONS:**

Service Provider undertakes warrants and represents that at all times:

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

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

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

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

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

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

- 16.7 Service Provider shall certify that the resources provided are not addicted to drugs etc. and have security clearance from the relevant authorities.
- 16.8 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.
- 16.9 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.
- 16.10 The Service Provider or its employees will manage the transportation to and from the airport and will be of no obligation to PAA.
- 16.11 The Service Provider shall take good care of tools and equipment required for the satisfactory execution of work.
- 16.12 The Service Provider shall not act in a way, which is prejudicial to PAA's interests or business.
- 16.13 The services shall be fit for the expressed or implied purposes for which supplied.
- 16.14 The Service Provider and its employees shall obey all lawful and reasonable directions of PAA's representatives.
- 16.15 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.
- 16.16 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.
- 16.17 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.
- 16.18 In case of changes in the minimum wage as announced by Government from time to time, adjustment in the Contract Price would be made according to the deployment plan / Work Plan; the adjustments would be limited to the manpower as quoted in the Work Plan submitted at the time of bid submission.
- 16.19 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.
- 16.20 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.
- 16.21 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.

16.22 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.

16.23 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;

16.23.1 Remedy the breach at its costs;

16.23.2 Pay for it to be remedied; or

16.23.3 Repay to all amounts already paid for the defective Services.

17. ACCESS TO THE BUILDINGS/ PREMISES, AND STORES

17.1 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.

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

17.3 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.

18. PAYMENTS

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

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

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

18.4 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.

19. CURRENCY, TAX, PRICE ADJUSTMENTS

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

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

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

19.4 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.

19.5 Revision in Minimum Wage:

19.5.1 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

19.5.2 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.

19.5.3 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.

19.6 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.

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

20. TERMINATION (with or without cause)

20.1 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:

20.1.1 Service Provider materially or consistently breaches the Contract

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

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

20.2 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.

21. 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.

22. 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.

23. 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.

24. BID SECURITY

- 24.1 Each bidder shall furnish, as part of his bid, a Bid Security amounting as mentioned in Bid Data Sheet.
- 24.2 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).
- 24.3 Any bid not accompanied by an acceptable Bid Security shall be rejected.
- 24.4 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.
- 24.5 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).
- 24.6 The Bid Security may be forfeited:
- 24.6.1 if a bidder withdraws his bid during the period of bid validity; or
- 24.6.2 if there is an error in the bid (typo, miscalculation etc.) and the bidder does not accept the correction of his bid price pursuant to clause 6.4.
- 24.6.3 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 14.
- b. sign the Contract Agreement in accordance with clause 15.

25. BID VALIDITY

- 25.1 The Bid shall be valid for a period of 120 days from the date of bid submission.
- 25.2 In exceptional circumstances prior to expiry of original bid validity period, the PAA may request the bidders to extend the period of validity 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, and in compliance with Clause 25 in all respects.

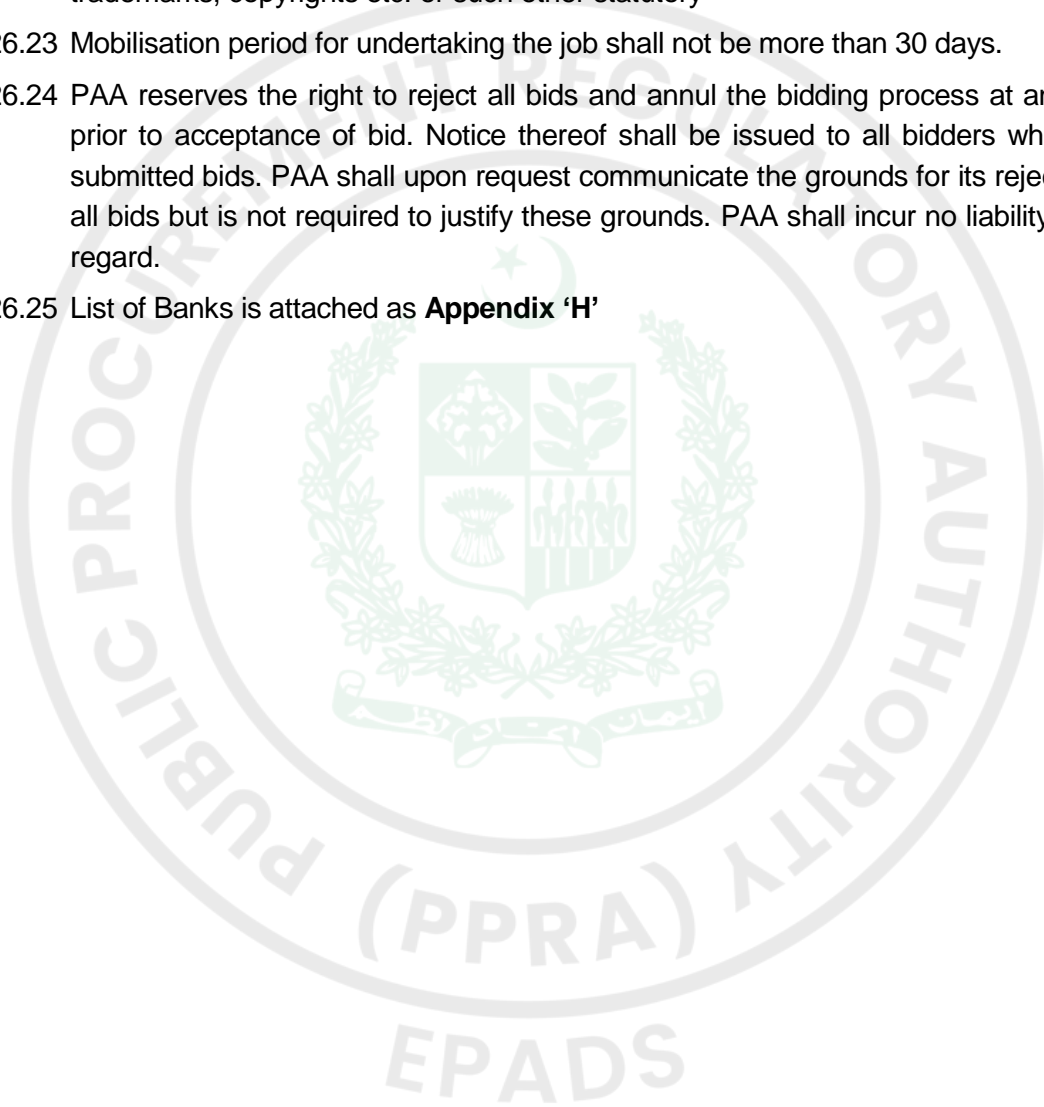
26. OTHER TERMS AND CONDITIONS

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

- 26.1 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.
- 26.2 All such amendments shall become part of the RFP after they have been notified to all bidding companies/firms.

- 26.3 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.
- 26.4 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.
- 26.5 PAA reserves the right to extend the dates for submission of responses to this document.
- 26.6 PAA reserves the right to change the requirement specifications, Scope of Work and ask for the revised bids. These responses would be deemed as legal documents and will form part of the final contract.
- 26.7 Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the bids.
- 26.8 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.
- 26.9 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.
- 26.10 The Bidders are requested to quote in Pakistani Rupees ('PKR'). Bids in currencies other than PKR may not be considered.
- 26.11 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 part or in full, without assigning any reason whatsoever.
- 26.12 Cost of execution of the Contract Agreement is to be borne by the Service Provider.
- 26.13 Any additional or different terms and conditions proposed by the Service Provider would be rejected unless expressly assented to in writing by PAA.
- 26.14 PAA would not assume any expenses incurred by the bidders in preparation of the response to this RFP.
- 26.15 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.
- 26.16 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.
- 26.17 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.
- 26.18 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.
- 26.19 PAA reserves the right to make any changes in the terms and conditions of RFP.

- 26.20 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.
- 26.21 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.
- 26.22 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
- 26.23 Mobilisation period for undertaking the job shall not be more than 30 days.
- 26.24 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.
- 26.25 List of Banks is attached as **Appendix 'H'**



PROPOSED SCOPE OF SERVICES

ZONE-A: PASSENGER TERMINAL BUILDING, LANDSIDE AREAS AND VVIP/ VIP TERMINAL

Facilities/ Area	Size of the Area (Sqft.)	No. of Facilities	Frequency	Service Required
Passenger Terminal Building (PTB) including Lounges, Concourse Hall Bridges etc.	01 M Sq Ft. Including rooftops. (Details of each facility within PTB will be provided during Pre-Bid Meeting/ site visit)	Total Toilets 89 including all passenger lounge	24/7 Round the clock	<ul style="list-style-type: none"> • 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). • 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

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				<p>area.</p> <ul style="list-style-type: none"> • Provision and replenishment of toiletries • Spray of disinfectants in Toilets and Urinals
Deep Cleaning at various areas	-	As specified in attachment	attached	As specified in attachment
PAA Offices	-	Office Block Approx 60 offices and corridors (Level 3-6)	Twice a day 5 days a week	<ul style="list-style-type: none"> • 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
Car Parking Area	115,000 sq m approx	Car parking including Masjid & Washroom	Twice a day clock	<p>Daily cleaning / Sweeping and litter disposal, garbage collection.</p> <p>For Masjid and Washroom</p> <ul style="list-style-type: none"> • Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries.

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<p>PAA Vehicle Maintenance Workshop / Motor Transport (MT) (Offices)</p>	<p>20,000 sq ft approx</p>	<p>MT office workshop, logistic stores, logistics center south, associated toilets</p>	<p>Shift wise 24/7</p>	<ul style="list-style-type: none"> • 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
<p>VIP/VVIP Terminal-1 JIAP</p>	<p>2000 sq yards approx</p>	<p>State lounge / VIP lounge + 6 washrooms</p>	<p>24/7 Round the clock</p>	<ul style="list-style-type: none"> • 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. • Special cleaning arrangements during VIP movements • Emergency response cleaning for spills or incidents. • 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.

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				<ul style="list-style-type: none"> • 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
Miscellaneous area		IMS resource centre + PAA allied offices + GOC + Visitor's Gallery + Basement Level	Twice a day + (24/7 round the clock for GOC)	<ul style="list-style-type: none"> • Cleaning, sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables / toiletries. • Glass cleaning (internal and external, where applicable) • Carpet, sofa, and upholstery cleaning. • 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. • 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

ZONE-B: AIRSIDE

S#	Area / Location	No. of Cleaners Deployment	Job Roaster	Service Required	Equipment Required
A	Around International Satellite	04 Cleaners 04 Labour 04 Washroom Cleaners	1 Cleaner, 1 Labour and 1 WC per shift (3 Shifts of 8 hours, total 48 hours per week as per rules)	<ul style="list-style-type: none"> Manning of the toilets and Continuous sweeping, cleaning, mopping of floors and litter disposal. Scrub floors by use of deck brush cylindrical or disc type machine or automatic machine scrubber and appropriate detergent solution. 	<ul style="list-style-type: none"> Plastic Garbage Collection Bags Garbage Collection trolley. Cleaning Material as per requirement. Reflective Safety Jackets FOD Collection Shoppers Large Outdoor Waste Collection Bins. Mechanical Sweeper Wringer bucket for Washrooms.
B	Around Domestic Satellite	04 Cleaners 04 Labour 04 Washroom Cleaners	1 Cleaner, 1 Labour and 1 WC per shift (3 Shifts of 8 hours, total 48 hours per week as per rules)		
C	Around Luggage Area	04 Cleaners	3 shifts	<ul style="list-style-type: none"> Apron Floor Sweeping Apron Floor Cleaning Garbage Collection FOD Removal Rodent Controlling Fumigation Controlling un-authorize entry prevent Runway Incursion The garbage collected from different points of the Apron will be deployed at the garbage dumping point 	<ul style="list-style-type: none"> Garbage Collection trolley. Reflective Safety Jackets
D	C Road From Hanger area across E Gate Domestic Arrival Gate	02 Cleaners	General Shift Morning (9 am to 5pm)		<ul style="list-style-type: none"> Garbage Collection trolley. FOD Collection Shoppers. Reflective Safety Jackets
E	Garden Area From Taxiway N to P	01 Cleaner	General Shift Morning (9 am to 5pm)		<ul style="list-style-type: none"> Garbage Collection trolley. FOD Collection Shoppers. Drain Rod & Cutting Tools Reflective Safety Jackets
F	Western Apron From Washing Bay 53 to 64 VIP Gate	01 Cleaner	General Shift Morning (9 am to 5pm)		<ul style="list-style-type: none"> Garbage Collection trolley. FOD Collection Shoppers
G	Eastern Apron From VIP Gate Bay 64 to Faeces	01 Cleaner	General Shift Morning (9		<ul style="list-style-type: none"> Garbage Collection trolley.

	Station Bay 75		am to 5pm)	allocated near C Road area.	<ul style="list-style-type: none"> FOD Collection Shoppers. Reflective Safety Jackets
H	Around Electric Gate at Apron side	02 Cleaners	General Shift Morning (9 am to 5pm)	<ul style="list-style-type: none"> Oil spillage at any Apron point will be cleared within time of half an hour to avoid any accident with oil cleaning detergent and tools. 	<ul style="list-style-type: none"> Garbage Collection trolley. FOD Collection Shoppers. Reflective Safety Jackets
I	Radar Gate	04 Barrier Operators for Runway crossing control.	03 shifts	<ul style="list-style-type: none"> Apron floor will be washed weekly with the help of Janitorial tools. 	<ul style="list-style-type: none"> Reflective Safety Jackets Magnifying telescope. Long-range torches and lights for night. Plastic Helmets.
J	Around the fence boundary of Apron	5 Cleaners (03 Fence garbage cleaning), and (02 Fumigation and Rodent Controller).	General Shift Morning (9 am to 5pm)	<p><u>SUPERVISORS ROEL:</u></p> <ul style="list-style-type: none"> To monitor the performance of Cleaners and Labour present on different location. 	<ul style="list-style-type: none"> Garbage Collection trolley. FOD Collection Shoppers. One Golf Cart will make it feasible for the labour to move from one place to another. Reflective Safety Jackets
K	New Check Post at Vehicular along with fencing. (Approach Area 25R)	04 Barrier Operators.	03 Shifts	<ul style="list-style-type: none"> To ensure work to be performed under the SOPs defined in the contract To ensure attendance of the workers 	<ul style="list-style-type: none"> One Torch Light. One Magnifying telescope to view long distance objects and vehicles Reflective Safety Jackets Reflective Helmets.
L	Supervisors	06	2 Supervisors per shift (3 Shifts of 8 hours total 48 hours per week as per rules)	<ul style="list-style-type: none"> To maintain records To monitor the performance and design duty rosters as per the requirement. 	<ul style="list-style-type: none"> Golf Cart to monitor the performance of Cleaners and Labour present on different location. Reflective Safety Jackets
	Total	54			

NOTE: Bidders may visit the whole area with prior coordination with the office Manager Airside JIAP, Karachi before submitting / quoting bids.

NOTE-2: The Scope of Services also include:

- i. The garbage collected from different points of the Apron will be deployed at the garbage dumping point allocated near C Road area.
- ii. Oil spillage at any Apron point will be cleared within time of half an hour to avoid any accident with oil cleaning detergent and tools.
- iii. Apron floor will be washed weekly with the help of Janitorial tools.
- iv. Fumigation will be done twice in a week at Apron area inside and outside of the offices at Airside twice in a week in off hours.
- v. Rodents will be immediately caught and neutralized within an hour if found at any premises of the Airside.

The successful bidder shall provide Airside Cleaners to Pakistan Airports Authority at JIAP as outlined below:

S. No.	Title	No. of resources	Age group	Qualification & Experience	Duties & Responsibilities
1.	Airside Cleaners	48	20-35	Minimum middle with experience (preferable)	As narrated above
2.	Supervisors of Airside Cleaners	06	20-35	Minimum Intermediate with not less than B Grade with two years' experience of Supervisory	To Monitor, fix and evaluate the duty of Cleaners and Apron Labor.

In addition to above, the firm shall provide above resource in accordance with the criteria outlined below:

A. Health and Hygiene Standards:

- Clean appearance with high personal hygiene standards.
- Free from any infectious diseases.
- Does not consume gutka, paan, tobacco, or other addictive substances.

B. Behavioral Competencies:

- Polite, disciplined, and customer-service oriented.
- Ability to follow instructions and work under supervision.
- Punctual and reliable with a commitment to assigned duties.

C. Other Requirements:

- Must be physically fit for the job's nature and demands.
- Possess valid national identification documents (CNIC).

D. Pre-deployment Verification:

- Comprehensive background checks, including police verification and references.
- Medically and bodily fit with 6/6 eye sight with or without glasses and having no infectious diseases. Medical Fitness Certificate may be asked at any stage of the contract tenure which will be provided by the contractor with no cost to PAA.

ZONE-C: CARGO COMPLEX

Facilities/ Area	Size of the Area (Sqft.)	No. of Facilities	Frequency	Service Required
Cargo Complex Domestic Cargo Import Cargo, Terminal 2, 3, and ICG Shed Model of Custom Collectorate	Details of each facility within Cargo Complex will be provided during Pre-Bid Meeting / site visit		Twice a day 5 days a week	<ul style="list-style-type: none"> • Continuous sweeping, mopping, dusting, and general cleaning. • Washroom cleaning and replenishment of consumables. • Glass cleaning (internal and external, where applicable) • Waste collection, segregation, and proper disposal. • Carpet, sofa, and upholstery cleaning. • Deep cleaning and disinfection. • Emergency response cleaning for spills or incidents. • 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.
Road cleaning	Details of areas will be provided during Pre-Bid Meeting / site visit		Twice a day 7 days a week	<ul style="list-style-type: none"> • Continuous cleaning and mechanical sweeping of roads, carriageways, shoulders and pedestrian walkways, including litter collection and proper disposal, to ensure a dust-free and debris-free condition at all times.
Export Cargo including backyard area	-		24/7 Round the clock	<ul style="list-style-type: none"> • Daily cleaning, sweeping, mopping of floors and litter disposal • Cleaning/washing of all toilets, fixtures, such as wash basins, W.C. commodes, urinals, tiles, marbles and mopping of entire floors including detergent and sanitary requirements like surf, liquid soap, toilet paper, phenyl etc. of renowned brands.
Deep Cleaning at various areas	-	As specified in attachment	attached	<ul style="list-style-type: none"> • As specified in attachment

ZONE-D: ROAD NETWORK

Facilities/ Area	Size of the Area (Sqft.)	No. of Facilities	Frequency	Service Required
Road cleaning	Details of areas will be provided during Pre-Bid Meeting / site visit		Twice a day 7 days a week	<ul style="list-style-type: none"> • Continuous cleaning and mechanical sweeping of roads, carriageways, shoulders and pedestrian walkways, including litter collection and proper disposal, to ensure a dust-free and debris-free condition at all times.
Footpaths / Pedestrian Walkways	-		Twice a day 7 days	<ul style="list-style-type: none"> • Periodic cleaning and washing of roadside trees, shrubs, signboards, median strips and associated fixtures and installation to remove dust accumulation, bird droppings and debris, using appropriate water spray or pressure washing equipment during off-peak hours
Deep Cleaning at various areas	-	As specified in attachment	Attached	As specified in attachment

CLEANING MATERIALS

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 (Lifebuoy, 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 demand basis)
28.	Goggles (on demand basis)
29.	Gloves (on demand basis)
30.	Masks (on demand basis)
31.	Water vessel (plastic Lota)
32.	Recycling Bins (Plastic, Paper, Glass etc.) (on demand basis)

LIST OF EQUIPMENT / MACHINERY TO BE PROVIDED BY PAA







Equipment / Machines	Total No. of machines
Hanging Cradle with accessories for glass cleaning (Zone-A)	01
Mechanized Elevated Mobile Platforms (Scaffolding minimum 16feet) (Zone-A)	01
One Vehicle for the movement of Labour (Zone-B)	01
Office with two rooms to monitor the work of workers (one room for sitting and 01 for store).	01









APPENDIX – B-1**LIST OF EQUIPMENT AND MACHINES TO BE PROVIDED BY SERVICE PROVIDER**

The following Machinery/equipment will be provided by the service provider purely for service delivery and the Pakistan Airports Authority will not pay any purchasing cost/repair/maintenance for it.






ZONE: A (PASSENGER TERMINAL BUILDING, VVIP/ VIP TERMINAL AND LANDSIDE AREAS)









S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Ride on Floor Scrubber Karcher (BD 50/70 R Bp Pack 115 AGM) or equivalent	Drive type: Battery, Traction motor Width of brushes (mm):510, Vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 70 / 75, Battery runtime (h) max. 2.5, Aisle turning width (mm) 1650, Water consumption (ltr/min) max. 2- 3		05
2.	Walk Behind Auto Scrubber Karcher (BD 50/60 C EP Classic or equivalent)	Drive type: Mains operation Traction drive: Advance by brush rotation, Working width of brushes (mm) 510, Working width/vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 60 / 60, Water consumption (ltr/min) max. 2,3		10
3.	Industrial Wet & Dry Vacuum Cleaner (Lavor) (DOZER 380 IR or equivalent)	Commercial wet/dry vacuum Cleaner, Silenced 2-stage 3- Motors (Three Motors) (3000W, Max 3600W), 80 litter tank capacity		07

4.	High Pressure - Jet washer (Karcher) (HD 6/15--4 M Classic or equivalent)	Supply voltage (Ph/V/Hz) 1/216 - 244 / 50, Flow rate (l/h) 450 – 600, Inlet temperature (°C) 60, Working pressure (bar) 70 - 150 Max. pressure (bar) 190 Connected load (kW) 3.4		4
5.	Mechanical Sweeper (Karcher) (KM 70/20 C 2SB or equivalent)	Drive type manual, Max. area performance (m ² /h) 3920 Working width (mm) 480 Working width with 1 side brush (mm) 700, Working width with two side brushes (mm) 980, Tank volume, gross/net (ltr) 45 / 20		2
6.	Vacuum small (Lavor or equivalent)	For small area		02
7.	Pure Clean Window Cleaning Machine	For Cleaning High Rise Façade, long handle		30
8.	Mechanized Elevated Mobile Platforms (Scaffolding minimum 16feet)	For High Rise Cleaning		02
9.	Hanging Cradle with accessories for glass cleaning	Essential for high-rise glass cleaning		02

10.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		10
11.	Janitorial trolley (Numatic or equivalent)	Best quality		20
12.	Wringer bucket	With all necessary brushes, best quality		50
13.	Litter picker	Best quality		30
14.	Platform trolley	Stainless steel with big tyres		10
15.	Telescopic pole	For glass cleaning, best quality, For cleaning signboards and elevated roadside fixtures		20
16.	Plastic Dust Bins (pedestal required for platform 90 litters minimum)	For litter disposal		400
17.	Caution Sign Bords	For working area, best quality		100






ZONE: B (AIRSIDE)







S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Garbage Collection Trolleys	To collect Garbage. Must have reflective tape all around		08
2.	Plastic Bags	To accumulate garbage. Bags must be of reflective color		08 per day
3.	FOD Collection Bins	To collect FODs		08
4.	Four Wheel Vehicle	For the movement of labour from one point to another.		01
5.	Mechanical Sweeper	Drive type manual, Max. area performance (m ² /h) 3920 Working width (mm) 480 Working width with 1 side brush (mm) 700, Working width with two side brushes (mm) 980, Tank volume, gross/net (ltr) 45 / 20		02

6.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		02
7.	Wringer bucket	With all necessary brushes, best quality		10
8.	Litter picker	Best quality		30
9.	Platform trolley	Stainless steel with big tyres		05
10.	Plastic Dust Bins (pedestal required for platform 90 litters minimum)	For litter disposal		30
11.	Caution Sign Bords	For working area, best quality		30
12.	Reflective Safety Jackets	For Safety at Open Airside		54
13.	Reflective Helmets	For cover from heat in open Airside		40

14.	Long Range Torch Lights	For proper navigation in dark night		30
15.	Magnifying Telescope	For proper navigation of areas at distant level		30
16.	Cutting Tools Set	For cutting of grass and unusual stuff at the apron.		10
17.	Janitorial Tools set	For moping, floor cleaning and sweeping for washrooms at Airside.		10
18.	Reflective Sticker for All Equipment mentioned Above	For Clear indication and visibility		200
19.	Rodent and Minor Wild Creatures Catcher	To remove Wild creatures spotted at Airside on the spot.		10
20.	Consumable Tools	Tools used to clean and wash floors of washrooms at Apron, Clean Oil Spillage and Apron Floor.	It include Detergents, bleaching items and cleaning acids.	As per requirement

ZONE: C (CARGO COMPLEX)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Walk Behind Auto Scrubber Karcher (BD 50/60 C EP Classic or equivalent)	Drive type: Mains operation Traction drive: Advance by brush rotation, Working width of brushes (mm) 510, Working width/vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 60 / 60, Water consumption (ltr/min) max. 2,3		05
2.	Industrial Wet & Dry Vacuum Cleaner (Lavor) (DOZER 380 IR or equivalent)	Commercial wet/dry vacuum Cleaner, Silenced 2-stage 3- Motors (Three Motors) (3000W, Max 3600W), 80 litter tank capacity		03
3.	High Pressure - Jet washer (Karcher) (HD 6/15--4 M Classic or equivalent)	Supply voltage (Ph/V/Hz) 1/216 - 244 / 50, Flow rate (l/h) 450 – 600, Inlet temperature (°C) 60, Working pressure (bar) 70 - 150 Max. pressure (bar) 190 Connected load (kW) 3.4		3
4.	Mechanical Sweeper (Karcher) (KM 70/20 C 2SB or equivalent)	Drive type manual, Max. area performance (m ² /h) 3920 Working width (mm) 480 Working width with 1 side brush (mm) 700, Working width with two side brushes (mm) 980, Tank volume, gross/net (ltr) 45 / 20		2
5.	Vacuum small (Lavor or equivalent)	For small area		02

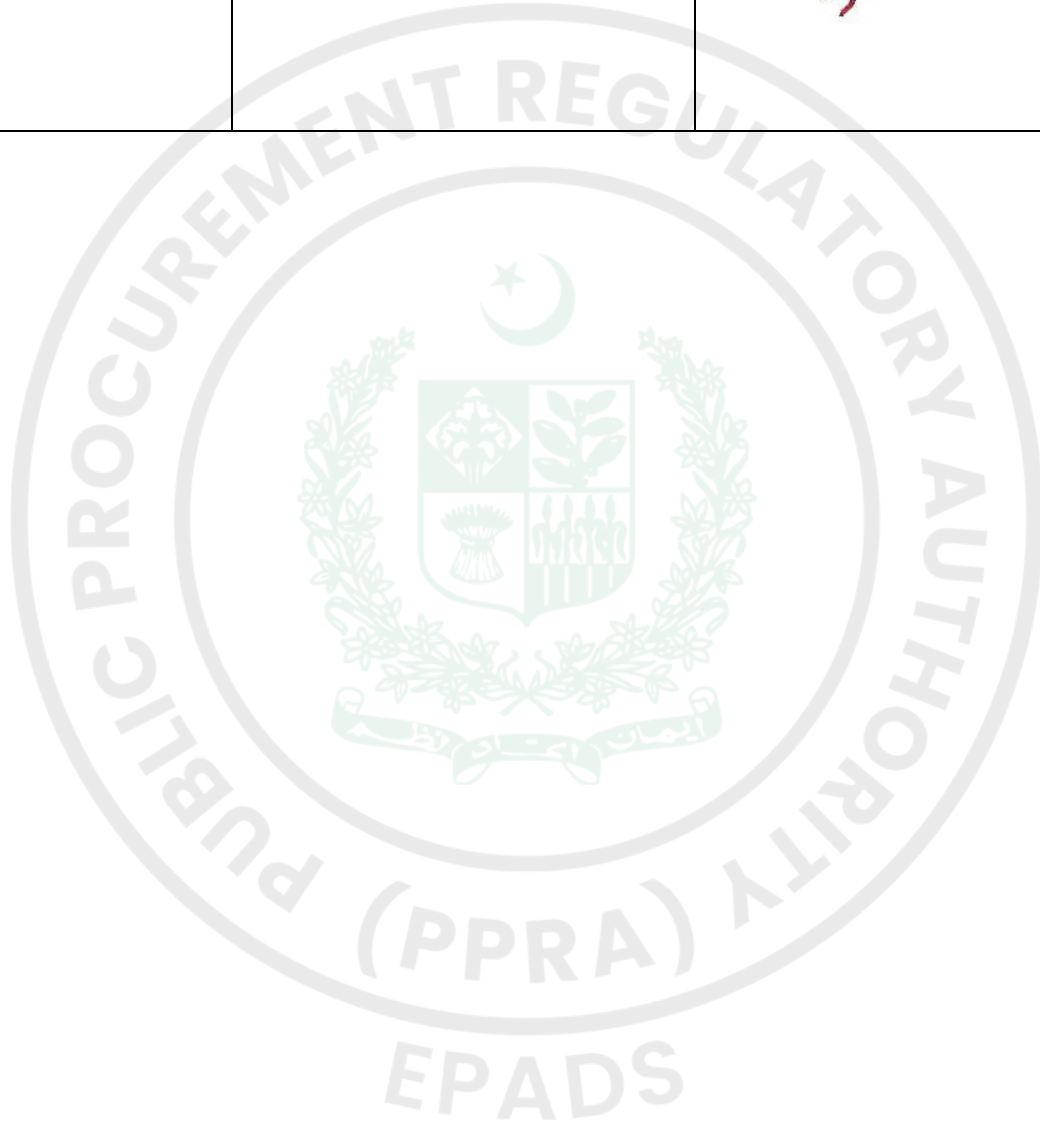
6.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		04
7.	Drain Rod & Cutting Tools	For root intrusion and heavy blockages		02
8.	Wringer bucket	With all necessary brushes, best quality		30
9.	Plastic Dust Bins (pedestal required for platform 90 liters minimum)	For litter disposal		150
10.	Telescopic pole	For cleaning signboards and elevated roadside fixtures		15
11.	Caution Sign Bords	For working area, best quality		100

ZONE: D (ROAD NETWORK)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Mechanical Street Sweeper (Vacuum Type)	<ul style="list-style-type: none"> Capacity: 4–6 cubic meter hopper With dust suppression system 		02
2.	Compact Road Sweeper (Narrow Access)	For shoulders, tight areas, curb lines		02
3.	Water Tanker with Spray Bar	<ul style="list-style-type: none"> 8,000–12,000 liter capacity Spray bar for road dust control Hand-held hose for tree & shrub washing 		02
4.	High-Pressure Jetting Machine (Trailer/Truck Mounted)	200–300 bar pressure		1
5.	Leaf Blower / Vacuum Blower	<ul style="list-style-type: none"> For tree-lined roads Quick clearing of debris from shoulders 		03

6.	Roadside Waste Collection Support	<ul style="list-style-type: none"> • Utility pickup / mini tipper • For transporting collected waste 		01
7.	Drain Rod & Cutting Tools	For root intrusion and heavy blockages		02
8.	Mechanical Sweeper (Karcher) (KM 70/20 C 2SB or equivalent)	Drive type manual, Max. area performance (m ² /h) 3920 Working width (mm) 480 Working width with 1 side brush (mm) 700, Working width with two side brushes (mm) 980, Tank volume, gross/net (ltr) 45 / 20		03
9.	Large Outdoor Waste Collection Bins (120–240 liters with wheels)	Weather-resistant HDPE material		150
10.	Traffic Cones (Reflective, 750 mm minimum)	High visibility for road-side operations		100
11.	Reflective Safety Barricades / Caution Boards	For marking cleaning zones and temporary diversions		60
12.	Reflective Safety Jackets (High Visibility)	With reflective strips for night operations		As per deployed manpower

13.	Telescopic pole	For cleaning signboards and elevated roadside fixtures		15
14.	Litter picker	Best quality		



SERVICE LEVEL AGREEMENT MINIMUM MANPOWER REQUIRED

S.N.	Site	Manpower Per Shift	No. of Shifts	Total
ZONE-A: Passenger Terminal Building and Landside				
1.	Concourse Level-1	10+1*	3	33
2.	Concourse Level-2 + Road	11+1*	3	36
3.	Int'l Arrival	9+1*	3	30
4.	Int'l Departure	12+1*	3	39
5.	Int'l Walkways and Satellite	11+1*	3	36
6.	Domestic Arrival	6+1*	3	21
7.	Domestic Depart.	7+1*	3	24
8.	Domestic Walkways & Sat...	11+1*	3	36
9.	Office Block + Stairs	12	1	12
10.	Lane 1, 2, 3 & 4	04	3	12
11.	ATC/ACC/RADAR	05	3	15
12.	MT	04	3	12
13.	VIP/VVIP	08+1*	3	24
14.	Machine Oper.	8	3	24
15.	Glass Cleaner	04	3	12
16.	Car Parking Area	15	3	45
ZONE-B: Airside				
17.	Airside	16+2*	3	54
ZONE-C: Cargo Complex				
18.	Cargo Complex	48	1	48
ZONE-D: Road Network				
19.	Road Network	30	1	30
Grand Total				543

* Janitors/ Cleaners + Area Supervisor



PAKISTAN AIRPORTS AUTHORITY
Daily Cleaning Checklist
Airport Services Directorate

PAAF-009-ASTF-2.0

Location: **Jinnah International Airport, Karachi**

ZONE-C : Cargo Complex

Sr#	Description	CARGO COMPLEX			Remarks
		Morning	Evening	Night	
General Cleanliness					
1	Floors free from dust, debris, oil stains				
2	No litter accumulation in loading/unloading areas				
3	Drainage areas clean and unblocked				
4	Garbage bins available and not overflowing				
Loading Bays and Warehousing Areas					
5	No residual packaging waste				
6	Spillage cleaned immediately				
7	No pest-attracting waste accumulation				
Offices and Administrative Areas					
8	Floors mopped and dust-free				
9	Furniture and counters cleaned				
10	Waste bins cleared				
Restrooms/ Toilets					
11	Odor-free				
12	Fixtures clean and stain-free				
13	Tissue/soap available				
14	Floors dry and safe				
External Perimeter					
15	Road shoulders clean				
16	No loose packaging debris				
17	No stagnant water				
Manpower Requirement and Compliance					
18	Approved manpower present				
19	Cleaning equipment functional				
20	Staff in proper uniform and PPE				
Total (%age)					

Non-conformities / Unserviceabilities to be mentioned in the Remarks

Inspection by

Counterchecked by Site Manager / Supervisor of Service Provider

PAA Authorized Staff (Morning Shift) _____

PAA Authorized Staff (Evening Shift) _____

PAA Authorized Staff (Night Shift) _____

Total Number of Staff Deployed: _____

Total Number of Staff Deployed: _____

Total Number of Staff Deployed: _____

Total

Excellent : _____

Good : _____

Satisfactory : _____

Partially Satisfactory : _____

Unsatisfactory : _____

Countersigned by
O/IC Cargo / PAA Manager



PAKISTAN AIRPORTS AUTHORITY
Daily Cleaning Checklist
Airport Services Directorate

PAAF-009-ASTF-2.0

Location: Jinnah Internation Airport, Karachi

ZONE-D : Road Network

Sr#	Description	Road Network			Remarks
		Morning	Evening	Night	
Roads					
1	No visible litter				
2	No excessive dust accumulation				
3	No leaves accumulation at edges				
4	Oil stains addressed				
Footpaths and Walkways					
5	Clean and obstruction-free				
6	No broken waste bags				
7	No stagnant water				
Median Strips and Roadside Fixtures					
8	No litter				
9	Signboards clean				
10	Guard rails and barriers clean				
11	Trees free from heavy dust accumulation				
Waste Management					
12	Outdoor bins not overflowing				
13	Waste removed timely				
14	Collection points orderly				
Safety During Cleaning					
15	Traffic cones deployed				
16	Reflective jackets worn				
17	No obstruction to traffic				
18	Cleaning during approved hours				
Machinery Availability and Utilization					
19	Road sweepers functional				
20	Bowser and other Machinery functional and utilized				
Total (%age)					

Non-conformities / Unserviceabilities to be mentioned in the Remarks

Inspection by

Counterchecked by Site Manager / Supervisor of Service Provider

PAA Authorized Official (Morning Shift) _____
 PAA Authorized Official (Evening Shift) _____
 PAA Authorized Official (Night Shift) _____

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 Manager / Authorized Officer

Location: Jinnah International Airport, Karachi **ZONE-A : PTB and Landside**

Sr#	Description	Passenger Terminal Building including Concourse Hall, VIP/VVIP Terminal and Landside Areas			Remarks
		Morning	Evening	Night	
<i>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.</i>					
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, Stands, 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 overflowing 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

JIAP AIRSIDE SERVICES – DAILY APRON SLA STAFFMONITORING CHECKLIST

Airport: _____

Location / Area: _____

Date: _____

Shift: Morning Evening Night

Supervisor Name: _____

Contractor Name: _____

Section 1 – Apron & Operational Area Cleaning

S#	KPI Area	Performance Standard	Weight	Satisfactory	Non Satisfactory
1	Apron Cleaning	No visible debris, litter or oil residue	5		
2	Apron Sweeping	Minimum 3 sweeping cycles per shift	5		
3	FOD Management	FOD removed within 10 minutes	5		
4	Garbage Collection	Waste removed within 30 minutes	4		
5	Spill Response	Oil/fuel spills cleaned within 15 minutes	5		

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Section 2 – Washroom & Hygiene Monitoring

S#	KPI Area	Performance Standard	Weight	Satisfactory	Non Satisfactory
6	Washroom Cleanliness	Clean, odor-free, dry floors	5		
7	Washroom Supplies	100% availability of cleaning supplies	5		

10

Section 3 – Environmental & Waste Management

S#	KPI Area	Performance Standard	Weight	Satisfactory	Non Satisfactory
8	Fence Boundary Cleaning	No garbage accumulation	5		
9	Garden & Drain Cleaning	No debris or drainage blockage	6		
10	Waste Disposal Compliance	Proper segregation & disposal	7		

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Section 4 – Pest & Rodent Control

S#	KPI Area	Performance Standard	Weight	Satisfactory	Non Satisfactory
11	Rodent Control	Zero rodent activity	5		
12	Fumigation Schedule	As per approved schedule	5		

Section 5 – Airside Safety & Security Monitoring

S#	KPI Area	Performance Standard	Weight	Satisfactory	Non Satisfactory
13	Barrier Operations	No unauthorized entry incidents	5		

5. 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 this Contract Agreement) 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.
- 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.

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:

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.

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

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

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

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

SCHEDULE OF PRICING

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

A. MONTHLY LUMP SUM PRICE (CORE CONTRACT)

A1. PROPOSAL (Details of Zones are defined in Appendix Scope of Services)

Zone	Service Pricing (PKR)	Consumables Pricing (PKR)	Machinery Pricing (PKR)	Total Pricing (PKR)
A				
B				
C				
D				

A1.1 TOTAL CONTRACT PRICE

A1.1.1 Service Pricing (Monthly)

(Appendix 'A)

Rs. _____

(Rupees in words _____)

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

A1.1.2 Consumables Pricing (Monthly)

Rs. _____

(Rupees in words _____)

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

A1.1.3 Machinery / Equipment Pricing (Monthly)

(Appendix 'C-1' – if Service Provider is required to provide the machinery /equipment)

Rs. _____

(Rupees in words _____)

A1.1.4 Total Bid Amount

Total Monthly Pricing:

Total Monthly Service Pricing + Total Monthly Equipment Pricing + Total Monthly Consumables Pricing

Bid Amount:

Total Monthly Pricing x 12 x 3

NOTE: Bid Amount should be inclusive of all expenses such as Taxes, Regulatory Payments, Overheads & Service Charge etc. The quotation should be unconditional and no other costs will be added up to it at a later stage.

A1.1.5 TOTAL BID AMOUNT:

Rs. _____

(Rupees in words _____)

NOTE:

1. General Areas shall mean all internal built-up areas of the facility excluding washrooms, including but not limited to Concourse Halls, Lounges, corridors, offices, staircases, elevators, escalators, waiting areas, administrative spaces, internal circulation areas and associated enclosed spaces, together with all floors, walls, ceilings, internal glass, doors, railings, fixed furniture, fixtures and installations located therein as defined in the Scope of Services.
2. Washroom Areas shall mean all toilet and ablution facilities including WC cubicles, urinals, wash basins, sinks, mirrors, ablution areas, partitions, fittings, dispensers, tiled surfaces, doors and associated internal washroom spaces as defined in the Appendix A - Scope of Services.
3. External / Open Hard Surface Areas shall mean all open, semi-open or external paved and hard-surfaced areas including landside areas (excluding Concourse halls), road networks, parking areas, footpaths, pedestrian walkways, airside paved areas (where cleaning is permitted), median strips and associated roadside fixtures, signboards and installations as defined in the Appendix A - Scope of Services.

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

Undertaking on Affidavit for carrying out eco-friendly practises.

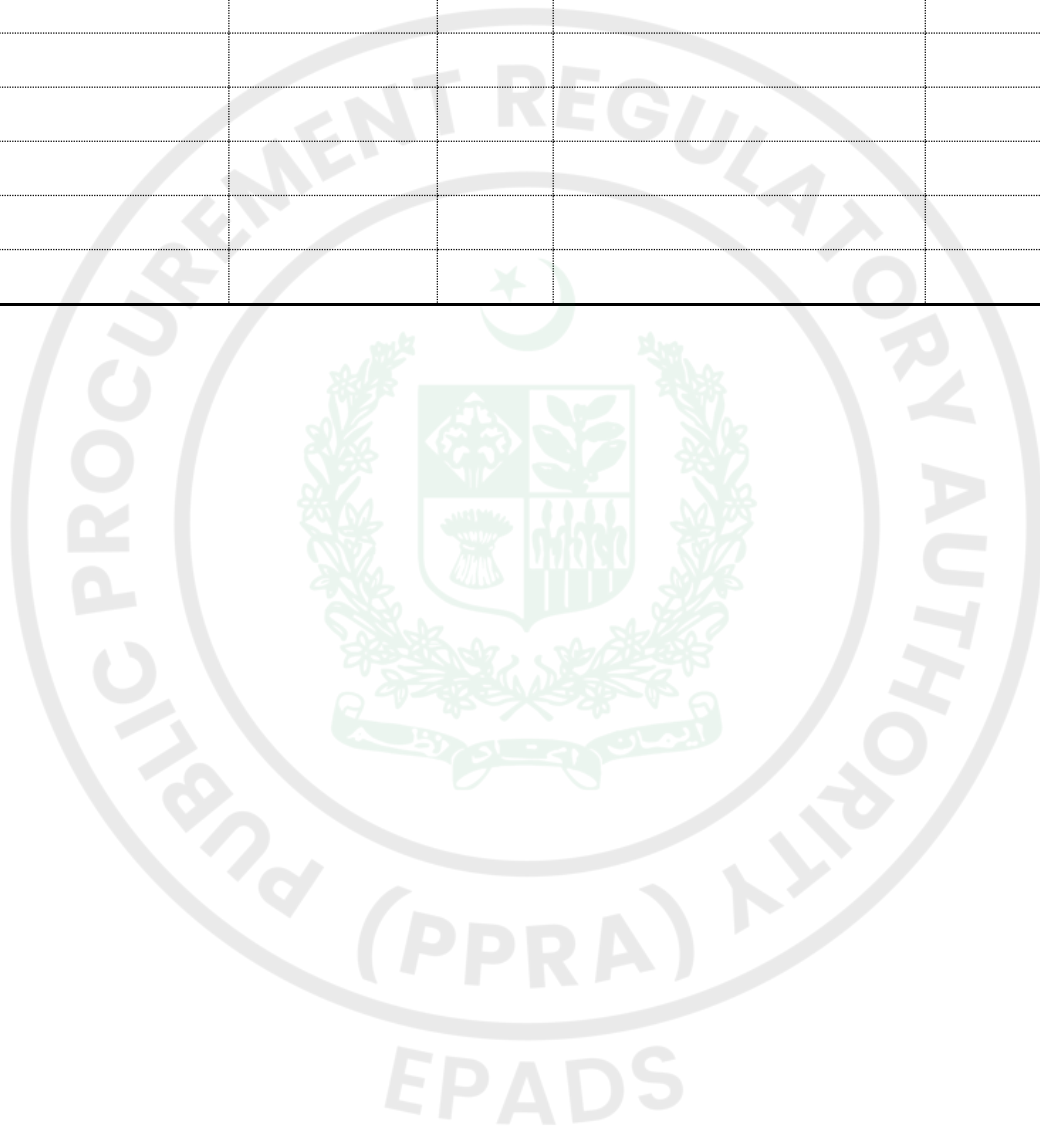
1. All garbage bags shall be biodegradables
2. use of high-quality microfiber cloths and mops instead of traditional cotton or paper towels. floor waxes, strippers, and polishes must have Low Volatile Organic Compound (VOC) content.
3. For pest management all chemicals used shall be Non-Toxic Pest Control.



Past Experience / Contracts

Contracts over *[insert amount]* during the last three years:

Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination



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

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

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

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

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

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

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

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

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