

Standard Bidding Document

RFP-SLA for Glass & Facade Cleaning Services at IIAP
(Non-Consultancy Services)

National

Single Stage-Two Envelope



April 30, 2026

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PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA))** has reserved Funds for the procurement planned for FY **2025-26**. The **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the **“RFP-SLA for Glass & Facade Cleaning Services at IIAP”**
2. The **Islamabad International Airport - Pakistan Airports Authority (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** 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 **Monday, May 18, 2026 12:00 PM**. E-bids will be opened on the same day at **Monday, May 18, 2026 12:30 PM**. 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

BDS Clause Number 1

ITB Number 1.1

Name of Procuring Agency: **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA))**

The subject of procurement is: **RFP-SLA for Glass & Facade Cleaning Services at IIAP**

Expected commencement date: **Tuesday, June 30, 2026**

BDS Clause Number 2

ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2025-26**

Name and identification number of the Contract: **P28814**

BDS Clause Number 3

ITB Number 4.6

JV/Consortium or Association Allowed: **Yes**

Number of JV/Consortium Members: **2**

B. Bidding Documents

BDS Clause Number 4

ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date:
Monday, May 11, 2026
Pre-Bid Meeting: Tuesday, May 5, 2026 11:00 AM
Venue: Islamabad International Airport.

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA))** website and on **EPADS v2.0**.

BDS Clause Number 6
ITB Number 9.1

List of documents required along with the bid: No

BDS Clause Number 7
ITB Number 11.1

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

see Eligibility Criteria

BDS Clause Number 8
ITB Number 7.6

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9
ITB Number 13.1 & 13.2

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

BDS Clause Number 10
ITB Number 7.6.2

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12

ITB Number 15.1

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

BDS Clause Number 13

ITB Number 16.1

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

BDS Clause Number 14

ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of: **Pay Order**

BDS Clause Number 15

ITB Number 17.3

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 180 days so the bid security shall be valid for $180+28 = 208$ days.

BDS Clause Number 16

ITB Number 18.1

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

D. Submission of Bids

BDS Clause Number 17

ITB Number 21.1

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

Islamabad International Airport., Islamabad Capital Territory

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

The deadline for Bids submission is: **Monday, May 18, 2026 12:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

ITB Number 26.1

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

Day : **Monday**

Date: **Monday, May 18, 2026**

Time : **12:30 PM**

BDS Clause Number 19

ITB Number 32.1

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

see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

ITB Number 49.1

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

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

21.

51.1

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

G. Review of Procurement Decisions

BDS Clause Number 22

ITB Number 53.1

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

Eligibility Criteria

Bidder's Type	Required Registration
Any	FBR (NTN) FBR (GSTN)

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Technical Marks	100
Passing Marks	70
Technical Evaluation Criteria	
As per technical sheet attached. (Qualitative)	100

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security

SLA for Glass & Facade Cleaning Services at IIAP Islamabad International Airport	Address: Islamabad International Airport., Islamabad Capital Territory Schedule: 30 Days Quantity: 01	1	5000000
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Related Services :

Yes

Position	Related Services
SLA for Glass & Facade Cleaning Services at IIAP Islamabad International Airport	As per Work Plan Attached.

Services Specifications

Positions Without Lots :

Position: SLA for Glass & Facade Cleaning Services at IIAP Islamabad International Airport

Specifications / Requirements:

As per Specification Sheets Attached

Scope of Work

Explained in detail in the technical specifications.

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

Definitions

The Procuring Agency is: Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA)), Deputy Director Islamabad International Airport., Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is: RFP-SLA for Glass & Facade Cleaning Services at IIAP

Number of GC Clause 2

Applicable/Governing Law:

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

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English**.

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA)), Deputy Director

Islamabad International Airport., Islamabad Capital Territory

+92-334-958-0841

sohaibali.khan@paa.gov.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

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

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA)),Deputy Director
Islamabad International Airport., Islamabad Capital Territory
+92-334-958-0841
sohaibali.khan@paa.gov.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

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

Number of GC Clause 8

Commencement of Contract:

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

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 17.

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.02% to 10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

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

Number of GC Clause 27

Currency of Payment:

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

Number of GC Clause 28

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause 29

Identifying Defects:

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

Number of GC Clause 31

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



Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.: **P28814**

To: **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA)), Deputy Director Islamabad International Airport., Islamabad Capital Territory**

We, the undersigned, declare that:

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

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

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

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

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



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of _____ 20____ between **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA)), Deputy Director Islamabad International Airport., Islamabad Capital Territory**

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

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **RFP-SLA for Glass & Facade Cleaning Services at IIAP (P28814)** 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: **Islamabad International Airport - Pakistan Airports Authority (Pakistan Airports Authority (PAA)), Deputy Director Islamabad International Airport., Islamabad Capital Territory**

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

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

AND WHEREAS we have agreed to give the Bidders guarantee:

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

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

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]



Annexure

Instructions to Bidder

Kindly go through the attached document and ensure compliance.

Information (Read-Only)

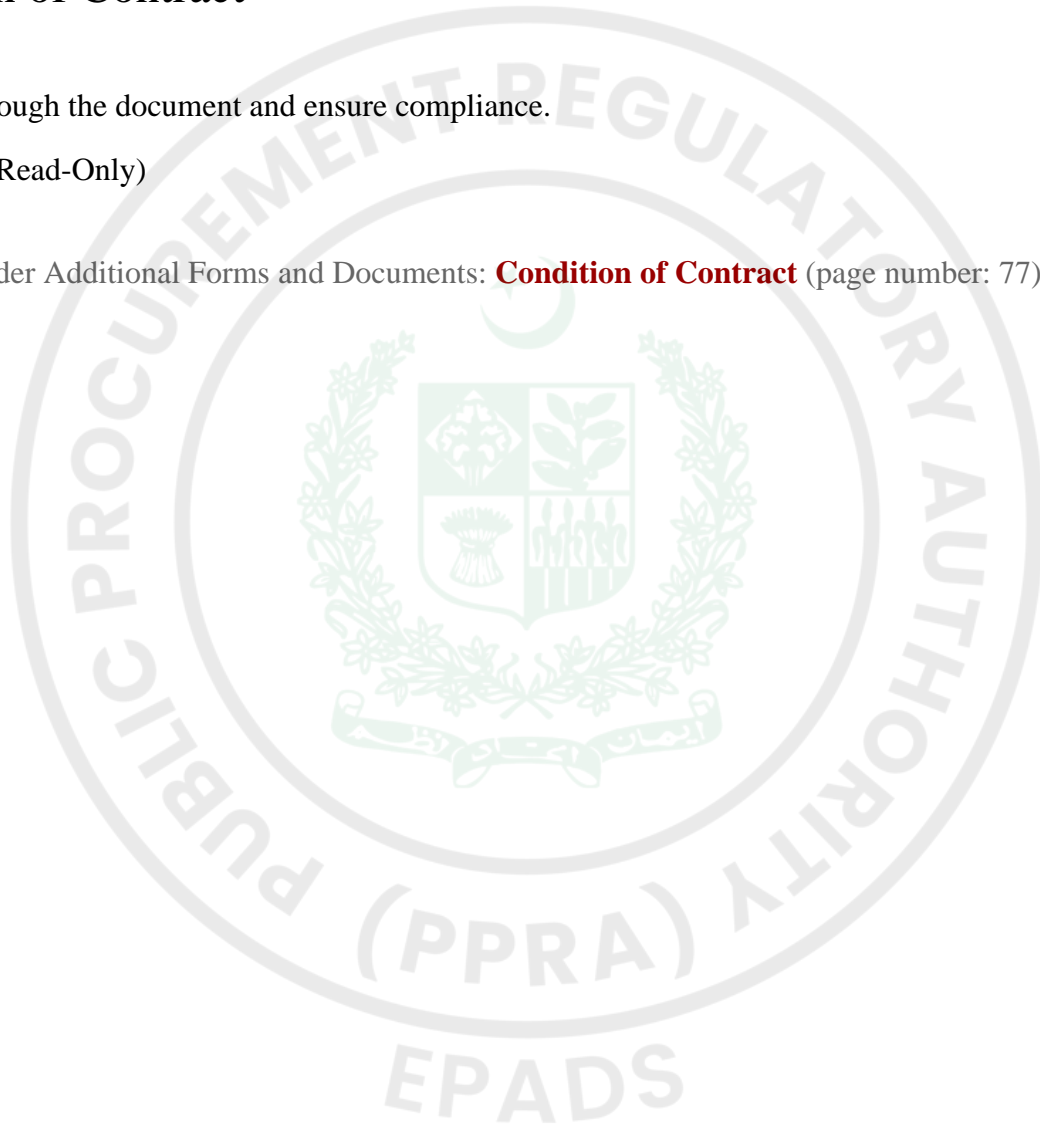
See Form Under Additional Forms and Documents: **Instructions to Bidder** (page number: 64)

Condition of Contract

Kindly go through the document and ensure compliance.

Information (Read-Only)

See Form Under Additional Forms and Documents: **Condition of Contract** (page number: 77)





Procurement Forms

Past Experience and Completed Contracts

Kindly attach details of Past experience.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 99)

Current Contracts and Their Progress

Kindly attach details of Current Contracts.

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 100)

Financial Capacity and Net Worth Evaluation Form

Attach proof.

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 101)

Average Annual Turnover

Attach details

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 103)





Additional Forms and Documents

Instructions To Bidders (IBs)GENERAL**IB.1 SCOPE OF BID**

Pakistan Airports Authority (hereinafter called "the Client") wishes to receive proposals for the "Service Level Agreement (SLA) for Glass & Facade Cleaning Services at Islamabad International Airport (IIAP)" for a period of three (03) years. The Contract is also extendable subject to satisfactory performance of the Service Level Agreement (SLA) to ensure continuity of service during fresh tender process with same terms and conditions.

IB.2 MANDATORY REQUIREMENTS

The proposal of only those bidders shall be considered, who fulfill the following mandatory requirements:

- (a) Certificate of incorporation /Memorandum & Article of Association or Partnership Deed / Sole Proprietorship etc.
- (b) Active Taxpayer Status (ATL), NTN/GST and Professional Tax Certificates
- (c) Affidavit on non-judicial stamp paper to the effect that the firm has not been blacklisted by any Government, Semi Government and Autonomous Body
- (d) Affidavit on non-judicial stamp paper that it will pay all regulatory dues, taxes, etc. and shall abide by the minimum wage rate determined by the Federal Government
- (e) Undertaking that the bidder / firm has enough financial capacity to pay at least two months' salary timely to the deputed Manpower at signed by CEO/CFO or Managing Partner on attested stamp paper

IB.3 COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of its bid and the Client shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

BIDDING DOCUMENTS**IB.4 CONTENTS OF BIDDING DOCUMENTS**

4.1 The Bidding Documents are those stated below, and should be read in conjunction with any Addendum issued in accordance with Clause IB.5.

- (a) Instructions to Bidders (IB)
- (b) Form of Bid / Letter of Offer (Annex "A" to IB)
- (c) Evaluation Criteria (Annex "B" to IB)
- (d) List of Approved Banks (Annex "C" to IB)
- (e) Service Level Agreement (SLA)
- (f) Conditions of Contract (CoC)
- (g) Scope of Services
- (h) Resource Commitment
- (i) Schedule of Prices
- (j) List of Consumable
- (k) Form of Integrity Pact
- (l) Form of Performance Security
- (m) Addendum (if any) pursuant to IB-5

4.2 The bidders are expected to examine carefully the contents of all the above documents. Failure to comply with the requirements of bid submission shall be at the bidder's own risk. Bids; which are not substantially responsive to the requirements of the Bidding Documents shall be rejected.

IB.5 AMENDMENT OF BIDDING DOCUMENTS

5.1 At any time prior to the deadline for submission of bids, the Client may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by issuing addendum.

5.2 Any addendum thus issued shall be part of the Bidding Documents pursuant to Clause IB.4 hereof, and shall be communicated in writing to all purchasers of the Bidding Documents.

5.3 To afford prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Client may at its discretion extend the deadline for submission of bids in accordance with Clause IB.16.

Instructions To Bidders (IBs)

PREPARATION OF BIDS

IB.6 LANGUAGE OF BID

The Bid prepared by the Bidder and all correspondence and documents relating to the Bid, exchanged by the Bidder and the Client 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.

IB.7 DOCUMENTS COMPRISING THE BID

The bid prepared by the bidder shall comprise the following:

7.1 Technical Proposal (Checklist)

S. No.	Bid Evaluation Parameters:	Yes/ No	Remarks
i.	Legal Status		Attach certificate of incorporation/registration Memorandum & Article of Association or Partnership Deed or JV Agreement etc. (Annexure A)
ii.	Experience in Glass Cleaning Services. Must not be less than 03 years.		The bidder shall provide copies of service agreements / contracts or completion certificates as documentary evidence of having provided similar services to large and well-established public or private sector entities (such as airports, hospitals, high-rise buildings, commercial complexes, or other comparable facilities) for a minimum duration of three (03) years. (Annexure B) <i>(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.)</i>
iii.	No. of Clients to whom similar services were provided. Must be 03 or more.		Attach Service Agreements to show that such services were provided to 03 or more large sized clients. (Annexure C)
iv.	Detail of total No. of persons deployed on similar project must be 25 or more.		Attach List showing total number of resources on said assignment (Annexure D)
v.	Financial Strength		Attach last audited Annual Accounts for last (03) years. (Annexure E)
vi.	NTN Registration		Attach NTN Registration Certificate (Annexure F)
vii.	EOBI Registration		Attach EOBI Registration Certificate / Payment Slip. (Annexure G)
viii.	Registration with Social Security		Attach Social Security Registration Certificate / Payment Slip. (Annexure H)
ix.	Average Monthly Credit Balance in Bank Account for last 06 months must not be less than Rs. 10 (M).		Attach Banker's Certificate or last 06 months Statement of Bank Accounts. (Annexure I)
x.	Data Provision Undertaking		Attach an undertaking that information, data documentation, accounting records etc. pertaining to the services will be provided within Seven (07) days. (Annexure J)
xi.	Black List Undertaking		Attach an Undertaking (fresh) on non-judicial stamp paper to the effect that the firm has not been black-listed by any Government, Semi Government or Autonomous Body. (Annexure K)
xii.	Regulatory Payment Undertaking		Attach an Undertaking (fresh) on non-judicial stamp paper to the effect that the firm undertakes to abide by the minimum wage rate and will pay all regulatory payments. (Annexure L)
xiii.	Past Performance		If the Service Provider has any working relationship with PAA (Erstwhile), attach a Satisfactory Service Certificate upon completion/ termination of the contract from the concerned location head. (Annexure M)

Instructions To Bidders (IBs)

xiv	Signed RFP	RFP will each page signed / stamped by Authorized Representative of the Bidder.
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Note: The bidders who respond 'Yes' in all of the above requirements and provide documentary evidences in support of their 'Yes' shall be technically evaluated. The technical evaluation / marking shall be carried out according to the technical evaluation criteria attached at Annex "B" to IB. Any "No" to above checklist or non-submission of supporting documents or furnishing forged documents or concealment of facts or submission of false information may lead to disqualification of such bidder.

7.2 Financial Proposal

- Schedule of Prices completed in accordance with Clauses IB 9 and IB 10.
- Completed Form of Bid/Letter of Offer (Annex "A" to IB) on Company's Letter Head.
- Original Bid Security furnished in accordance with Clause IB 12.

IB.8 FORM OF BID AND APPENDICES

The bidder shall complete, sign and seal the Form of Bid and enclose information as detailed in Clause IB.7.

IB.9 BID PRICES

- The bidder shall fill the Schedule of Prices attached to these documents indicating the unit rates and prices of the Services to be performed under the Contract (both in words and figures)
- The bidder shall fill rates and prices for all items of the Services described in the Schedule of Prices. Items against which no rate or price is entered by a bidder shall not be paid for by the Client when executed and shall be deemed covered by rates and prices for other items in the Schedule of Prices.
- The tendered rates or amount shall be inclusive of all taxes (but excluding Provincial Sales Tax on Services), duties and cess as applicable fourteen days prior to the date of tender opening and no claim on this account shall be entertained by PAA. The Contract Cost shall be un-conditional and no additional amount would be included in the quoted cost at a later stage.

IB.10 CURRENCIES OF BID

Prices shall be quoted in the Pak. Rupees, only.

IB.11 JOINT VENTURE

In order for a Joint Venture to qualify:

- All firms/companies comprising the joint venture shall satisfy the mandatory requirements of Clause IB.2 (a) and (b).
- The cumulative impact/value(s) of Experience, Clients Profile, Firm Technical Profile, Airport Specific Expertise, Work Plan, ISO Certification. However, annual turn-over/ credit balance of lead / partner in-charge shall be considered to fulfill the requirements of evaluation criteria.
- All partners of the joint venture shall at all times and under all circumstances be liable jointly and severally to Client for the execution of the entire Contract in accordance with the Contract terms and conditions and a statement to this effect shall be included in the authorization mentioned under Para (g) below as well as in the Form of Bid and Service Level Agreement (SLA) (in case of a successful bidder).
- The Form of Bid, and in the case of successful bidder, the Service Level Agreement (SLA), shall be signed so as to be legally binding on all partners.
- One of the joint venture partners shall be nominated as being in-charge and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the joint venture partners.
- The partner-in-charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture.
- A copy of the agreement entered into by the joint venture partners shall be submitted with the bid stating the conditions under which it shall function, its period of duration, the persons authorized to represent and obligate it and which persons shall be directly responsible for due performance of the Contract and can give valid receipts on behalf of the joint venture, the proportionate participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. No amendments/modifications whatsoever in the joint venture agreement shall be agreed to between the joint venture partners without prior written consent of the Client.

IB.12 BID SECURITY

Instructions To Bidders (IBs)

- 12.1 Each bidder shall furnish, as part of his bid, a Bid Security amounting to **Rs. 5,000,000/-** (Five Million Rupees Only) against three years cost.
- 12.2 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 (Annex "C" to IB), in favor of "Pakistan Airports Authority" (subject to verification).
- 12.3 Any bid not accompanied by an acceptable Bid Security shall be rejected.
- 12.4 The bid securities 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.
- 12.5 The Bid Security of the successful bidder shall be returned when the bidder has furnished the required Performance Security, pursuant to Clause IB.28 and signed the Service Level Agreement (SLA), pursuant to Clause IB.29.
- 12.6 The Bid Security may be forfeited:
- if a bidder withdraws his bid during the period of bid validity; or
 - if a bidder does not accept the correction of bid price pursuant to clause IB 22.1
 - in the case of a successful bidder, if he fails to:
 - furnish the required Performance Security in accordance with Clause IB.28, or
 - sign the Service Level Agreement (SLA), in accordance with Clause IB.29.

IB.13 VALIDITY OF BIDS

- 13.1 Bids shall remain valid for **180 days** after the date of bid opening.
- 13.2 In exceptional circumstances prior to expiry of original bid validity period, the Client 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 IB.12 in all respects.

IB.14 FORMAT AND SIGNING OF BID

- 14.1 Bidders are particularly directed that the amount entered on the Form of Bid shall be for performing the Contract strictly in accordance with the Bidding Documents.
- 14.2 All Appendices to Bid are to be properly completed and signed.
- 14.3 No alteration is to be made in the Form of Bid nor in the Appendices thereto except in filling up the blanks as directed. If any alteration be made or if these instructions be not fully complied with, the bid may be rejected.
- 14.4 Each bidder shall prepare the documents comprising the bid as described in Clause IB.7.
- 14.5 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 initialed and stamped by the person or persons signing the bid.
- 14.6 The bid shall contain no alterations, omissions or additions, except to comply with instructions issued by the Client, or as are necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid. Conditional bids may lead to rejection.
- 14.7 Bidders shall indicate in the space provided in the Form of Bid their full and proper addresses at which notices may be legally served on them and to which all correspondence in connection with their bids and the Contract is to be sent.

SUBMISSION OF BIDS

IB.15 SEALING AND MARKING OF BIDS

- 15.1 The bidders are required to submit their responses through Single Stage – Two Envelopes bidding Procedure as per **PPRA Rule 36(b)**. The bid shall comprise single package, containing two separate sealed envelopes i.e. "Technical Proposal" and "Financial Proposal" in accordance with Clause IB.7.
- 15.2 The proposals submitted electronically through PPRA E-PADS shall also be submitted in hard form with all the technical / financial documents by hand or through courier service so as to reach at the office of COO / Airport



Instructions To Bidders (IBs)

Manager Pakistan Airports Authority, Islamabad International Airport on or before the opening date (not later than 12.00 pm). The duly sealed and signed bid shall be addressed to PAA office as mentioned in "Tender Notice", mentioning Date and Time of Opening.

- 15.3 In case of any discrepancy between the hardcopy and the documents uploaded on EPADS, the latter shall prevail.
- 15.4 If the envelopes are not sealed and marked as above, the Client shall assume no responsibility for the misplacement or premature opening of the bid.

IB.16 DEADLINE FOR SUBMISSION OF BIDS

- 16.1 The proposals shall be submitted through EPADS before submission deadline and hard copy be submitted by hand or through courier service to prescribed PAA Office on or before deadline (as mentioned in "Tender Notice"). In case of holiday/off day on the date of opening, the tender shall be opened on next working day at the same time and place. Documents received after the due date shall not be considered. The name and mailing address of the firm/Company should be written on the envelope.
- 16.2 Bids with charges payable shall not be accepted, nor shall arrangements be undertaken to collect the bids from any delivery point other than that specified. Bidders shall bear all expenses incurred in the preparation and delivery of bids. No claims for refund of each expense will be entertained.
- 16.3 Upon request, acknowledgment of receipt of bids shall be provided to those making delivery in person or by messenger.
- 16.4 The Client may, at his discretion, extend the deadline for submission of bids by issuing an addendum in accordance with Clause IB.5, in which case all rights and obligations of the Client and the bidders previously subject to the original deadline shall thereafter be subject to the deadline as extended.

IB.17 LATE BIDS

- 17.1 Any bid received by the Client after the deadline for submission of bids prescribed in Clause IB.16 shall be returned unopened to such bidder.
- 17.2 Delays in the mail, delays of person in transit, or delivery of a bid to the wrong office shall not be accepted as an excuse for failure to deliver a bid at the proper place and time. It shall be the bidder's responsibility to determine the manner in which timely delivery of his bid shall be accomplished either in person, by messenger or by mail.

BID OPENING AND EVALUATION

IB.18 BID OPENING

A committee consisting of nominated members by the Client shall open the bids, in the presence of bidders' representatives who choose to attend, at the time, date and location stipulated in IB.16. The bidders' representatives who are present shall sign in a register evidencing their attendance.

IB.19 CLARIFICATION OF BIDS

- 19.1 To assist in the examination, evaluation and comparison of Bids the Client may, at its discretion, ask the Bidder for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
- 19.2 No negotiations with the bidder having been evaluated as lowest responsive or any other bidder shall be permitted. However, the Client may have clarification meeting(s) to clarify any item(s) in the bid evaluation report.

IB.20 EVALUATION CRITERIA

The criteria for assessment the responsiveness of bids is attached as Evaluation Criteria (Annex "B" to IB).

IB.21 TECHNICAL EVALUATION

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

Instructions To Bidders (IBs)

- 21.2 Client may at its absolute discretion, exclude or reject any bid that in the reasonable opinion of Client contains any false or misleading claims or statements. Client has no liability to any person for excluding or rejecting any such bid.
- 21.3 All bids fulfilling requirements mentioned in IB.20 shall be considered as technically qualified.
- 21.4 Technical Evaluation 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 the glass cleaning services.

IB.22 Financial Evaluation Methodology

22.1 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.

22.2 The Financial Proposals of Technically Qualified bidders shall be opened. The arithmetical errors found (if any) shall be corrected as follows:

- (a) Where there is a discrepancy between amount in figures and words, the amount in words shall prevail.
- (b) Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted shall govern.

22.3 The method of Selection will be Quality & Cost Based Selection with a weighting of 70% for Quality and 30% for Cost, calculated as follows:

Quality Score (Qs)

Quality Score shall be calculated as:

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

Financial Score (Fs)

Financial Score shall be calculated as:

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

Final Combined Score

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

- 22.4 The bidder obtaining the highest Final Combined Score shall be declared the Most Advantageous Bidder.
- 22.5 In case of equal Final Combined Scores, the bidder obtaining the higher Technical Score shall be ranked higher. All scores shall be calculated up to two (02) decimal places.

IB.23 PROCESS TO BE CONFIDENTIAL

- 23.1 Subject to Clause IB.19 heretofore, no bidder shall contact Client 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 Client.
- 23.2 Any effort by a Bidder to influence Client in the bid evaluation, Bid comparison or Contract Award decisions may result in the rejection of its bid.

AWARD OF CONTRACT

IB.24 AWARD CRITERIA

Subject to Clause IB.26, the Client shall award the Contract to the successful in accordance to clause IB 22, provided that such Bidder has been determined to be qualified in accordance with the provisions of clause IB 21.

IB.25 CLIENT'S RIGHT TO VARY QUANTITIES

Instructions To Bidders (IBs)

Client reserves the right at the time of award of Contract to increase or decrease the quantity specified in the Schedule of Prices without any change in the unit price or other terms and conditions.

IB.26 CLIENT'S RIGHT TO REJECT ALL BIDS

The Client 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. The client shall upon request communicate the grounds for its rejection of all bids but is not required to justify these grounds. The client shall incur no liability in this regard.

IB.27 NOTIFICATION OF AWARD

- 27.1 Prior to expiration of the period of bid validity prescribed by the Client, the Client shall notify the successful bidder in writing ("Letter of Acceptance") that his bid has been accepted. This letter shall name the Contract Period, Monthly O&M Cost, Annual Cost and Contract Price as quoted in "Schedule of Prices", which the Client shall pay the Contractor in consideration of the execution and completion of the Services by the Contractor as prescribed by the Contract.
- 27.2 The Letter of Acceptance and its acknowledgement by the bidder shall constitute the formation of the Contract, binding the Client and the Bidder till signing of the formal Service Level Agreement (SLA).
- 27.3 Upon furnishing by the successful bidder of a Performance Security within (14) days after receipt of Letter of Acceptance, the Client shall promptly notify the other bidders that their bids have been unsuccessful and return their bid securities.

IB.28 PERFORMANCE SECURITY

- 28.1 The successful bidder shall, within (14) days after receipt of Letter of Acceptance, furnish to the Client a Performance Security of an amount equal to **05%** of the "Contract Price" in the form of Bank draft / Pay order / Bank Guarantee from any Schedule Bank of Pakistan as per list of approved banks (**Annex "C" to IB**), in favor of "**Pakistan Air Authority**".
- 28.2 Failure of the successful bidder to comply with the requirements of Clause IB.28.1 or Clause IB.29 or Clause IB.35 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

IB.29 SIGNING OF CONTRACT

- 29.1 Within fourteen (14) days from the date of furnishing of acceptable Performance Security under the Conditions of Contract, the Client shall send to the successful bidder the Service Level Agreement (SLA) provided in the Bidding Documents, duly filled in and incorporating all agreements between the parties for signing and return it to the Client. The cost of execution of the Contract (on non-judicial stamp paper) is to be borne by the Successful Bidder.
- 29.2 The formal Contract between the Client 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 Client.
- 29.3 The following documents shall be deemed to form and be read and construed as part of the Service Level Agreement (SLA):

- | | |
|--|-------------------|
| (a) Letter of Acceptance | (Annex "A" to IB) |
| (b) Completed Form of Bid/ Letter of Offer | (Annex "B" to IB) |
| (c) Service Level Agreement (SLA) | |
| (d) Conditions of Contract (CoC) | |
| (e) Scope of Services | |
| (f) Resource Commitment | |
| (g) Schedule of Prices | |
| (h) Integrity Pact | |
| (i) Performance Security | |

ADDITIONAL INSTRUCTIONS**IB.30 INSTRUCTIONS NOT PART OF CONTRACT**

Bids shall be prepared and submitted in accordance with these Instructions which are provided to assist bidders in preparing their bids, and do not constitute part of the Bid or the Contract Documents.

IB.31 VISIT OF AIRPORT

Visit of all areas mentioned in Scope of Services is necessary before submission of any proposal by the bidders.

Instructions To Bidders (IBs)**IB.32 WORK PLAN**

32.1 The bidders shall submit a comprehensive and detailed Work Plan demonstrating their operational capability to deliver the required glass and façade cleaning services with the Scope of Services and Service Level Standards as defined in the RFP.

32.2 The Work Plan shall be airport-specific and shall not be generic in nature. The Work Plan shall include the following:

- a. Manpower Deployment Plan: Number and area-wise deployment of cleaners, operators and supervisors including shift distribution ensuring timely cleaning of façade areas and coverage as required.
- b. Consumables: List of glass-cleaning chemicals, detergents and consumables along with specifications and brand standards suitable for glass façades, curtain walls and other exterior surfaces of airport buildings.
- c. Surface-specific cleaning tools and equipment suitable for different glass and façade materials such as glass panels, curtain walls, architectural surfaces etc. The bidder shall specify the proposed access systems and equipment to be used for façade cleaning. Portable cleaning kits shall be provided to personnel for localized glass cleaning and spot removal.
- d. Uniform & PPE: Uniform specification, identification method and Personal Protective Equipment (PPE) applicable to assigned tasks including equipment required for working at height such as safety harnesses, lifelines, helmets and fall protection systems.

Note: PAA reserves the right to require the Service Provider to change the colour scheme of uniforms of Glass cleaning staff in order to avoid similarity or conflict with uniforms of airport agencies.

- e. Digital Monitoring / Inspection System: A digital system capable of recording inspection activities with time-stamp and audit trail. Access shall be provided to PAA.
- f. Digital Duty Roster Management: Digital duty allocation system showing shift assignment and manpower deployment ensuring visibility to PAA.
- g. Digital Attendance Management: Digital attendance system (biometric/app/device-based) with time-stamped records accessible to PAA.
- h. Training Programs: Training plan including working at height safety training, rope access or façade access training (where applicable), chemical handling, equipment handling, safety awareness and professional conduct / courtesy training.
- i. 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.

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

IB.33 SUFFICIENCY OF BID

Each bidder shall satisfy himself before Bidding as to the correctness and sufficiency of his Bid and of the rates and prices entered in the "Schedule of Prices". Except insofar as it is otherwise expressly provided in the Contract, the rates and prices entered in the Schedule of Prices shall cover all his obligations under the Contract and all matters and things necessary for the proper execution of the Services.

IB.34 ONE BID PER BIDDER

Each bidder shall submit only one bid either by himself, or as a partner in a joint venture. A bidder who submits or participates in more than one bid shall be disqualified and bids submitted by him shall not be considered for evaluation and award.

IB.35 BIDDER TO INFORM HIMSELF

The bidder is advised to obtain for himself at his own cost and responsibility all information that may be necessary for preparing the bid and entering into a Contract for execution of the Services.

IB.36 LOCAL CONDITIONS

Bidder must verify and supplement by his own investigations the information about site and local conditions. However, Client shall assist the Bidder wherever practicable and possible.

Instructions To Bidders (IBs)**IB.37 INTEGRITY PACT**

The Bidder shall sign and stamp the Integrity Pact for all Federal Government procurement contracts exceeding Rupees ten million.



[

FORM OF BID / LETTER OF OFFER

Bid Reference No. _____

"Service Level Agreement (SLA) for Operations & Maintenance Services of Glass & Facade Cleaning Services at Islamabad International Airport (IIAP)"

To:

 (Office of PAA)

Gentlemen,

1. Having examined the Bidding Documents including Instructions to Bidders, Conditions of Contract, Appendices and Addenda Nos. _____ for the execution of the above-named Services, we, the undersigned, being a company doing business under the name of and address _____ and being duly incorporated under the laws of _____ hereby offer to execute and complete such Services and remedy any defects therein in conformity with the said Documents including Addenda thereto for the cost mentioned in "Schedule of Prices".
2. We understand that all the Appendices attached hereto form part of this Bid.
3. As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Security in the amount of Rs. 5,000,000/- (in accordance with IB.12), drawn in your favor or made payable to you and valid for a period of (28) days beyond the period of validity of Bid (in accordance with IB.13).
4. Unless and until a formal Agreement is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
5. We undertake, if our Bid is accepted, to execute the Performance Security (in accordance with IB.28 of Instructions to Bidders and Section-12 of Conditions of Contract) for the due performance of the Contract.
6. We understand that you are not bound to accept the lowest or any Bid you may receive.
7. We do hereby declare that the Bid is made without any collusion, comparison of figures or arrangement with any other Bidder making a Bid for the Services.
8. We confirm, if our Bid is accepted, that all partners of the joint venture shall be liable jointly and severally for the execution of the Contract and the composition or the constitution of the joint venture shall not be altered without the prior consent of the Client. (Not Applicable in case of Bid from a single firm).

Dated this _____ day of _____ 20_____

Signature _____ in the capacity of _____
 _____ duly authorized to sign bids for and on behalf of _____

(Name of Bidder in Block Capitals)

Address _____

Witness:

(Signature) _____

(Name) _____

Address: _____

Occupation _____

Instructions To Bidders (IBs)

Annex "B" to IB

TECHNICAL EVALUATION CRITERIA

Sr#	Criteria	Description	Max. Marks												
i.	Experience	The minimum period for which the Company is engaged in providing such relevant services is 03 years, for which the bidder will be awarded base marks 06. For each additional year of experience in relevant services 01 mark will be awarded. (Maximum 10 Marks)	10												
ii.	Client Profile	The minimum number of large sized clients (large and well-established public or private sector entities such as airports, hospitals, high-rise buildings, commercial complexes, or other comparable facilities) served for similar services must be 03 for which bidder will be awarded base marks 06. For each additional client in relevant services 02 marks will be awarded. (Maximum 15 Marks)	15												
iii.	Manpower	Requirement of minimum no. manpower provided to its clients by the bidder for glass cleaning service is 25 for which the bidder will be awarded 06 base marks. Marks shall be awarded as follows. <table border="1" data-bbox="544 949 1203 1200"> <thead> <tr> <th>Maximum Manpower deployed</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>25 – 34</td> <td>6</td> </tr> <tr> <td>35 – 50</td> <td>8</td> </tr> <tr> <td>51 – 60</td> <td>10</td> </tr> <tr> <td>61 – 75</td> <td>12</td> </tr> <tr> <td>75 or above</td> <td>15</td> </tr> </tbody> </table> (Maximum 15 Marks)	Maximum Manpower deployed	Marks	25 – 34	6	35 – 50	8	51 – 60	10	61 – 75	12	75 or above	15	15
Maximum Manpower deployed	Marks														
25 – 34	6														
35 – 50	8														
51 – 60	10														
61 – 75	12														
75 or above	15														
iv.	Average Credit Balance	The minimum Average Credit Balance in the Bank Account over last 6 months should be Rs. 10 million for which the bidder will be awarded base marks 05. For each additional Rs. 01 million as per Bank Certificate), the Company will be awarded 01 Mark (Maximum 10 Marks)	10												
v.	Average Turnover and Positive Net Equity	The Service Provider will be given marks against the average turnover (billing) during last 03 year. Negative Net Equity will technically disqualify the bidder. Greater than Rs.10 M & less than Rs.15 M=02 Marks. Greater than Rs.15 M & less than Rs.20 M=05 Marks. Greater than Rs.20 M & less than Rs.30 M =10 Marks Greater than Rs.30 M = 15 Marks. (Maximum 15 Marks)	15												
vi.	Set up in Rawalpindi / Islamabad	An established and functional office setup in Rawalpindi/ Islamabad (Maximum 05 Marks)	05												
vii.	Work Plan	The bidder shall submit a comprehensive and detailed Work Plan demonstrating its operational capability to deliver the required glass cleaning services in accordance with the Scope of Services and Service Level Standards as specified in the Work Plan clause # IB.32 of the RFP. Marks shall be awarded as follows (Refer clause #IB.32):	25												

Instructions To Bidders (IBs)

		Work Plan Component	Marks
		Manpower Deployment Plan	4
		Consumables (Chemicals & Materials)	2
		Cleaning Tools, Equipment & Access Methodology	6
		Uniform & PPE (including work-at-height safety gear)	3
		Digital Monitoring / Inspection System	2
		Digital Duty Roster Management	2
		Digital Attendance Management	2
		Training Programs (including work-at-height / rope access)	3
		Digital Inventory / Consumables Management	1
		Total	25
viii.	ISO Certification	The bidder will be awarded 05 marks if he is ISO-9001 and ISO 45001 certified (Maximum 05 Marks)	05
Total			100

Note: To qualify, the bidder shall secure a minimum of fifty percent (50%) marks in the Work Plan. The bidder shall also achieve an overall aggregate score of not less than seventy (70) marks, failing which the bid shall be considered non-responsive.

Instructions To Bidders (IBs)

Annex "C" to IB

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

Conditions of Contract (CoC)

1. **DEFINITIONS AND INTERPRETATIONS**

In the Contract, the following words and expressions shall, unless repugnant to the context have the meaning, hereinafter respectively assigned to them:

- 1.1. **“Client”** means PAA.
- 1.2. **“PAA”** means the Pakistan Airports Authority.
- 1.3. **“The Contract”** means this Service Level Agreement for rendering services, which comprises all the documents listed in this Contract and any variation to such documents in writing.
- 1.4. **“Services”** means Glass & Facade Cleaning Services for the scope as specified in this Contract at Islamabad International Airport, Islamabad.
- 1.5. **“The Service Provider”** means the Contractor to whom; the Contract for provision of Glass & Facade Cleaning Services is awarded.
- 1.6. **“Force Majeure”** means an event or circumstances beyond the control of a party which makes performance of the party’s obligations illegal or impracticable.
- 1.7. **“Premises”** means the buildings, areas or places where Services are to be provided under this Contract.
- 1.8. **“Work Order”** is the written order issued by the Client (after the Contract), to the Service Provider.
- 1.9. **“Service Provider’s Equipment”** is the Service Provider’s machinery, apparatus, tool and plant brought temporarily to the buildings/premises/site for use during execution of Services under this Contract.
- 1.10. **“Commencement Date”** is the latest date when the Service Provider shall commence the Services after receiving Letter of Commencement from the Client. This shall be specified in the Work Order.
- 1.11. **“Day”** means a calendar day.
- 1.12. **“Term”** means the time period of validity of Contract.
- 1.13. **“Documents”** means all documents (including any part of the Contract documents, conditions of the Contract, Scope of Services, Resource Commitment, Key Performance Indicators & Downtime Evaluation, Schedule of Prices, Addenda (if any) or Confidential Information supplied by the Client to the Service Provider.
- 1.14. **“Site / Airport”** means all areas at Islamabad International Airport which fall under the Service Provider’s Scope of Services.
- 1.15. **“Authorized Officer”** means the person notified by the Client to act as the officer in-charge for ensuring uninterrupted, continuous and efficient provision of Contractual services.
- 1.16. **“Service Provider’s Employee”** means the staff of the Service Provider.
- 1.17. **“Materials”** means things of all kinds (other than plants & Service Provider’s Equipment) to be supplied and incorporated in the Services.
- 1.18. **“Consumables”** are such items which need to be periodically used in order for a non-consumable component/device/equipment to perform its intended function. Consumables are used up/ discarded (and not returned).
- 1.19. **“Confidential Information”** means all information including copies” however disclosed including any Intellectual Property Rights (IPR), documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing and customer information, information relating to market opportunities or business affairs and any other information marked or by implication, confidential or of commercial value.
- 1.20. **“Exigency Event”** means any event of emergency, need etc. requiring additional inputs/ efforts to handle the pressure or tackle the situation.
- 1.21. **“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.
- 1.22. **“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 the client.
- 1.23. **“Scope”** means all areas defined in Scope of Services (**Ref: Appendix “A” to CoC**).

2. **SCOPE OF SERVICES**

The conditions defined under this Contract shall be applicable to the **“Glass & Facade Cleaning Services at Islamabad International Airport”** as defined in Scope of Services (**Ref: Appendix “A” to CoC**).

Conditions of Contract (CoC)

3. **DESCRIPTION OF SERVICES**

3.1. **Human Resource**

- 3.1.1. The Service Provider shall provide skilled manpower to satisfactorily discharge its obligations under this Contract, in accordance with minimum figures as mentioned in “Resource Commitment” (**Ref: Appendix “B” to CoC**).
- 3.1.2. The Service Provider shall submit Credentials of the human resources to be deployed within ten (10) working days after notification for Award of Contract. The Service Provider shall immediately intimate the Client regarding updating in credentials of the human resource as and when any change in the same occurs.
- 3.1.3. The Service Provider may deploy additional resources to meet services standards/contractual requirements without any additional cost to the Client.
- 3.1.4. Staff deployed for the assignment must be experienced and trained in their respective areas and able to perform services to the entire satisfaction of the Client.

3.2. **Glass & Facade Cleaning Services**

- 3.2.1. The Service Provider shall furnish all necessary supervision, labor, materials, tools etc. to provide Glass and Facade Cleaning Services.
- 3.2.2. The Service Provider shall be responsible to provide comprehensive cleaning of both interior and exterior surfaces of glass, façade, signage and framework at Passenger Terminal Building, Islamabad International Airport, including ATC Tower Complex Glass & Facade Cleaning services at the areas as defined in “Scope of Services” (**Ref: Section-2 of CoC**).
- 3.2.3. The Service provider shall ensure that routine cleaning is to be done on day to day basis. In addition, periodic thorough cleaning exercises are to be undertaken for each part of the building.
- 3.2.4. The Service provider shall ensure the deployment of skilled professionals/manpower at strategic locations for uninterrupted provision of services and immediate response in case of emergency scenarios.
- 3.2.5. Under this Agreement the service provider will be responsible for managing and performing full facade and glass cleaning. Specific tasks to be performed by the service provider in this regard, but not limited to the following are as under:-
 - 3.2.5.1. Scheduled maintenance as per OEM recommendations / applicable standards.
 - 3.2.5.2. Operation, calibration & testing of equipment used for glass and façade cleaning as per OEM recommendations / applicable standards / requirements.
 - 3.2.5.3. Acquisition of warranty / guarantee / DLP covers from suppliers / vendors / contractors/ manufacturers of the equipment / systems / facilities and transfer of benefits to PAA.
 - 3.2.5.4. Management of spares, consumables, bench stock, tools, plants & transportation (within airport premises) for discharging the contractual tasks and responsibilities.

3.3. **Consumables**

- 3.3.1. The Service Provider shall ensure availability of renowned branded items/products of high quality at all the time & shall maintain stock of consumable items for at least one-month advance in an allocated storeroom. The PAA shall inspect the consumables at any time and reject any sub-standard product(s) or any product that can damage the fittings / fixtures etc.
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).”

3.4. **Complaints Management Services**

- 3.4.1. Complaints from customers/ stakeholders shall be properly recorded and remedial actions shall be taken as early as practicable.
- 3.4.2. Complaints log should be properly maintained and kept updated by the Service Provider and PAA.

3.5. **Documentation Management**

- 3.5.1. The Service Provider shall maintain the following documentation and records:-
 - 3.5.1.1. Complaints Log Sheets.
 - 3.5.1.2. Routine / Scheduled Maintenance Records along with items, material and consumables used.
 - 3.5.1.3. Special Maintenance Records along with items, material and consumables used.

Conditions of Contract (CoC)

- 3.5.1.4. Inspection Reports.
 - 3.5.1.5. Payments / receipts of invoices.
 - 3.5.1.6. Records along with items, material and consumables used.
 - 3.5.1.7. Records of changes / updates in the technical information and drawings in the area of responsibilities.
 - 3.5.1.8. Planned major maintenance records.
 - 3.5.1.9. Daily attendance of deployed staff.
 - 3.5.1.10. Leave records of the staff.
 - 3.5.1.11. Employees duty rosters.
 - 3.5.1.12. Incident Occurrences.
 - 3.5.1.13. Any other records found necessary / required by PAA.
- 3.5.2. The Service Provider shall be responsible to ensure cleaning of both interior and exterior surfaces of glass, facade, signage and framework at Passenger Terminal Building, Islamabad International Airport, including ATC Tower Complex, Radio Radar Building, Fire station and landside buildings and the same shall be recorded.
- 3.5.3. Any other records deem necessary/ required by the Client.
- 3.5.4. The Service Provider shall utilize its own photocopier, scanner, printer, printer ink, office stationery and printed registers (as per PAA format), to meet documentation requirements defined in this Contract. However, the same shall become property of the Client upon expiry/termination of the Contract.
- 3.6. Client's Tools/ Equipment**
- 3.6.1. The Client shall provide following dedicated cleaning machines (on as available basis) to the Service Provider for Glass & Facade Cleaning/ cleaning services:
- | | |
|--|--------|
| Battery Operated Aerial Working Platform Scissor Type (7.75 meter) | Qty-04 |
| Battery Operated Aerial Working Platform Scissor Type (12 meter) | Qty-01 |
| Battery Operated Aerial Working Platform Telescopic Articulated Boom Type (12 meter) | Qty-02 |
| Battery Operated Aerial Working Platform Telescopic Articulated Boom Type (16.5 meter) | Qty-01 |
| Battery Operated Aerial Working Platform Telescopic Articulated Boom Type (22.5 meter) | Qty-01 |
| Glass Cleaning System (Motor drive) | Qty-01 |
| Diesel Engine Operated Aerial Working Platform Telescopic Articulated Boom Type (28 meter) | Qty-02 |
- 3.6.2. The Service Provider will utilize the above mentioned equipment for this purpose. Corrective maintenance will be the responsibility of PAA; however, proper upkeep of the machinery will be the responsibility of the Service Provider. 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.
- 3.6.3. Tools and consumables required for glass cleaning will be the responsibility of the Service Provider. Cleaning chemicals and tools must be compatible with the surface on which it is to be applied.
- 3.6.4. The Service Provider shall be responsible for safe handling/ operation of Client provided machines. The maintenance of these cleaning machines shall fall under Client obligation.
- 3.6.5. In case of non-availability of machines, the Service Provider shall arrange alternate means to fulfill its Contractual Obligations (without any additional cost to the Client).
- 3.6.6. The Service Provider shall be responsible for rectification of damages to the Client's equipment, if improperly handled by Service Provider's staff.
- 3.7. Service Provider's Tools/ Equipment**
- 3.7.1. The Service Provider shall arrange its own Glass & Facade Cleaning equipment for execution of Glass & Facade Cleaning services (as required). The Service Provider shall also arrange all necessary equipment to facilitate the workers in performing services in high-rise areas (above 10 ft.)
- 3.8. General Obligations**
- 3.8.1. General tasks, but not limited to the following, will be the responsibility of the service provider in this regard:-

Conditions of Contract (CoC)

- 3.8.1.1. Maintaining a neat and clean area of its service.
- 3.8.1.2. The Service Provider will ensure smooth and safe operation of the equipment.
- 3.8.1.3. Continuous and uninterrupted service will be provided by the Service Provider.
- 3.8.1.4. The Service Provider will keep the equipment in excellent serviceable condition.
- 3.8.1.5. In addition to the shift resources, the Service Provider will provide 24 hour On-Call back up service, with maximum of 30 minutes response time.
- 3.8.1.6. Staff deployed in shifts will not leave their work stations unless they hand over the charge to their relievers.
- 3.8.1.7. A complete daily general checking of the entire area will be carried out by the Service Provider and any defect shall be immediately reported to PAA, at the same time arrangements to set right such defects would be made.
- 3.8.1.8. Scheduled cleaning on daily, weekly, monthly, quarterly, annually or any other frequency determined by the PAA will be carried out by the Service Provider. All such events will be properly recorded.
- 3.8.1.9. The Service Provider shall inform PAA regarding scheduled maintenance activities and any planned major assignments at least 15 days in advance.
- 3.8.1.10. The technical information, drawings, records and other documents shall not be copied, transferred or divulged and / or disclosed to third party in full / part without prior approval of PAA.
- 3.8.1.11. The Service Provider shall abide by HSE Rules in accordance with PAA HSE Manual latest edition as amended from time to time.
- 3.8.1.12. The Service Provider shall issue photo identity cards to its staff indicating Name, CNIC Number, Designation, Staff Number and designated areas for performing duties at the airport. The Staff of the Service Provider shall display the card on prominent place during duty timings for identification.
- 3.8.1.13. In case of any fault / failure, the response time for the deployed manpower at the airport for accessing the site and attending the fault shall not exceed 05 minutes and rectification shall not exceed 60 minutes in any case. In case of non-compliance due to slackness of the service provider, penalty shall be imposed as per Schedule of Payment Terms.
- 3.8.1.14. The Service Provider shall devise a mechanism to keep himself continuously informed about the operational status / performance / efficiency of his staff under his areas of responsibilities so as to respond against any poor performance, un-serviceability and failure in a timely manner.
- 3.8.1.15. The Service Provider shall utilize its own transport facility for Airport Landside movement of its staff and material delivery.
- 3.8.1.16. The Service Provider shall be responsible for telephone connections / communication facilities for its staff at the airport for performance of their task and duties.
- 3.8.1.17.

4. SATISFACTORY PERFORMANCE

- 4.1. Subsequent upon completion of each Month, Satisfactory Performance Certificate shall be issued by the concerned Section, stating that services have been rendered satisfactorily.
- 4.2. The Satisfactory Performance Certificate shall be mandatory for release of payment to the Service Provider.

5. OTHER PENALTIES AND VIOLATIONS

5.1. Type of Violations:

- a. **Service Level Violations:** These violations relate to failure in delivery of cleaning services and operational standards, including but not limited to:
 - i. Unsafe working / violation of HSE Manual
 - ii. Non-Compliance with service standards or KPIs
 - iii. Incomplete Area Coverage or Unattended areas
 - iv. Persistent poor cleanliness or unhygienic conditions
 - v. Short deployment of approved manpower

Conditions of Contract (CoC)

- vi. Use of substandard, diluted, unapproved or poor-quality cleaning chemicals, consumables or materials. Certification obtained from reputable organizations of cleaning materials to be used is to be attached with work plan.
- vii. Use of inappropriate or improper cleaning tools, equipment or methods not suitable for the surface or task
- viii. Improper placement, storage or abandonment of machinery, cleaning equipment, tools, trolleys or materials in passenger areas, corridors, counters, pillars or other inappropriate locations causing obstruction, unhygienic conditions or visual nuisance
- ix. Non-compliance with SOPs and instructions issued by Airport Manager / Deputy Airport Manager / the authorized OICs
- x. Failure to promptly attend to or satisfactorily resolve complaints related to cleanliness, 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).
- xi. 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.

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

- i. Cleaning Staff /Machine Operator not wearing the prescribed uniform or displaying the Airport Entry Pass / ID Card
- ii. Cleaning Staff /Machine Operator approaching passengers for money / tip or extending protocols
- iii. Misbehaviour with passengers or airport employees
- iv. 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.

- c. **Serious / Critical Violations:** These violations shall include but are not limited to:

- i. Repeated violations despite warnings
- ii. Non-Payment of salaries, overtime, EOBI, or Social Security
- iii. Engagement of unauthorized or unverified personnel
- iv. Security breach attributable to Service Provider's staff
- v. 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.

- d. **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.

- e. **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.

- f. Repeated violations of the same nature shall be treated as aggravated violation and may attract higher penalty.

6. LIQUIDATED DAMAGES

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

Conditions of Contract (CoC)

- 6.1. Non execution / improper/ unsatisfactory execution of Services shall be subject to imposition of Liquidity Damages @ Rs.10,000/- per day per violation.
- 6.2. Suspension of complete services due to fault on part of the Service Provider shall be subject to imposition of Liquidated Damages @ 3.0% of the "Total Monthly Cost"(per day) as mentioned in "Schedule of Prices" (**Ref: Appendix "C" to CoC**). In case of suspension of services for more than three (03) days during the currency of the Contract, the Client shall be at liberty to terminate this Contract at any time (**Ref: Section-13.17.1.4 of CoC**). In such circumstances all ongoing defects / un-service abilities shall be made good by the Client at the risk and cost of the Service Provider. The costs thus incurred may be recovered through any amounts payable to the Service Provider and/or forfeiture of Performance Security. Moreover, the Service Provider may be debarred from participation in Client's tenders.
- 6.3. The abovementioned Liquidated Damages cumulative amounts shall not exceed the maximum limit of 10% of the Contract Price, during currency of the Contract.

7. TAXES

- 7.1. All applicable Government taxes (excluding Provincial Sales Tax on services) and any other amounts as per applicable laws shall be deducted by the Client.
- 7.2. Service Provider shall be directly responsible for all its liabilities or obligations on account of any applicable taxes, duties (including stamp duty), charges, regulatory payments or cesses levied by the Federal Government or any other authority either on his business or the Services and the documentation related thereto.

8. PAYMENT MECHANISM

- 8.1. Payments to the service provider shall be made by the Client in compensation of services rendered as per requirements defined in this Contract.
- 8.2. Deductions shall be made on account of following Contract Clauses:
 - 8.2.1. Other Penalties (**Ref: Clause-6 of CoC**)
 - 8.2.2. Liquidated Damages (**Ref: Clause-7 of CoC**)
 - 8.2.3. Taxes (**Ref: Clause-8 of CoC**)
- 8.3. The Service Provider shall submit invoice (by 02nd day of each month), of the services completed during the previous month. Payments shall be made (by 10th day of the month) as per Schedule of Prices against satisfactory performance certificate signed by the Client's authorized official(s) stating that the services have been satisfactorily rendered.
- 8.4. The Service Provider will arrange opening of bank accounts of its employees. The Service Provider will credit the bank accounts of its respective employees with the amount of monthly wages. Summary of these monthly credits will be provided to the PAA, if demanded on monthly basis by 11th working day of each month.

9. SITE TAKE-OVER BY SERVICE PROVIDER

- 9.1. The Client shall formulate "Site Hand-Over Report", stating availability of all areas as mentioned in "**Scope of Services**" (**Ref: Appendix "A" to CoC**) at the time of hand-over to the Service Provider.

10. SITE TAKE-OVER BY CLIENT

- 10.1. Consequent upon expiry/termination of the Contract, the Client shall generate "Site Take-Over Report" stating availability of all areas as mentioned in "**Scope of Services**" (**Ref: Appendix "A" to CoC**) at the time of take-over from the Service Provider.
- 10.2. The Service Provider shall be bound to remedy any defect (except fairly inevitable wear/tear/breakage/stains aspects) as highlighted in "Site Take-Over Report", before take-over by the Client.
- 10.3. In case the Service Provider does not remedy an defect (within stipulated time as granted by Client) for which the Service Provider is liable, the Client may carry out such remedy on its own and the cost thus incurred shall be deducted from amounts payable to the Service Provider or through forfeiture of Performance Security.

11. PERFORMANCE SECURITY

Conditions of Contract (CoC)

- 11.1. The Service Provider shall furnish to the PAA a Performance Security of an amount equal to **5%** of the Contract Value as mentioned in “**Schedule of Prices**” (**Ref: Appendix “C” to CoC**) in the form of Bank draft / Pay order / Bank Guarantee from any Schedule Bank of Pakistan as per list of approved banks (**Ref: Annex “C” to IB**), in favor of “**Pakistan Airports Authority**”.
- 11.2. The Performance Security shall be returned within two (02) months after completion of the Contract period or the extended period whichever is later (**Ref: Section-13.9 of CoC**).

12. GENERAL CONDITIONS

12.1. Interpretation

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

12.2. Priority of Contract Documents

The documents forming the License are to be taken as mutually explanatory of one another. If any ambiguity or discrepancy is found in the documents, the priority of the documents shall be in accordance with the order as listed below:-

- 12.2.1. The Service Agreement
- 12.2.2. Drawings, if any
- 12.2.3. Specifications, if any

12.3. Communications, Law & Language of the Contract

- 12.3.1. Communications between parties that are referred to in the Contract shall be effective only when in writing. A notice shall be effective only when it is delivered to the concerned party.
- 12.3.2. The language of the Contract is English.
- 12.3.3. The law governing the Contract is the relevant law of Islamic Republic of Pakistan.
- 12.3.4. The Service Provider shall comply with the Laws of Islamic Republic of Pakistan and shall give all notices and pay all fees and other charges in respect of the Services.

12.4. Services

- 12.4.1. Services under this Service Agreement shall include management and maintenance of glass and façade cleaning operations at airport.
- 12.4.2. The services shall be rendered in accordance with Client requirements, industry best practices and adequate standards of health and safety.
- 12.4.3. The Service Provider shall comply with all applicable Federal, state, local, PAA, ICAO, IATA codes, standards, regulations, recommendations and procedural requirements. This shall include but not be limited to the Service Provider complying with the following requirements:
 - 12.4.3.1. Applicable PAA’s Rules, Regulations, Policies & Procedures
 - 12.4.3.2. ICAO Standards & Recommended Practices
 - 12.4.3.3. IATA Standards & Recommended Practices
 - 12.4.3.4. PAA’s Occupational Health, Safety & Environment Polices
 - 12.4.3.5. PAA’s Advisories, Orders & Instructions
 - 12.4.3.6. Security, Traffic and Parking Requirements
 - 12.4.3.7. Safety Procedures including Hazardous Materials and Material Safety etc.

12.5. Service Timings

- 12.5.1. The Service Provider is obliged to strictly follow the service timings. The PAA however, reserves the right to make adjustments, changes, alterations in the service timings depending upon the requirements of the PAA which will be communicated to the Service Provider from time to time.
- 12.5.2. The Service Provider shall be obliged to complete the Services as assigned under the Agreement during the service timings fixed by the PAA and if the Service Provider has to spend time beyond the assigned service timings to complete the Agreement obligation, the PAA shall not be responsible for any extra payment.
- 12.5.3. On holidays, the Service Provider is obliged to deploy such number of resources as are necessary for the execution of the services under the Agreement.

12.6. Responsibilities of the Service Provider

Conditions of Contract (CoC)

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

- 12.6.1. Execution of the services in context with the Contract.
- 12.6.2. To deploy such staff which is competent and bearing good moral character.
- 12.6.3. Payment of remuneration to his staff, exercise supervisory and administrative control over them, terminate or take disciplinary action against them as deem necessary. The Service Provider shall be bound to disburse salaries to its employees for preceding month within ten (10) days of current month.
- 12.6.4. It is clearly understood that the staff deployed by the Service Provider shall neither have any employment relationship or employment nexus with the Client in any form what so ever and the Client shall not take any responsibility whatsoever.
- 12.6.5. Ensure due and proper payment of remuneration and observance of all applicable laws including **Social Security Laws, Labor Laws** and compliance to all statutory payments under the provisions of **Labor Laws**, including but not limited to **EOBI, Social Security and insurance**.
- 12.6.6. Ensure that all the applicable regulatory requirements/ labor laws are fully met and accordingly indemnify the Client against any claims with regards to above.
- 12.6.7. 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
- 12.6.8. The Service Provider shall also provide documentary evidence i.e. Registration Cards etc. of EOBI, Social Security & Life Insurance of all its deputed staff within first month of the Contract to PAA for record.
- 12.6.9. 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.
- 12.6.10. To arrange, bring at site and keep in working order, the equipment necessary to carry on his job under the Contract.
- 12.6.11. To arrange, provide and maintain, staff uniforms (for summer & winter) of appropriate design and quality along with the tags/ badges and identity cards for all Staff as approved by the Client. Uniforms shall be neat & clean during any time while performing the services as per the Contract.
- 12.6.12. The Service Provider shall be responsible for provision of tools / equipment as per HSE guidelines i.e. Safety & Caution materials, Safety Signs, Caution Signs, Safety Gadgets (Rubber Gloves, Belts, Helmets) etc. to its staff.
- 12.6.13. To obtain all permits, NOCs (No-Objection Certificates), Contracts, certificates or registrations etc. that may be required to perform the Services under this Contract.
- 12.6.14. Obtaining police or other authorized agencies clearance/ verification for all his employees to be deputed at the premises in connection of the Contract. The copies of such verification/ clearance reports shall be submitted to the Client for record & reference and meeting the airport security needs.
- 12.6.15. To maintain discipline, and to ensure that all his employees observe all rules, regulations, standards, safety measures, security guidelines and maintain good order at the premises as communicated by the Client from time to time.
- 12.6.16. Provide details of Service Provider's staff after the necessary clearance is obtained from the agencies as required under the Client's policies by the Service Provider to the Client for Security Clearance Process.
- 12.6.17. The Service Provider shall be responsible for discipline of its manpower and shall adhere to applicable disciplinary procedures. The Client shall be at liberty to object to the presence of any representative or staff of the Service Provider at the site if in the opinion of the Client such manpower has done any act of misconduct or negligence or otherwise undesirable. Then the Service Provider shall remove such a person objected to and provide a competent replacement immediately.
- 12.6.18. Service provider shall also provide satisfactory medical Certificates along with test reports of its employees especially against contagious disease e.g. Hepatitis, HIV etc.
- 12.6.19. The Service Provider shall, provide another staff as a replacement if the Client finds that any of the Service Provider's staff has committed serious misconduct or have been engaged in commission of any offence.
- 12.6.20. The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of the Service Provider's staff.

Conditions of Contract (CoC)

- 12.6.21. The Client shall not be responsible for any injury caused to any of the staff of the Service Provider due to negligence at the part of the staff of the Service Provider.
- 12.6.22. The Service Provider's Employee so engaged by the Service Provider shall be the sole responsibility of the Service Provider and shall continue to remain its employees.
- 12.6.23. The Service Provider shall provide the Client information about its working practices, materials and equipment and shall operate in a manner which does not compromise the Client's safe, secure or environment standards and applicable labor laws. Service Provider shall also provide the Client with any information, which it may have related to a potential or actual security threat to the Client.
- 12.6.24. The Service Provider shall ensure that Service Provider's staff is fully trained to render services safely and shall ensure that they understand all risks and hazards associated with the Services.
- 12.6.25. The prior NOC of PAA for telephone connections / communication facilities is must and PAA in accordance with PAAO-004-TLNT-1.0 will charge if any service e.g. PAA EPABX extension (with or without zero dialing facility) or any cable pair is required by the Service Provider.

12.7. The Service Provider Shall be Liable & Indemnify the Client

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

- 12.7.1. Making good all losses arising out of the Service Provider's negligence or breach of the Contract. This may include damage to the paints/ polish works, false ceilings, wooden or metallic works, tiles, marbles, plants, wires, pipes, fixtures of any kind, antiques, glass items, window blinds, other systems/ equipment/ facilities etc. The Client shall determine the amounts of such losses/ damages and the Service Provider hereby expressly waives his all or any right to change or challenge the same. The Service Provider shall have to make good all such losses/ damages within time period specified in the Notice, to the entire satisfaction of the Client after receiving written notice from the Client.
- 12.7.2. Any tax, insurance contributions and social security contributions in respect of Service Provider's staff together in each case with any interest, fines or penalties thereon.
- 12.7.3. Any claims of his staff or ex-staff, or associates, or their heirs whether against the Service Provider, other Service Providers working within the same premises or any other person, regarding deals made at personal level by the staff or personal matters or deals carried out as a Client, in whatsoever form, manner or capacity.
- 12.7.4. Any third party claims including claims of infringement of patent, trademark, and industrial design arising from use of the good or any part thereof.
- 12.7.5. Any Government Permits, Contracts, Certificates etc. that may be required for performing the services contemplated under the Contract.
- 12.7.6. All claims of compensation by staff, his family or legal heirs or any other agency, autonomous body, any NGO or government department, arising from injury, disability, ill health or death of any of his employees during the currency or expiry of this Contract while performing any services under this Contract or any claim regarding the medical care or treatment expenses submitted by the staff or ex-staff of the Service Provider or their legal heirs.
- 12.7.7. Save for the willful or deliberate breach of its obligations under the Contract or, as set out above, neither party shall be liable for any consequential or indirect loss or damage.

12.8. Service Provider's Warranties

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

- 12.8.1. It has the requisite experience, power and authority to perform the services pursuant to the Service Level Agreement.
- 12.8.2. It holds expertise and authority to carry out the Services.
- 12.8.3. It shall employ competent, skilled, qualified human resources to carry out the Services.
- 12.8.4. Service Provider's staff deployed to carry out Services has neither criminal record nor engages in criminal/ illegal activity.
- 12.8.5. Service Provider shall not act in a way which is prejudicial to the Client's interests or business;
- 12.8.6. The Services shall be fit for the express or implied purposes for which supplied.
- 12.8.7. The Service Provider's staff shall obey all lawful and reasonable directions of the Client when at the Client's premises, all rules and security policies and the Client may exclude any person from its premises for any actual or threatened breach of these policies.

Conditions of Contract (CoC)

- 12.8.8. Any breach by Service Provider, constitutes a material breach of the Contract condition and may lead towards cancellations (**Ref: Section-13.17.1.1 of CoC**). In addition to Client's rights under the Contract, the Client shall be entitled to require Service Provider to
- 12.8.8.1. Remedy the breach at its cost; or
 - 12.8.8.2. Pay for it to be remedied; or
 - 12.8.8.3. Repay all amounts already paid for the defective Services.

12.9. Contract Period/Term & Extensions

- 12.9.1. The duration of this Contract shall be **03 years**.
- 12.9.2. The contract is also extendable up to 06 months on expiry of the contract agreement to ensure continuity of service pending new / fresh tender process without making any change in terms & conditions.

12.10. Access to the Buildings/ Premises & Stores

- 12.10.1. Before the award of the Contract, the Client shall ensure access of Service Provider and Service Provider's staff (after verification and clearance by the airport security force, police or other 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.
- 12.10.2. The Service Provider shall allow and ensure easy access of authorized person(s) of the Client to its office, stores or other areas under its control while providing the Services under the Contract.

12.11. Instructions-Inspections and Audits

- 12.11.1. The Service Provider shall carry out all instructions of the Client communicated through the authorized person, which comply with the applicable laws where the Buildings/ Premises are located.
- 12.11.2. The Service Provider shall permit the Client and its auditors to inspect the Service Provider's records relating to the performance of the Service Provider and to have them scrutinized and verified through the authorized representative(s) if so required by the Client.

12.12. Monitoring of Performance

- 12.12.1. The Client shall have full right to access equipment, facilities and site any time for verification and evaluation of the performance of Service Provider through physical inspections, testing of equipment / systems and checking attendance of the staff. Such inspections shall not relieve the Service Provider from its responsibilities. Consequent to such inspections, the Client may instruct the Service Provider to resolve / correct the issues identified.
- 12.12.2. Consequent to the inspection; if deemed necessary, the Client shall serve a written Notice to the Service Provider regarding the poor / unsatisfactory performance or any unavailability identified during the inspection with a specified timeline to rectify the same.
- 12.12.3. For each **Notice** served by the Client and not corrected by the Service Provider within the specified time period, the Client may impose a penalty as specified in Liquidated Damaged (**Ref: Section-7 of CoC**). During Penalty Period, the Service Provider may continue its efforts to rectify / restore the system. If the Client realizes, at any time after the expiry of allowed period, that the Service Provider is unable to resolve the issue, a notice regarding "**Unsatisfactory Performance**" shall be issued to the Service Provider. The Client shall then get the issue resolved through other sources and the expenditure thereof shall be deducted on actual basis from the Service Provider's monthly bill. The decision of the Client shall be final and conclusive in this regard.
- 12.12.4. If the total number of **written Notices** exceed **05 (Five)** or if "**Unsatisfactory Performance Notices**" exceed **03 (Three)**, the Client may suspend or cancel the Contract (**Ref: Section-13.17.1.2 of CoC**) and may also debar the Service Provider from participation in the similar future Contracts for a particular time period of (03) three years.

12.13. Payments to the Service Provider

- 12.13.1. The payments shall be made to the Service Provider on monthly basis after adjustment of any claims against the Service Provider (**Ref: Section-9 of CoC**).
- 12.13.2. The Service Provider shall submit invoice (by 02nd day of each month), of the services completed during the previous month.

Conditions of Contract (CoC)

- 12.13.3. The Client shall release payments (by 10th day of the month) as per Schedule of Prices against certificates signed by the Client's authorized official(s) stating that the services have been satisfactorily rendered.

12.14. Currency, Tax, Price Adjustments

- 12.14.1. Payments shall be made in Pak. Rupees, only.
- 12.14.2. All applicable taxes shall be deducted by the Client at source unless a tax exemption certificate is submitted by the Service Provider.
- 12.14.3. During the validity of this Contract, Contract Price adjustment shall be made for imposition of any new taxes or applicability of existing taxes as per applicable Laws.
- 12.14.4. Relevant taxes shall be deducted as per the prevailing applicable rates at the time of release of payments to the Service Provider.
- 12.14.5. The tendered rates or amount shall be inclusive of all taxes (but excluding Provincial Sales Tax on Services), duties and access as applicable fourteen days prior to the date of tender opening and no claim on this account shall be entertained by PAA.
- 12.14.6. Adjustment in Contract Price shall be made in case of increase in rate of applicable taxes during the period of Contract.
- 12.14.7. 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.

12.14.8. Revision in Minimum Wage:

- a. 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 cleaners / machine operators deployed under the Contract, with effect from the date of such notification. The price adjustment per employee shall be calculated as follows:

$$\text{Price Adjustment per Employee} = \text{Revised Minimum Wage} - \text{Previously Applicable Minimum Wage}$$

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

12.15. Service Provider's Risks

- 12.15.1. From the date of award till the expiry of the Contract or extended Contract, and issuance of Completion/ Expiry Certificate or cancellation Letter by the Client, the risks of personal injury, death, and loss of or damage to property of the Client due to the negligence of the Service Provider, its staff, associates, assigns etc.(including, without limitation, the tiles, cables, wood works, paint/polish, flower pots, plants, fixtures, metallic items, other systems/ equipment/ facilities etc.), all such risks are Service Provider's risks. Service Provider shall have to make good all damages/losses to the Client after receiving written notice from the Client.
- 12.15.2. The Service Provider shall indemnify and keep indemnified the Client, at all times against any such loss, claim, damage, charge related to Negligence/ Fraud if any, committed by the Service Provider's staff during the validity of Contract, and even after their replacement by the Service Provider.

12.16. Termination of the Contract

- 12.16.1. The Client shall be entitled to immediately terminate the Contract by issuing a Final Notice to the Service Provider, under any of the following conditions:-
- 12.16.1.1. The Service Provider materially or consistently breaches the Contract (**Ref: Section-13.8.8 of CoC**); or

Conditions of Contract (CoC)

- 12.16.1.2. The number of warnings/ notices furnished by the Client reaches the upper limit (**Ref: Section-13.12.4 of CoC**); or
- 12.16.1.3. Service Provider suffers (or is likely to suffer) an insolvency event or, undergoes a material change in its management, ownership or control; or
- 12.16.1.4. In case relevant Clause of Liquidated Damages (**Ref: Section-7.2 of CoC**) is invoked; or
- 12.16.1.5. At any time subject to at least 30 days' notice.
- 12.16.2. The Service Provider cannot terminate the Contract under whatsoever conditions.

12.17. Payments upon Termination

- 12.17.1. If the Contract is cancelled because of a fundamental breach of Contract by the Service Provider, the Client shall release amounts payable for the days involved on pro-rata basis. If the total amount already released by the Client exceeds any payment due to the Service Provider, the difference shall be recovered from the payable amounts or through forfeiture of performance security.
- 12.17.2. However, in case of defective services rendered, settlement shall be made as defined in relevant Sections of CoC.

12.18. Force Majeure & Release from Performance

- 12.18.1. "Force Majeure" shall mean an unforeseeable event that impairs the ability of the Party affected by it to wholly or partially perform its obligations under this Contract. In the event of either party hereto being rendered unable, wholly or in part, by Force Majeure circumstances to carry out its obligations under this Contract, then such party by giving notice with satisfactory evidence of such Force Majeure circumstance(s) relied upon, the obligations of the party giving such notice so far as they are affected by such Force Majeure shall be suspended for the period during which the party, is rendered unable as aforesaid, but for no longer period. However, such notice must be given within fifteen (15) days of occurrence of Force Majeure event. The terms Force Majeure as employed herein, shall include but not be limited to acts of God or war, war whether declared or undeclared; acts of terrorism or sabotage, or public enemy; riots and insurrection; civil commotion; revolution; embargo, blockade, invasion or act of foreign enemies; epidemic; landslide, lightning, earthquake, change of law or policy; or any other cause beyond the control of the affected Party which materially and adversely affects the performance by such Party of its obligations under or pursuant to this Contract, other than to make payments due hereunder, acts of enemies, civil insurrection, fires, floods, earthquakes or other physical disasters, order or request of Government, blockade or embargo. It is however, clarified that strikes, lockouts, shortage or non-availability of raw materials, rains disturbances, other labor disputes or non-availability of transport shall not be included in the term "Force Majeure". During the established period of Force Majeure as contained hereinabove, the Service Provider shall not be entitled to payment for Services and the PAA shall not impose penalty.
- 12.18.2. In case the Force Majeure contingencies last continuously for more than one month, both parties shall agree on the necessary arrangement for the further implementation of the Contract. In case further implementation is unforeseeable and impossible, both parties shall arrange for the termination of the Contract, but without prejudice to their right and obligations prior to such termination it being understood that each party shall fulfill its Contractual obligations so far as they have fallen due before the operation of Force Majeure.

12.19. Dispute Resolution and Redressal of grievance

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

12.20. Early Warnings by the Service Provider

- 12.20.1. The Service Provider shall warn the Client in writing at the earliest opportunity of specific likely future events, problems or circumstances whether on Service Provider's part or on Client's part, that may adversely affect the quality of Services. The Service Provider should also provide the details of likely corrective measures required.
- 12.20.2. The Client shall evaluate and decide the corrective measure to be adopted as soon as reasonably possible.

Conditions of Contract (CoC)

- 12.20.3. If the Service Provider fails to give an early warning without any justified reason, it shall be held responsible for all the consequences thereof.

12.21. Completion & Experience Certificate

- 12.21.1. The Client shall issue a Completion Certificate (Satisfactory / Unsatisfactory) to the Service Provider on completion of the term of the Contract on the request of the Service Provider.
- 12.21.2. The Client shall provide an Appreciation/ Experience Certificate to the Service Provider on its written request after successful completion of the Contract validity Term.

12.22. Confidentiality

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

12.23. Independent Service Provider

- 12.23.1. The parties agree that this Contract creates an independent Service Provider relationship, not an employment relationship. The Service Provider acknowledges and agrees that the Client shall not provide the Service Provider or the Service Provider's staff any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax/ withholding tax is Service Provider's responsibility.
- 12.23.2. The Service Provider shall be exclusively responsible for payment of remunerations and providing the benefits to which each of The Service Provider's staff is entitled under his/her contract with the Service Provider. All claims made by the Service Provider's staff shall be dealt with exclusively by the Service Provider. None of the Service Provider's staff shall be entitled to seek employment with the Client merely on the ground that he/she had been engaged by the Service Provider during the validity of this Contract or was engaged by the Service Provider for the provision of the services to the Client or was deployed to the Client.
- 12.23.3. In case the operation of the airport is outsourced in any mode or manner, this Contract Agreement stand terminated from the effective date of such outsourcing transaction unless the operator intends to novate this Contract Agreement on the Terms & Conditions as agreed between the Service Provider and such Operator.

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

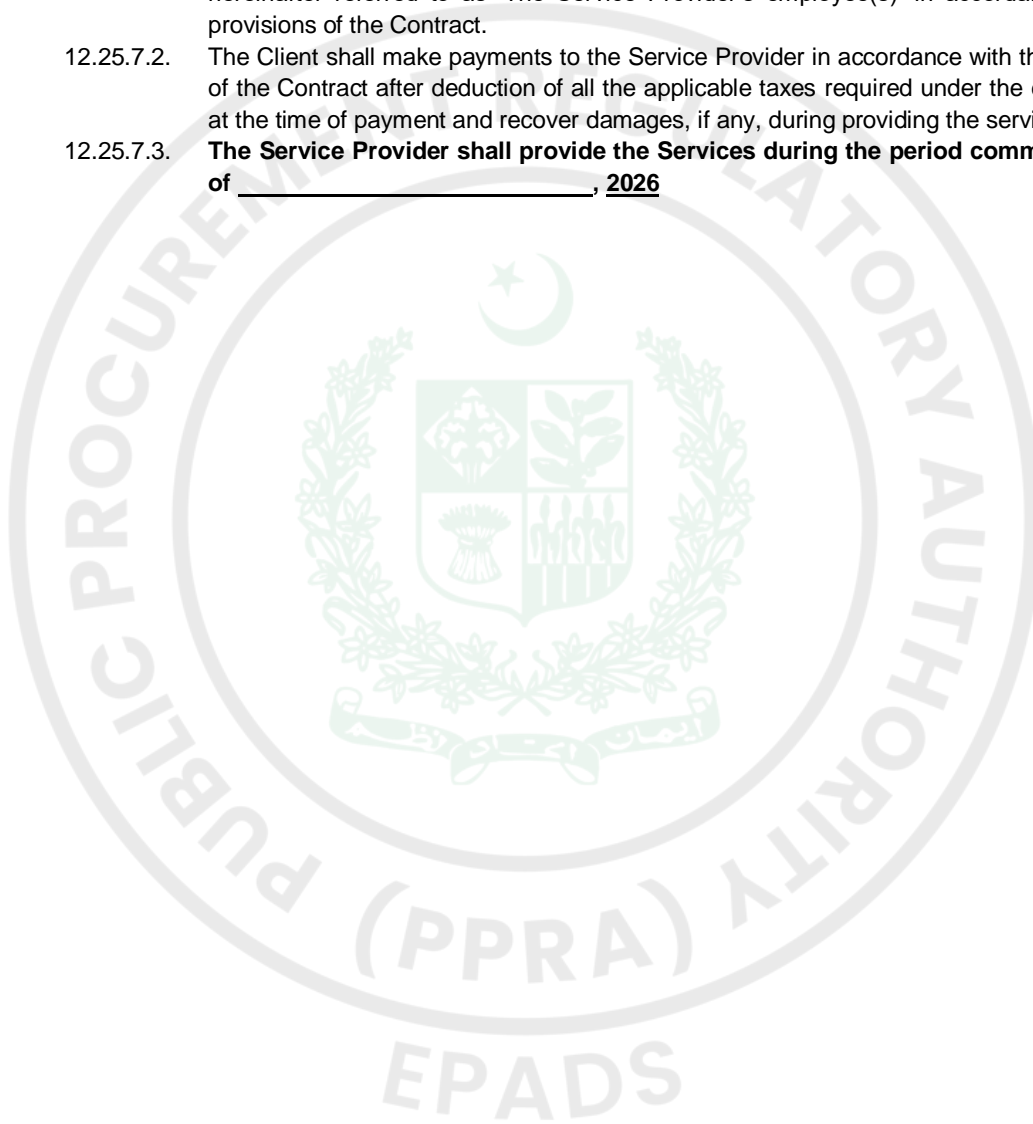
- 12.24.1. The Service Provider shall deploy Site Manager, who shall be available during office hours as Service Provider's Site Representative.
- 12.24.2. The Site Manager shall transmit/ receive the letters/correspondence on behalf of the Service Provider.
- 12.24.3. The Site Manager shall be Service Provider's point of contact and overall responsible for supervision of Glass & Facade Cleaning activities, contractual compliances and swift resolution of site issues.
- 12.24.4. The Site Manager shall attend all meetings when called by the Client to discuss the quality of services and other matters related to the Contract, without any compensation from the Client.

12.25. Declaration

- 12.25.1. The Service Provider hereby declares that it has not obtained or induced the procurement of any Contract, right, interest, privilege or other obligation or benefit from the Client through any corrupt business practice.
- 12.25.2. The terms and conditions and the Appendices thereto of this Contract represent the entire understanding between the Client and the Service Provider, in relation to the subject matter hereof and supersede all previous agreements and/or understandings between the parties in relation thereto.
- 12.25.3. If any provision of the Contract is found by any court or competent authority to be invalid, unlawful or unenforceable, that provision shall be deemed not to be a part of the Contract and it shall not affect the enforceability of the rest of the Contract.
- 12.25.4. Unless expressly provided, no term of this Contract is enforceable by any third party.

Conditions of Contract (CoC)

- 12.25.5. This Contract is exclusively awarded to the Service Provider and Service Provider shall not assign or sub-Contract any of its rights or obligations under it without Client's prior written permission. Provided that permitted sub-contracting shall be on terms consistent with the conditions of this Contract.
- 12.25.6. This Contract shall be governed by the laws of Pakistan and Service Provider and the Client agree to submit to the exclusive jurisdiction of the courts in Pakistan.
- 12.25.7. The mutual rights and obligations of the Client and the Service Provider shall be as set forth in the Contract, in particular:-
- 12.25.7.1. The Service Provider shall carry out the Services only through its authorized staff, hereinafter referred to as 'The Service Provider's employee(s)' in accordance with the provisions of the Contract.
- 12.25.7.2. The Client shall make payments to the Service Provider in accordance with the provisions of the Contract after deduction of all the applicable taxes required under the existing laws at the time of payment and recover damages, if any, during providing the services.
- 12.25.7.3. **The Service Provider shall provide the Services during the period commencing day of _____, 2026**



Conditions of Contract (CoC)

Appendix "A" to CoC

SCOPE OF SERVICES

The Scope of Services (as elaborated hereunder) is provisional. The Client may increase/ decrease the Scope. The Service Provider shall be bound to extend its Services for prevailing Scope of Services without altering Contract Price.

The Scope includes all areas of Islamabad International Airport.

1. PASSENGER TERMINAL BUILDING

Sr. #	Description	Unit	Quantity
i.	Glass Door Shutters		
	GA 1 Double leaf (2100 X 3000 mm)	Each	2
	GA2 Double leaf (3000X 3000 mm)	Each	8
	GA 4 Double leaf (1500X 3000 mm)	Each	6
	GA 5 Double leaf (1500 X 3000 mm)	Each	6
	GA 8 Double leaf (2400 X 2500 mm)	Each	2
ii.	Glass Swing Door		
	GSD 1 Double leaf (1800 X 2400 mm)	Each	1
	GSD 4 Double leaf (1800 X 3000 mm)	Each	16
	GSD 4a Double leaf (900 X 3000 mm)	Each	3
	GSD 5 Double leaf (1800 X 3000 mm)	Each	11
	GSD 6 Double leaf (900 X 2150 mm)	Each	1
	GSD 7 Double leaf (1800 X 2400 mm)	Each	4
	GSD 8 Double leaf (1200 X 2150 mm)	Each	28
iii.	Fire Doors		
	a. 1 Hour Fire- Rated Door		
	1F1 Double leaf I (1650 X 2150 mm)	Each	36
	1F1 Double leaf I (1650 X3750 mm)	Each	8
	1F2 Double leaf I (1800 X 2150 mm)	Each	9
	1F2 Double leaf I (1800 X 3750 mm)	Each	3
	b. 2 Hour Fire-Rated Door		
	2F1 Double leaf I (1650 X 2150 mm)	Each	4
	2F1 Double leaf I (1650 X3750 mm)	Each	1
	2F2 Double leaf I (1800 X 2150 mm)	Each	102
	2F3 Double leaf I (1500 X 2150 mm)	Each	57
	2F3 Double leaf I (1500 X 3750 mm)	Each	11
	2F5 Double leaf I (2400 X 2900 mm)	Each	9
	2F6 Double leaf I	Each	54
	2F8 Double leaf I (950 X 2150 mm)	Each	35
	2F8 Double leaf I (950 X 3750 mm)	Each	6
	c. 3 Hour Fire-Rated Door		
	3F2 Double leaf (1800 x 2150 mm)	Each	1
3F3 Double leaf (1500 x 2150 mm)	Each	1	

Conditions of Contract (CoC)

Appendix "A" to CoC

SCOPE OF SERVICES

Sr. #	Description	Unit	Quantity
	3F5 Double leaf (2400 x 2900 mm)	Each	16
	3F8 Double leaf (950 x 2150 mm)	Each	9
	3F8 Double leaf (950 x 3750 mm)	Each	2
	Glass Panel		
iv.	GP1	SM	1396
	GP1 A	SM	1675
	GP1 B	SM	1263
	Glass Screen		
v.	GS 1	SM	1478
	GS1 A	SM	437
	Glass Lift		
vi.	Glass panel around lift	SM	2989
	Glass urinal Partitions		
vii.	Glass urinals partitions	SM	28
	Glass Railing		
	GR1	SM	1714
	GR1 A	SM	351
viii.	GR2	SM	1255
	GR2SP	SM	303
	GR3A	SM	28
	GR4 (4.5 m high)	SM	17
ix.	Glass railing at open staircase	SM	557
	External Glass Panels		
	a. Single glazing:		
	GSV1	SM	2024
	GSV2	SM	864
	GSV3	SM	417
	GSF35	SM	3623
	GSF50	SM	3609
	GSF80	SM	2300
	b. Double Glazing		
	GDV1	SM	1815
	GDV2	SM	21
	GDV3	SM	679
	GDF35	SM	2873
	GDF50	SM	3251
	GDF80	SM	1480

Conditions of Contract (CoC)

Appendix "A" to CoC

SCOPE OF SERVICES

2. AT EXTENSION

Sr. #	Description	Unit	Quantity
i.	Glass Door Shutters		
ii.	GA 1 Double leaf (2100 X 3000 mm)	Each	2
	GA2 Double leaf (3000X 3000 mm)	Each	8
	GA 4 Double leaf (1500X 3000 mm)	Each	6
	GA 5 Double leaf (1500 X 3000 mm)	Each	6
	GA 8 Double leaf (2400 X 2500 mm)	Each	2
iii.	Glass Swing Door		
	GSD 1 Double leaf (1800 X 2400 mm)	Each	1
	GSD 4 Double leaf (1800 X 3000 mm)	Each	16
	GSD 4a Double leaf (900 X 3000 mm)	Each	3
	GSD 5 Double leaf (1800 X 3000 mm)	Each	11
	GSD 6 Double leaf (900 X 2150 mm)	Each	1
	GSD 7 Double leaf (1800 X 2400 mm)	Each	4
	GSD 8 Double leaf (1200 X 2150 mm)	Each	28
iv.	Fire Doors		
	a. 1 Hour Fire- Rated Door		
	1F1 Double leaf I (1650 X 2150 mm)	Each	36
	1F1 Double leaf I (1650 X3750 mm)	Each	8
	1F2 Double leaf I (1800 X 2150 mm)	Each	9
	1F2 Double leaf I (1800 X 3750 mm)	Each	3
	b. 2 Hour Fire-Rated Door		
	2F1 Double leaf I (1650 X 2150 mm)	Each	4
	2F1 Double leaf I (1650 X3750 mm)	Each	1
	2F2 Double leaf I (1800 X 2150 mm)	Each	102
	2F3 Double leaf I (1500 X 2150 mm)	Each	57
	2F3 Double leaf I (1500 X 3750 mm)	Each	11
	2F5 Double leaf I (2400 X 2900 mm)	Each	9
	2F6 Double leaf I	Each	54
	2F8 Double leaf I (950 X 2150 mm)	Each	35
	2F8 Double leaf I (950 X 3750 mm)	Each	6
	c. 3 Hour Fire-Rated Door		
	3F2 Double leaf (1800 x 2150 mm)	Each	1
	3F3 Double leaf (1500 x 2150 mm)	Each	1
	3F5 Double leaf (2400 x 2900 mm)	Each	16
3F8 Double leaf (950 x 2150 mm)	Each	9	
3F8 Double leaf (950 x 3750 mm)	Each	2	
v.	Glass Panel		

Conditions of Contract (CoC)

Appendix "A" to CoC

SCOPE OF SERVICES

Sr. #	Description	Unit	Quantity
	GP1	SM	1396
	GP1 A	SM	1675
	GP1 B	SM	1263
	Glass Screen		
vi.	GS 1	SM	1478
	GS1 A	SM	437
	Glass Lift		
vii.	Glass panel around lift	SM	2989
	Glass urinal Partitions		
viii.	Glass urinals partitions	SM	28
	Glass Railing		
	GR1	SM	1714
	GR1 A	SM	351
ix.	GR2	SM	1255
	GR2SP	SM	303
	GR3A	SM	28
	GR4 (4.5 m high)	SM	17
x.	Glass railing at open staircase	SM	557
	External Glass Panels		
	a. Single glazing:		
	GSVI	SM	2024
	GSV2	SM	864
	GSV3	SM	417
	GSF35	SM	3623
	GSF50	SM	3609
	GSF80	SM	2300
	b. Double Glazing		
	GDVI	SM	1815
	GDV2	SM	21
	GDV3	SM	679
	GDF35	SM	2873
	GDF50	SM	3251
	GDF80	SM	1480

SCOPE OF SERVICES

3. ATC COMPLEX INCLUDING FIRE CONTROL BUILDING & RADIO RADAR BUILDING

Sr. #	Description	Unit	Quantity
a)	Air Traffic Control Tower	SQM	1325
b)	Fire & Rescue Control Room	SQM	535
c)	Radio Radar Building	SQM	96

4. LAND SIDE AREA BUILDINGS

Sr. #	Description	Unit	Quantity
a)	Aviation Building	SQM	346.5
b)	Aviation Building Sky light area	SQM	301.87
c)	Management Offices Red Building Block 1,2,3	SQM	100
d)	Main Masjid	SQM	491.56
e)	Passenger Boarding Bridges	SQM	24050

Conditions of Contract (CoC)

Appendix “C” to CoC

SCHEDULE OF PRICES

5. MINIMUM RESOURCES TO BE DEPLOYED

SHIFT-A	SHIFT-B	SHIFT-C	SHIFT-D
02 X Supervisor	02 X Supervisor	02 X Supervisor	02 X Supervisor
04 X Equipment Operators	04 X Equipment Operators	04 X Equipment Operators	04 X Equipment Operators
26 X Glass Cleaners	26 X Glass Cleaners	26 X Glass Cleaners	26 X Glass Cleaners
04 X Special / Highrise Cleaners	04 X Special / Highrise Cleaners	04 X Special / Highrise Cleaners	04 X Special / Highrise Cleaners
General Shift	01 x Manager		

5.1 REQUIRED EXPERIENCE

Sr. No	Designation	Qualification	Experience
1.	Manager	Bachelors	3 Year past experience of similar working
2.	Supervisor	Intermediate	2 Year past experience of similar working
3.	Equipment Operator	Intermediate with practice technical knowledge of relevant equipment	1 Year past experience of similar working
4.	Glass Cleaner	Matric / Under Matric	1 Year past experience of similar working

The Service Provider hereby undertakes to provide glass and façade cleaning services as defined in this Service Agreement according to the standards and satisfaction of PAA, instructions of the manufacturer and best market practices, with manpower as per above specifications.

1. The Service Provider is expected to provide trained manpower for operating glass cleaning equipment and tools.
 - i. The staff shall perform their duties in 8 hourly shifts.
 - ii. The Service Provider will ensure that the equipment in his use is maintained in excellent condition. For this purpose, reporting of any abnormality / fault will be promptly reported by the Service Provider to PAA.
 - iii. Keeping the surroundings and the equipment clean will be the responsibility of the Service Provider’s staff.
 - iv. Record of all faults and their rectification of equipment in its use will be maintained by the Service Provider. In addition to that, all other logs prescribed by PAA / OEM will be maintained.
 - v. The Service Provider does hereby declare and stipulate that this proposal is made in good faith and that it is made in pursuance of and subject to all the terms and conditions of this Service Agreement, the Specification, and the Plans pertaining to the work to be done, all of which have been examined by the First Part.
 - vi. All the assignments with their individual task and overhead, whether specifically mentioned, included by implication or appurtenant thereto, are to be performed by the Service Provider under one of the items listed in this Schedule, irrespective of whether it is named in said list.
 - vii. Payment for work performed will be in accordance with the Schedule of Pricing, subject to changes as provided for in this Service Agreement.
 - viii. The Service Provider will submit CVs of the human resources to be deployed within 10 days after notification for award of license.
 - ix. Staff deployed for the assignment must be healthy and trained in their respective areas and able to perform services to the entire satisfaction of PAA.
 - x. Resources will be deployed as per requirement of the function. It is not binding on PAA that complete resource quoted by the service provider is deployed.

Appendix "C" to CoC

SCHEDULE OF PRICES

6. SCHEDULE OF PRICING

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

A. Total Monthly Pricing:

Rs. ₨

(Rupees in words only)

B. Total Bid Amount:

(Total Monthly Pricing x 12 x 3)

Rs. ₨

(Rupees in words _____ only)

NOTE: Bid Amount should be inclusive of all expenses such as Consumables, Tools/ Equipment, 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.

2. PERFORMANCE SECURITY

The Service Provider shall furnish a Bank Guarantee from a scheduled bank equal to 5% of amount quoted for three years as performance security, which shall be returned 3 months after completion of the term or the extended period whichever is later

Appendix "D" to CoC

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: _____ Dated: _____

Contract Value: _____ Rs. /-

Contract Title: **GLASS AND FAÇADE CLEANING SERVICES AT IIAP, ISLAMABAD**

The Service Provider i.e. _____, 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, The Service Provider i.e. _____, 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.

The Service Provider i.e. _____, 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.

The Service Provider i.e. _____, 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, The Service Provider i.e. _____, 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 The Service Provider i.e. _____, 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.

For and on behalf of Pakistan Airports Authority: For and on behalf of _____:

Name: _____

Name: _____

Designation: _____

Designation: _____

Signature: _____

[Seal]

Signature: _____

[Seal]

Current Contract Commitments / Contracts in Progress Form

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

Financial Situation and Performance

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

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

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

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

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

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

1. Financial data

Type of Financial information in (currency)	Historic information for previous <i>[insert number]</i> years, <i>[insert in words]</i> (amount in currency, currency, exchange rate*, PKR equivalent)				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- Attached are copies of financial statements¹ for the *[number]* years required above; and complying with the requirements.

¹ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

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

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

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

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

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

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

Annual Turnover Data			
Year	Amount Currency	Exchange rate* (If applicable)	PKR equivalent
<i>[indicate calendar year]</i>	<i>[insert amount and indicate currency]</i>		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.