

Standard Bidding Document

SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE (Non-Consultancy Services)

National

Single Stage-Two Envelope



May 25, 2026

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PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))** has reserved Funds for the procurement planned for FY **2026-27**. The **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the “**SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE**”

2. The **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Quality and Cost Based Selection (QCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Bank Guarantee, Demand Draft** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at <https://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 **Thursday, June 18, 2026 12:00 PM**. E-bids will be opened on the same day at **Thursday, June 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. Fraudulent & Corrupt Practices

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 Fraudulent & Corrupt Practices

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.

6.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

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/Evaluation Committee

1.1. The Procuring Agency is to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004, The Procuring Agency is required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids in accordance with the evaluation criteria, terms and conditions given in the bidding documents.

2. Opening of Bids

2.1. The Bid Evaluation Committee of 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.

2.2. 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.

2.3. 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.

2.4. 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.

3. **Confidentiality**

3.1. 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.

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

4. **Preliminary Examination of Bids**

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

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

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

4.1.3. is accompanied by the required securities; and

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

4.2. 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.

4.3. 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.

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

5.1. 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.

5.2. 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.

6. **Correction of Errors**

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

6.1.1. 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;

6.1.2. 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

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

6.1.4. 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.

6.2. 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**.

7. Conversion to Single Currency

7.1. As per Rule 30 of Public Procurement Rules, 2004.

8. Evaluation of Bids

8.1. 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**.

8.2. 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.

8.3. 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.

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

8.4.1. 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;

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

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

8.6. 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.

8.7. 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**.

9. **Determination of Most Advantageous Bids**

9.1. 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.

10. **Abnormally Low Financial Bids**

10.1. 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 -

10.1.1. 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

10.1.2. 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.

11. Rejection of Bids

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

12. Single Responsive Bid

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

13. Arbitration

13.1. As per Rule 49 of Public Procurement Rules, 2004. The Arbitrator shall be the Managing Director of PPRA.

F. Award of Contract

1. Criteria of Award

1.1. 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 most advantageous Bid.

2. Procuring Agency's Right to reject All Bids

2.1. 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).

2.2. 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.

3. Notification of Award

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

3.2. 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).

3.3. 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.

4. Signing of Contract

4.1. 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.

5. Performance Guarantee

5.1. 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.

5.2. 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.

6. **Corrupt & Fraudulent Practices**

6.1. 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.

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, 2004 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 Regulation on "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: **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA))**

The subject of procurement is: **SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE**

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

BDS Clause Number 2

ITB Number 2.1

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

Name and identification number of the Contract: **P40061**

BDS Clause Number 3

ITB Number 4.6

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

Number of JV/Consortium Members: **10**

B. Bidding Documents

BDS Clause Number 4

ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date:
Monday, June 15, 2026
Pre-Bid Meeting: Thursday, June 11, 2026 11:00 AM
Venue: Conference Room Level 4, AllAP Lahore

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **ALLAMA IQBAL INTERNATIONAL AIRPORT (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, Bank Guarantee, Demand Draft**

BDS Clause Number 15

ITB Number 17.3

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

BDS Clause Number 16

ITB Number 18.1

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

D. Submission of Bids

BDS Clause Number 17

ITB Number 21.1

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

OIC Logistics, AllAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).

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

The deadline for Bids submission is: **Thursday, June 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 : **Thursday**

Date: **Thursday, June 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, Demand Draft**

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	NADRA CITIZENSHIP (CNIC/NICOP) FBR (NTN) FBR (GSTN) SECP PEC

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Technical Marks	100
Passing Marks	67
Technical Evaluation Criteria	

<p>Experience (Quantitative)(Doc Required)</p> <p>3+ years (15)</p> <p>2 years (10)</p>	15
<p>No. of Clients (Quantitative)(Doc Required)</p> <p>3 Clients (15)</p> <p>2 Clients (10)</p>	15
<p>Manpower (Quantitative)(Doc Required)</p> <p>500+ (15)</p> <p>401-500 (12)</p> <p>301-400 (10)</p> <p>201-300 (8)</p> <p>151-200 (5)</p>	15
<p>International Airport Experience (Quantitative)(Doc Required)</p> <p>More than 02 year at an international airpor (10)</p> <p>more than a year (5)</p>	10
<p>Work Plan / Methodology (Quantitative)(Doc Required)</p>	20

ISO Certifications (Quantitative)(Doc Required)	5
Annual Turnover (Quantitative)(Doc Required)	15
PKR 500 million or above (15)	
PKR 250-500 million (12)	
PKR 150-250 million (8)	
Local Office Setup in Lahore premises (Quantitative)(Doc Required)	5

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE	<p>Address: OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).</p> <p>Schedule: 45 Days Quantity: 1</p>	1	16200000

Related Services :

No

Services Specifications

Positions Without Lots :

Position: SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE

Specifications / Requirements:

SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE

Scope of Work

OPERATIONAL ZONES

Janitorial services at AIIAP Lahore shall be organized into the following distinct operational zones. Each zone shall function as an independent unit for manpower deployment, supervision, performance measurement, and penalty imposition:

Zone Designation Areas Covered

Zone A: Passenger Terminal Building Main Passenger Terminal Building (domestic & international), VIP/VVIP Lounges, check-in halls, immigration/customs areas, arrival/departure halls, corridors, PBBs, offices, washrooms, retail areas, food courts, waiting lounges, escalators, lifts, staircases, glass façade, all PAA offices, office corridors and allied toilets

Zone B: Landside & VIP/VVIP Drop Lanes, Pick up lanes, Green Belts, Pedestrian areas inside the Perimeter of the Airport on Landside (area between PTB and Car Park)

Zone C: Airside Airside paved areas, External areas of boarding bridges, stairs, airside corridors, ATC tower, Area Control Center (ACC) Building, Main Fire Station, Satellite Fire Station, Ex Hajj Lounge along with its car park, operational/ technical huts and all

their allied toilets / washrooms and allied facilities.

Note: All airside operations shall always comply with PAA/ASF security protocols and FOD (Foreign Object Debris) prevention procedures

Zone D: Cargo Complex, PAA Officers Mess MT & Allied Offices Cargo complex (buildings, warehouses, cargo processing areas, All PAA offices, washrooms, and associated facilities), MT yard along with offices, washrooms, Water Works, Regional and associated facilities, Officer mess (including all residential / nonresidential rooms, kitchens, Lawn, paved outdoor areas, stores etc.)

Zone E: Road Network Landside road networks, footpaths, pedestrian walkways, median strips, roadside fixtures, signboards, and external hard surfaces.

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: ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Joint Director OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).

The Supplier is:

The title of the subject procurement is: SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE

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:

ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Joint Director OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).
+92-429-924-0539
zakir.abbas@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:

ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Joint Director
OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).
+92-429-924-0539
zakir.abbas@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 **3.30%** to **100.00%** 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, Demand Draft

Number of GC Clause 27

Currency of Payment:

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

Number of GC Clause 28

Payment terms:

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

Number of GC Clause 29

Identifying Defects:

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

Inspections & Tests Requirements

Defined as per schedule in Bidding Documents

Delivery & Documents

Defined as per schedule in Bidding Documents

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.: **P40061**

To: **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Joint Director OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).**

We, the undersigned, declare that:

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

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

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

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

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



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of _____ 20____ between **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Joint Director OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).**

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

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **SLA FOR JANITORIAL AND CLEANING SERVICES AT AIIAP LAHORE (P40061)** 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: **ALLAMA IQBAL INTERNATIONAL AIRPORT (Pakistan Airports Authority (PAA)), Joint Director OIC Logistics, AIIAP Lahore, Lahore City, Lahore (District), Lahore Division (Division), Punjab (Province).**

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

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

AND WHEREAS we have agreed to give the Bidders guarantee:

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

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

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]



Annexure

Bidding Document

Information (Read-Only)

See Form Under Additional Forms and Documents: **Bidding Document** (page number: 65)





Procurement Forms

Past Experience and Completed Contracts

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 173)

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

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 174)

Current Contracts and Their Progress

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 176)

Financial Capacity and Net Worth Evaluation Form

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 177)

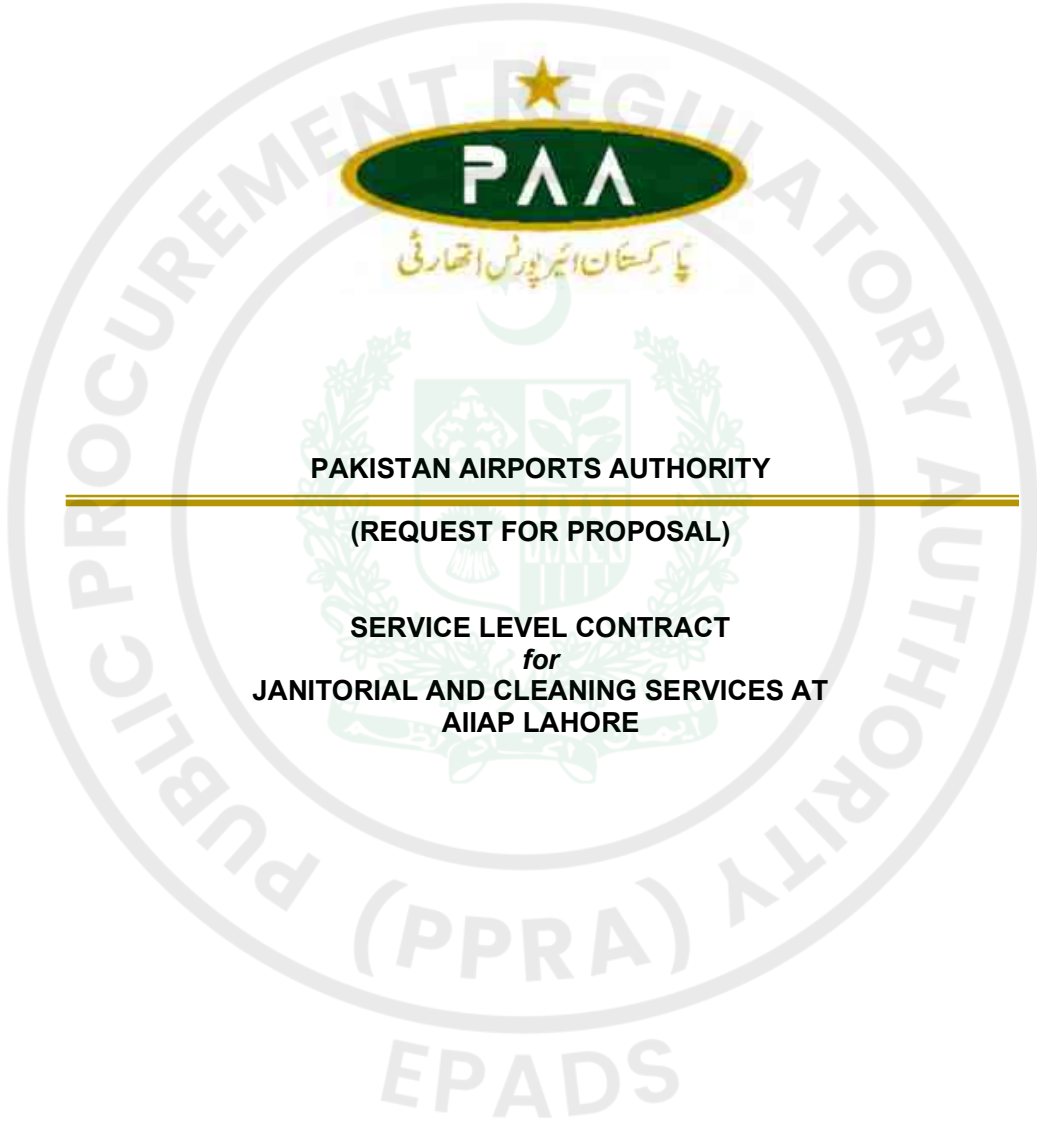
Average Annual Turnover

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 179)





Additional Forms and Documents



PAKISTAN AIRPORTS AUTHORITY

(REQUEST FOR PROPOSAL)

**SERVICE LEVEL CONTRACT
for
JANITORIAL AND CLEANING SERVICES AT
AIIAP LAHORE**

DISCLAIMER

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

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

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

1. DEFINITIONS

- 1.1 **“Annexure”** is the document to be submitted by the bidders as specified in the Bid Evaluation Checklist.
- 1.2 **“Appendix”** is prepared by PAA and is a part of the Request for Proposal Document (RFPD)
- 1.3 **“Bidders”** mean firms submitting Technical Proposals & Financial Proposals for the enlistment or selection process as Service Provider, as the case may be.
- 1.4 **“Commencement Date”** is the latest date when the Service Provider shall commence the Services after receiving the Letter of Commencement from PAA.
- 1.5 **“Conditions”** means the terms and conditions.
- 1.6 **“Confidential Information”** means all information, including copies of PAA documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing, and customer information, and any other information marked or by implication, confidential.
- 1.7 **“Consumables”** are such items that need to be periodically used to carry out the services.
- 1.8 **“Contract”** means the Contract/ Agreement for the provision of the services containing the scope of work, terms & conditions, duties and liabilities, etc.
- 1.9 **“Documents”** means all documents (including confidential information, customer data & other specifications).
- 1.10 **“Forms”** are the template documents provided by PAA to be submitted by the bidders as part of the Technical Proposal.
- 1.11 **“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.
- 1.12 **“Losses”** means any direct or indirect losses, damages, claims, demands, liabilities, costs (including legal costs), fines, penalties (including third-party penalties), expenses, or claims (including but not limited to workmen’s compensation claims or grievances) and lost revenue suffered or incurred by PAA.
- 1.13 **“Premises”** means the buildings, areas, or places where Services are to be provided under this Contract.
- 1.14 **“RFPD”** means Request for Proposal Documents.
- 1.15 **“Services”** means janitorial and cleaning services as specified in the Contract.
- 1.16 **“Service Provider”** means the firm selected for the provision of services based on a financial bid or both technical and financial bid.
- 1.17 **“Term”** means the time of validity of the Contract.

2. PURPOSE OF RFP

The purpose of this RFP is to invite reputable and experienced Service Providers to provide comprehensive janitorial and cleaning services at Allama Iqbal International Airport (AllAP), Lahore. AllAP is one of Pakistan's busiest international airports, handling over 9 million passengers annually, operating 24 hours a day, 365 days a year across multiple zones, i.e., PTB, airside, cargo facilities, Landside, and road networks. PAA requires a Service Provider capable of maintaining international-standard cleanliness across all operational zones, meeting ICAO and IATA recommended practices, and sustaining performance under high-traffic, VIP, Hajj/Umrah, and emergency operational conditions. Interested firms having experience in providing janitorial and cleaning services to large organizations that fulfill the parameters given in this RFP are invited to participate. PAA may disqualify and/or blacklist the Service Provider on poor performance, provision of inaccurate or false information, or violation of any clause of the Agreement.

3. PERIOD OF CONTRACT

- 3.1 The contract period shall be three (03) years (36 months) from the Commencement Date.
- 3.2 The Contract shall be terminated at any time, subject to a valid reason. Contract shall also be terminated on poor/unsatisfactory performance or violation of any clause(s) of the Agreement.
- 3.3 The contract is extendable for up to six (06) months beyond the Initial Term to ensure continuity of services pending completion of a fresh procurement process. No change in terms and conditions or rates shall apply during extension, except for statutory minimum wage revisions.
- 3.4 The Service Provider shall not refuse an extension granted for operational continuity. Performance Security shall be renewed for the extension period plus ninety (90) additional days.
- 3.5 Mobilization period after issuance of the Letter of Commencement shall not exceed thirty (30) days.

4. SCOPE AND STANDARDS OF SERVICES

OPERATIONAL ZONES

4.1 Janitorial services at AllAP Lahore shall be organized into the following distinct operational zones. Each zone shall function as an independent unit for manpower deployment, supervision, performance measurement, and penalty imposition:

Zone	Designation	Areas Covered
Zone A	Passenger Terminal Building	Main Passenger Terminal Building (domestic & international), VIP/VVIP Lounges, check-in halls, immigration/customs areas, arrival/departure halls, corridors, PBBs, offices, washrooms, retail areas, food courts, waiting lounges, escalators, lifts, staircases, glass façade, all PAA offices, office corridors and allied toilets
Zone B	Landside VIP/VVIP &	Drop Lanes, Pick up lanes, Green Belts, Pedestrian areas inside the Perimeter of the Airport on Landside (area between PTB and Car Park)

Zone C	Airside	Airside paved areas, External areas of boarding bridges, stairs, airside corridors, ATC tower, Area Control Center (ACC) Building, Main Fire Station, Satellite Fire Station, Ex Hajj Lounge along with its car park, operational/ technical huts and all their allied toilets / washrooms and allied facilities. Note: All airside operations shall always comply with PAA/ASF security protocols and FOD (Foreign Object Debris) prevention procedures
Zone D	Cargo Complex, PAA Officers Mess MT & Allied Offices	Cargo complex (buildings, warehouses, cargo processing areas, All PAA offices, washrooms, and associated facilities), MT yard along with offices, washrooms, Water Works, Regional and associated facilities, Officer mess (including all residential / nonresidential rooms, kitchens, Lawn, paved outdoor areas, stores etc.)
Zone E	Road Network	Landside road networks, footpaths, pedestrian walkways, median strips, roadside fixtures, signboards, and external hard surfaces

**PAA reserves the absolute right to add, reduce, suspend, or reintroduce any area, zone, building, or facility during the Contract Term. Financial adjustments shall be made on a pro-rata basis using quoted unit rates.*

AREA-WISE OPERATIONAL SEGREGATION

- 4.2 Each zone shall operate as an independent unit. The Service Provider shall ensure complete segregation of manpower, supervision, and reporting structures for each zone.
- 4.3 Manpower deployed in each zone shall be dedicated to that zone only. Cross-deployment between zones shall not be permitted except in genuine emergencies (force majeure) with prior written approval of the Deputy Airport Manager, AIIAP.
- 4.4 Each zone shall maintain its full required Minimum Guaranteed Manpower (MGM) at all times.
- 4.5 Each zone shall have a distinct uniform color scheme to visually distinguish staff by zone. PAA reserves the right to approve the uniform specifications.
- 4.6 Each zone shall be treated as an independent unit for attendance monitoring, KPI scoring, performance measurement, penalty imposition, and corrective actions.
- 4.7 Non-performance, manpower shortage, or breach in one zone shall not be compensated by resources from another zone.

GENERAL SCOPE OF SERVICES

- 4.8 The Service Provider shall provide uninterrupted, high-quality janitorial and cleaning services across all zones, covering but not limited to:
 - 4.8.1 Sweeping, mopping, scrubbing, and polishing of all floor surfaces.
 - 4.8.2 Cleaning and sanitization of all washrooms, ablution areas, and toilet facilities at intervals not exceeding 30 minutes for toilets/ washrooms.
 - 4.8.3 Cleaning of all glass surfaces, windows, facades, partitions, and doors.
 - 4.8.4 Waste collection, segregation, and transportation to designated disposal points at the prescribed frequency.
 - 4.8.5 Cleaning of walls, ceilings, fixtures, fittings, furniture, escalators, elevators, and signage.
 - 4.8.6 Deep cleaning of all assigned areas on a scheduled frequency.
 - 4.8.7 Cleaning of airside areas in compliance with FOD prevention procedures.

- 4.8.8 Cleaning of VIP/VVIP areas to protocol standards at all times.
- 4.8.9 Cleaning of external hard surfaces, roads, and landscaped edges.
- 4.8.10 Handling and disposal of infectious or hazardous waste in accordance with applicable regulations and PAA policy.
- 4.8.11 Response to spills, biohazard incidents, waste overflow, and hygiene complaints per the response time standards in Clause 5.9

SERVICE STANDARDS

- 4.9 The provision of services shall conform to:
 - 4.9.1 International airport cleanliness standards consistent with ICAO and IATA guidelines.
 - 4.9.2 PCAA HSE Manual for Contractors, Suppliers & Concessionaries (MNL-002-MSXX, to be provided by PAA)
 - 4.9.3 PAA KPI framework as defined in Appendix 'C' (Service Standards / KPI Checklist), which is incorporated in this RFP and shall form part of the Contract Agreement.
 - 4.9.4 The Service Provider shall comply with all applicable Federal laws, PAA Rules, ICAO Standards and Recommended Practices, IATA Standards, PAA Occupational Health Safety & Environment policies, and security regulations.

KPI SCORING FRAMEWORK (SUMMARY — FULL DETAIL IN APPENDIX 'C')

**This section discloses the performance measurement framework so that bidders can adequately price their proposals. The full weighted checklist is attached as Appendix 'C' and shall form a binding part of the Contract. Performance shall be monitored through two independent components.*

4.10 MANDATORY COMPLIANCE VERIFICATION (PASS/FAIL)

The following items are non-negotiable and subject to binary pass/fail verification during every inspection:

- 4.10.1 Deployment of Minimum Guaranteed Manpower (MGM) shift-wise as per the approved Work Plan.
- 4.10.2 Physical availability and operational condition of all Mandatory machinery (to be provided by the contractor).
- 4.10.3 Availability of required consumables and toiletries in washrooms and public areas, and reserve available in stock for quick replenishment.
- 4.10.4 No garbage overflow in passenger areas.
- 4.10.5 Compliance with HSE National and PAA requirements.

**Failure of any single Mandatory Compliance item shall cap the inspection score at 60%, regardless of Quality Performance Score*

4.11 QUALITY PERFORMANCE SCORING (WEIGHTED CHECKLIST)

Kindly refer to Appendix C

4.12 AUTOMATIC MONTHLY DEDUCTION MATRIX

Monthly Average Score	Deduction from Monthly Invoice
85% or above	No deduction
80% – 84.99%	5%
75% – 79.99%	10%
70% – 74.99%	15%
60% – 69.99%	20% + Written Warning
Below 60%	25% + Written Warning

**Deductions shall be applied automatically from the monthly invoice without the requirement of a separate notice. Bidders must factor these deduction risks into their financial proposals.*

5. SERVICES TO BE PROVIDED

5.1 The Service Provider shall provide uninterrupted janitorial and cleaning services 24 hours per day, 7 days per week, 365 days per year, including weekends, public holidays, special events, VIP/VIP movements, Hajj/Umrah operations, and emergencies.

5.2 The Service Provider shall provide janitorial and glass cleaning services for areas and facilities as given in **Appendix ‘A’**.

5.3 Authorized representatives of the Service Provider shall remain available at designated location(s) on a 24-hour basis (one available in a shift).

A qualified full-time Site Manager shall be deployed, available during office hours as the primary point of contact and responsible for MGM compliance, supervision, documentation, complaint resolution, and coordination with PAA. *(Note: One (01) office space will be provided to the Service Provider. However, if the Service Provider requires a separate or additional room, this would be charged/ rented out as per PAA Commercial Policy)*

5.4 No assigned area shall remain unattended at any time.

5.5 MINIMUM GUARANTEED MANPOWER (MGM)

5.5.1 Manpower proposed in the approved Work Plan shall constitute the Minimum Guaranteed Manpower (MGM).

5.5.2 The approved manpower as per the Approved Work Plan shall be mobilized within thirty (30) days of issuance of the Letter of Commencement. Contract commencement shall be subject to written verification by PAA that the required manpower has been deployed.

5.5.3 MGM shall always be maintained across all shifts (morning, evening, night) in all zones.

5.5.4 Any shortfall below MGM shall constitute Service Non-Performance and shall attract automatic pro-rata deductions and penalties.

5.5.5 Absenteeism, leave, illness, resignation, labor disputes, or internal management issues shall not be accepted as justification for shortfall. The Service Provider shall maintain a minimum standby reserve buffer of ten percent (10%) of MGM at its own cost.

5.5.6 PAA may require the Service Provider to temporarily enhance manpower deployment to cater to peak passenger movements, Hajj/Umrah flights, VIP movements, emergencies, or special events.

5.6 CONSUMABLES

5.6.1 The Service Provider shall ensure the availability of renowned, branded cleaning items, consumables, and toiletries of high quality at all times.

- 5.6.2 Minimum buffer stock equivalent to thirty (30) days' average consumption shall be maintained at the designated store. Minimum operational stock sufficient for twelve (12) hours of uninterrupted operations shall be maintained in all janitorial rooms.
- 5.6.3 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.
- 5.6.4 The Service Provider shall ensure that appropriate cleaning tools, equipment, and chemicals are used for each specific surface and cleaning activity. Tools and materials shall be suitable for the intended purpose and shall not damage floors, fixtures, fittings, glass, stainless steel, or other surfaces.
- 5.6.5 All hand-wash dispensers, soap dispensers, and refill containers installed or placed in washrooms and other areas shall be of durable and good quality, preferably wall-mounted or properly designed refillable units. Use of improvised containers, recycled plastic bottles, or random pump bottles for dispensing hand-wash or liquid soap shall not be permitted. The design, type, and quality of dispensers shall be subject to the approval of PAA. Dispensers shall be properly installed, maintained in functional condition, and regularly cleaned to ensure hygienic presentation.
- 5.6.6 Only approved brands listed in Annexure B, Approved Consumables, shall be used. Substitution, dilution, repackaging, or use of unapproved, counterfeit products shall constitute Material Breach. Approved brands shall be binding throughout the contract. Any change requires prior written approval of PAA.
- 5.6.7 Rejected consumables shall be disposed of immediately at the Service Provider's cost.
- 5.6.8 Supply chain delays, vendor delays, or procurement issues shall not be accepted as justification for shortage.

5.7 EQUIPMENT & MACHINERY

- 5.7.1 The Service Provider shall, at its own cost, procure, mobilize, and maintain all machinery, equipment, tools, and trolleys required for the proper execution of services as per the approved Work Plan.
- 5.7.2 All required machinery shall be mobilized within thirty (30) days of issuance of the Letter of Commencement. Contract commencement shall be subject to written verification by PAA that the required machinery has been deployed.
- 5.7.3 Non-availability of mandatory machinery beyond twenty-four (24) hours without equivalent replacement shall constitute Service Failure and attract penalties.
- 5.7.4 Cleaning equipment, tools, trolleys, and materials shall be kept only at designated janitorial stations or approved storage locations. Equipment shall not be left unattended in passenger areas, corridors, washrooms, on sinks, counters, pillars, staircases, or other locations that obstruct movement or create safety hazards.

5.8 SPILL & COMPLAINT RESPONSE TIMES

Complaint Category	Examples	Max Response Time	Max Resolution Time
Minor	Isolated litter, minor lapse	10 minutes	20 minutes
Major	Dirty washroom, unattended spill, odor	2 minutes	10 minutes
Critical	Biohazard, waste overflow, VIP complaint, safety hazard	Immediate (≤5 min)	Immediate rectification

- 5.8.1 Response time means the arrival of designated staff at the exact location. Resolution time means full rectification to PAA's satisfaction.

- 5.8.2 All incidents shall be recorded with timestamps in the Complaint and Operations Log.
- 5.8.3 Repeated complaints at the same location within 24 hours shall automatically escalate to the next category.
- 5.8.4 Three (3) complaints at the same location within 7 days, or five (5) complaints in the same zone within 30 days, shall constitute systemic failure requiring a Corrective Action Plan within 3 working days.

6. INSTRUCTIONS TO BIDDERS

- 6.1 Bidders are expected to examine carefully all bidding documents and instructions therein.
- 6.2 A pre-bid meeting, along with a visit of the airport areas included in the Scope of Services, shall be conducted by PAA on [Date] at [Time] at [Venue]. All interested bidders are strongly encouraged to attend the meeting. In case a bidder is unable to attend the scheduled pre-bid meeting, a separate meeting and site visit with Airport Management shall be mandatory prior to submission of the proposal.
- 6.3 Visit and inspection of all areas mentioned in the Scope of Services attached as Appendix 'A' shall be mandatory prior to submission of the proposal.
- 6.4 Airport traffic data (passenger, flight, and aircraft movement) is attached as Appendix 'E'. Additional relevant data shall be shared upon request.
- 6.5 Technical Bids and Financial Bids shall be submitted electronically via the EPADS Portal before the due date.
- 6.6 Single Stage – Two Envelopes method as per Rule 36(b) of Public Procurement Rules, 2004 shall be adopted. Technical Bid shall be titled: "Technical Bid – SLA for Janitorial and Cleaning Services at AllAP Lahore".
- 6.7 The Financial Bid shall be uploaded separately on the EPADS Portal before the opening date and time.
- 6.8 The method of selection shall be Quality and Cost Based Selection (QCBS) with a weighting of 70% for Technical Quality and 30% for Cost.
- 6.9 The bid shall be typed or written in indelible ink and signed by a person duly authorized to sign, evidenced by a written Power of Attorney. All pages shall be initialled and stamped.
- 6.10 The bid shall contain no alterations, omissions, or additions except to correct bidder errors; such corrections shall be initialled. Conditional bids may lead to rejection.
- 6.11 Any bid not submitted on EPADS, along with a scanned copy and original Bid Security in hard form before the bid opening date and time, shall lead to disqualification.
- 6.12 The Financial Bid for a three (03)-year service period shall include information in the format given in Appendix 'F', including zone-wise proposals and unit prices per square meter per month for General Areas, Washroom Areas, and External/Open Hard Surface Areas.
- 6.13 Sub-letting or transfer of responsibility to any third party shall not be allowed without prior written approval of PAA.
- 6.14 Financial Bids shall be exclusive of Provincial Sales Tax, as PAA is exempt from the levy of Provincial Sales Tax.
- 6.15 Bids shall be quoted in Pakistani Rupees (PKR). Bids in other currencies shall not be considered.
- 6.16 PAA reserves the right to reject any bid or cancel the bidding process by assigning a reason.
- 6.17 The Bid prepared by the Bidder and all correspondence shall be in the English language.

6.18 Proposals shall be uploaded on EPADS before 18th June, 2026 (12:00 Hours). Bids will be opened the same day at approximately 12:30 Hours.

6.19 **Joint Venture**

6.19.1 In order for a Joint Venture to qualify:

- a. All firms/companies comprising the joint venture shall satisfy the mandatory requirements of Clause 7.1 (i) and (vi).
- 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 fulfil the requirements of evaluation criteria.
- c. All partners of the joint venture shall at all times and under all circumstances be liable jointly and severally to Client for the execution of the entire Contract in accordance with the Contract terms and conditions and a statement to this effect shall be included in the authorization mentioned under Para (g) below as well as in the Form of Bid and Service Level Agreement (SLA) (in case of a successful bidder).
- d. The Form of Bid, and in the case of successful bidder, the Service Level Agreement (SLA), shall be signed to be legally binding on all partners.
- e. One of the joint venture partners shall be nominated as being in-charge and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the joint venture partners.
- f. The partner-in-charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture.
- g. A copy of the agreement entered into by the joint venture partners shall be submitted with the bid stating the conditions under which it shall function, its period of duration, the persons authorized to represent and obligate it and which persons shall be directly responsible for due performance of the Contract and can give valid receipts on behalf of the joint venture, the proportionate participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. No amendments/modifications whatsoever in the joint venture agreement shall be agreed to between the joint venture partners without prior written consent of the Client.

7. **BID SUBMISSION REQUIREMENTS**

7.1 The following are mandatory prerequisites. Bidders failing to satisfy all requirements shall be disqualified:

#	Requirement	Annexure / Proof Required
i	Certificate of Incorporation / Registration, Memorandum & Articles of Association or Partnership Deed.	Annexure A
ii	Minimum two (02) year experience providing janitorial and cleaning services to large organizations (five-star hotels, hospitals, shopping malls, large public/private enterprises). The monthly cost of services for each contract shall be minimum of PKR 10	Annexure B – Contracts/Completion Certificates + Satisfactory Performance Certificates for past and current clients

	million for consideration. Experience prior to three years shall not be counted	
iii	List of key management staff with names, CNICs, designations, and contact details on company letterhead, signed and stamped by company head.	Annexure C
iv	Cumulative deployment of at least 300 janitorial / housekeeping personnel across one or more contracts at any given time. Only janitorial/housekeeping personnel shall be counted.	Annexure D – Client certificates mentioning deployed manpower
v	Audited Annual Accounts for last three (03) years.	Annexure E
vi	Valid NTN Registration Certificate.	Annexure F
vii	EOBI Registration Certificate and latest payment slip.	Annexure G
viii	Social Security Registration Certificate and latest payment slip.	Annexure H
ix	Last six (06) months Bank Account Statement with average monthly credit balance of not less than PKR 5.0 million.	Annexure I
x	Undertaking (on non-judicial stamp paper) that the firm has not been blacklisted by any Government, Semi-Government, or Autonomous Body in the last 3 years.	Annexure J
xi	Undertaking to abide by minimum wages prescribed by Federal Government, pay EOBI, Social Security, and all regulatory payments for deployed resources.	Annexure K
xii	Undertaking to provide all information, data, documentation, and accounting records to PAA	Annexure L
xiii	Disclosure of any pending litigation against any client ((on non-judicial stamp paper).	Annexure M
xiv	Undertaking (signed by CEO/CFO/Managing Partner on stamped paper) confirming financial capacity to pay at least two (02) months' salary to deployed manpower.	Annexure N
xv	If the bidder has had any prior business relationship with PAA (erstwhile CAA), a Certificate of Satisfactory Performance issued by the concerned location is mandatory during last 10 years.	Annexure O
xvi	Signed copy of this RFP document with Proposal Submission Form.	Annexure P
xvii	Integrity Pact signed by Authorized Company Representative on company letterhead.	Annexure Q

*Bidders with 'Yes' to all the above requirements shall qualify for Technical Evaluation.

8. WORK PLAN REQUIREMENTS

8.1 Bidders shall submit a comprehensive, airport-specific Work Plan for each zone. Generic or template Work Plans shall not be accepted. The Work Plan shall include all the following components:

Work Plan Component	Required Detail
Manpower Deployment Plan	Zone-wise and shift-wise number of janitors, supervisors, and Site Manager. MGM shall be

	always maintained across all shifts (morning, evening, night) in all zones. Must demonstrate 24/7 coverage across all zones. Reserve buffer of 10% of MGM must be included.
Machinery & Equipment	Zone-wise list of all machinery with make/model, purpose, deployment location, and operational justification.
Consumables	Zone-wise list of all cleaning chemicals and consumables with brand names, specifications, and quantities sufficient for 30-day buffer stock.
Surface-wise Cleaning Tools	Surface-specific tools and equipment suitable for marble, granite, glass, stainless steel, tiles, painted surfaces. Janitorial trolley types, quantities, and placement plan.
Uniform & PPE	Uniform specification for each zone (distinct color scheme), identification method, and PPE applicable to assigned tasks including airside-specific PPE.
Digital Monitoring System	Existing computerized system (web/app/device-based) for recording inspections with timestamp and audit trail. Systems claimed under digital components must be existing and demonstrable. The Authority may require live demonstration during technical evaluation. Future-development systems shall not be accepted.
Digital Management Duty Roster	Digital system showing shift assignment and manpower deployment visibility to PAA in real time.
Digital Management Attendance	Biometric/app/device-based attendance system with time-stamped records accessible to PAA.
Deep Cleaning Schedule	Periodic deep cleaning program specifying frequency, coverage areas, and methods for each zone.
Training Program	Training plan covering: Chemical Handling, Equipment Operation, Airport Safety & Security Protocols, FOD Awareness, Code of Conduct, Passenger Interaction Standards, Emergency Response, Waste Management, and Biohazard Handling. Training module content to be included.
Digital Inventory & Consumables Management	Digital system for tracking stock levels, issuance, and consumption with audit trail and PAA visibility.
Complaint Management System	System for recording, categorizing, and resolving complaints with time-stamped entries
Business Continuity Plan	Contingency arrangements for manpower shortage, machinery breakdown, natural disasters, or sudden service disruption to ensure uninterrupted operations.
FOD Prevention Plan (Airside)	Specific plan for Zone C airside operations including FOD inspection frequency, collection tools, reporting procedures, and coordination with CAA/ASF.

8.2 The approved Work Plan shall form part of the Contract Agreement. All machinery, equipment, and systems committed in the Work Plan shall remain available, functional, and deployed throughout the contract period. Machinery shall not be removed from airport premises without prior written approval of PAA.

- 8.3 In case of changes in the minimum wage as announced by Federal Government from time to time, adjustment in the Contract Price would be made according to the deployment plan / Work Plan; the adjustments would be limited to the manpower as quoted in the Work Plan submitted at the time of bid submission.
- 8.4 However, this shall not limit the Service Provider to enhance the manpower deployment to ensure efficient services as per the scope. Monitoring of the Service Provider shall be made against the Scope of Services and KPIs as defined in the RFPD & Contract Agreement.

9. TECHNICAL EVALUATION CRITERIA

All bidders satisfying mandatory eligibility requirements (Clause 7) shall be technically evaluated as follows:

#	Criterion	Description & Marking	Max Marks
i	Experience	Minimum 02-year experience providing similar services to large organizations. 2 years = 10 marks 3 years or more = 15 marks (Copy of contract + Satisfactory Performance Certificates required.) The monthly cost of services for each contract shall be minimum of PKR 10 million	15
ii	No. of Clients	Minimum 02 facilities of comparable operational complexity. Marks for each client = 5 Marks	15
iii	Manpower	151–200 = 5 201–300 = 8 301–400 = 10 401–500 = 12 500+ = 15 Single contract, continuous on-site deployment. Cumulative across contracts not accepted. Evidence: client certificate explicitly stating deployed headcount	15
iv	International Airport Experience	Marks awarded for prior janitorial services experience at international airports: More than 02 year at an international airport = 10 marks 01 year = 5 marks No airport experience = 0 marks (Contract and satisfactory performance certificate from airport authority required.)	10
v	Work Plan / Methodology	The Bidder shall submit a comprehensive Zone wise Work Plan covering all fourteen (14) mandatory components as mentioned in Clause 8. Omission of even one (1) component shall result in disqualification, with no partial credit or post-submission rectification permitted.	20
vi	ISO Certification	ISO 9001 (Quality Management) = 2 marks ISO 45001 (Occupational Health & Safety) = 2 marks ISO 14001 (Environmental Management) = 1 mark (Certificates must be valid, issued in the name of the bidding entity, relevant to janitorial / facility management.)	5
vii	Annual Turnover	Marks based on annual turnover for the last financial year: PKR 150-250 million = 8 marks PKR 250-500 million = 12 marks PKR 500 million or above = 15 marks (Audited accounts required. Turnover from non-janitorial business not considered.)	15
viii	Local Office Setup	Permanent operational office in Lahore (lease/ownership + utility bill) = 5 marks	5

*The Technical Evaluation Committee may visit the offices and current operational sites of bidders for verification. Bidders must provide brand names for all consumables, machinery, and equipment in their technical proposals. Incomplete proposals without brand specifications shall be declared technically non-responsive.

10. FINANCIAL BID EVALUATION

10.1 Financial Bids shall be opened electronically on EPADS in the presence of all technically qualified bidders who choose to attend. Where there is a discrepancy between amounts in figures and words, the amount in words shall prevail.

10.2 The method of selection shall be Quality and Cost Based Selection (QCBS):

Score Component	Formula
Quality Score (Qs)	$Qs = (\text{Technical Score Obtained} / 100) \times 70$
Financial Score (Fs)	$Fs = (\text{Lowest Evaluated Bid Price} / \text{Bidder's Evaluated Bid Price}) \times 30$
Final Combined Score	Final Score = Qs + Fs (scores calculated to two decimal places)

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

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

10.5 The Financial Bid shall include zone-wise pricing for Services, Consumables, and Equipment separately, as per the format in Appendix 'F'.

10.6 Unit rates for General Areas, Washroom Areas, and External/Open Hard Surface Areas shall be quoted. These rates shall be used exclusively for valuation of scope variations; they shall not alter the agreed monthly lump-sum Contract Price except to the extent of approved variations.

11. PENALTY FRAMEWORK

11.1 Violation Categories & Penalties

Violation / Event	Penalty
Category 1 – Service Level Violations	<i>(Violations relating to cleaning standards & operations)</i>
Unsafe working / violation of HSE Manual	Written warning + PKR 10,000 per occurrence
Non-compliance with service standards or KPIs	Written warning + PKR 10,000 per occurrence
Non deployment of Personnel as per work plan/ Unattended areas	Written warning + PKR 10,000 per occurrence
Failure to respond to spill/complaint within response time	Written warning + PKR 10,000 per occurrence
Substandard, diluted, or unapproved cleaning chemicals or consumables	Written warning + PKR 10,000 per occurrence
storage / placement of equipment at designated areas	Written warning + PKR 10,000 per occurrence
Consumable shortage in any washroom or public area (per location)	PKR 5,000 per occurrence per location
Consumption of Pan, Gutka, Naswar, Tobacco at workplace	Written warning + PKR 10,000 per occurrence
Non-wearing of prescribed uniform or PPE	PKR 5,000 per individual per day
Non-display of Photo Identity Card / Airport Entry Pass	PKR 1,000 per individual per day
Category 2 – Staff Misconduct & Machinery Non-Availability	<i>(Violations relating to conduct and operational negligence)</i>
Staff approaching passengers for money, tips, or extending protocols	Written warning + PKR 25,000 per occurrence
Misbehavior, argument, or fight with passengers / airport employees	Written warning + PKR 15,000 per occurrence
Non-availability or Unserviceable condition of machinery (per machine per day)	PKR 50,000 per day, plus deductions per Equipment Clause
Manpower shortfall below MGM (per missing staff per shift)	PKR 10,000 per person per day
Category 3 – Serious / Critical Violations	<i>(Violations constituting Material Breach)</i>

Repeated violations despite three (3) warnings	PKR 100,000 per occurrence
Non-payment of salaries, overtime, EOBI, or Social Security contributions	PKR 500,000 + Show Cause Notice
Engagement of unauthorized or security-unverified personnel	PKR 500,000 + Immediate removal of the personnel+ termination review
Security breach of Airport attributable to Service Provider's staff	PKR 1,000,000 per occurrence + Legal Action
Falsification of attendance, records, or inspections	PKR 500,000 + Material Breach + termination proceedings
Complete or substantial suspension of services	Liquidated Damages at 5% of monthly SLA value per day
Service suspension exceeding five (5) consecutive days	Forfeiture of Performance Security + engagement of alternate contractor at SP's risk and cost + termination proceedings

11.2 PERSISTENT NON-PERFORMANCE

Persistent non-performance shall be deemed to occur if any of the following conditions are met:

- 11.2.1 Three (3) consecutive Warning letters.
- 11.2.2 Monthly average KPI score falls below 75% for two (2) consecutive months.
- 11.2.3 Five (5) or more non-compliant mandatory inspections in a single calendar month.
- 11.2.4 Repeated machinery non-availability beyond permissible limits.
- 11.2.5 Repeated manpower shortfall in more than five (5) inspection instances in a month.
- 11.2.6 Chronic non-performance constitutes Material Breach and entitles PAA to invoke Performance Security, suspend payments, impose enhanced penalties, and/or initiate termination proceedings without further cure period.

12. MONITORING

- 12.1 PAA shall have unrestricted, unannounced, round-the-clock right to access all equipment, stores, records, attendance registers, logbooks, and all areas under the Scope of Services.
- 12.2 A minimum of three (3) inspections per day shall be conducted using the KPI checklist in Appendix 'C'.
- 12.3 All inspections shall be conducted on a zone-wise basis. Performance scores, warnings, and penalties shall be calculated independently for each zone.
- 12.4 Inspection findings shall constitute prima facie evidence of performance status and shall be binding unless disproved by documentary evidence submitted within forty-eight (48) hours.
- 12.5 PAA may introduce additional monitoring formats, digital monitoring systems, or SOPs for evaluation at any time during the contract period.
- 12.6 Weekly Performance Score below 75% shall trigger a Written Improvement Notice. Two consecutive weeks below 75% shall require a Corrective Action Plan within 3 working days.
- 12.7 Monthly Performance Score deductions shall be applied automatically per the deduction matrix
- 12.8 PAA shall conduct quarterly monitoring inspections. Reports generated shall be referenced at contract end for issuance of the Completion Certificate.
- 12.9 Any attempt to falsify attendance, temporarily substitute machinery during inspection, conceal shortages, or obstruct inspection shall constitute Serious Misconduct and Material Breach.

13. AWARD OF CONTRACT

- 13.1 Prior to expiry of the bid validity period, PAA shall notify the successful bidder in writing (Letter of Acceptance) that its bid has been accepted, naming the Contract Period, Monthly Cost, Annual Cost, and Contract Price.
- 13.2 The Letter of Acceptance and its acknowledgement by the bidder shall constitute the formation of the Contract, binding both parties until execution of the formal SLA.
- 13.3 Upon furnishing of Performance Security within fourteen (14) days after receipt of the Letter of Acceptance, PAA shall promptly notify unsuccessful bidders and return their Bid Securities.

14. PERFORMANCE SECURITY

- 14.1 The successful bidder shall, within fourteen (14) days after receipt of the Letter of Acceptance, furnish a Performance Security equal to five percent (5%) of the total Contract Price in the form of a Bank Draft, Pay Order, or Bank Guarantee from a scheduled bank of Pakistan approved by PAA, in favor of 'Pakistan Airports Authority (PAA)'.
- 14.2 The Performance Security shall remain valid for the entire Contract Term plus ninety (90) days thereafter. During any extension period, the Service Provider shall renew the Performance Security for the extended period plus an additional ninety (90) days, at least fifteen (15) days before expiry.
- 14.3 Performance Security may be invoked in case of: Chronic Non-Performance, Material Breach, chronic manpower or machinery shortfall, fraud or falsification, non-payment of wages, or abandonment of services.
- 14.4 Performance Security shall be released only after settlement of all dues, clearance of all penalties, completion of Site Take-Over, and settlement of all pending claims.
- 14.5 Failure to furnish or maintain valid Performance Security shall constitute Material Breach and may result in annulment of the award.

15. SIGNING OF CONTRACT

- 15.1 Within fourteen (14) days of furnishing acceptable Performance Security, PAA shall send to the successful bidder the Contract Agreement duly filled in for signing.
- 15.2 The formal Contract shall be executed within fourteen (14) days of receipt of the Agreement by the successful bidder.
- 15.3 The cost of execution of the Contract (on non-judicial stamp paper) shall be borne by the successful bidder.

16. BID SECURITY

- 16.1 Each bidder shall furnish a Bid Security of PKR 10,000,000/- (Rupees Ten Million only) as part of their bid, in the form of a Bank Draft, Pay Order, or Bank Guarantee from a scheduled bank of Pakistan, in favor of 'Pakistan Airports Authority (PAA)'.
- 16.2 Any bid not accompanied by an acceptable Bid Security shall be rejected.
- 16.3 Bid Security of unsuccessful bidders shall be returned upon award of contract to the successful bidder, or on expiry of bid security validity, whichever is earlier.
- 16.4 Bid Security of the successful bidder shall be returned when Performance Security has been furnished, and the SLA has been signed.
- 16.5 The Bid Security may be forfeited if:
 - 16.5.1 A bidder withdraws its bid during the period of bid validity; or
 - 16.5.2 There is an error in the bid, and the bidder does not accept the correction; or
 - 16.5.3 The successful bidder fails to furnish Performance Security within the stipulated period; or



16.5.4 The successful bidder fails to sign the Contract Agreement within the stipulated period.

17. BID VALIDITY

17.1 Bids shall be valid for one hundred and twenty (120) days from the date of bid submission.

17.2 In exceptional circumstances, PAA may request extension of bid validity before expiry, for a period not exceeding the original validity period. A bidder may refuse such request without forfeiture of Bid Security. A bidder agreeing to extension shall be required to correspondingly extend the validity of its Bid Security.

18. SERVICE PROVIDER WARRANTIES & OBLIGATIONS

By submitting a bid, the Service Provider undertakes, warrants, and represents that:

18.1 It is duly incorporated, legally competent, and has full authority to enter and perform this Agreement.

18.2 It shall carry out services with reasonable care, skill, and diligence in accordance with good industry practices and international airport standards.

18.3 The Service Provider confirms that it has visited and inspected all areas included in the Scope of Services and has fully satisfied itself regarding the nature, extent, operational conditions, access requirements, and resources required for performance of the services. No claim on account of lack of knowledge, misunderstanding of scope, or site conditions shall be entertained subsequently.

18.4 It shall employ well groomed, competent, medically fit, trained, and security-cleared personnel.

18.5 All persons engaged are its employees, have no criminal record, and shall obtain security clearance from relevant authorities. The Service Provider is solely responsible for background checks, clearances, medical fitness certificates, uniforms, and attendance procedures.

18.6 It shall ensure 24/7 cleaning as per required standards, with availability of consumables and equipment throughout.

18.7 It shall strictly follow all applicable labor laws, minimum wage notifications, EOBI, Social Security, Workers Welfare Fund, Group Life Insurance, and other statutory requirements. Documentary proof shall be submitted monthly or upon demand.

18.8 Minimum two (02) pairs of uniforms and appropriate footwear per year shall be provided to each worker at the Service Provider's cost. Uniform and TDP/Airport Entry Pass costs shall not be passed on to the workforce.

18.9 Overtime, if required, shall be paid by the Service Provider in accordance with applicable labor laws. No employee shall work beyond EOBI/Labor Law prescribed hours; violation shall attract a penalty.

18.10 The Service Provider shall maintain adequate insurance coverage including Workers Compensation, Employer's Liability, and Third-Party Liability Insurance throughout the Contract Term. Evidence shall be provided upon demand.

18.11 It shall not sublet or transfer responsibility to any third party.

18.12 It shall not act in any way prejudicial to PAA's interests, reputation, security, or business.

18.13 Any breach of warranties constitutes Material Breach. PAA shall be entitled to require remedy at the Service Provider's cost, arrange alternative rectification and recover costs, withhold payments, impose penalties, invoke Performance Security, or terminate the Contract.

19. PAYMENTS

- 19.1 Payments shall be made to the Service Provider monthly after adjustment of all claims, penalties, deductions, and recoverable amounts.
- 19.2 The Service Provider shall submit a monthly invoice by the 2nd working day of each month for services rendered during the previous month, together with summary of daily performance scores, manpower deployment record, machinery availability certification, consumables stock certification, and salary disbursement proof.
- 19.3 Salaries shall be paid via bank transfer and proof of transfer submitted by the 5th working day of each month. Failure to submit salary proof may result in withholding of payment.
- 19.4 PAA may release payment by the 10th working day of the month after verification and deduction of penalties, deductions, space charges, and recoverable amounts.
- 19.5 PAA may withhold up to twenty percent (20%) of the monthly invoice pending compliance verification of manpower, machinery, and consumables.
- 19.6 PAA may deduct without prior consent of the Service Provider: penalties, liquidated damages, recovery of damages, cost of rectification, consumable replacement cost, machinery replacement cost, and space charges.

20. CURRENCY, TAX & PRICE ADJUSTMENTS

- 20.1 All payments shall be made in Pakistani Rupees (PKR) only.
- 20.2 All applicable taxes shall be deducted by PAA at source unless a valid tax exemption certificate is provided. Financial Bids shall be exclusive of Provincial Sales Tax, as PAA is exempted from levy of Provincial Sales Tax.
- 20.3 No price escalation shall be admissible during the Contract Term except as expressly provided below.
- 20.4 Price adjustment shall be permitted only in respect of statutory minimum wage revisions by the Federal Government. Adjustment shall be effective from the date of Government notification.
- 20.5 In the event of revision of the approved minimum wage by the Government during the term of the Agreement, PAA shall pay the Service Provider the differential amount arising solely due to the increase between the previously applicable minimum wage announced by the Federal Government and the revised minimum wage for janitors/ cleaners deployed under the Contract, with effect from the date of such notification. The price adjustment per employee shall be calculated as follows:

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

- 20.6 The total monthly adjustment shall be the aggregate of the above difference for all eligible janitors/ cleaners/ machine operators whose wages are required to be increased due to such statutory revision.
- 20.7 No adjustment shall apply to supervisory staff, administrative staff, overheads.
- 20.8 The Service Provider shall submit payroll records, bank transfer proof, and statutory contribution evidence. PAA shall process claims after verification. False or inflated claims shall constitute Material Breach.
- 20.9 PAA retains the right to audit operations and payroll compliance at any time.

21. VARIATION OF SCOPE

- 21.1 PAA reserves the right at any time during the Contract Term to increase, decrease, modify, or otherwise vary the Scope of Services.
- 21.2 Any addition or reduction in area or services shall be valued strictly in accordance with the approved unit rates in the Schedule of Unit Rates forming part of the Contract.

- 21.3 Unit rates shall be used solely for variation pricing and shall not alter the agreed lump-sum monthly Contract Price except to the extent of approved variation.
- 21.4 The Service Provider shall implement variations upon written instruction of PAA. The Contract Price shall be adjusted proportionately without affecting the validity of remaining Contract terms.

22. TERMINATION

22.1 RIGHT TO TERMINATE

PAA shall be entitled to immediately terminate or suspend the Contract upon occurrence of any of the following:

- 22.1.1 Material or repeated breach of Contract.
- 22.1.2 Persistent non-performance as defined in Clause 11.2.
- 22.1.3 Failure to maintain MGM.
- 22.1.4 Failure to renew Performance Security within stipulated time.
- 22.1.5 Insolvency event or material change in ownership or control.
- 22.1.6 Corrupt, fraudulent, or unethical practice.
- 22.1.7 Security breach attributable to Service Provider's staff.
- 22.1.8 Any event defined as Material Breach under this RFP or the Contract.
- 22.1.9 For convenience, upon at least thirty (30) days' written notice, without liability except payment for satisfactorily performed services.

22.2 SERVICE PROVIDER'S RIGHT TO TERMINATE

- 22.2.1 The Service Provider may terminate only after completion of twelve (12) months from the Commencement Date and upon one hundred and twenty (120) days' written notice, provided no default exists.
- 22.2.2 This right of termination is not applicable before expiry of twelve (12) months from the Commencement Date

23. DISPUTE RESOLUTION

- 23.1 The Service Provider shall continue performance notwithstanding any dispute.
- 23.2 Any dispute shall first be referred in writing to the Airport Manager, AllAP Lahore within fourteen (14) days of arising.
- 23.3 If unresolved within thirty (30) days, the matter shall be referred to the Director General, Pakistan Airports Authority, whose decision shall be final and binding, subject to applicable law.

24. LIABILITY & INDEMNITY

- 24.1 The Service Provider shall be exclusively liable for and shall indemnify, defend, and hold harmless PAA, its officers, employees, and agents from and against all losses arising out of the Service Provider's negligence, misconduct, omission, or breach of Contract.
- 24.2 This includes, without limitation: damage to airport property, surfaces, and infrastructure; all taxes, statutory dues, and penalties relating to the Service Provider's staff; claims by the Service Provider's employees or former employees; third-party claims including personal injury, property damage, or environmental contamination; and all legal costs and professional fees incurred by PAA.
- 24.3 The indemnity obligations shall survive termination, expiry, or rescission of the Contract.

25. CONFIDENTIALITY

- 25.1 Except with prior written consent of PAA, the Service Provider shall keep strictly confidential and not use any confidential information supplied by PAA other than to perform the Contract.



25.2 The same obligations shall be imposed on the Service Provider's employees and any third parties.

25.3 Confidentiality obligations shall survive termination of the Contract.

26. ACCESS TO PREMISES & STORES

26.1 Before award of the Contract, PAA shall facilitate access of the Service Provider and its approved staff to designated premises for performance of services, subject to mandatory clearance by Airport Security Force, police, or other competent agencies, processed by the Service Provider at its own cost.

26.2 No staff shall be deployed or permitted to enter operational or restricted areas without prior written approval and security clearance. Deployment of un-cleared personnel shall constitute Material Breach.

26.3 The Service Provider shall submit complete documentation required for security processing within timelines prescribed by PAA.

26.4 The Service Provider shall ensure timely submission of documents for issuance of Airport Entry Passes (TDPs) for all staff.

26.5 The Service Provider shall allow unrestricted access to authorized PAA representatives to its offices, stores, equipment yards, and all areas under its control for inspection, audit, and verification.

27. OTHER TERMS & CONDITIONS

27.1 By responding to this RFP, the bidder agrees to all Terms and Conditions contained herein.

27.2 In the event of any conflict, inconsistency, or deviation between the electronic bid submitted by the Bidder through the EPADS and the physical hard copy of the bid submitted by the same Bidder, the version uploaded on EPADS shall, in all respects, be deemed the authentic, definitive, and binding submission, and shall prevail over the physical copy for all purposes of evaluation, clarification, and award.

27.3 PAA may, at any time prior to bid submission deadline, modify the RFP by amendment. All amendments shall become part of the RFP after notification to all bidding companies.

27.4 No bidder shall contact PAA on any matter relating to its bid from the time of bid opening to the time evaluation results are announced. Any attempt to influence PAA's bid evaluation may result in rejection.

27.5 PAA reserves the right to call for additional information and to reject the proposal of any firm if information furnished is incomplete or the bidder does not qualify.

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

27.7 Technical Evaluation Committee may waive minor non-conformities or irregularities at its discretion, binding on all competitors.

27.8 PAA may seek written clarifications from bidders. Clarifications not received by the stipulated time may lead to Ex parte decision.

27.9 PAA may exclude or reject any proposal that contains false or misleading claims or statements, without liability and take actions against the bidder per PPRA rules

27.10 The Service Provider shall promptly notify PAA of any change in partnership, directorship, management, or address.

27.11 Mobilization period for undertaking the job shall not exceed thirty (30) days from the Commencement Date.

27.12 PAA reserves the right to reject all bids and annul the bidding process at any time prior to acceptance of bid, without liability.

- 27.13 Financial and Technical proposals must be signed by the CEO/MD or a person with a duly attested authority letter. Unsigned proposals shall not be entertained.
- 27.14 The Service Provider shall at all times function and be regarded as independent and not as an agent of PAA and neither the Service Provider nor its personnel shall have the right to represent or bind PAA to any third person.



SCHEDULE OF APPENDICES

Appendix	Title	Contents
A	Scope of Services & Area Specifications	Zone-wise detailed scope, area schedules, cleaning frequencies, and standards for all five zones at AllAP Lahore.
B	Machinery Schedule	List of machinery to be provided by PAA (Part 1) and mandatory machinery to be provided by the Service Provider (Part 2), with specifications.
C	Service Standards / KPI Checklist	Full weighted KPI inspection checklist, grading criteria, penalty matrix integration, and monitoring forms (PAAF-009-ASTF).
D	Minimum Guaranteed Manpower	Minimum manpower requirements per zone and per shift, including supervisory structure.
E	Airport Traffic Data	Passenger traffic, flight movements, and aircraft movement statistics for AllAP Lahore.
F	Schedule of Price	Zone-wise pricing format for Services, Consumables, and Equipment; unit rate schedule for General Areas, Washrooms, and External Hard Surfaces; 36-month total bid format.
G	Approved Consumables List	Approved brands and specifications for cleaning chemicals, toiletries, and consumables.
H	List of Approved Banks	Schedule of PAA-approved banks for Bid Security and Performance Security instruments.

SCHEDULE OF ANNEXURES (TO BE SUBMITTED BY BIDDER)

Annexure	Requirement
A	Certificate of Incorporation / Registration, Memorandum & Articles of Association or Partnership Deed.
B	Contracts / Completion Certificates + Satisfactory Performance Certificates (past and current clients)
C	List of Key Management Staff (names, CNICs, designations, contacts) on company letterhead
D	Client certificates mentioning deployed manpower
E	Audited Annual Accounts for last three (03) years
F	Valid NTN Registration Certificate.
G	EOBI Registration Certificate and latest payment slip.
H	Social Security Registration Certificate and latest payment slip.
I	Last six (06) months Bank Account Statement with average monthly credit balance of not less than PKR 5.0 million.
J	Non-Blacklisting Undertaking (on non-judicial stamp paper)
K	Minimum Wage and Regulatory Payment Undertaking (on non-judicial stamp paper)
L	Data Provision Undertaking (within 07 days of PAA request)
M	Litigation Disclosure (if any)
N	Financial Capacity Undertaking – 2 months' salary (signed by CEO/CFO/Managing Partner on stamped paper)
O	Certificate of Satisfactory Performance from PAA / erstwhile CAA (if prior relationship)
P	Signed copy of RFP + Proposal Submission Form
Q	Signed Integrity Pact (on company letterhead, signed by CEO/MD)

ACKNOWLEDGEMENT BY BIDDER

By signing below, the authorized representative of the bidding firm confirms that:

The bidding firm has read and understood all clauses, conditions, and requirements of this RFP in their entirety.

All information provided in the bid is accurate, complete, and not misleading.

The firm agrees to be bound by the terms and conditions set out in this RFP.

The firm has conducted a site visit to AllAP Lahore and fully understands the scope and quantum of work.

The firm agrees that submission of a bid constitutes acceptance of all terms herein.

FOR AND ON BEHALF OF THE BIDDER

Name: _____

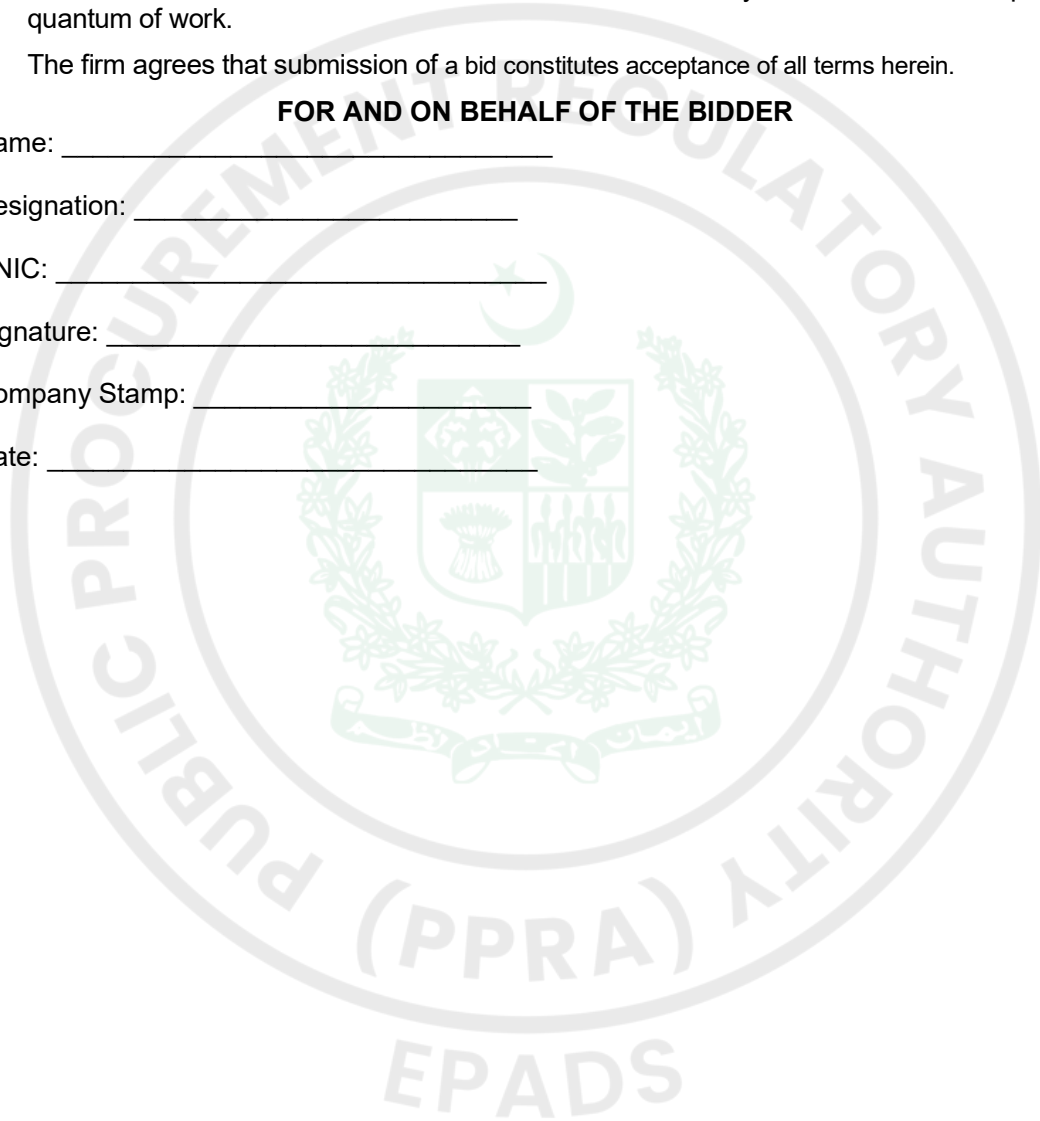
Designation: _____

CNIC: _____

Signature: _____

Company Stamp: _____

Date: _____



This Appendix A constitutes the binding Scope of Services for the Contract for Janitorial and Cleaning Services at Allama Iqbal International Airport, Lahore (the Contract). It forms an integral, signed, and inseparable part of the Contract Agreement. Any service, task, standard, or obligation described herein is a contractual obligation of the Service Provider. Failure to perform any service to the standard specified is Service Non-Performance and shall attract the penalties, deductions, and remedies set out in of the Contract.

The following principle governs interpretation of this Appendix: the facilities must be always maintained at the highest international airport standard. This is not a guideline; it is a contractual standard. The phrase 'as needed' wherever it appears shall be interpreted to mean as frequently as necessary to ensure compliance with the service standards in Section 3 of this Appendix, as determined by PAA in its sole discretion

A. SECTION 1 — FACILITIES, AREAS & SCOPE TABLE

The following table lists all contracted facilities and areas with their actual dimensions (to be surveyed and confirmed by the bidder before Bid Submission) as recorded in PAA records for AIAP. All 5 facility zones below are within the scope of this Contract. The Service Provider confirms it has inspected and accepted all areas prior to execution of this Contract.

Facility / Area	Size (Sq.Ft.)	No. of Facilities	Frequency	Services Required
ZONE A				
6 floors and a basement 29 Toilet blocks 8 Lounges 6 Boarding Bridges 8 Mosques/Ablution State Lounge VIP/VVIP Lounges (complete terminal building excluding airside offices and control tower)				
Passenger Terminal Building (PTB) (Lounges, Toilets, Concourse Hall, Boarding Bridges, State Lounge, Mosques/ Ablution Areas)	576,725	43 Toilet Blocks Restrooms 15 Baby Changing Rooms, 15 Toilets for Special Needs persons, 8 Lounges, Mezzanine Floors 1 State Lounge 6 Boarding Bridges 8 Mosques/ Ablution Areas/ Mezzanine Kitchen/ Concourse Hall / Roof of PTB/ VIP/ VVIP Lounges	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
Offices / Office Blocks / Corridors (All PAA Offices, Levels 0–6, Landside)	271,626	All PAA & PAA Offices at Levels 0,1,2,3,4,5,6 All Allied Toilets/Washrooms	Daily (Office Hours + 24/7 Washrooms as defined in Appendix D)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, Vacuuming, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance

				mopping, scrubbing, Vacuuming, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
Day Care Centre	450	1 Hall	Continuous (Child-Safe Standards)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, Vacuuming, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
ZONE B				
Drop Lanes, VVIP/VIP Lane, Green Belts, Paved Areas, Pedestrian Areas)	1,535,120	2 Drop Lanes (Levels 1 & 2) VVIP Lane / VIP Lane/ Old Car Park Grassy Areas / Green Belts Paved Areas adjacent to Car Park	Daily (Continuous)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management.
ZONE C				
Airside Area (Level 1 to Control Tower: Offices, Baggage Makeup, Apron, Stairways, Escalators, Elevators, Ramps)	2,610,849	All PAA Offices/ Corridors All Allied Washrooms Stairways, Elevator, Ramps/ Baggage Makeup Area & Washrooms/ Apron /Parking Bays/ Exterior Fixed Staircases of Boarding Bridges	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific

Roads)			Movements)	mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application.
ATC Tower	As per floor plan	ATC Tower including associated Stairs, Emergency Stairwell, offices, washrooms, rest areas, kitchen and equipment rooms	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
ACC Building	As per floor plan	All offices, Parking areas sheds, Halls, stores, toilets, Rest rooms, and all allied facilities	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
Fire Station (Main + Satellite)	Per Floor Plan	Main: 6 Garages, 1 Vehicle Service Pit, 1 Mosque, 4 Offices, 1 Training Hall, 2 Office Lobbies, 3 Washrooms, 1 Watch Room, 1 Record Room Satellite: 6 Garages, 1 Vehicle Service Pit, SVMT Areas (In-charge room, electrician room, maintenance workshop, B.A. Compressor room), 2	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.

Station and operational huts	Per Floor Plan			All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
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ZONE D

Cargo Complex AllAP (PAA Offices, Washrooms, Lobbies,)		Cargo Buildings, warehouses under use of PAA, cargo processing areas, All PAA offices, washrooms, and associated facilities	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
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PAA MT Yard	Per Floor Plan	All PAA Offices, Washrooms, Corridors, Lobbies, Staff Kitchens Car Parking, service areas, workshops, and all allied facilities	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
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Regional Office Block		All PAA Offices, Washrooms, Corridors, Lobbies, Staff Kitchens Car Parking and peripheral areas, All Plant Rooms	General Shift (9am to 5pm)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing,
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			Room, 2 Washrooms		standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
AllIAP Mess	Officers	Per Floor Plan	All halls, rooms, washrooms, kitchen areas, outdoor areas, lawns	Continuous	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
ZONE E					
Road Networks		As per Floor Plan	Landside road networks, footpaths, pedestrian walkways, median strips, roadside fixtures, signboards, and external hard surfaces	Continuous	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, washing, consumable replenishment, signage cleaning, waste management

B. SECTION 2: CLEANING FREQUENCY SCHEDULE (MANDATORY MINIMUM FREQUENCIES)

- B.1 The frequencies below are the contractual minimum. The Service Provider must increase frequency whenever operational conditions, passenger volume, complaint data, or PAA instructions require it.
- B.2 'As needed' means at least as frequently as the minimum specified. PAA may increase frequencies at any time by written instruction at no additional cost.

Cleaning Task	PTB Airside (Passenger- Facing)	Offices Admin Areas	Internal Roads Apron /External Road	Cargo / Specialized	Enforcement Standard (PAA may demand evidence)
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Toilet Deep Clean & Sanitize	Every visit (active attendance)	1x Daily as needed	N/A	2x Daily	Toilet attendance log with timestamps Toilet inspection check list
Consumable Replenishment	Every visit (never below 50% stock)	Every shift	Every Shift	Every shift	Physical stock verification at each inspection
Glass & Mirror Cleaning	2x Daily	1x Daily	As needed	1x Daily	Streak-free; photographic evidence available on request
Floor Mechanical Scrubbing / Road Washing	Twice Daily (off-peak hours)	Weekly	Daily	Weekly	Machine logbook entry required
Metal Polishing	Daily	Weekly	Weekly	Weekly	Shine standard as per Section 3 of this Appendix
Waste Bin Liner Replacement	Every 2 hours or when 2/3 full	1x Daily	1x Daily	3x Daily	Bin must never overflow; immediate penalty if found full
Garbage Collection to Dump Points	Every 4 hours	1x Daily	1x Daily	1x daily	Transportation log required; no accumulation in corridors
Deep Cleaning	Daily (lean hours, per zone plan)	Weekly	N/A	Weekly	PAA must approve and co-sign deep clean schedule
Carpet Vacuuming	Daily	3x Weekly	N/A	3x Weekly	Log entry; spot treatment immediate upon detection
Carpet Shampooing	Monthly or as directed by PAA	Monthly	N/A	N/A	PAA written approval required; 24 hrs. drying time plan
Prayer Mat Vacuuming	After each prayer time	As available	N/A	As available	Dedicated female/male staff; Must be dry and free of dirt before

Fragrance Application	Every 2 hours	Every 4 hours	N/A	N/A	<i>Level not to be overwhelming; passenger feedback shall be monitored</i>
Water Dispenser Cleaning	Daily	Daily	N/A	Daily	<i>Internal reservoir disinfection weekly</i>
High-Level Dusting / Cobwebs	Bi-Weekly	Weekly	N/A	Weekly	<i>equipment required for heights above 3m</i>
Roof / External Glazing Cleaning	Monthly	Monthly	N/A	Monthly	<i>Height access equipment: PAA H&S clearance required</i>
Bay Washing (Airside)	Weekly	N/A	N/A	N/A	<i>Pressure washer;</i>

C. SECTION 3 SERVICE STANDARDS (BINDING CLEANLINESS BENCHMARKS)

- C.1 The following standards are binding contractual benchmarks. A surface or area shall not be considered clean until it meets the standard specified.
- C.2 PAA inspection teams shall apply these standards at every inspection. Failure to meet any standard shall trigger immediate penalty per the applicable KPI and penalty matrix.

Surface/Task	Minimum Acceptable Standard	Enforcement Test (PAA Inspection)
Sweeping	Floor entirely free from dirt, dust, grit, lint, and debris	White glove test: cloth dragged across swept floor must show no visible dirt
Wet/Damp Mopping	No dirt, marks, film, streaks, or standing water. Never on carpeted surfaces	Visual inspection; no footprints, streaks, or water pooling within 5 minutes of mopping
Toilet Sanitization	Free of all stains, odors, deposits. Surfaces bright and dry. Germicidal cleaner must be used at every clean	Toilet attendance log and checklists reviewed; odor test; surface shine check; moisture check
Toilet Consumables	Never below 50% of per 12-hour consumption. Soap dispensers full; paper rolls not exhausted	Physical stock check at every inspection. Shortage = immediate penalty
Glass Cleaning	No streaks, film, deposits, or stains. Uniformly bright. Adjacent surfaces wiped clean	Natural light inspection test; photographic evidence on request
Metal Polishing	Free of streaks, deposits, tarnish.	Visual inspection; light reflection

Carpet Upholstery	Free of dirt, dust, stains, odors, deposits, and cleaning solution residue	Odor test; visual, fiber inspection under torch light
Dusting	Free of dust, lint, cobwebs on all horizontal and vertical surfaces	White cloth test on all horizontal surfaces; check above doors and on ceiling fixtures
Waste Management	Bins never more than 2/3 full. Bins free of leachate. No overflow. No waste in corridors	Surprise bin checks; immediate penalty if bin found full or leaking
Deep Cleaning	Areas return to near-original condition. All embedded dirt, biofilm, and mineral deposits removed	Pre and post deep clean inspection; PAA co-signs completion
Fragrance	Present but not overwhelming. No lingering unpleasant odors in any area	Odor test; passenger feedback monitoring; PAA sensory assessment
Biohazard Handling	All biohazard waste (blood, vomit, sharps) handled per PCAA HSE Manual MNL-002-MSXX	Response time ≤5 minutes; correct PPE used; designated biohazard bags; disposal log entry
Scrubbing	All surfaces free from embedded dirt, solutions, film, stains, and standing water after scrubbing. Plain water rinse must follow immediately	Post-scrub inspection; water rinse confirmation; no residue

D. SECTION 4- ZONE-SPECIFIC ENFORCEABLE REQUIREMENTS

D.1 The following requirements apply specifically to designated zones in addition to all standard services in Sections 2 and 3. These are mandatory.

D.2 Any zone-specific requirement not met constitutes Service Non-Performance.

Area	Zone-Specific Enforceable Requirements (in addition to all standard services)
ZONE A	
Boarding Bridges	Carpet: vacuum with upright/power brush at every aircraft turnaround. Spots removed immediately upon detection. Shampooing monthly. Vinyl tiles: mopped/washed with appropriate machinery per turnaround. All surfaces must be clean before passenger boarding begins. Response time for spills: ≤5 minutes.
Mosques & Ablution Areas	Prayer mats vacuumed and laid correctly before each prayer time. Ablution areas cleaned and dried before and after each prayer. Germicidal agents used in ablution areas. Female staff must be assigned to female prayer areas. No chemical odors may linger during prayer times.

MI Room	Medical-grade EPA-registered disinfectants mandatory for all surfaces. Biohazard waste segregated, bagged, and disposed per applicable regulations. All cleaning staff in Medical Centre must wear full PPE (gloves, mask, apron) at all times. No fragrance sprays near medical equipment. Cleaning log signed by Medical Centre In-charge.
Day Care Centre	Non-toxic, child-safe, fragrance-free cleaning agents only. No bleach-based products without PAA written approval. Floors must be completely dry before children return to area. Soft toys and mats sanitized daily. Female staff preferred for all Day Care cleaning duties.
ZONE C	
Airside / Baggage Makeup Area	Oil and grease removal from floors during every cleaning round. Floor must be non-slip at all times. Mechanical scrubbing mandatory. Bay washing weekly using pressure washer with oil-separator compliant drainage.
Airside -Apron & Parking Bays	Bay washing with oil and rubber removal using mechanical equipment at least weekly. No standing water, oil puddles, or debris that could pose FOD (Foreign Object Damage) risk. PAA FOD prevention protocols must be followed at all times.
Fire Station and SVMT Areas	Vehicle service pits and maintenance workshops require industrial-grade cleaning equipment. Oil and chemical spillage response protocol mandatory. Garage floors cleaned without disrupting firefighting operations. No cleaning during active emergency response.
ACC / ATC Tower	Entry and cleaning of operational areas only with prior clearance of the relevant in-charge officer. No wet floors in operational rooms at any time (slip hazard). Low-odor, non-aerosol cleaning agents in equipment rooms. Noise levels minimal during ATC operations.
AFL Vault Room and Operational Huts	High-security zone: only security-cleared staff permitted. Cleaning under supervision of PAA security officer. No photography or recording devices. Immediate reporting of any irregularity observed during cleaning.

E. ABSOLUTE OBLIGATIONS

The following obligations apply universally across all zones and shifts. None of these may be excused by any operational, financial, or manpower difficulty:

- E.1 No area within the Scope of Services shall remain unattended at any time. If staff are absent, the Service Provider must immediately deploy reserve staff. Absence of a staff member does not reduce coverage obligation.
- E.2 All consumables (toilet paper, soap, paper towels, hand sanitizer, air fresheners, seat covers) must be replenished before depletion. Running out of any consumable in any washroom or public area is a Major Service Failure attracting penalty as per penalty matrix.
- E.3 All toilets must always be kept physically dry except during active cleaning. Standing water, wet floors not being actively cleaned, and slippery surfaces are unacceptable.

- E.6 All cleaning chemicals must be compatible with the surfaces on which they are used. Use of incompatible chemicals causing damage to marble, granite, tiles, glass, stainless steel, painted surfaces, wooden finishes, or metallic works shall be recoverable at the Service Provider's risk and cost.
- E.7 Biohazard waste (body fluids, vomit, sharps, medical waste) must be handled per PCAA HSE Manual MNL-002-MSXX and applicable environmental laws. Biohazard incidents must be logged and reported to PAA within 30 minutes of occurrence.
- E.8 All staff engaged in cleaning must always wear prescribed PPE including gloves, appropriate footwear with non-slip soles, and, for chemical handling, face protection. Failure to wear PPE is a Service Violation attracting penalties.
- E.9 Cleaning operations must never obstruct passenger movement, emergency routes and exits, or airside operational areas. Wet floor warning signs must be placed immediately when wet mopping begins and removed only when the floor is fully dry.
- E.10 Cleaning equipment (trolleys, machines, buckets) must never be left unattended in passenger movement areas. Equipment must be removed or parked in designated areas between uses.
- E.11 The Service Provider shall ensure that cleaning operations in the ATC Tower, Fire stations, AFL Vault Stations, ACC and all other security-sensitive zones are conducted only with prior clearance of the relevant PAA officer and only by security-cleared staff.
- E.12 During peak Hajj/Umrah operations, the Service Provider shall deploy additional staff. Hajj pilgrims require particularly sensitive and respectful service interactions. Staff must be briefed on Hajj operational etiquette.
- E.13 All cleaning, including deep cleaning cycles, must be completed without disrupting airport operations. Deep cleaning schedules must be submitted to and approved by PAA at least 7 days in advance.

F. WASTE MANAGEMENT SYSTEM

The Service Provider shall implement and maintain a comprehensive Waste Management System in accordance with PAA policies and applicable environmental laws.

- F.1 Waste bins shall be appropriately placed, lined with PAA-approved bags, and always maintained hygienically. Bin placement maps shall be submitted to PAA at commencement and updated when changed.
- F.2 Waste bin liners shall be replaced at every two (02) hours or when the bin reaches 2/3 capacity, whichever comes first. Bins must never overflow.
- F.3 Accumulated garbage shall be collected and transported to designated dumping points as per the frequency schedule in Section 2. No garbage shall be staged in corridors, back-of-house areas, or unauthorized locations.
- F.4 Segregation of waste (general, recyclable, food waste, biohazard/medical, hazardous) shall be maintained as per PAA and regulatory requirements. Separate color-coded bin liners and containers shall be used for each waste category.

F.5 Infectious and hazardous waste (from Medical Centre, biohazard incidents, chemical waste)

G. DEEP CLEANING PROTOCOL

Deep cleaning shall be conducted in addition to routine cleaning and shall address high-traffic areas, grout lines, behind fixtures, and all surfaces not reachable during routine cleaning rounds.

- G.1 Deep cleaning shall be scheduled during lean/off-peak hours as directed by PAA. The Service Provider shall submit a deep cleaning schedule for PAA approval at least 7 days in advance.
- G.2 Deep cleaning shall include scrubbing and stripping of floor surfaces, descaling of plumbing fixtures, full wall washing, cleaning behind and under all furniture and fixtures, thorough grout cleaning, ceiling dusting and cobweb removal, full sanitization of all surfaces with approved germicidal agents, and carpet shampooing.
- G.3 Before and after deep cleaning, a joint inspection shall be conducted by the Service Provider's Supervisor and PAA's Authorized representative. Both must co-sign the deep clean completion record.
- G.4 Deep cleaning records shall be maintained in the Maintenance Logbook. Failure to conduct deep cleaning on approved schedule is a Service Deficiency attracting Rs.10,000 per area per missed cycle.
- G.5 During deep cleaning, passenger-facing areas must not be closed unless PAA provides written permission. Alternative temporary arrangements must be made by the Service Provider.

H. CONSUMABLES MANAGEMENT

All consumables shall conform to the Approved Brand List as per Appendix 'G'. The following operational obligations apply:

- H.1 Minimum buffer stock of 30 days verified average consumption must be always maintained in the designated store.
- H.2 Minimum operational stock sufficient for 12 hours of uninterrupted operation must be maintained in all janitorial rooms and toilet facility stores.
- H.3 Stock levels must be increased ahead of Hajj/Umrah season, special events, and VIP movements. Increased consumption is never an acceptable justification for shortage.
- H.4 All consumable purchases must be documented with supplier invoices showing brand name, product code, quantity, and purchase date. Monthly purchase invoices shall be available in the store of the Service Provider provider and shall be furnished to PAA on demand.
- H.5 PAA may at any time send samples of consumables for third-party laboratory testing. Cost of testing (up to 4 tests per year) shall be borne by the Service Provider. Any product failing the test shall attract penalties and shall be immediately disposed off at the cost of the Service Provider.
- H.6 Dilution, repackaging, adulteration, or substitution of approved consumables without PAA's prior written approval constitutes Material Breach: Rs.50,000 per product category per occurrence + immediate Warning.
- H.7 Physical stock counts shall be conducted monthly and recorded in the stock register. Any discrepancy between stock records and physical count is treated as misreporting and attracts

Toilet not attended within 30-minute cycle	Rs.5,000 per occurrence	KPI deduction; 3 occurrences in 1 day = Written Warning
Wet floor sign absent during mopping	Rs.3,000 per occurrence	Safety violation; PAA HSE report
Biohazard not handled per HSE Manual	Rs.15,000 per occurrence	HSE incident report; possible regulatory referral
Deep cleaning cycle missed	Rs.10,000 per area per missed cycle	Service Deficiency record
Wrong chemical used on surface causing damage	Full repair/replacement cost + Rs.25,000	Recoverable from invoice or Performance Security
Garbage accumulation/overflow in any area	Rs.10,000 per occurrence	Major Service Failure; immediate inspection escalation
Stock register discrepancy / misreporting	Rs.10,000 per discrepancy	Treated as falsification if deliberate; Material Breach
Hajj/Peak surge deployment failure	Rs.25,000/shift	PAA may engage alternate contractor at SP's risk and cost

J. ACKNOWLEDGEMENT & EXECUTION

The Service Provider acknowledges that it has read, understood, and inspected all areas described in this Appendix A prior to submission of its bid, and agrees unconditionally to perform all services to the standards specified herein. The Service Provider confirms that the MGM Schedule (Appendix D) and Machinery Schedule (Appendix B) are sized to deliver the services in this Appendix without interruption.

<p>For and on behalf of PAKISTAN AIRPORTS AUTHORITY (PAA) (Chief Operating Officer / Airport Manager, AIAP)</p> <p>Name: _____</p> <p>—</p> <p>Designation: _____</p> <p>—</p> <p>CNIC #: _____</p> <p>—</p> <p>Signature: _____</p> <p>—</p> <p>Date: _____</p> <p>—</p> <p>Official Stamp: _____</p>	<p>For and on behalf of THE SERVICE PROVIDER (M/s. _____)</p> <p>Name: _____</p> <p>—</p> <p>Designation: _____</p> <p>—</p> <p>CNIC #: _____</p> <p>—</p> <p>Signature: _____</p> <p>—</p> <p>Date: _____</p> <p>—</p> <p>Official Stamp: _____</p>
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Signature: _____

Signature: _____

Date: _____

Date: _____

BOTH PARTIES MUST INITIAL THE BOTTOM OF EVERY PAGE OF THIS APPENDIX



CLEANING MATERIALS

The following is the list of essential consumables but not limited to along with indicative specifications. Brand names mentioned are for reference to indicate minimum acceptable quality standards and shall not restrict equivalent products of equal or higher quality, subject to approval of PAA. The bidders are directed to mention brand names and submit their list of consumables for each zone.

S. No.	Consumables Description
1.	Liquid Hand Soaps (Lifebuoy, Capri, Dettol or equivalent)
2.	Liquid Hand Soap Dispensers / Handwash Dispensers (wall-mounted or counter-mounted, durable refillable type – approved quality)
3.	Handwash Bottles / Pump Bottles (for locations where dispensers are not installed – durable refillable type, approved quality)
4.	Floor /Surface Cleaner (Dettol or equivalent)
5.	Detergents and Surface Cleaners (Max, Vim or equivalent)
6.	Toilet Cleaners (Harpic, Domex or equivalent)
7.	Floor Cleaners (Harpic, Domex or equivalent)
8.	Washroom fixture / Faucet cleaner (as approved by PAA)
9.	Phenyl and Disinfectants (Rose Phenyl, Lysol or equivalent)
10.	Glass Cleaners (Glint, Windex, Shield or equivalent)
11.	Air Fresheners (Glade, Air Wick, Brisk or equivalent – automatic and manual)
12.	Sanitizers (Dettol, Purell, Shield or equivalent)
13.	Black Acid for Drain opener
14.	Tissue Rolls single Paper Towels/C Fold (White, size 10.10" x 13.20") (Rose Petal, Premier, Metropole, pacific blue or equivalent)
15.	Garbage Bags (all sizes – Dura Bag, Albayrak or equivalent)
16.	Naphthalene Balls, Urinal Cubes (local or imported)
17.	Microfiber Dusters
18.	Wet Towels
19.	Wipers (36 inch)
20.	Wet Mops
21.	Dry Mops
22.	Hand Broom
23.	Steel Bins
24.	Plastic Bins
25.	Barrication Tape
26.	Gloves
27.	Masks
28.	Water vessel (Lota)
29.	Glass cleaning equipment (viper etc.) with extendible handles

The Contractor shall, at its own cost, provide all consumables required for the operation of the machinery used in delivering the Services, in accordance with the applicable Service Standards and manufacturer recommendations. This includes, but is not limited to, OEM-recommended brushes, scrubs, wipers, and related parts. All consumables shall be of suitable quality, compatible with the machinery, and replaced as needed to ensure uninterrupted and proper performance of the Services.

KEY PERFORMANCE INDICATORS (KPI) & SERVICE PERFORMANCE STANDARD FRAMEWORK

This Appendix constitutes the binding KPI and Performance Standard framework for the Contract. All KPIs, standards, frequencies, measurement methods and penalties contained herein are contractual obligations of the Service Provider. Failure to meet any standard is Service Non-Performance and attracts the automatic penalties set out in each KPI and in Clause 11 of the RFP without requirement of separate notice.

A. PURPOSE, SCOPE & HOW TO USE THIS DOCUMENT

- A.1 This document sets out the complete Key Performance Indicator (KPI) and Service Performance Standard Framework for the Janitorial and Cleaning Services Contract at Allama Iqbal International Airport (AllAP), Lahore. It is Appendix 'C' to the Request for Proposal and forms an inseparable, binding part of the Contract Agreement executed between Pakistan Airports Authority (PAA) and the selected Service Provider.
- A.2 PAA inspectors conduct a minimum of three inspections per zone per day using the zone-specific KPI checklists. Each inspection produces a quality score for that zone. The daily scores are averaged monthly to produce the Monthly Average Score, which determines the automatic invoice deduction as per clause 4.12 of the RFP. All penalties are applied automatically without requirement of separate notice.
- A.3 The Service Provider must deploy the required manpower, machinery and consumables to achieve a score of 80% or above in every zone on every day. A score of 80% or above attracts no deduction. The Service Provider's Site Manager must self-assess against this document at the start of every shift and must address any shortfall before the PAA inspector's rounds.

B. SCORING FRAMEWORK, GRADING & DEDUCTION MATRIX

B.1 Mandatory Compliance Criteria

Before any quality scoring begins, five mandatory compliance items are checked for every zone using a binary Compliant/Non-Compliant determination. If any single item is found to be non-compliant in any zone, the quality score for that zone is automatically capped at 60%, regardless of the quality performance score achieved. The cap is applied before the deduction matrix.

Mandatory Item	Standard — Exact Requirement
MGM Fully Deployed	Minimum Guaranteed Manpower per Appendix D physically present and logged for every zone and every shift. 10% standby reserve available. Cross-zone deployment prohibited without Deputy Airport Manager written approval.
All Mandatory Machinery Operational	Every piece of zone-specific mandatory machinery (Appendix B) physically present, fueled/charged and operational at start of shift. Non-availability >24 hrs without equivalent replacement = Service Failure.
Consumables Stocked at All Facilities	Approved consumables (Appendix G) present in every washroom and public area facility, never below 50% of 12-hour operational stock. 30-day buffer in designated store. Shortage at any single location = immediate penalty.
No Bin Overflow in Any Passenger Area	No waste bin overflowing (i.e. above 2/3 full) in any passenger-facing or public area. Bin liners intact. No waste staged in corridors or unauthorized locations.
HSE Compliance — PPE, Wet Floor Signs, Chemical Handling	All staff wearing full prescribed PPE. Wet floor signs deployed during all mopping operations and removed only when floor is dry. Cleaning chemicals compatible with surfaces. No HSE violation present.

B.2 FIVE-POINT GRADING SCALE

Each KPI area is assessed using the following five-point grading scale. The inspector assigns one grade to each performance area per shift based on physical inspection findings:

Score	Grade	What the Inspector Sees	Deduction Triggered
100	CLEAN	No deficiency of any kind. White glove / odor / visual test fully met.	None
80	MINOR DEFICIENCY	Isolated lapse. Self-corrected within shift. No passenger impacts.	None (note logged)

60	SATISFACTORY	Meets minimum standard. Observable issue; corrective action required.	If monthly avg <80%
40	MAJOR DEFICIENCY	Clear failure visible to passengers. Penalty clause applies immediately.	Yes — per matrix
0	UNACCEPTABLE	Total failure. Services not rendered to any acceptable standard.	Yes — per matrix

B.3 WEIGHTED QUALITY SCORE CALCULATION

Zone A has a set of performance areas with assigned weights that sum to 100%. The inspector grades each area, multiplies by the weight, and sums to produce the Weighted Quality Score for that shift. The calculation is:

Weighted Score = Sum of (Area Grade % × Area Weight ÷ 100)

Washrooms graded 40% × weight 30% = 12.0 points. All six areas summed = Final Shift Score %.

C. ZONE A: PASSENGER TERMINAL BUILDING (PTB) KPI SCHEDULE

Zone A covers the Main Passenger Terminal Building (576,725 sq.ft.), all PAA/CAA Offices Levels 0–6 (271,626 sq.ft.), 29 Toilet Blocks, 6 Boarding Bridges, 8 Mosques and Ablution Areas, State/VIP/CIP Lounges, MI Room, Day Care Centre and all allied facilities. MGM: 87 Day / 87 Evening / 83 Night (plus 10% reserve). Zone operates 24/7, 365 days per year.

WEIGHTED SCORING AREAS: Washrooms & Ablution 30% | Floors, Surfaces & Glass 20% | Boarding Gates 15% | Escalators, Lifts & Fixtures 15% | VIP/Special Areas & Waste 10% | Operational Compliance 10%

KPI Name	Measurable Standard — Exact Inspection Criteria
Floor Cleanliness — Concourse, Lounges & Corridors	Floor entirely free from dirt, dust, grit and debris (white-glove test: cloth dragged across swept floor shows zero visible dirt). No footprints or streaks within 5 minutes of mopping. Wet floor sign in place during mopping; removed only when floor is completely dry. Machine scrubbing logbook entry per cycle.
Glass Panels, Doors & Partitions	All glass streak-free, stain-free and fingerprint-free when viewed in natural light (natural-light test). Adjacent surfaces wiped clean of any residue after glass cleaning. No smears or film on any mirror, partition or façade panel.
Walls, Pillars, False Ceilings & High Surfaces	No cobwebs, dust streaks or visible neglect on any wall, pillar, roof or false ceiling. Equipment used for heights above 3 m. Bi-weekly high-level dusting logbook entry required. Sniff test: no musty odour from ceiling voids.
Furniture, Seating, Counters & Installations	All passenger seating, counters, desks, tables and sofas dust-free and wiped clean (white-cloth test). Escalator steps, skirts, handrails, lift interiors and buttons sanitized. ATMs, FIDS screens and water dispensers' dust-free and polished. Metal surfaces streak-free with light-reflection standard.
Boarding Bridges — Per Aircraft Turnaround (6 No.)	Carpet vacuumed with power brush each turnaround; spot-treated immediately on detection. Vinyl tiles mopped/machine-washed each turnaround. All bridge surfaces fully clean before passenger boarding begins. Spill response: staff at location within 5 minutes. Monthly carpet shampooing with PAA written approval.
Toilet Attendance Cycle — 29 Blocks	Every toilet block physically attended, cleaned and logged within every 30-minute cycle. Timestamped log entry verified by PAA inspector against actual visit time. Three missed cycles in one day constitutes one Written Warning.
WC, Urinals, Basins & Fittings	WC pans, urinals, wash basins, taps and counters stain-free, scale-free and disinfected with germicidal cleaner at every clean. Germicidal cleaner use is not optional. Exhaust systems and hand dryers clean. Odour test

	passed. Only durable wall-mounted refillable dispensers — no improvised or recycled bottles permitted.
Consumables — Never Below 50% Stock	Soap, tissue rolls, paper towels, hand sanitiser, air freshener and seat covers present in every washroom facility and never below 50% of 12-hour consumption at any inspection. Approved brands per Appendix G only. Dilution, repackaging or unapproved substitution constitutes Material Breach.
Deep Toilet Sanitization	Full descaling, grout cleaning and germicidal disinfection of all fixtures, grout lines, behind-fixture surfaces and tiled walls. Pre- and post-deep-clean joint inspection; PAA co-signs completion record. Schedule submitted at least 7 days in advance and PAA-approved.
Baby Changing Rooms — 9 No.	Sanitized every 30 minutes during peak hours and after each use upon detection. Disposable liner replaced each time. No wet surfaces. Child-safe, non-toxic and fragrance-free agents only. No bleach-based products without PAA written approval. Female staff dedicated.
Mosques, Prayer Areas & Ablution — 8 No.	Prayer mats vacuumed and correctly laid before each prayer time. Mats dry, debris-free. Ablution areas cleaned and completely dried before and after each prayer. Germicidal agents used. No chemical odours during prayer. Female staff assigned exclusively to female prayer areas.
State Lounge / VIP / CIP — White-Glove Standard	White-glove standard maintained at all times. All surfaces cleaned between VIP uses. No cleaning equipment visible during any VIP presence. Zone Supervisor physically present during every VIP arrival and departure. Fragrance maintained (not overwhelming). No 'PS' or 'U' grade permitted for this area.
MI Room — Medical-Grade Standard	Medical-grade EPA-registered disinfectants on all surfaces. Biohazard waste in colour-coded bags; disposed per PCAA HSE Manual MNL-002-MSXX-2.0. All cleaning staff in full PPE (gloves, mask, apron). No fragrance sprays near equipment. Cleaning log signed by Medical Centre In-charge after each session.
Day Care Centre	Non-toxic, child-safe, fragrance-free certified agents only. No bleach-based products without PAA written approval. Floors completely dry before children re-enter. Mats and soft furnishings sanitised daily. Female staff preferred for all Day Care cleaning.
Waste Bins — Never Overflow	All bins at or below 2/3 capacity at all times. Bin liners intact and replaced every 2 hours or at 2/3 capacity (whichever comes first). No leachate. No waste staged in corridors or back-of-house areas. Garbage transported to designated dump points every 4 hours. Surprise bin check: any bin found full = immediate penalty.
Waste Segregation & Disposal	General, recyclable, food, biohazard and hazardous waste separated using colour-coded bin liners per PAA and regulatory requirements. No waste burned, disposed in drains or left in open areas. Daily transportation log (area, type, quantity, time, dump point, staff name) verified by PAA.
Manpower Deployment & MGM	Zone A MGM physically present per shift: 87 Day / 87 Evening / 83 Night. Female staff exclusively assigned to female-only areas (toilets, prayer rooms, baby changing). Zone Supervisor on-site throughout entire shift. Biometric or digital attendance records match physical deployment verified by PAA spot-check.

PPE, Uniform & Identification	All staff must wear the prescribed Zone A uniform (distinct colour scheme) and full PPE at all times, including non-slip footwear, gloves, and face protection when handling chemicals. Photo ID/Airport Entry Pass must be displayed at all times and remain clearly visible. Staff must not solicit money, tips, or any other benefit from passengers.
Cleaning Machinery — Zone A Availability	All Zone A machinery present and operational: 5× Ride-on Floor Scrubber, 5× Walk-behind Scrubber, 5× Industrial Wet/Dry Vacuum, 1× High-Pressure Jet Washer, 2× Elevated Mobile Platforms, 12× Utility Carts, 60× Wringer Buckets, 200× Recycle Bins, 50× Floor-mounted 3-compartment Bins. Machine logbook entry per use. Non-availability >24 hrs. without equivalent replacement = Service Failure.
Biohazard & Emergency Response	Staff arrive at any biohazard incident location within 10 minutes of detection or notification. Correct color-coded biohazard PPE and bags used per PCAA MNL-002-MSXX. Disposal log entry completed. PAA notified within 30 minutes. Wet floor signs: placed immediately at start of mopping, removed only when floor is completely dry.

D. ZONE B: AIRSIDE KPI SCHEDULE

Zone B covers the entire airside area (2,610,849 sq.ft.) including Apron/Parking Bays, ATC Tower, RFC/ACC/CNS, Main and Satellite Fire Stations, Hajj Lounge and Car Park, AFL Vault Stations, Baggage Makeup Area and all allied toilets and washrooms. MGM: 32 Day / 30 Evening / 23 Night (plus 10% reserve). All staff must hold valid ASF/PAA airside passes. Zone operates 24/7, 365 days per year.

KPI Name	Measurable Standard — Exact Inspection Criteria
Apron Cleanliness & FOD Prevention	Apron and all parking bays free from debris, litter and oil residue at all times. Minimum 3 mechanical sweeping cycles per shift (logbook entry per cycle). Any FOD (Foreign Object Debris/Damage) identified and physically removed within 10 minutes of detection. FOD log maintained; zero unreported FOD incidents. PAA FOD prevention protocols followed without exception.
Baggage Makeup Area — Oil & Non-Slip	Oil and grease removed from floors during every cleaning round. Floor non-slip standard maintained at all times — zero tolerance for oil puddles or wet patches. Mechanical scrubbing mandatory (logbook entry per use). Bay washing with pressure washer (oil-separator compliant drainage) at least weekly.
Oil/Fuel/Chemical Spill Response	Spill contained and fully cleaned within 15 minutes of detection or notification. Oil-separator compliant disposal only. Spill log entry: location, time detected, time cleaned, method used, disposal route. Standing untreated spills constitute immediate Major Service Failure.
Airside Waste Collection	Waste removed from all airside collection points within 30 minutes of bins reaching 2/3 capacity. No waste accumulation near aircraft stands, gates or taxiways. Transportation to designated dump point per airside waste protocol. Bins never overflowing.
ATC Tower — Offices & Toilets	Offices and toilets cleaned to full standard. Absolute prohibition: no wet floors in operational rooms (slip hazard). Absolute prohibition: no aerosols in equipment rooms. Low-odor, non-aerosol agents only throughout tower. Noise minimal during ATC operations. Entry only with prior clearance of ATC In-charge (clearance log maintained). Cleaning log signed by ATC In-charge after each session.
RFC / ACC / CNS Building	Entry and cleaning only with prior clearance of relevant in-charge officer. No wet floors in any operational room. Low-

	odor, non-aerosol agents in all equipment rooms. Cleaning log signed by RFC/ACC in-charge after each session.
AFL Vault Stations	Only individually PAA-security-cleared staff permitted. Cleaning conducted under direct supervision of PAA Security Officer throughout. No photography, mobile devices or recording equipment. Any irregularity observed reported to PAA within 15 minutes. Staff list submitted to PAA security in advance of each cleaning session.
Fire Station — Main & Satellite	Industrial-grade cleaning in vehicle service pits, maintenance workshops and SVMT areas. Oil and chemical spillage response protocol mandatory in all garage areas. Cleaning operations never obstruct or delay firefighting readiness. All cleaning suspended immediately during any active emergency response.
Hajj Lounge — Routine Operations	Arrival Hall, Departure Hall, Parking Area and Allied Roads maintained to PTB cleanliness standard. All washrooms attended within 30-minute cycle (timestamped log). Consumables at 100% availability.
Hajj/Umrah Surge Protocol	During Hajj/Umrah activation: washroom attendance cycle reduced to every 15 minutes (timestamped log). 60-day consumables stockpile maintained before season start. Additional staff deployed as directed by PAA. Biohazard response teams on standby throughout. Staff briefed on Hajj operational etiquette. Surge deployment failure: Rs.50,000 per day plus 3% monthly SLA Liquidated Damages.
Airside Washrooms — Attendance & Consumables	All airside toilet blocks attended within every 30-minute cycle. Floors dry, odour-free. Germicidal cleaner used at every clean. Soap, tissue, sanitiser present — never below 50% stock at any facility.
Fence Boundary, Drains & Perimeter	No garbage accumulation along airside fence boundary or perimeter. Storm drains clear — no blockage or standing water. All bay washing drainage oil-separator compliant. No debris of any kind creating FOD risk near the fence line.
Rodent, Pest & Wildlife Control	Zero rodent activity on airside at any time. Five rodent-catching units deployed and serviceable. Any rodent or wildlife sighting reported to PAA within 15 minutes. Fumigation conducted per PAA-approved schedule. Records maintained and available for inspection.
PPE — Reflective Jackets & Safety Gear	All airside staff in reflective safety jackets at all times on open airside. Reflective helmets worn for sun/heat protection on apron. Full PPE for chemical handling. Zero PPE violations — each: Rs.5,000 per person per day.
Access Control & Security Compliance	All Zone B staff hold valid ASF/PAA airside passes, verified at deployment each shift. No unauthorised entry incident attributable to cleaning staff. Engagement of any unverified individual in any airside zone: Rs.500,000 and immediate removal.
MGM Deployment — Zone B	Zone B MGM physically present: 32 Day / 30 Evening / 23 Night. All airside staff ASF/PAA pass-verified. AFL Vault/ATC/RFC/ACC staff individually security-cleared by PAA. Zone Supervisor (FOD-trained, airside-certified) on-site full shift. Minimum 2 documented patrol rounds per shift logged.
Zone B Machinery Availability	All Zone B mandatory equipment present and operational each shift: 2× reflective garbage trolleys, 8× FOD collection bins, 1× 4-wheel airside vehicle, 7× utility carts, 5× long-range torch lights, 5× rodent catchers, 200× airside recycle

	bins. Non-availability >24 hrs: Rs.50,000 per machine per day.
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E. ZONE C: LANDSIDE KPI SCHEDULE

Zone C covers all Landside external areas (1,535,120 sq.ft.) including Drop Lanes Levels 1 and 2, VVIP/VIP Lane, Green Belts, Paved Areas, Pedestrian Walkways and Old Car Park. MGM: 10 Day / 10 Evening / 10 Night (plus 10% reserve). Zone operates 24/7, 365 days per year.

KPI Name	Measurable Standard — Exact Inspection Criteria
Drop/Pick Lane Cleanliness (Levels 1 & 2)	Lanes swept continuously; free from litter, debris, dust and vehicle residue. Storm drains clear and unblocked. No stagnant water. Surface standard: no loose material visible on any inspection pass.
VVIP/VIP Lane — External Standard	VVIP/VIP lane litter-free, dust-free and presentable at all times. Dedicated staff assigned. Zone Supervisor present during every VIP/VVIP movement. No cleaning equipment visible during protocol arrivals or departures.
Pedestrian Walkways, Ramps & Paved Areas	All pedestrian walkways, ramps, curbs and paved areas adjacent to terminal swept, clean and obstruction-free. No trip hazards, debris or stagnant water. Oil stains treated within the same shift; pressure washing applied as required.
Green Belts, Grassy Areas & Median Strips	Green belts, grassy areas and median strips free from litter, leaf accumulation and debris. Edges clean. No refuse inside flowerbeds or planters.
Signboards, Guard Rails & Street Furniture	All landside signboards clean and legible (telescopic pole with viper used for elevated fixtures). Guard rails and barriers clean and free from dust, graffiti and debris. Trees free from heavy dust accumulation.
Outdoor Waste Bins (20 No. Dumpsters)	All outdoor bins at or below 2/3 capacity. Bin liners intact; replaced 3× daily or at 2/3 capacity. Bins clean and odour-free. Bin found overflowing: Rs.10,000 per occurrence immediately.
Waste Collection, Segregation & Disposal	Waste removed and transported to designated dump points 2× daily. General, recyclable and biohazard waste separated with colour-coded liners. No waste burned, left in open areas or disposed in drains.
Traffic Cones & Safety Barricades Deployment	20× reflective traffic cones (750 mm minimum) and 5× reflective safety barricades correctly deployed and forming a clear protective zone during all road-side and lane cleaning. Cleaning must never obstruct vehicle or pedestrian movement.
PPE & Reflective Jackets — Zone C	All Zone C cleaning staff in reflective jackets at all times in drop/pick lanes and road areas. Appropriate PPE (non-slip footwear, gloves). Cleaning only during PAA-approved hours; no peak-period obstruction without written PAA approval.
MGM Deployment — Zone C	Zone C MGM present: 10 Day / 10 Evening / 10 Night. Zone Supervisor on-site full shift. Minimum 2 documented patrol rounds per shift. Coordination with Zone E Road Supervisor documented.
Zone C Equipment Availability	20× reflective traffic cones, 5× reflective safety barricades, 8× litter pickers, 1× waste transport vehicle (mini tipper/utility pickup) — all present and operational. Non-availability >24 hrs: Rs.50,000/machine/day.

F. ZONE D: CARGO, OFFICERS' MESS & MT WORKSHOP KPI SCHEDULE

Zone D covers Cargo Complex (PAA Offices, Washrooms, Lobbies), MT Workshop and Vehicle Yard, Officers' Mess (Rooms, Kitchen, Lawn, Outdoor), Regional Office Block and Water Works Area. MGM: 16 Day / 11 Evening / 3 Night (plus 10% reserve). Regional Office Block: 09:00–17:00 shift only. Zone B cargo operations run 24/7.

KPI Name	Measurable Standard — Exact Inspection Criteria
Cargo Floors, Lobbies & Offices	Cargo complex floors (buildings, processing areas, offices, lobbies) free from dust, debris and oil stains. No litter in

	loading/unloading areas. Drainage unblocked. Sweeping continuous; wet mopping 2× daily.
Cargo Washrooms — Attendance & Consumables	All cargo washrooms attended within 30-minute cycle (timestamped log). Floors dry and odour-free. Fixtures stain-free and disinfected. Soap, tissue and sanitiser present — never below 50%.
Loading Bays, External Bins & Perimeter	No residual packaging waste in loading bays. Spills cleaned immediately. No pest-attracting accumulation. External bins ≤2/3 full. Road shoulders and perimeter clean; no stagnant water.
Workshop Floors, Pits & Yard	Industrial-grade cleaning in vehicle service pits and workshops. No waste oil, chemical residue or hazardous accumulation. Car parking areas swept and free from oil puddles.
Oil & Chemical Spill Response — MT	All oil and chemical spills cleaned within 15 minutes using approved industrial methods. Oil-separator compliant disposal. Spill log entry (location, time, method, staff).
MT Offices & Washrooms	Offices, washrooms, corridors clean; floors swept and mopped. Waste bins cleared 3× daily; liners intact. Washrooms stain-free, odour-free, fully stocked.
Rooms, Common Areas & Lounge	All rooms and common areas clean, dust-free and presentable. Floors mopped, furniture wiped, carpets vacuumed. Waste bins cleared 3× daily.
Kitchen & Food Preparation	Kitchen cleaned to food-safe standards after every use. Counters, sinks and equipment grease-free. No waste accumulation. Pest-free at all times.
Mess Washrooms	Clean, odour-free, floors dry, fixtures stain-free. Soap, tissue and sanitiser present — never below 50%. Attended 3× daily minimum.
Lawn & External Bins	Mess lawn and paved outdoor areas litter-free and tidy. External bins ≤2/3 full. Waste transported daily to dump point.
Regional Office Block (09:00–17:00)	All offices, washrooms and corridors clean during 09:00–17:00 shift. Floors swept and mopped. Waste bins cleared 3× during working hours.
Water Works Area	Pump Operator Room, HVAC Control Room and 2 washrooms clean. Floors swept and mopped. No standing water. Washrooms fully stocked.
Waste Segregation & Disposal — Zone D	General, recyclable, food, biohazard and hazardous waste separated with colour-coded liners. No burning, open disposal or drain disposal. Daily log maintained.
MGM Deployment — Zone D	Zone D MGM present: 16 Day / 11 Evening / 3 Night. Zone Supervisor on-site per shift. Female staff in female-only areas. Shift-wise deployment report submitted by 08:00.
PPE & Uniform — Zone D	All staff in prescribed Zone D uniform and full PPE (gloves, apron, face protection) for chemical and industrial cleaning. Photo ID displayed. No tobacco, pan or gutka at workplace.
Zone D Machinery Availability	1× Walk-behind Scrubber, 3× Industrial Vacuums, 2× High-pressure Jet Washers, 4× Utility Carts, 10× Wringer Buckets, 5× Dumpsters, 50× Recycle Bins — all present and operational. Non-availability >24 hrs: Rs.50,000/machine/day.

G. ZONE E: ROAD NETWORK KPI SCHEDULE

Zone E covers all landside road networks, footpaths, pedestrian walkways, median strips, roadside fixtures, signboards and external hard surfaces. MGM: 15 Day / 10 Evening / 5 Night plus 1 Supervisor per shift (plus 10% reserve). Zone operates 24/7, 365 days per year.

KPI Name	Measurable Standard — Exact Inspection Criteria
Road Surfaces — Continuous Cleanliness	Road surfaces free from litter, excessive dust and leaf accumulation at all edges. No loose material on carriageway. Mechanical Road

	Washer deployed each shift (logbook entry per use). No untreated oil stain remaining from previous shift.
Footpaths & Pedestrian Walkways	Footpaths swept and free from debris, litter and stagnant water. No loose material creating trip hazard. No broken waste bags on walkway.
Oil Stains & Surface Treatment	All oil stains on road surface identified and treated within the same shift using pressure washing (200–300 bar). No chronic untreated oil patches.
Median Strips	Median strips clean, litter-free and tidy. No debris accumulation in median channels.
Signboards — Cleanliness & Legibility	All roadside signboards clean and legible (no dust film, bird droppings or graffiti). Telescopic pole with viper/glass solution used for elevated signs.
Guard Rails, Barriers & Street Furniture	Guard rails and barriers clean and free from dust, debris and graffiti. Trees free from heavy dust accumulation.
Outdoor Waste Bins (10× Dumpsters)	All 10× wheeled dumpsters (120–240 L HDPE) at or below 2/3 capacity. Bin liners intact; replaced 3× daily or at 2/3 capacity. Bins clean and odour-free.
Waste Collection & Transport	Waste collected from all road-side points and transported to designated dump points 2× daily. No unauthorised disposal. No open burning. No drain disposal.
Drain Maintenance & Stormwater	All roadside storm drains and drain openings clear of blockage and debris. Drain rod and cutting tools used as required. No stagnant water on road surface.
Traffic Cones — 100 No. Deployment	100× reflective traffic cones (750 mm minimum) correctly deployed and forming a clear protective zone around all working staff during road-side cleaning. Zero obstruction to traffic or emergency vehicle routes.
Reflective Barricades & Approved Hours	5× reflective safety barricades correctly positioned to mark cleaning zones. All road-side cleaning within PAA-approved hours. No peak-period traffic disruption without prior PAA written approval.
PPE & Reflective Jackets — Zone E	All Zone E road-side staff in reflective jackets at all times. Non-slip footwear and gloves for chemical handling. Zero PPE violations.
MGM Deployment — Zone E	Zone E MGM: 15 Day / 10 Evening / 5 Night + 1 Supervisor per shift. Coordination with Zone C (Landside) Supervisor documented. Minimum 2 patrol rounds per shift logged.
Zone E Machinery — Availability & Utilisation	1× Mechanical Road Washer (4–6 m ³ , dust suppression), 1× Water Tanker (8,000–12,000 L with spray bar), 1× High-Pressure Jetting Machine (200–300 bar), 15× Litter Pickers and drain rod/cutting tools — all present, fueled and operational. Machine logbook entry per use. Non-availability >24 hrs: Rs.50,000/machine/day.

EPADS

EXECUTION & ACKNOWLEDGEMENT

The Service Provider confirms that it has read, understood and accepted all KPIs, standards, measurement methods, weightings, response times, deductions and penalties set out in this Appendix 'C' prior to submission of its bid. The Service Provider confirms that its financial proposal in Appendix 'F' accounts for the full cost of delivering all services to the standards specified herein, including the risk of automatic deductions.

FOR AND ON BEHALF OF PAKISTAN AIRPORTS AUTHORITY (PAA) (Chief Operating Officer / Airport Manager, AIIAP)	FOR AND ON BEHALF OF THE SERVICE PROVIDER (M/s. _____)
Name: _____	Name: _____
Designation: _____	Designation: _____
CNIC #: _____	CNIC #: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Official Stamp: _____	Official Stamp: _____






Both parties must initial the bottom of every page of this Appendix. This Appendix forms an integral, signed and inseparable part of the Contract Agreement. Any service, task, standard or obligation described herein is a contractual obligation of the Service Provider.











LIST OF EQUIPMENT AND MACHINES TO BE PROVIDED BY SERVICE PROVIDER

The following machinery and equipment will be provided by the Service Provider solely for service delivery. The Pakistan Airports Authority will not bear any purchase, repair, or maintenance costs for this machinery and equipment.

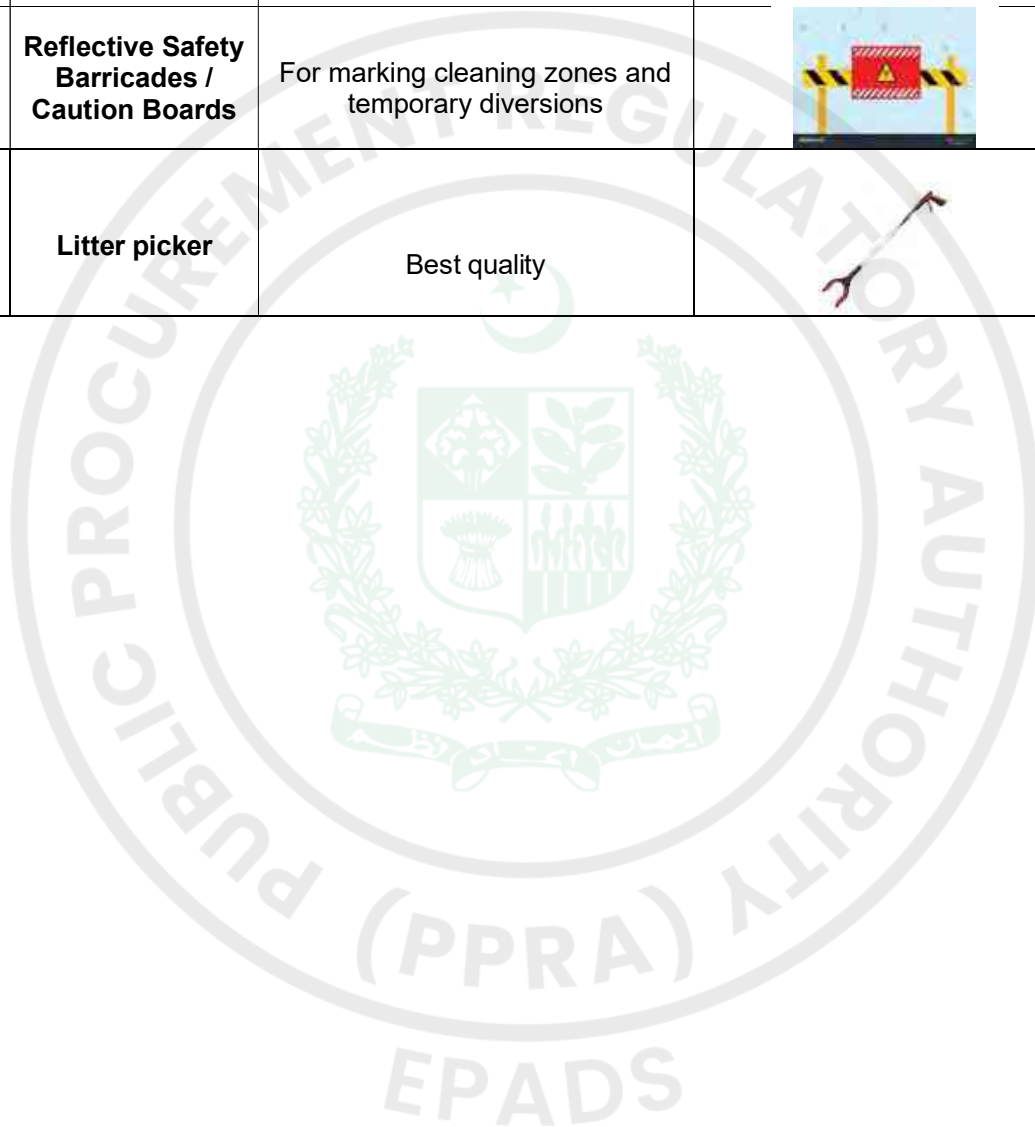
ZONE: A (PASSENGER TERMINAL BUILDING)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Ride on Floor Scrubber Karcher (BD 50/70 R Bp Pack 115 AGM) or equivalent	Drive type: Battery, Traction motor Width of brushes (mm):510, Vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 70 / 75, Battery runtime (h) max. 2.5, Aisle turning width (mm) 1650, Water consumption (ltr/min) max. 2- 3		5
2.	Walk Behind Auto Scrubber Karcher (BD 50/60 C EP Classic or equivalent)	Drive type: Mains operation Traction drive: Advance by brush rotation, working width of brushes (mm) 510, Working width/vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 60 / 60, Water consumption (ltr/min) max. 2,3		5
3.	Industrial Wet & Dry Vacuum Cleaner (Lavor) (DOZER 380 IR or equivalent)	Commercial wet/dry vacuum Cleaner, Silenced 2-stage 3-Motors (Three Motors) (3000W, Max 3600W), 80 litter tank capacity		05
4.	High Pressure - Jet washer (Karcher) (HD 6/15--4 M Classic or equivalent)	Supply voltage (Ph/V/Hz) 1/216 - 244 / 50, Flow rate (l/h) 450 – 600, Inlet temperature (°C) 60, Working pressure (bar) 70 - 150 Max. pressure (bar) 190 Connected load (kW) 3.4		1
5.	Vacuum small (Lavor or equivalent)	For small area		02







6.	Mechanized Elevated Mobile Platforms	For High Rise Cleaning		02
7.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		12
8.	Wringer bucket	With all necessary brushes, best quality		60
9.	Airport waste trolley	To be used for collection and transportation of garbage. Shall be covered. Minimum capacity 100 liters		4
10.	Telescopic pole with viper/ glass cleaning solution	For glass cleaning, best quality, For cleaning signboards and elevated roadside fixtures		10
11.	Recycle Bin Small size Pedal-operated recycling bins with pedestals and lids	For toilets		200
12.	Floor Mounted Airport waste bins (having three compartments)	Material SS brush Finish Capacity Minimum 50 liters		50
13.	Caution Sign Bords	For working area, best quality		20

ZONE B- Landside & VIP/VVIP Lanes (Area between PTB and Car Park)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Traffic Cones (Reflective, 750 mm minimum)	High visibility for road-side operations		20
2.	Reflective Safety Barricades / Caution Boards	For marking cleaning zones and temporary diversions		05
3.	Litter picker	Best quality		8




ZONE: C (AIRSIDE)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Garbage Collection Trolleys	To collect Garbage. Must have reflective tape all around		02
2.	FOD Collection Bins	To collect FODs		08
3.	Four Wheel Vehicle	For the movement of labor from one point to another.		01
4.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		07
5.	Wringer bucket	With all necessary brushes, best quality		10
6.	Floor Mounted Airport waste bins (having three compartments)	Material SS brush Finish Capacity Minimum 50 liters		10

7.	Recycle Bin Small size Pedal-operated recycling bins with pedestals and lids	For toilets Material SS brush Finish		100
8.	Caution Sign Bords	For working area, best quality		10
9.	Long Range Torch Lights	For proper navigation in dark night		05
10.	Rodent and Minor Wild Creatures Catcher	To remove Wild creatures spotted at Airside on the spot.		05

ZONE: D (CARGO COMPLEX)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Industrial Wet & Dry Vacuum Cleaner (Lavor) (DOZER 380 IR or equivalent)	Commercial wet/dry vacuum Cleaner, Silenced 2-stage 3-Motors (Three Motors) (3000W, Max 3600W), 80 litter tank capacity		03

2.	High Pressure - Jet washer (Karcher) (HD 6/15--4 M Classic or equivalent)	Supply voltage (Ph/V/Hz) 1/216 - 244 / 50, Flow rate (l/h) 450 – 600, Inlet temperature (°C) 60, Working pressure (bar) 70 - 150 Max. pressure (bar) 190 Connected load (kW) 3.4		2
3.	Vacuum small (Lavor or equivalent)	For small area		02
4.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		04
5.	Wringer bucket	With all necessary brushes, best quality		10
6.	Dumpster	For garbage collection		5
7.	Recycle Bin Small size Pedal-operated recycling bins with pedestals and lids	For toilets Material SS brush Finish		50
8.	Telescopic pole with Viper	For cleaning signboards and elevated roadside fixtures		05

9.	Caution Sign Bords	For working area, best quality		10
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ZONE: E (ROAD NETWORK)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
4.	Mechanical Road Washer	<ul style="list-style-type: none"> Capacity: 4–6 cubic meter hopper With dust suppression system 		01
5.	Dumpster (120–240 liters with wheels)	Weather-resistant HDPE material		10
6.	Traffic Cones (Reflective, 750 mm minimum)	High visibility for road-side operations		100
7.	Reflective Safety Barricades / Caution Boards	For marking cleaning zones and temporary diversions		05
8.	Litter picker	Best quality		15

PAKISTAN AIRPORTS AUTHORITY — AIAP LAHORE
MANDATORY COMPLIANCE GATE | DAILY VERIFICATION (Per RFP Clause 5.2.1)

Location:	ALL ZONES — Mandatory items verified before quality scoring begins							PAAF-XXX-LATM-2.0				
Date:				Shift:	<input type="checkbox"/> Day (06:00–14:00) <input type="checkbox"/> Evening (14:00–22:00) <input type="checkbox"/> Night (22:00–06:00)							
Inspector:				Contractor Supervisor:				Staff Deployed:				
<small>Failure of ANY SINGLE mandatory item below automatically CAPS the entire zone's quality score at 60%, regardless of the quality performance score. A 'FAIL' in any cell must be circled and the Zone score capped before completing the quality checklist. Write 'CAPPED @ 60%' on the relevant zone quality sheet.</small>												
#	Mandatory Compliance Item	Contractual Requirement	Zone A PTB	Zone B Airside	Zone C Landside	Zone D Cargo/Mess	Zone E Roads	Non-Compliance Detail	Action Taken	Time Resolved	Initials	
MC-1	MGM Fully Deployed — All Zones	Minimum Guaranteed Manpower deployed shift-wise per Appendix D. Shortfall of even 1 person per zone constitutes Service Non-Performance. 10% standby reserve must be available.	C/NC	PASS / FAIL	PASS / FAIL	PASS / FAIL	PASS / FAIL					
MC-2	Mandatory Machinery — Available & Operational	All zone-specific mandatory machinery (per Appendix B) physically present, fueled/charged, and operational. Non-availability beyond 24 hrs	C/NC	C/NC	C/NC	C/NC	C/NC					
MC-3	Consumables Stocked — Washrooms & Reserve	Washroom consumables (soap, tissue, paper towels, sanitizer, seat covers, air freshener) present and above 50% of 12-hr operational stock in every facility. 30-day buffer stock verified in designated store.	C/NC	C/NC	C/NC	C/NC	C/NC					
MC-4	No Garbage Overflow in Any Passenger Area	No waste bin overflowing in any passenger-facing area. Bins never more than 2/3 full. Bin liners intact. No waste in corridors or unauthorized locations.	C/NC	C/NC	C/NC	C/NC	C/NC					
MC-5	HSE Compliance — PPE, Wet Floor Signs, Chemical Handling	All staff wearing full prescribed PPE. Wet floor signs deployed during all mopping operations and removed only when floor is dry. Cleaning chemicals compatible with surfaces. No HSE violation present.	C/NC	C/NC	C/NC	C/NC	C/NC					
Inspector (Morning):	Signature: _____ Name: _____			Date: _____ Time: _____								
Inspector (Evening):	Signature: _____ Name: _____			Date: _____ Time: _____								
Inspector (Night):	Signature: _____ Name: _____			Date: _____ Time: _____								



MINIMUM GUARANTEED MANPOWER (MGM) SCHEDULE

This Appendix ('D') sets out the Minimum Guaranteed Manpower (MGM) that the Service Provider is contractually required to maintain, shift-by-shift and zone-by-zone, throughout the Term of the Contract. The MGM figures herein are the minimum strength the contractor needs to maintain the service standard as per the contract. Nothing in this Appendix limits PAA's right under Clause 5.6.6 of the RFP to require enhanced deployment for peak operations, Hajj/Umrah surges, VIP/VVIP movements, or emergencies.

This Appendix forms an integral and inseparable part of the Contract Agreement. Failure by the Service Provider to maintain the MGM at any time shall constitute Service Non-Performance and shall attract automatic penalties and deductions as set out in the Contract without requirement of separate notice.

A. SHIFT STRUCTURE

The following shift structure applies uniformly across all zones for the duration of the Contract:

Shift	Hours (Local PKT)	Duration	Applicability
Shift A — Day	06:00 – 14:00	8 hours	All Zones — 7 days/week, 365 days/year
Shift B — Evening	14:00 – 22:00	8 hours	All Zones — 7 days/week, 365 days/year
Shift C — Night	22:00 – 06:00	8 hours	All Zones — 7 days/week, 365 days/year

- A.1 Each zone (i.e., the designated operational area under a specific supervisor) shall conduct structured briefing sessions prior to the commencement of each shift and debriefing sessions at the conclusion of each shift.
- A.2 The designated shift supervisor shall be responsible for conducting and recording roll calls, including attendance, absences, and late arrivals, and for ensuring that this information is formally communicated to PAA management through the prescribed reporting channel.
- A.3 A mandatory overlapping handover period of not less than 15 minutes shall be maintained between outgoing and incoming shift personnel, during which both teams must be physically present at the assigned location to complete a structured handover covering operational status, ongoing tasks, and any incidents.
- A.4 Any handover conducted without such physical overlap, except in duly authorized exceptional circumstances, shall be classified as a Service Violation and may be subject to punitive action in accordance with applicable clauses of the contract agreement.

B. GENERAL OBLIGATIONS & BINDING RULES

- B.1 The MGM shall be physically present and deployed in the assigned zone at all times during each shift. Physical presence is verified by biometric attendance, PAA spot-checks, and CCTV monitoring.
- B.2 The Service Provider shall maintain a standby reserve buffer of not less than ten percent (10%) of total MGM across all zones, available for immediate deployment at its own cost.
- B.3 Manpower deployed in any zone is dedicated to that zone only. Cross-deployment between zones requires prior written approval of the Deputy Airport Manager, AIAP and is permitted only in genuine force majeure.
- B.4 Each zone must maintain its MGM independently. A shortfall in one zone cannot be offset by surplus in another zone.
- B.5 Any absence due to leave, illness, resignation, labor disputes, or internal management issues does not reduce the MGM obligation. The 10% reserve must be deployed to cover all such absences.

- B.6 All supervisory staff must be present during their shift at all times. Supervisor absence constitutes a Mandatory Compliance failure.
- B.7 Female attendants must be dedicated to all female-only areas (toilets, prayer rooms, baby changing rooms). Male attendants are not permitted in female-only areas at any time.
- B.8 All airside zone staff (Zone C) must hold valid airside passes issued by ASF/PAA at all times prior to deployment.
- B.9 AFL Vault Station, ATC Tower, and RFC/ACC area staff must be individually security-cleared by PAA before deployment.
- B.10 Pro-rata deductions for any MGM shortfall shall be applied automatically from the monthly invoice.
- B.11 The Service Provider shall provide PAA with a shift-wise deployment report every morning by 08:00 showing actual manpower deployed in each zone in each shift during the previous 24 hours.

C. ZONE A — PASSENGER TERMINAL BUILDING (PTB)

6 floors and a basement | 29 Toilet blocks | 8 Lounges | 6 Boarding Bridges | 8 Mosques/Ablution | State Lounge | VIP/VVIP Lounges

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	Toilet / Washroom Attendant (Male)	19	19	19	57	Including all the toilets in passenger lounges as well as Office blocks in PTB; One per washroom block per shift
2.	Toilet / Washroom Attendant (Female)	18	18	18	54	Including all the toilets in passenger lounges as well as Office blocks in PTB; One per washroom block per shift Female-only areas; baby changing rooms
3.	Toilet / Washroom Attendant (Male) Office Block		3			From 9 to 5 only for offices at level II, IV and V
4.	Toilet / Washroom Attendant (Female) Office Block		3			From 9 to 5 only for offices at level II, IV and V
5.	General Cleaner Concourse Hall	12	12	12	36	Sweeping, mopping, glass & furniture
6.	General Cleaner Lounges	15	15	15	45	Sweeping, mopping, Counters, glass & furniture

7.	Boarding Bridge Cleaner	4	4	4	12	Per turnaround cycle; carpet + vinyl tile
8.	VIP / State Lounge Dedicated Attendant Male	2	2	1	11	White-glove standard; supervisor present during VIP
9.	VIP / State Lounge Dedicated Attendant Female	1	1	1	3	White-glove standard; supervisor present during VIP
10.	Glass & Façade Cleaner	4	4	2	10	Interior + exterior glass, mirrors, partitions
11.	Mosque / Ablution Area Attendant (Male)	2	2	2	6	Clean before & after each prayer time
12.	Mosque / Ablution Area Attendant (Female)	1	1	1	3	Female prayer areas; dedicated female staff
13.	Waste Collection & Disposal Runner	4	4	3	11	Every 2 hrs. bin liner change; 4 hrs. to dump point
14.	Zone Supervisor	2	2	2	6	Present in zone at all times; KPI log maintenance
15.	Level 0,1,2,3,4,5,6 (Office Block Toilets)	3	3	3	14	All PAA Office block Toilets
16.	Level 0,1,2,3,4,5,6 (Office Blocks)	6				All PAA offices and Day Care Center working on 9 to 5 basis
ZONE TOTAL		99	87	83	268	

MGM defined by the client. The contractor has to make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

D. ZONE B — LANDSIDE, DROP/PICK LANES & VIP/VVIP EXTERNAL AREAS

Drop Lanes Levels 1 & 2 | VVIP/VIP Lane | Green Belts | Paved Areas

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	External Area Sweeper / Cleaner	8	8	8	24	Drop/pick lanes, VIP/VVIP Lane, pedestrian walkways, green belts
2.	Waste Collection & Disposal Runner	1	1	1	3	Every 2 hrs.; transport to dump point every 4 hrs.
3.	Zone Supervisor	1	1	1	3	Full shift coverage; log & report

ZONE TOTAL	10	10	10	30	
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MGM defined by the client. The contractor has to make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

E. ZONE C — AIRSIDE (APRON, ATC TOWER, FIRE STATIONS, RFC/ACC, HAJJ LOUNGE)

Apron/Parking Bays | ATC Tower | RFC/ACC | Main & Satellite Fire Stations | Hajj Lounge + Car Park

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	Airside General Cleaner (FOD-Trained)	12	12	10	34	FOD prevention protocol; apron & corridors
2.	Baggage Makeup Area Cleaner	4	4	4	12	Oil/grease removal; mechanical scrubbing; non-slip floor
3.	ATC Tower Cleaner Male	2	2	1	5	Offices and Toilets no aerosols in equipment rooms
4.	ATC Tower Cleaner Female	1	1	1	3	Offices and Toilets no aerosols in equipment rooms
5.	RFC / ACC / CNS Building Cleaner	3	3	2	8	Prior clearance required; low-odor agents; no wet floors in ops rooms
6.	Fire Station Cleaner (Main + Satellite)	3	3	2	8	Industrial-grade cleaning; no disruption to emergency response
7.	AFL Vault Room and Operational Huts Cleaner (Security-Cleared)	2	-	-	2	Under supervision of PAA staff; no recording devices
8.	Waste Collection & Disposal Runner	3	3	2	8	Airside waste protocol; no accumulation; transport to dump point
9.	Zone Supervisor (Airside Certified)	2	2	1	5	FOD-trained; shift-wise presence mandatory
ZONE TOTAL		32	30	23	85	

MGM defined by the client. The contractor has to make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

F. ZONE D — CARGO COMPLEX, PAA OFFICERS' MESS, MT & ALLIED OFFICES

Cargo Buildings & Warehouses | PAA Offices & Washrooms | MT Yard & Workshops | Officers' Mess (Rooms, Kitchen, Lawn, Outdoor) | Regional Offices

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
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1.	Cargo Complex Cleaner	5	5	2	12	Buildings, processing areas, washrooms; 24/7
2.	Officers' Mess Attendant (Rooms & Common Areas)	3	1	0	4	Residential & non-residential rooms, kitchen, lounge
3.	MT Workshop / Yard Cleaner	3	2	0	5	Industrial cleaning; oil & chemical spillage protocol
4.	Outdoor / Lawn & Paved Area Cleaner	2	0	0	0	Mess lawn, paved outdoor areas
5.	Waste Collection & Disposal Runner	2	2	1	5	All zones; transport to designated dump point
6.	Regional Offices	6				All PAA offices, toilet blocks/ working on 9 to 5 basis
7.	Zone Supervisor	1	1	0	2	Full shift; log maintenance; KPI compliance
ZONE TOTAL		22	11	3	28	

MGM defined by the client. The contractor must make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

G. ZONE E — ROAD NETWORK & CAR PARKS (LANDSIDE)

Internal Road Network | Footpaths | Pedestrian Walkways | Median Strips | Roadside Fixtures | Signboards | External Hard Surfaces

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	Road / Footpath Sweeper & Cleaner	15	10	5	30	Continuous; median strips, shoulders, footpaths, signage
2.	Zone Supervisor	1	1	1	3	Shift coverage; coordination with Zone B supervisor
ZONE TOTAL		16	11	6	33	(excl. 10% standby reserve)

MGM defined by the client. The contractor must make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

H. SITE MANAGEMENT & ADMINISTRATION

The following management staff are mandatory and do not count towards any zone's MGM. They represent an overhead obligation of the Service Provider:

Sr.	Designation / Role	Qty.	Responsibilities
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1.	Site Manager (Full-Time)	1	Office hours minimum; reachable 24/7; primary PAA liaison; MGM compliance, documentation & complaint resolution
2.	Assistant Site Manager / Operations Coordinator	1	Covers Site Manager absence; daily shift briefings; KPI log consolidation
3.	Store / Consumables In-Charge	1	Manages buffer stock; daily stock register; monthly PAA submission

I. CONSOLIDATED MGM SUMMARY

The following table consolidates total Minimum Guaranteed Manpower across all zones and shifts. This is the mandatory minimum staffing obligation of the Service Provider at all times.

Zone	Description	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Zone MGM	10% Reserve	Total Incl. Reserve
Zone A	Passenger Terminal Building (PTB)	99	87	83	268	27	295
Zone B	Landside, Drop/Pick Lanes & VVIP Areas	10	10	10	30	3	33
Zone C	Airside, ATC, Fire Stations, RFC	32	30	23	85	9	94
Zone D	Cargo Complex, Officers' Mess & MT Offices	22	11	3	28	3	31
Zone E	Road Network & Car Parks	16	11	6	33	3	36
Mgmt.	Site Management (non-zonal)	0	0	0	3	0	3
GRAND TOTAL		179	149	125	447	45	492

J. ACKNOWLEDGEMENT & EXECUTION

The Service Provider confirms that it has reviewed, understood, and accepted the Minimum Guaranteed Manpower schedule in this Appendix 'D' as part of its bid submission. The Service Provider confirms that its financial proposal in Appendix 'F' covers all costs associated with deployment and maintenance of the MGM and the mandatory 10% standby reserve at all times during the Contract Term.

For and on behalf of PAKISTAN AIRPORTS AUTHORITY Name: _____ Designation: _____ Signature: _____ Date: _____ Official Stamp: _____	For and on behalf of THE SERVICE PROVIDER Name: _____ Designation: _____ Signature: _____ Date: _____ Official Stamp: _____
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Both parties must initial every page of this appendix

SCHEDULE OF PRICING

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

A. MONTHLY LUMP SUM PRICE (CORE CONTRACT)

A.1 Financial Proposal

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

The bidder shall also submit a detailed breakdown of the costings supported by detailed Work Plan along with the financial proposal

A.2 TOTAL CONTRACT PRICE

A.2.1 Service Pricing (Monthly)

(Appendix 'A')

Rs. _____

(Rupees in words

_____)

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

A.2.2 Consumables Pricing (Monthly)

Rs. _____

(Rupees in words

_____)

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

A.2.3 Machinery / Equipment Pricing (Monthly)

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

Rs. _____

(Rupees in words

A.2.4 Total Bid Amount

Total Monthly Pricing:

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

Bid Amount:

Total Monthly Pricing x 12 x 3

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

A.2.5 TOTAL BID AMOUNT:

Rs. _____
(Rupees in words

B. Unit Rates for Variation (Not for Routine Payment)

S.No.	Description	Unit	Rate (PKR)
1.	Cleaning of General Areas	Per sqm per month	
2.	Cleaning of Washrooms / Toilets	Per sqm per month	
3.	Cleaning of External / Open Hard Surface Areas	Per sqm per month	

NOTE:

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

footpaths, pedestrian walkways, airside paved areas (where cleaning is permitted), median strips and associated roadside fixtures, signboards and installations as defined in the Scope of Services.



CLEANING MATERIALS

The following is the list of essential consumables but not limited to along with indicative specifications. Brand names mentioned are for reference to indicate minimum acceptable quality standards and shall not restrict equivalent products of equal or higher quality, subject to approval of PAA. The bidders are directed to mention brand names and submit their list of consumables for each zone.

S. No.	Consumables Description
1.	Liquid Hand Soaps (Lifebuoy, Capri, Dettol or equivalent)
2.	Liquid Hand Soap Dispensers / Handwash Dispensers (wall-mounted or counter-mounted, durable refillable type – approved quality)
3.	Handwash Bottles / Pump Bottles (for locations where dispensers are not installed – durable refillable type, approved quality)
4.	Floor /Surface Cleaner (Dettol or equivalent)
5.	Detergents and Surface Cleaners (Max, Vim or equivalent)
6.	Toilet Cleaners (Harpic, Domex or equivalent)
7.	Floor Cleaners (Harpic, Domex or equivalent)
8.	Washroom fixture / Faucet cleaner (as approved by PAA)
9.	Phenyl and Disinfectants (Rose Phenyl, Lysol or equivalent)
10.	Glass Cleaners (Glint, Windex, Shield or equivalent)
11.	Air Fresheners (Glade, Air Wick, Brisk or equivalent – automatic and manual)
12.	Sanitizers (Dettol, Purell, Shield or equivalent)
13.	Black Acid for Drain opener
14.	Tissue Rolls single Paper Towels/C Fold (White, size 10.10" x 13.20") (Rose Petal, Premier, Metropole, pacific blue or equivalent)
15.	Garbage Bags (all sizes – Dura Bag, Albayrak or equivalent)
16.	Naphthalene Balls, Urinal Cubes (local or imported)
17.	Microfiber Dusters
18.	Wet Towels
19.	Wipers (36 inch)
20.	Wet Mops
21.	Dry Mops
22.	Hand Broom
23.	Steel Bins
24.	Plastic Bins
25.	Barrication Tape
26.	Gloves
27.	Masks
28.	Water vessel (Lota)
29.	Glass cleaning equipment (viper etc.) with extendible handles

The Contractor shall, at its own cost, provide all consumables required for the operation of the machinery used in delivering the Services, in accordance with the applicable Service Standards and manufacturer recommendations. This includes, but is not limited to, OEM-recommended brushes, scrubs, wipers, and related parts. All consumables shall be of suitable quality, compatible with the machinery, and replaced as needed to ensure uninterrupted and proper performance of the Services.

KEY PERFORMANCE INDICATORS (KPI) & SERVICE PERFORMANCE STANDARD FRAMEWORK

This Appendix constitutes the binding KPI and Performance Standard framework for the Contract. All KPIs, standards, frequencies, measurement methods and penalties contained herein are contractual obligations of the Service Provider. Failure to meet any standard is Service Non-Performance and attracts the automatic penalties set out in each KPI and in Clause 11 of the RFP without requirement of separate notice.

A. PURPOSE, SCOPE & HOW TO USE THIS DOCUMENT

- A.1 This document sets out the complete Key Performance Indicator (KPI) and Service Performance Standard Framework for the Janitorial and Cleaning Services Contract at Allama Iqbal International Airport (AllAP), Lahore. It is Appendix 'C' to the Request for Proposal and forms an inseparable, binding part of the Contract Agreement executed between Pakistan Airports Authority (PAA) and the selected Service Provider.
- A.2 PAA inspectors conduct a minimum of three inspections per zone per day using the zone-specific KPI checklists. Each inspection produces a quality score for that zone. The daily scores are averaged monthly to produce the Monthly Average Score, which determines the automatic invoice deduction as per clause 4.12 of the RFP. All penalties are applied automatically without requirement of separate notice.
- A.3 The Service Provider must deploy the required manpower, machinery and consumables to achieve a score of 80% or above in every zone on every day. A score of 80% or above attracts no deduction. The Service Provider's Site Manager must self-assess against this document at the start of every shift and must address any shortfall before the PAA inspector's rounds.

B. SCORING FRAMEWORK, GRADING & DEDUCTION MATRIX

B.1 Mandatory Compliance Criteria

Before any quality scoring begins, five mandatory compliance items are checked for every zone using a binary Compliant/Non-Compliant determination. If any single item is found to be non-compliant in any zone, the quality score for that zone is automatically capped at 60%, regardless of the quality performance score achieved. The cap is applied before the deduction matrix.

Mandatory Item	Standard — Exact Requirement
MGM Fully Deployed	Minimum Guaranteed Manpower per Appendix D physically present and logged for every zone and every shift. 10% standby reserve available. Cross-zone deployment prohibited without Deputy Airport Manager written approval.
All Mandatory Machinery Operational	Every piece of zone-specific mandatory machinery (Appendix B) physically present, fueled/charged and operational at start of shift. Non-availability >24 hrs without equivalent replacement = Service Failure.
Consumables Stocked at All Facilities	Approved consumables (Appendix G) present in every washroom and public area facility, never below 50% of 12-hour operational stock. 30-day buffer in designated store. Shortage at any single location = immediate penalty.
No Bin Overflow in Any Passenger Area	No waste bin overflowing (i.e. above 2/3 full) in any passenger-facing or public area. Bin liners intact. No waste staged in corridors or unauthorized locations.
HSE Compliance — PPE, Wet Floor Signs, Chemical Handling	All staff wearing full prescribed PPE. Wet floor signs deployed during all mopping operations and removed only when floor is dry. Cleaning chemicals compatible with surfaces. No HSE violation present.

B.2 FIVE-POINT GRADING SCALE

Each KPI area is assessed using the following five-point grading scale. The inspector assigns one grade to each performance area per shift based on physical inspection findings:

Score	Grade	What the Inspector Sees	Deduction Triggered
100	CLEAN	No deficiency of any kind. White glove / odor / visual test fully met.	None
80	MINOR DEFICIENCY	Isolated lapse. Self-corrected within shift. No passenger impacts.	None (note logged)

60	SATISFACTORY	Meets minimum standard. Observable issue; corrective action required.	If monthly avg <80%
40	MAJOR DEFICIENCY	Clear failure visible to passengers. Penalty clause applies immediately.	Yes — per matrix
0	UNACCEPTABLE	Total failure. Services not rendered to any acceptable standard.	Yes — per matrix

B.3 WEIGHTED QUALITY SCORE CALCULATION

Zone A has a set of performance areas with assigned weights that sum to 100%. The inspector grades each area, multiplies by the weight, and sums to produce the Weighted Quality Score for that shift. The calculation is:

Weighted Score = Sum of (Area Grade % × Area Weight ÷ 100)

Washrooms graded 40% × weight 30% = 12.0 points. All six areas summed = Final Shift Score %.

C. ZONE A: PASSENGER TERMINAL BUILDING (PTB) KPI SCHEDULE

Zone A covers the Main Passenger Terminal Building (576,725 sq.ft.), all PAA/CAA Offices Levels 0–6 (271,626 sq.ft.), 29 Toilet Blocks, 6 Boarding Bridges, 8 Mosques and Ablution Areas, State/VIP/CIP Lounges, MI Room, Day Care Centre and all allied facilities. MGM: 87 Day / 87 Evening / 83 Night (plus 10% reserve). Zone operates 24/7, 365 days per year.

WEIGHTED SCORING AREAS: Washrooms & Ablution 30% | Floors, Surfaces & Glass 20% | Boarding Gates 15% | Escalators, Lifts & Fixtures 15% | VIP/Special Areas & Waste 10% | Operational Compliance 10%

KPI Name	Measurable Standard — Exact Inspection Criteria
Floor Cleanliness — Concourse, Lounges & Corridors	Floor entirely free from dirt, dust, grit and debris (white-glove test: cloth dragged across swept floor shows zero visible dirt). No footprints or streaks within 5 minutes of mopping. Wet floor sign in place during mopping; removed only when floor is completely dry. Machine scrubbing logbook entry per cycle.
Glass Panels, Doors & Partitions	All glass streak-free, stain-free and fingerprint-free when viewed in natural light (natural-light test). Adjacent surfaces wiped clean of any residue after glass cleaning. No smears or film on any mirror, partition or façade panel.
Walls, Pillars, False Ceilings & High Surfaces	No cobwebs, dust streaks or visible neglect on any wall, pillar, roof or false ceiling. Equipment used for heights above 3 m. Bi-weekly high-level dusting logbook entry required. Sniff test: no musty odour from ceiling voids.
Furniture, Seating, Counters & Installations	All passenger seating, counters, desks, tables and sofas dust-free and wiped clean (white-cloth test). Escalator steps, skirts, handrails, lift interiors and buttons sanitized. ATMs, FIDS screens and water dispensers' dust-free and polished. Metal surfaces streak-free with light-reflection standard.
Boarding Bridges — Per Aircraft Turnaround (6 No.)	Carpet vacuumed with power brush each turnaround; spot-treated immediately on detection. Vinyl tiles mopped/machine-washed each turnaround. All bridge surfaces fully clean before passenger boarding begins. Spill response: staff at location within 5 minutes. Monthly carpet shampooing with PAA written approval.
Toilet Attendance Cycle — 29 Blocks	Every toilet block physically attended, cleaned and logged within every 30-minute cycle. Timestamped log entry verified by PAA inspector against actual visit time. Three missed cycles in one day constitutes one Written Warning.
WC, Urinals, Basins & Fittings	WC pans, urinals, wash basins, taps and counters stain-free, scale-free and disinfected with germicidal cleaner at every clean. Germicidal cleaner use is not optional. Exhaust systems and hand dryers clean. Odour test

	passed. Only durable wall-mounted refillable dispensers — no improvised or recycled bottles permitted.
Consumables — Never Below 50% Stock	Soap, tissue rolls, paper towels, hand sanitiser, air freshener and seat covers present in every washroom facility and never below 50% of 12-hour consumption at any inspection. Approved brands per Appendix G only. Dilution, repackaging or unapproved substitution constitutes Material Breach.
Deep Toilet Sanitization	Full descaling, grout cleaning and germicidal disinfection of all fixtures, grout lines, behind-fixture surfaces and tiled walls. Pre- and post-deep-clean joint inspection; PAA co-signs completion record. Schedule submitted at least 7 days in advance and PAA-approved.
Baby Changing Rooms — 9 No.	Sanitized every 30 minutes during peak hours and after each use upon detection. Disposable liner replaced each time. No wet surfaces. Child-safe, non-toxic and fragrance-free agents only. No bleach-based products without PAA written approval. Female staff dedicated.
Mosques, Prayer Areas & Ablution — 8 No.	Prayer mats vacuumed and correctly laid before each prayer time. Mats dry, debris-free. Ablution areas cleaned and completely dried before and after each prayer. Germicidal agents used. No chemical odours during prayer. Female staff assigned exclusively to female prayer areas.
State Lounge / VIP / CIP — White-Glove Standard	White-glove standard maintained at all times. All surfaces cleaned between VIP uses. No cleaning equipment visible during any VIP presence. Zone Supervisor physically present during every VIP arrival and departure. Fragrance maintained (not overwhelming). No 'PS' or 'U' grade permitted for this area.
MI Room — Medical-Grade Standard	Medical-grade EPA-registered disinfectants on all surfaces. Biohazard waste in colour-coded bags; disposed per PCAA HSE Manual MNL-002-MSXX-2.0. All cleaning staff in full PPE (gloves, mask, apron). No fragrance sprays near equipment. Cleaning log signed by Medical Centre In-charge after each session.
Day Care Centre	Non-toxic, child-safe, fragrance-free certified agents only. No bleach-based products without PAA written approval. Floors completely dry before children re-enter. Mats and soft furnishings sanitised daily. Female staff preferred for all Day Care cleaning.
Waste Bins — Never Overflow	All bins at or below 2/3 capacity at all times. Bin liners intact and replaced every 2 hours or at 2/3 capacity (whichever comes first). No leachate. No waste staged in corridors or back-of-house areas. Garbage transported to designated dump points every 4 hours. Surprise bin check: any bin found full = immediate penalty.
Waste Segregation & Disposal	General, recyclable, food, biohazard and hazardous waste separated using colour-coded bin liners per PAA and regulatory requirements. No waste burned, disposed in drains or left in open areas. Daily transportation log (area, type, quantity, time, dump point, staff name) verified by PAA.
Manpower Deployment & MGM	Zone A MGM physically present per shift: 87 Day / 87 Evening / 83 Night. Female staff exclusively assigned to female-only areas (toilets, prayer rooms, baby changing). Zone Supervisor on-site throughout entire shift. Biometric or digital attendance records match physical deployment verified by PAA spot-check.

PPE, Uniform & Identification	All staff must wear the prescribed Zone A uniform (distinct colour scheme) and full PPE at all times, including non-slip footwear, gloves, and face protection when handling chemicals. Photo ID/Airport Entry Pass must be displayed at all times and remain clearly visible. Staff must not solicit money, tips, or any other benefit from passengers.
Cleaning Machinery — Zone A Availability	All Zone A machinery present and operational: 5× Ride-on Floor Scrubber, 5× Walk-behind Scrubber, 5× Industrial Wet/Dry Vacuum, 1× High-Pressure Jet Washer, 2× Elevated Mobile Platforms, 12× Utility Carts, 60× Wringer Buckets, 200× Recycle Bins, 50× Floor-mounted 3-compartment Bins. Machine logbook entry per use. Non-availability >24 hrs. without equivalent replacement = Service Failure.
Biohazard & Emergency Response	Staff arrive at any biohazard incident location within 10 minutes of detection or notification. Correct color-coded biohazard PPE and bags used per PCAA MNL-002-MSXX. Disposal log entry completed. PAA notified within 30 minutes. Wet floor signs: placed immediately at start of mopping, removed only when floor is completely dry.

D. ZONE B: AIRSIDE KPI SCHEDULE

Zone B covers the entire airside area (2,610,849 sq.ft.) including Apron/Parking Bays, ATC Tower, RFC/ACC/CNS, Main and Satellite Fire Stations, Hajj Lounge and Car Park, AFL Vault Stations, Baggage Makeup Area and all allied toilets and washrooms. MGM: 32 Day / 30 Evening / 23 Night (plus 10% reserve). All staff must hold valid ASF/PAA airside passes. Zone operates 24/7, 365 days per year.

KPI Name	Measurable Standard — Exact Inspection Criteria
Apron Cleanliness & FOD Prevention	Apron and all parking bays free from debris, litter and oil residue at all times. Minimum 3 mechanical sweeping cycles per shift (logbook entry per cycle). Any FOD (Foreign Object Debris/Damage) identified and physically removed within 10 minutes of detection. FOD log maintained; zero unreported FOD incidents. PAA FOD prevention protocols followed without exception.
Baggage Makeup Area — Oil & Non-Slip	Oil and grease removed from floors during every cleaning round. Floor non-slip standard maintained at all times — zero tolerance for oil puddles or wet patches. Mechanical scrubbing mandatory (logbook entry per use). Bay washing with pressure washer (oil-separator compliant drainage) at least weekly.
Oil/Fuel/Chemical Spill Response	Spill contained and fully cleaned within 15 minutes of detection or notification. Oil-separator compliant disposal only. Spill log entry: location, time detected, time cleaned, method used, disposal route. Standing untreated spills constitute immediate Major Service Failure.
Airside Waste Collection	Waste removed from all airside collection points within 30 minutes of bins reaching 2/3 capacity. No waste accumulation near aircraft stands, gates or taxiways. Transportation to designated dump point per airside waste protocol. Bins never overflowing.
ATC Tower — Offices & Toilets	Offices and toilets cleaned to full standard. Absolute prohibition: no wet floors in operational rooms (slip hazard). Absolute prohibition: no aerosols in equipment rooms. Low-odor, non-aerosol agents only throughout tower. Noise minimal during ATC operations. Entry only with prior clearance of ATC In-charge (clearance log maintained). Cleaning log signed by ATC In-charge after each session.
RFC / ACC / CNS Building	Entry and cleaning only with prior clearance of relevant in-charge officer. No wet floors in any operational room. Low-

	odor, non-aerosol agents in all equipment rooms. Cleaning log signed by RFC/ACC in-charge after each session.
AFL Vault Stations	Only individually PAA-security-cleared staff permitted. Cleaning conducted under direct supervision of PAA Security Officer throughout. No photography, mobile devices or recording equipment. Any irregularity observed reported to PAA within 15 minutes. Staff list submitted to PAA security in advance of each cleaning session.
Fire Station — Main & Satellite	Industrial-grade cleaning in vehicle service pits, maintenance workshops and SVMT areas. Oil and chemical spillage response protocol mandatory in all garage areas. Cleaning operations never obstruct or delay firefighting readiness. All cleaning suspended immediately during any active emergency response.
Hajj Lounge — Routine Operations	Arrival Hall, Departure Hall, Parking Area and Allied Roads maintained to PTB cleanliness standard. All washrooms attended within 30-minute cycle (timestamped log). Consumables at 100% availability.
Hajj/Umrah Surge Protocol	During Hajj/Umrah activation: washroom attendance cycle reduced to every 15 minutes (timestamped log). 60-day consumables stockpile maintained before season start. Additional staff deployed as directed by PAA. Biohazard response teams on standby throughout. Staff briefed on Hajj operational etiquette. Surge deployment failure: Rs.50,000 per day plus 3% monthly SLA Liquidated Damages.
Airside Washrooms — Attendance & Consumables	All airside toilet blocks attended within every 30-minute cycle. Floors dry, odour-free. Germicidal cleaner used at every clean. Soap, tissue, sanitiser present — never below 50% stock at any facility.
Fence Boundary, Drains & Perimeter	No garbage accumulation along airside fence boundary or perimeter. Storm drains clear — no blockage or standing water. All bay washing drainage oil-separator compliant. No debris of any kind creating FOD risk near the fence line.
Rodent, Pest & Wildlife Control	Zero rodent activity on airside at any time. Five rodent-catching units deployed and serviceable. Any rodent or wildlife sighting reported to PAA within 15 minutes. Fumigation conducted per PAA-approved schedule. Records maintained and available for inspection.
PPE — Reflective Jackets & Safety Gear	All airside staff in reflective safety jackets at all times on open airside. Reflective helmets worn for sun/heat protection on apron. Full PPE for chemical handling. Zero PPE violations — each: Rs.5,000 per person per day.
Access Control & Security Compliance	All Zone B staff hold valid ASF/PAA airside passes, verified at deployment each shift. No unauthorised entry incident attributable to cleaning staff. Engagement of any unverified individual in any airside zone: Rs.500,000 and immediate removal.
MGM Deployment — Zone B	Zone B MGM physically present: 32 Day / 30 Evening / 23 Night. All airside staff ASF/PAA pass-verified. AFL Vault/ATC/RFC/ACC staff individually security-cleared by PAA. Zone Supervisor (FOD-trained, airside-certified) on-site full shift. Minimum 2 documented patrol rounds per shift logged.
Zone B Machinery Availability	All Zone B mandatory equipment present and operational each shift: 2× reflective garbage trolleys, 8× FOD collection bins, 1× 4-wheel airside vehicle, 7× utility carts, 5× long-range torch lights, 5× rodent catchers, 200× airside recycle

	bins. Non-availability >24 hrs: Rs.50,000 per machine per day.
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E. ZONE C: LANDSIDE KPI SCHEDULE

Zone C covers all Landside external areas (1,535,120 sq.ft.) including Drop Lanes Levels 1 and 2, VVIP/VIP Lane, Green Belts, Paved Areas, Pedestrian Walkways and Old Car Park. MGM: 10 Day / 10 Evening / 10 Night (plus 10% reserve). Zone operates 24/7, 365 days per year.

KPI Name	Measurable Standard — Exact Inspection Criteria
Drop/Pick Lane Cleanliness (Levels 1 & 2)	Lanes swept continuously; free from litter, debris, dust and vehicle residue. Storm drains clear and unblocked. No stagnant water. Surface standard: no loose material visible on any inspection pass.
VVIP/VIP Lane — External Standard	VVIP/VIP lane litter-free, dust-free and presentable at all times. Dedicated staff assigned. Zone Supervisor present during every VIP/VVIP movement. No cleaning equipment visible during protocol arrivals or departures.
Pedestrian Walkways, Ramps & Paved Areas	All pedestrian walkways, ramps, curbs and paved areas adjacent to terminal swept, clean and obstruction-free. No trip hazards, debris or stagnant water. Oil stains treated within the same shift; pressure washing applied as required.
Green Belts, Grassy Areas & Median Strips	Green belts, grassy areas and median strips free from litter, leaf accumulation and debris. Edges clean. No refuse inside flowerbeds or planters.
Signboards, Guard Rails & Street Furniture	All landside signboards clean and legible (telescopic pole with viper used for elevated fixtures). Guard rails and barriers clean and free from dust, graffiti and debris. Trees free from heavy dust accumulation.
Outdoor Waste Bins (20 No. Dumpsters)	All outdoor bins at or below 2/3 capacity. Bin liners intact; replaced 3× daily or at 2/3 capacity. Bins clean and odour-free. Bin found overflowing: Rs.10,000 per occurrence immediately.
Waste Collection, Segregation & Disposal	Waste removed and transported to designated dump points 2× daily. General, recyclable and biohazard waste separated with colour-coded liners. No waste burned, left in open areas or disposed in drains.
Traffic Cones & Safety Barricades Deployment	20× reflective traffic cones (750 mm minimum) and 5× reflective safety barricades correctly deployed and forming a clear protective zone during all road-side and lane cleaning. Cleaning must never obstruct vehicle or pedestrian movement.
PPE & Reflective Jackets — Zone C	All Zone C cleaning staff in reflective jackets at all times in drop/pick lanes and road areas. Appropriate PPE (non-slip footwear, gloves). Cleaning only during PAA-approved hours; no peak-period obstruction without written PAA approval.
MGM Deployment — Zone C	Zone C MGM present: 10 Day / 10 Evening / 10 Night. Zone Supervisor on-site full shift. Minimum 2 documented patrol rounds per shift. Coordination with Zone E Road Supervisor documented.
Zone C Equipment Availability	20× reflective traffic cones, 5× reflective safety barricades, 8× litter pickers, 1× waste transport vehicle (mini tipper/utility pickup) — all present and operational. Non-availability >24 hrs: Rs.50,000/machine/day.

F. ZONE D: CARGO, OFFICERS' MESS & MT WORKSHOP KPI SCHEDULE

Zone D covers Cargo Complex (PAA Offices, Washrooms, Lobbies), MT Workshop and Vehicle Yard, Officers' Mess (Rooms, Kitchen, Lawn, Outdoor), Regional Office Block and Water Works Area. MGM: 16 Day / 11 Evening / 3 Night (plus 10% reserve). Regional Office Block: 09:00–17:00 shift only. Zone B cargo operations run 24/7.

KPI Name	Measurable Standard — Exact Inspection Criteria
Cargo Floors, Lobbies & Offices	Cargo complex floors (buildings, processing areas, offices, lobbies) free from dust, debris and oil stains. No litter in

	loading/unloading areas. Drainage unblocked. Sweeping continuous; wet mopping 2× daily.
Cargo Washrooms — Attendance & Consumables	All cargo washrooms attended within 30-minute cycle (timestamped log). Floors dry and odour-free. Fixtures stain-free and disinfected. Soap, tissue and sanitiser present — never below 50%.
Loading Bays, External Bins & Perimeter	No residual packaging waste in loading bays. Spills cleaned immediately. No pest-attracting accumulation. External bins ≤2/3 full. Road shoulders and perimeter clean; no stagnant water.
Workshop Floors, Pits & Yard	Industrial-grade cleaning in vehicle service pits and workshops. No waste oil, chemical residue or hazardous accumulation. Car parking areas swept and free from oil puddles.
Oil & Chemical Spill Response — MT	All oil and chemical spills cleaned within 15 minutes using approved industrial methods. Oil-separator compliant disposal. Spill log entry (location, time, method, staff).
MT Offices & Washrooms	Offices, washrooms, corridors clean; floors swept and mopped. Waste bins cleared 3× daily; liners intact. Washrooms stain-free, odour-free, fully stocked.
Rooms, Common Areas & Lounge	All rooms and common areas clean, dust-free and presentable. Floors mopped, furniture wiped, carpets vacuumed. Waste bins cleared 3× daily.
Kitchen & Food Preparation	Kitchen cleaned to food-safe standards after every use. Counters, sinks and equipment grease-free. No waste accumulation. Pest-free at all times.
Mess Washrooms	Clean, odour-free, floors dry, fixtures stain-free. Soap, tissue and sanitiser present — never below 50%. Attended 3× daily minimum.
Lawn & External Bins	Mess lawn and paved outdoor areas litter-free and tidy. External bins ≤2/3 full. Waste transported daily to dump point.
Regional Office Block (09:00–17:00)	All offices, washrooms and corridors clean during 09:00–17:00 shift. Floors swept and mopped. Waste bins cleared 3× during working hours.
Water Works Area	Pump Operator Room, HVAC Control Room and 2 washrooms clean. Floors swept and mopped. No standing water. Washrooms fully stocked.
Waste Segregation & Disposal — Zone D	General, recyclable, food, biohazard and hazardous waste separated with colour-coded liners. No burning, open disposal or drain disposal. Daily log maintained.
MGM Deployment — Zone D	Zone D MGM present: 16 Day / 11 Evening / 3 Night. Zone Supervisor on-site per shift. Female staff in female-only areas. Shift-wise deployment report submitted by 08:00.
PPE & Uniform — Zone D	All staff in prescribed Zone D uniform and full PPE (gloves, apron, face protection) for chemical and industrial cleaning. Photo ID displayed. No tobacco, pan or gutka at workplace.
Zone D Machinery Availability	1× Walk-behind Scrubber, 3× Industrial Vacuums, 2× High-pressure Jet Washers, 4× Utility Carts, 10× Wringer Buckets, 5× Dumpsters, 50× Recycle Bins — all present and operational. Non-availability >24 hrs: Rs.50,000/machine/day.

G. ZONE E: ROAD NETWORK KPI SCHEDULE

Zone E covers all landside road networks, footpaths, pedestrian walkways, median strips, roadside fixtures, signboards and external hard surfaces. MGM: 15 Day / 10 Evening / 5 Night plus 1 Supervisor per shift (plus 10% reserve). Zone operates 24/7, 365 days per year.

KPI Name	Measurable Standard — Exact Inspection Criteria
Road Surfaces — Continuous Cleanliness	Road surfaces free from litter, excessive dust and leaf accumulation at all edges. No loose material on carriageway. Mechanical Road

	Washer deployed each shift (logbook entry per use). No untreated oil stain remaining from previous shift.
Footpaths & Pedestrian Walkways	Footpaths swept and free from debris, litter and stagnant water. No loose material creating trip hazard. No broken waste bags on walkway.
Oil Stains & Surface Treatment	All oil stains on road surface identified and treated within the same shift using pressure washing (200–300 bar). No chronic untreated oil patches.
Median Strips	Median strips clean, litter-free and tidy. No debris accumulation in median channels.
Signboards — Cleanliness & Legibility	All roadside signboards clean and legible (no dust film, bird droppings or graffiti). Telescopic pole with viper/glass solution used for elevated signs.
Guard Rails, Barriers & Street Furniture	Guard rails and barriers clean and free from dust, debris and graffiti. Trees free from heavy dust accumulation.
Outdoor Waste Bins (10× Dumpsters)	All 10× wheeled dumpsters (120–240 L HDPE) at or below 2/3 capacity. Bin liners intact; replaced 3× daily or at 2/3 capacity. Bins clean and odour-free.
Waste Collection & Transport	Waste collected from all road-side points and transported to designated dump points 2× daily. No unauthorised disposal. No open burning. No drain disposal.
Drain Maintenance & Stormwater	All roadside storm drains and drain openings clear of blockage and debris. Drain rod and cutting tools used as required. No stagnant water on road surface.
Traffic Cones — 100 No. Deployment	100× reflective traffic cones (750 mm minimum) correctly deployed and forming a clear protective zone around all working staff during road-side cleaning. Zero obstruction to traffic or emergency vehicle routes.
Reflective Barricades & Approved Hours	5× reflective safety barricades correctly positioned to mark cleaning zones. All road-side cleaning within PAA-approved hours. No peak-period traffic disruption without prior PAA written approval.
PPE & Reflective Jackets — Zone E	All Zone E road-side staff in reflective jackets at all times. Non-slip footwear and gloves for chemical handling. Zero PPE violations.
MGM Deployment — Zone E	Zone E MGM: 15 Day / 10 Evening / 5 Night + 1 Supervisor per shift. Coordination with Zone C (Landside) Supervisor documented. Minimum 2 patrol rounds per shift logged.
Zone E Machinery — Availability & Utilisation	1× Mechanical Road Washer (4–6 m ³ , dust suppression), 1× Water Tanker (8,000–12,000 L with spray bar), 1× High-Pressure Jetting Machine (200–300 bar), 15× Litter Pickers and drain rod/cutting tools — all present, fueled and operational. Machine logbook entry per use. Non-availability >24 hrs: Rs.50,000/machine/day.

EPADS

EXECUTION & ACKNOWLEDGEMENT

The Service Provider confirms that it has read, understood and accepted all KPIs, standards, measurement methods, weightings, response times, deductions and penalties set out in this Appendix 'C' prior to submission of its bid. The Service Provider confirms that its financial proposal in Appendix 'F' accounts for the full cost of delivering all services to the standards specified herein, including the risk of automatic deductions.

FOR AND ON BEHALF OF PAKISTAN AIRPORTS AUTHORITY (PAA) (Chief Operating Officer / Airport Manager, AIIAP)	FOR AND ON BEHALF OF THE SERVICE PROVIDER (M/s. _____)
Name: _____	Name: _____
Designation: _____	Designation: _____
CNIC #: _____	CNIC #: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Official Stamp: _____	Official Stamp: _____





Both parties must initial the bottom of every page of this Appendix. This Appendix forms an integral, signed and inseparable part of the Contract Agreement. Any service, task, standard or obligation described herein is a contractual obligation of the Service Provider.











LIST OF EQUIPMENT AND MACHINES TO BE PROVIDED BY SERVICE PROVIDER

The following machinery and equipment will be provided by the Service Provider solely for service delivery. The Pakistan Airports Authority will not bear any purchase, repair, or maintenance costs for this machinery and equipment.

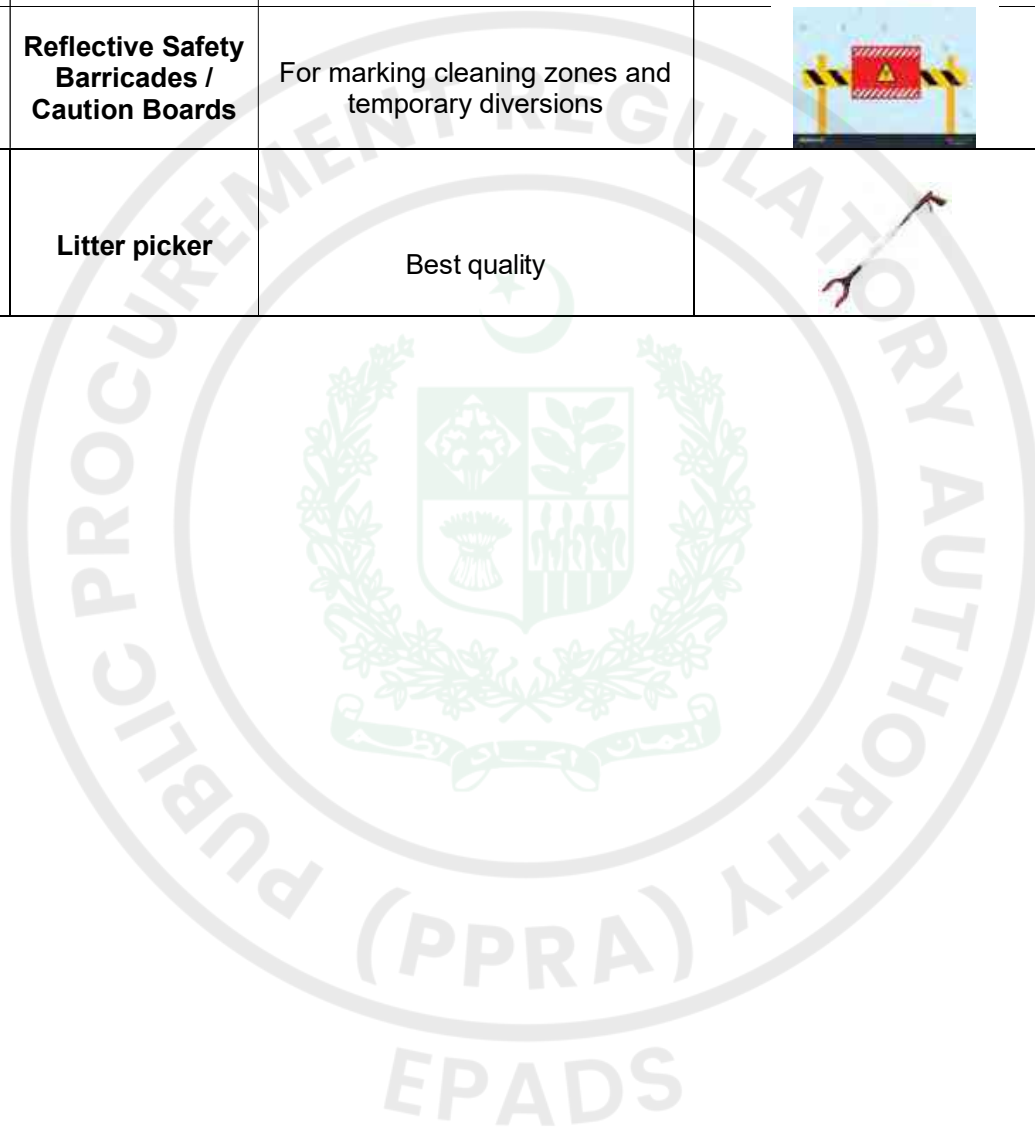
ZONE: A (PASSENGER TERMINAL BUILDING)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Ride on Floor Scrubber Karcher (BD 50/70 R Bp Pack 115 AGM) or equivalent	Drive type: Battery, Traction motor Width of brushes (mm):510, Vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 70 / 75, Battery runtime (h) max. 2.5, Aisle turning width (mm) 1650, Water consumption (ltr/min) max. 2- 3		5
2.	Walk Behind Auto Scrubber Karcher (BD 50/60 C EP Classic or equivalent)	Drive type: Mains operation Traction drive: Advance by brush rotation, working width of brushes (mm) 510, Working width/vacuuming (mm) 900, Tank of fresh/dirty water (ltr) 60 / 60, Water consumption (ltr/min) max. 2,3		5
3.	Industrial Wet & Dry Vacuum Cleaner (Lavor) (DOZER 380 IR or equivalent)	Commercial wet/dry vacuum Cleaner, Silenced 2-stage 3-Motors (Three Motors) (3000W, Max 3600W), 80 litter tank capacity		05
4.	High Pressure - Jet washer (Karcher) (HD 6/15--4 M Classic or equivalent)	Supply voltage (Ph/V/Hz) 1/216 - 244 / 50, Flow rate (l/h) 450 – 600, Inlet temperature (°C) 60, Working pressure (bar) 70 - 150 Max. pressure (bar) 190 Connected load (kW) 3.4		1
5.	Vacuum small (Lavor or equivalent)	For small area		02







6.	Mechanized Elevated Mobile Platforms	For High Rise Cleaning		02
7.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		12
8.	Wringer bucket	With all necessary brushes, best quality		60
9.	Airport waste trolley	To be used for collection and transportation of garbage. Shall be covered. Minimum capacity 100 liters		4
10.	Telescopic pole with viper/ glass cleaning solution	For glass cleaning, best quality, For cleaning signboards and elevated roadside fixtures		10
11.	Recycle Bin Small size Pedal-operated recycling bins with pedestals and lids	For toilets		200
12.	Floor Mounted Airport waste bins (having three compartments)	Material SS brush Finish Capacity Minimum 50 liters		50
13.	Caution Sign Bords	For working area, best quality		20


ZONE B- Landside & VIP/VVIP Lanes (Area between PTB and Car Park)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Traffic Cones (Reflective, 750 mm minimum)	High visibility for road-side operations		20
2.	Reflective Safety Barricades / Caution Boards	For marking cleaning zones and temporary diversions		05
3.	Litter picker	Best quality		8




ZONE: C (AIRSIDE)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Garbage Collection Trolleys	To collect Garbage. Must have reflective tape all around		02
2.	FOD Collection Bins	To collect FODs		08
3.	Four Wheel Vehicle	For the movement of labor from one point to another.		01
4.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		07
5.	Wringer bucket	With all necessary brushes, best quality		10
6.	Floor Mounted Airport waste bins (having three compartments)	Material SS brush Finish Capacity Minimum 50 liters		10

7.	Recycle Bin Small size Pedal-operated recycling bins with pedestals and lids	For toilets Material SS brush Finish		100
8.	Caution Sign Bords	For working area, best quality		10
9.	Long Range Torch Lights	For proper navigation in dark night		05
10.	Rodent and Minor Wild Creatures Catcher	To remove Wild creatures spotted at Airside on the spot.		05

ZONE: D (CARGO COMPLEX)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
1.	Industrial Wet & Dry Vacuum Cleaner (Lavor) (DOZER 380 IR or equivalent)	Commercial wet/dry vacuum Cleaner, Silenced 2-stage 3-Motors (Three Motors) (3000W, Max 3600W), 80 litter tank capacity		03

2.	High Pressure - Jet washer (Karcher) (HD 6/15--4 M Classic or equivalent)	Supply voltage (Ph/V/Hz) 1/216 - 244 / 50, Flow rate (l/h) 450 – 600, Inlet temperature (°C) 60, Working pressure (bar) 70 - 150 Max. pressure (bar) 190 Connected load (kW) 3.4		2
3.	Vacuum small (Lavor or equivalent)	For small area		02
4.	Utility Carts & Cleaning Trolleys	Organized storage of consumables and tools		04
5.	Wringer bucket	With all necessary brushes, best quality		10
6.	Dumpster	For garbage collection		5
7.	Recycle Bin Small size Pedal-operated recycling bins with pedestals and lids	For toilets Material SS brush Finish		50
8.	Telescopic pole with Viper	For cleaning signboards and elevated roadside fixtures		05

9.	Caution Sign Bords	For working area, best quality		10
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ZONE: E (ROAD NETWORK)

S. No.	Description	Specification	Picture	Qty
1	2	3	4	5
4.	Mechanical Road Washer	<ul style="list-style-type: none"> Capacity: 4–6 cubic meter hopper With dust suppression system 		01
5.	Dumpster (120–240 liters with wheels)	Weather-resistant HDPE material		10
6.	Traffic Cones (Reflective, 750 mm minimum)	High visibility for road-side operations		100
7.	Reflective Safety Barricades / Caution Boards	For marking cleaning zones and temporary diversions		05
8.	Litter picker	Best quality		15

PAKISTAN AIRPORTS AUTHORITY — AIAP LAHORE
MANDATORY COMPLIANCE GATE | DAILY VERIFICATION (Per RFP Clause 5.2.1)

Location:	ALL ZONES — Mandatory items verified before quality scoring begins							PAAF-XXX-LATM-2.0				
Date:				Shift:	<input type="checkbox"/> Day (06:00–14:00) <input type="checkbox"/> Evening (14:00–22:00) <input type="checkbox"/> Night (22:00–06:00)							
Inspector:				Contractor Supervisor:				Staff Deployed:				
<small>Failure of ANY SINGLE mandatory item below automatically CAPS the entire zone's quality score at 60%, regardless of the quality performance score. A 'FAIL' in any cell must be circled and the Zone score capped before completing the quality checklist. Write 'CAPPED @ 60%' on the relevant zone quality sheet.</small>												
#	Mandatory Compliance Item	Contractual Requirement	Zone A PTB	Zone B Airside	Zone C Landside	Zone D Cargo/Mess	Zone E Roads	Non-Compliance Detail	Action Taken	Time Resolved	Initials	
MC-1	MGM Fully Deployed — All Zones	Minimum Guaranteed Manpower deployed shift-wise per Appendix D. Shortfall of even 1 person per zone constitutes Service Non-Performance. 10% standby reserve must be available.	C/NC	PASS / FAIL	PASS / FAIL	PASS / FAIL	PASS / FAIL					
MC-2	Mandatory Machinery — Available & Operational	All zone-specific mandatory machinery (per Appendix B) physically present, fueled/charged, and operational. Non-availability beyond 24 hrs	C/NC	C/NC	C/NC	C/NC	C/NC					
MC-3	Consumables Stocked — Washrooms & Reserve	Washroom consumables (soap, tissue, paper towels, sanitizer, seat covers, air freshener) present and above 50% of 12-hr operational stock in every facility. 30-day buffer stock verified in designated store.	C/NC	C/NC	C/NC	C/NC	C/NC					
MC-4	No Garbage Overflow in Any Passenger Area	No waste bin overflowing in any passenger-facing area. Bins never more than 2/3 full. Bin liners intact. No waste in corridors or unauthorized locations.	C/NC	C/NC	C/NC	C/NC	C/NC					
MC-5	HSE Compliance — PPE, Wet Floor Signs, Chemical Handling	All staff wearing full prescribed PPE. Wet floor signs deployed during all mopping operations and removed only when floor is dry. Cleaning chemicals compatible with surfaces. No HSE violation present.	C/NC	C/NC	C/NC	C/NC	C/NC					
Inspector (Morning):	Signature: _____ Name: _____			Date: _____ Time: _____								
Inspector (Evening):	Signature: _____ Name: _____			Date: _____ Time: _____								
Inspector (Night):	Signature: _____ Name: _____			Date: _____ Time: _____								



MINIMUM GUARANTEED MANPOWER (MGM) SCHEDULE

This Appendix ('D') sets out the Minimum Guaranteed Manpower (MGM) that the Service Provider is contractually required to maintain, shift-by-shift and zone-by-zone, throughout the Term of the Contract. The MGM figures herein are the minimum strength the contractor needs to maintain the service standard as per the contract. Nothing in this Appendix limits PAA's right under Clause 5.6.6 of the RFP to require enhanced deployment for peak operations, Hajj/Umrah surges, VIP/VVIP movements, or emergencies.

This Appendix forms an integral and inseparable part of the Contract Agreement. Failure by the Service Provider to maintain the MGM at any time shall constitute Service Non-Performance and shall attract automatic penalties and deductions as set out in the Contract without requirement of separate notice.

A. SHIFT STRUCTURE

The following shift structure applies uniformly across all zones for the duration of the Contract:

Shift	Hours (Local PKT)	Duration	Applicability
Shift A — Day	06:00 – 14:00	8 hours	All Zones — 7 days/week, 365 days/year
Shift B — Evening	14:00 – 22:00	8 hours	All Zones — 7 days/week, 365 days/year
Shift C — Night	22:00 – 06:00	8 hours	All Zones — 7 days/week, 365 days/year

- A.1 Each zone (i.e., the designated operational area under a specific supervisor) shall conduct structured briefing sessions prior to the commencement of each shift and debriefing sessions at the conclusion of each shift.
- A.2 The designated shift supervisor shall be responsible for conducting and recording roll calls, including attendance, absences, and late arrivals, and for ensuring that this information is formally communicated to PAA management through the prescribed reporting channel.
- A.3 A mandatory overlapping handover period of not less than 15 minutes shall be maintained between outgoing and incoming shift personnel, during which both teams must be physically present at the assigned location to complete a structured handover covering operational status, ongoing tasks, and any incidents.
- A.4 Any handover conducted without such physical overlap, except in duly authorized exceptional circumstances, shall be classified as a Service Violation and may be subject to punitive action in accordance with applicable clauses of the contract agreement.

B. GENERAL OBLIGATIONS & BINDING RULES

- B.1 The MGM shall be physically present and deployed in the assigned zone at all times during each shift. Physical presence is verified by biometric attendance, PAA spot-checks, and CCTV monitoring.
- B.2 The Service Provider shall maintain a standby reserve buffer of not less than ten percent (10%) of total MGM across all zones, available for immediate deployment at its own cost.
- B.3 Manpower deployed in any zone is dedicated to that zone only. Cross-deployment between zones requires prior written approval of the Deputy Airport Manager, AIAP and is permitted only in genuine force majeure.
- B.4 Each zone must maintain its MGM independently. A shortfall in one zone cannot be offset by surplus in another zone.
- B.5 Any absence due to leave, illness, resignation, labor disputes, or internal management issues does not reduce the MGM obligation. The 10% reserve must be deployed to cover all such absences.

- B.6 All supervisory staff must be present during their shift at all times. Supervisor absence constitutes a Mandatory Compliance failure.
- B.7 Female attendants must be dedicated to all female-only areas (toilets, prayer rooms, baby changing rooms). Male attendants are not permitted in female-only areas at any time.
- B.8 All airside zone staff (Zone C) must hold valid airside passes issued by ASF/PAA at all times prior to deployment.
- B.9 AFL Vault Station, ATC Tower, and RFC/ACC area staff must be individually security-cleared by PAA before deployment.
- B.10 Pro-rata deductions for any MGM shortfall shall be applied automatically from the monthly invoice.
- B.11 The Service Provider shall provide PAA with a shift-wise deployment report every morning by 08:00 showing actual manpower deployed in each zone in each shift during the previous 24 hours.

C. ZONE A — PASSENGER TERMINAL BUILDING (PTB)

6 floors and a basement | 29 Toilet blocks | 8 Lounges | 6 Boarding Bridges | 8 Mosques/Ablution | State Lounge | VIP/VVIP Lounges

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	Toilet / Washroom Attendant (Male)	19	19	19	57	Including all the toilets in passenger lounges as well as Office blocks in PTB; One per washroom block per shift
2.	Toilet / Washroom Attendant (Female)	18	18	18	54	Including all the toilets in passenger lounges as well as Office blocks in PTB; One per washroom block per shift Female-only areas; baby changing rooms
3.	Toilet / Washroom Attendant (Male) Office Block		3			From 9 to 5 only for offices at level II, IV and V
4.	Toilet / Washroom Attendant (Female) Office Block		3			From 9 to 5 only for offices at level II, IV and V
5.	General Cleaner Concourse Hall	12	12	12	36	Sweeping, mopping, glass & furniture
6.	General Cleaner Lounges	15	15	15	45	Sweeping, mopping, Counters, glass & furniture

7.	Boarding Bridge Cleaner	4	4	4	12	Per turnaround cycle; carpet + vinyl tile
8.	VIP / State Lounge Dedicated Attendant Male	2	2	1	11	White-glove standard; supervisor present during VIP
9.	VIP / State Lounge Dedicated Attendant Female	1	1	1	3	White-glove standard; supervisor present during VIP
10.	Glass & Façade Cleaner	4	4	2	10	Interior + exterior glass, mirrors, partitions
11.	Mosque / Ablution Area Attendant (Male)	2	2	2	6	Clean before & after each prayer time
12.	Mosque / Ablution Area Attendant (Female)	1	1	1	3	Female prayer areas; dedicated female staff
13.	Waste Collection & Disposal Runner	4	4	3	11	Every 2 hrs. bin liner change; 4 hrs. to dump point
14.	Zone Supervisor	2	2	2	6	Present in zone at all times; KPI log maintenance
15.	Level 0,1,2,3,4,5,6 (Office Block Toilets)	3	3	3	14	All PAA Office block Toilets
16.	Level 0,1,2,3,4,5,6 (Office Blocks)	6				All PAA offices and Day Care Center working on 9 to 5 basis
ZONE TOTAL		99	87	83	268	

MGM defined by the client. The contractor has to make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

D. ZONE B — LANDSIDE, DROP/PICK LANES & VIP/VVIP EXTERNAL AREAS

Drop Lanes Levels 1 & 2 | VVIP/VIP Lane | Green Belts | Paved Areas

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	External Area Sweeper / Cleaner	8	8	8	24	Drop/pick lanes, VIP/VVIP Lane, pedestrian walkways, green belts
2.	Waste Collection & Disposal Runner	1	1	1	3	Every 2 hrs.; transport to dump point every 4 hrs.
3.	Zone Supervisor	1	1	1	3	Full shift coverage; log & report

ZONE TOTAL	10	10	10	30	
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MGM defined by the client. The contractor has to make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

E. ZONE C — AIRSIDE (APRON, ATC TOWER, FIRE STATIONS, RFC/ACC, HAJJ LOUNGE)

Apron/Parking Bays | ATC Tower | RFC/ACC | Main & Satellite Fire Stations | Hajj Lounge + Car Park

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	Airside General Cleaner (FOD-Trained)	12	12	10	34	FOD prevention protocol; apron & corridors
2.	Baggage Makeup Area Cleaner	4	4	4	12	Oil/grease removal; mechanical scrubbing; non-slip floor
3.	ATC Tower Cleaner Male	2	2	1	5	Offices and Toilets no aerosols in equipment rooms
4.	ATC Tower Cleaner Female	1	1	1	3	Offices and Toilets no aerosols in equipment rooms
5.	RFC / ACC / CNS Building Cleaner	3	3	2	8	Prior clearance required; low-odor agents; no wet floors in ops rooms
6.	Fire Station Cleaner (Main + Satellite)	3	3	2	8	Industrial-grade cleaning; no disruption to emergency response
7.	AFL Vault Room and Operational Huts Cleaner (Security-Cleared)	2	-	-	2	Under supervision of PAA staff; no recording devices
8.	Waste Collection & Disposal Runner	3	3	2	8	Airside waste protocol; no accumulation; transport to dump point
9.	Zone Supervisor (Airside Certified)	2	2	1	5	FOD-trained; shift-wise presence mandatory
ZONE TOTAL		32	30	23	85	

MGM defined by the client. The contractor has to make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

F. ZONE D — CARGO COMPLEX, PAA OFFICERS' MESS, MT & ALLIED OFFICES

Cargo Buildings & Warehouses | PAA Offices & Washrooms | MT Yard & Workshops | Officers' Mess (Rooms, Kitchen, Lawn, Outdoor) | Regional Offices

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
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1.	Cargo Complex Cleaner	5	5	2	12	Buildings, processing areas, washrooms; 24/7
2.	Officers' Mess Attendant (Rooms & Common Areas)	3	1	0	4	Residential & non-residential rooms, kitchen, lounge
3.	MT Workshop / Yard Cleaner	3	2	0	5	Industrial cleaning; oil & chemical spillage protocol
4.	Outdoor / Lawn & Paved Area Cleaner	2	0	0	0	Mess lawn, paved outdoor areas
5.	Waste Collection & Disposal Runner	2	2	1	5	All zones; transport to designated dump point
6.	Regional Offices	6				All PAA offices, toilet blocks/ working on 9 to 5 basis
7.	Zone Supervisor	1	1	0	2	Full shift; log maintenance; KPI compliance
ZONE TOTAL		22	11	3	28	

MGM defined by the client. The contractor must make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

G. ZONE E — ROAD NETWORK & CAR PARKS (LANDSIDE)

Internal Road Network | Footpaths | Pedestrian Walkways | Median Strips | Roadside Fixtures | Signboards | External Hard Surfaces

Sr.	Designation / Role	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Total per Role	Operational Notes
1.	Road / Footpath Sweeper & Cleaner	15	10	5	30	Continuous; median strips, shoulders, footpaths, signage
2.	Zone Supervisor	1	1	1	3	Shift coverage; coordination with Zone B supervisor
ZONE TOTAL		16	11	6	33	(excl. 10% standby reserve)

MGM defined by the client. The contractor must make the assessment after detailed survey of the facilities and incorporate in the work plan. This excludes 10% standby reserve)

H. SITE MANAGEMENT & ADMINISTRATION

The following management staff are mandatory and do not count towards any zone's MGM. They represent an overhead obligation of the Service Provider:

Sr.	Designation / Role	Qty.	Responsibilities
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1.	Site Manager (Full-Time)	1	Office hours minimum; reachable 24/7; primary PAA liaison; MGM compliance, documentation & complaint resolution
2.	Assistant Site Manager / Operations Coordinator	1	Covers Site Manager absence; daily shift briefings; KPI log consolidation
3.	Store / Consumables In-Charge	1	Manages buffer stock; daily stock register; monthly PAA submission

I. CONSOLIDATED MGM SUMMARY

The following table consolidates total Minimum Guaranteed Manpower across all zones and shifts. This is the mandatory minimum staffing obligation of the Service Provider at all times.

Zone	Description	Shift A (Day)	Shift B (Eve)	Shift C (Night)	Zone MGM	10% Reserve	Total Incl. Reserve
Zone A	Passenger Terminal Building (PTB)	99	87	83	268	27	295
Zone B	Landside, Drop/Pick Lanes & VVIP Areas	10	10	10	30	3	33
Zone C	Airside, ATC, Fire Stations, RFC	32	30	23	85	9	94
Zone D	Cargo Complex, Officers' Mess & MT Offices	22	11	3	28	3	31
Zone E	Road Network & Car Parks	16	11	6	33	3	36
Mgmt.	Site Management (non-zonal)	0	0	0	3	0	3
GRAND TOTAL		179	149	125	447	45	492

J. ACKNOWLEDGEMENT & EXECUTION

The Service Provider confirms that it has reviewed, understood, and accepted the Minimum Guaranteed Manpower schedule in this Appendix 'D' as part of its bid submission. The Service Provider confirms that its financial proposal in Appendix 'F' covers all costs associated with deployment and maintenance of the MGM and the mandatory 10% standby reserve at all times during the Contract Term.

<p>For and on behalf of PAKISTAN AIRPORTS AUTHORITY</p> <p>Name: _____</p> <p>Designation: _____</p> <p>Signature: _____</p> <p>Date: _____</p> <p>Official Stamp: _____</p>	<p>For and on behalf of THE SERVICE PROVIDER</p> <p>Name: _____</p> <p>Designation: _____</p> <p>Signature: _____</p> <p>Date: _____</p> <p>Official Stamp: _____</p>
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Both parties must initial every page of this appendix

SCHEDULE OF PRICING

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

A. MONTHLY LUMP SUM PRICE (CORE CONTRACT)

A.1 Financial Proposal

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

The bidder shall also submit a detailed breakdown of the costings supported by detailed Work Plan along with the financial proposal

A.2 TOTAL CONTRACT PRICE

A.2.1 Service Pricing (Monthly)

(Appendix 'A')

Rs. _____

(Rupees in words _____)

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

A.2.2 Consumables Pricing (Monthly)

Rs. _____

(Rupees in words _____)

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

A.2.3 Machinery / Equipment Pricing (Monthly)

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

Rs. _____

(Rupees in words _____)

A.2.4 Total Bid Amount

Total Monthly Pricing:

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

Bid Amount:

Total Monthly Pricing x 12 x 3

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

A.2.5 TOTAL BID AMOUNT:

Rs. _____
(Rupees in words

B. Unit Rates for Variation (Not for Routine Payment)

S.No.	Description	Unit	Rate (PKR)
1.	Cleaning of General Areas	Per sqm per month	
2.	Cleaning of Washrooms / Toilets	Per sqm per month	
3.	Cleaning of External / Open Hard Surface Areas	Per sqm per month	

NOTE:

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

footpaths, pedestrian walkways, airside paved areas (where cleaning is permitted), median strips and associated roadside fixtures, signboards and installations as defined in the Scope of Services.



This Appendix A constitutes the binding Scope of Services for the Contract for Janitorial and Cleaning Services at Allama Iqbal International Airport, Lahore (the Contract). It forms an integral, signed, and inseparable part of the Contract Agreement. Any service, task, standard, or obligation described herein is a contractual obligation of the Service Provider. Failure to perform any service to the standard specified is Service Non-Performance and shall attract the penalties, deductions, and remedies set out in of the Contract.

The following principle governs interpretation of this Appendix: the facilities must be always maintained at the highest international airport standard. This is not a guideline; it is a contractual standard. The phrase 'as needed' wherever it appears shall be interpreted to mean as frequently as necessary to ensure compliance with the service standards in Section 3 of this Appendix, as determined by PAA in its sole discretion

A. SECTION 1 — FACILITIES, AREAS & SCOPE TABLE

The following table lists all contracted facilities and areas with their actual dimensions (to be surveyed and confirmed by the bidder before Bid Submission) as recorded in PAA records for AIAP. All 5 facility zones below are within the scope of this Contract. The Service Provider confirms it has inspected and accepted all areas prior to execution of this Contract.

Facility / Area	Size (Sq.Ft.)	No. of Facilities	Frequency	Services Required
ZONE A				
6 floors and a basement 29 Toilet blocks 8 Lounges 6 Boarding Bridges 8 Mosques/Ablution State Lounge VIP/VVIP Lounges (complete terminal building excluding airside offices and control tower)				
Passenger Terminal Building (PTB) (Lounges, Toilets, Concourse Hall, Boarding Bridges, State Lounge, Mosques/ Ablution Areas)	576,725	43 Toilet Blocks Restrooms 15 Baby Changing Rooms, 15 Toilets for Special Needs persons, 8 Lounges, Mezzanine Floors 1 State Lounge 6 Boarding Bridges 8 Mosques/ Ablution Areas/ Mezzanine Kitchen/ Concourse Hall / Roof of PTB/ VIP/ VVIP Lounges	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
Offices / Office Blocks / Corridors (All PAA Offices, Levels 0–6, Landside)	271,626	All PAA & PAA Offices at Levels 0,1,2,3,4,5,6 All Allied Toilets/Washrooms	Daily (Office Hours + 24/7 Washrooms as defined in Appendix D)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, Vacuuming, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance

				mopping, scrubbing, Vacuuming, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
Day Care Centre	450	1 Hall	Continuous (Child-Safe Standards)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, Vacuuming, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
ZONE B				
Drop Lanes, VVIP/VIP Lane, Green Belts, Paved Areas, Pedestrian Areas)	1,535,120	2 Drop Lanes (Levels 1 & 2) VVIP Lane / VIP Lane/ Old Car Park Grassy Areas / Green Belts Paved Areas adjacent to Car Park	Daily (Continuous)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management.
ZONE C				
Airside Area (Level 1 to Control Tower: Offices, Baggage Makeup, Apron, Stairways, Escalators, Elevators, Ramps)	2,610,849	All PAA Offices/ Corridors All Allied Washrooms Stairways, Elevator, Ramps/ Baggage Makeup Area & Washrooms/ Apron /Parking Bays/ Exterior Fixed Staircases of Boarding Bridges	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific

Roads)			Movements)	mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application.
ATC Tower	As per floor plan	ATC Tower including associated Stairs, Emergency Stairwell, offices, washrooms, rest areas, kitchen and equipment rooms	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
ACC Building	As per floor plan	All offices, Parking areas sheds, Halls, stores, toilets, Rest rooms, and all allied facilities	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
Fire Station (Main + Satellite)	Per Floor Plan	Main: 6 Garages, 1 Vehicle Service Pit, 1 Mosque, 4 Offices, 1 Training Hall, 2 Office Lobbies, 3 Washrooms, 1 Watch Room, 1 Record Room Satellite: 6 Garages, 1 Vehicle Service Pit, SVMT Areas (In-charge room, electrician room, maintenance workshop, B.A. Compressor room), 2	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.

Station and operational huts	Per Floor Plan			All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
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ZONE D

Cargo Complex AllAP (PAA Offices, Washrooms, Lobbies,)		Cargo Buildings, warehouses under use of PAA, cargo processing areas, All PAA offices, washrooms, and associated facilities	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
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PAA MT Yard	Per Floor Plan	All PAA Offices, Washrooms, Corridors, Lobbies, Staff Kitchens Car Parking, service areas, workshops, and all allied facilities	Continuous (24/7)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
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Regional Office Block		All PAA Offices, Washrooms, Corridors, Lobbies, Staff Kitchens Car Parking and peripheral areas, All Plant Rooms	General Shift (9am to 5pm)	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing,
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			Room, 2 Washrooms		standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
AllIAP Mess	Officers	Per Floor Plan	All halls, rooms, washrooms, kitchen areas, outdoor areas, lawns	Continuous	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, mopping, scrubbing, toilet sanitization, consumable replenishment, glass cleaning, metal polishing, deep cleaning, waste management, and fragrance application. Zone-specific requirements noted in Section 4.
ZONE E					
Road Networks		As per Floor Plan	Landside road networks, footpaths, pedestrian walkways, median strips, roadside fixtures, signboards, and external hard surfaces	Continuous	As per Section 3 Service Standards below. All standard services apply to this zone including sweeping, washing, consumable replenishment, signage cleaning, waste management

B. SECTION 2: CLEANING FREQUENCY SCHEDULE (MANDATORY MINIMUM FREQUENCIES)

- B.1 The frequencies below are the contractual minimum. The Service Provider must increase frequency whenever operational conditions, passenger volume, complaint data, or PAA instructions require it.
- B.2 'As needed' means at least as frequently as the minimum specified. PAA may increase frequencies at any time by written instruction at no additional cost.

Cleaning Task	PTB Airside (Passenger-Facing)	Offices Admin Areas	Internal Roads Apron /External Road	Cargo / Specialized	Enforcement Standard (PAA may demand evidence)
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Deep Clean & Sanitize	Every visit (active attendance)	1x Daily as needed	N/A	2x Daily	Toilet attendance log with timestamps Toilet inspection check list
Consumable Replenishment	Every visit (never below 50% stock)	Every shift	Every Shift	Every shift	Physical stock verification at each inspection
Glass & Mirror Cleaning	2x Daily	1x Daily	As needed	1x Daily	Streak-free; photographic evidence available on request
Floor Mechanical Scrubbing / Road Washing	Twice Daily (off-peak hours)	Weekly	Daily	Weekly	Machine logbook entry required
Metal Polishing	Daily	Weekly	Weekly	Weekly	Shine standard as per Section 3 of this Appendix
Waste Bin Liner Replacement	Every 2 hours or when 2/3 full	1x Daily	1x Daily	3x Daily	Bin must never overflow; immediate penalty if found full
Garbage Collection to Dump Points	Every 4 hours	1x Daily	1x Daily	1x daily	Transportation log required; no accumulation in corridors
Deep Cleaning	Daily (lean hours, per zone plan)	Weekly	N/A	Weekly	PAA must approve and co-sign deep clean schedule
Carpet Vacuuming	Daily	3x Weekly	N/A	3x Weekly	Log entry; spot treatment immediate upon detection
Carpet Shampooing	Monthly or as directed by PAA	Monthly	N/A	N/A	PAA written approval required; 24 hrs. drying time plan
Prayer Mat Vacuuming	After each prayer time	As available	N/A	As available	Dedicated female/male staff; Must be dry and free of dirt before

Fragrance Application	Every 2 hours	Every 4 hours	N/A	N/A	<i>Level not to be overwhelming; passenger feedback shall be monitored</i>
Water Dispenser Cleaning	Daily	Daily	N/A	Daily	<i>Internal reservoir disinfection weekly</i>
High-Level Dusting / Cobwebs	Bi-Weekly	Weekly	N/A	Weekly	<i>equipment required for heights above 3m</i>
Roof / External Glazing Cleaning	Monthly	Monthly	N/A	Monthly	<i>Height access equipment: PAA H&S clearance required</i>
Bay Washing (Airside)	Weekly	N/A	N/A	N/A	<i>Pressure washer;</i>

C. SECTION 3 SERVICE STANDARDS (BINDING CLEANLINESS BENCHMARKS)

- C.1 The following standards are binding contractual benchmarks. A surface or area shall not be considered clean until it meets the standard specified.
- C.2 PAA inspection teams shall apply these standards at every inspection. Failure to meet any standard shall trigger immediate penalty per the applicable KPI and penalty matrix.

Surface/Task	Minimum Acceptable Standard	Enforcement Test (PAA Inspection)
Sweeping	Floor entirely free from dirt, dust, grit, lint, and debris	White glove test: cloth dragged across swept floor must show no visible dirt
Wet/Damp Mopping	No dirt, marks, film, streaks, or standing water. Never on carpeted surfaces	Visual inspection; no footprints, streaks, or water pooling within 5 minutes of mopping
Toilet Sanitization	Free of all stains, odors, deposits. Surfaces bright and dry. Germicidal cleaner must be used at every clean	Toilet attendance log and checklists reviewed; odor test; surface shine check; moisture check
Toilet Consumables	Never below 50% of per 12-hour consumption. Soap dispensers full; paper rolls not exhausted	Physical stock check at every inspection. Shortage = immediate penalty
Glass Cleaning	No streaks, film, deposits, or stains. Uniformly bright. Adjacent surfaces wiped clean	Natural light inspection test; photographic evidence on request
Metal Polishing	Free of streaks, deposits, tarnish.	Visual inspection; light reflection

Carpet Upholstery	Free of dirt, dust, stains, odors, deposits, and cleaning solution residue	Odor test; visual, fiber inspection under torch light
Dusting	Free of dust, lint, cobwebs on all horizontal and vertical surfaces	White cloth test on all horizontal surfaces; check above doors and on ceiling fixtures
Waste Management	Bins never more than 2/3 full. Bins free of leachate. No overflow. No waste in corridors	Surprise bin checks; immediate penalty if bin found full or leaking
Deep Cleaning	Areas return to near-original condition. All embedded dirt, biofilm, and mineral deposits removed	Pre and post deep clean inspection; PAA co-signs completion
Fragrance	Present but not overwhelming. No lingering unpleasant odors in any area	Odor test; passenger feedback monitoring; PAA sensory assessment
Biohazard Handling	All biohazard waste (blood, vomit, sharps) handled per PCAA HSE Manual MNL-002-MSXX	Response time ≤5 minutes; correct PPE used; designated biohazard bags; disposal log entry
Scrubbing	All surfaces free from embedded dirt, solutions, film, stains, and standing water after scrubbing. Plain water rinse must follow immediately	Post-scrub inspection; water rinse confirmation; no residue

D. SECTION 4- ZONE-SPECIFIC ENFORCEABLE REQUIREMENTS

D.1 The following requirements apply specifically to designated zones in addition to all standard services in Sections 2 and 3. These are mandatory.

D.2 Any zone-specific requirement not met constitutes Service Non-Performance.

Area	Zone-Specific Enforceable Requirements (in addition to all standard services)
ZONE A	
Boarding Bridges	Carpet: vacuum with upright/power brush at every aircraft turnaround. Spots removed immediately upon detection. Shampooing monthly. Vinyl tiles: mopped/washed with appropriate machinery per turnaround. All surfaces must be clean before passenger boarding begins. Response time for spills: ≤5 minutes.
Mosques & Ablution Areas	Prayer mats vacuumed and laid correctly before each prayer time. Ablution areas cleaned and dried before and after each prayer. Germicidal agents used in ablution areas. Female staff must be assigned to female prayer areas. No chemical odors may linger during prayer times.

MI Room	Medical-grade EPA-registered disinfectants mandatory for all surfaces. Biohazard waste segregated, bagged, and disposed per applicable regulations. All cleaning staff in Medical Centre must wear full PPE (gloves, mask, apron) at all times. No fragrance sprays near medical equipment. Cleaning log signed by Medical Centre In-charge.
Day Care Centre	Non-toxic, child-safe, fragrance-free cleaning agents only. No bleach-based products without PAA written approval. Floors must be completely dry before children return to area. Soft toys and mats sanitized daily. Female staff preferred for all Day Care cleaning duties.
ZONE C	
Airside / Baggage Makeup Area	Oil and grease removal from floors during every cleaning round. Floor must be non-slip at all times. Mechanical scrubbing mandatory. Bay washing weekly using pressure washer with oil-separator compliant drainage.
Airside -Apron & Parking Bays	Bay washing with oil and rubber removal using mechanical equipment at least weekly. No standing water, oil puddles, or debris that could pose FOD (Foreign Object Damage) risk. PAA FOD prevention protocols must be followed at all times.
Fire Station and SVMT Areas	Vehicle service pits and maintenance workshops require industrial-grade cleaning equipment. Oil and chemical spillage response protocol mandatory. Garage floors cleaned without disrupting firefighting operations. No cleaning during active emergency response.
ACC / ATC Tower	Entry and cleaning of operational areas only with prior clearance of the relevant in-charge officer. No wet floors in operational rooms at any time (slip hazard). Low-odor, non-aerosol cleaning agents in equipment rooms. Noise levels minimal during ATC operations.
AFL Vault Room and Operational Huts	High-security zone: only security-cleared staff permitted. Cleaning under supervision of PAA security officer. No photography or recording devices. Immediate reporting of any irregularity observed during cleaning.

E. ABSOLUTE OBLIGATIONS

The following obligations apply universally across all zones and shifts. None of these may be excused by any operational, financial, or manpower difficulty:

- E.1 No area within the Scope of Services shall remain unattended at any time. If staff are absent, the Service Provider must immediately deploy reserve staff. Absence of a staff member does not reduce coverage obligation.
- E.2 All consumables (toilet paper, soap, paper towels, hand sanitizer, air fresheners, seat covers) must be replenished before depletion. Running out of any consumable in any washroom or public area is a Major Service Failure attracting penalty as per penalty matrix.
- E.3 All toilets must always be kept physically dry except during active cleaning. Standing water, wet floors not being actively cleaned, and slippery surfaces are unacceptable.

- E.6 All cleaning chemicals must be compatible with the surfaces on which they are used. Use of incompatible chemicals causing damage to marble, granite, tiles, glass, stainless steel, painted surfaces, wooden finishes, or metallic works shall be recoverable at the Service Provider's risk and cost.
- E.7 Biohazard waste (body fluids, vomit, sharps, medical waste) must be handled per PCAA HSE Manual MNL-002-MSXX and applicable environmental laws. Biohazard incidents must be logged and reported to PAA within 30 minutes of occurrence.
- E.8 All staff engaged in cleaning must always wear prescribed PPE including gloves, appropriate footwear with non-slip soles, and, for chemical handling, face protection. Failure to wear PPE is a Service Violation attracting penalties.
- E.9 Cleaning operations must never obstruct passenger movement, emergency routes and exits, or airside operational areas. Wet floor warning signs must be placed immediately when wet mopping begins and removed only when the floor is fully dry.
- E.10 Cleaning equipment (trolleys, machines, buckets) must never be left unattended in passenger movement areas. Equipment must be removed or parked in designated areas between uses.
- E.11 The Service Provider shall ensure that cleaning operations in the ATC Tower, Fire stations, AFL Vault Stations, ACC and all other security-sensitive zones are conducted only with prior clearance of the relevant PAA officer and only by security-cleared staff.
- E.12 During peak Hajj/Umrah operations, the Service Provider shall deploy additional staff. Hajj pilgrims require particularly sensitive and respectful service interactions. Staff must be briefed on Hajj operational etiquette.
- E.13 All cleaning, including deep cleaning cycles, must be completed without disrupting airport operations. Deep cleaning schedules must be submitted to and approved by PAA at least 7 days in advance.

F. WASTE MANAGEMENT SYSTEM

The Service Provider shall implement and maintain a comprehensive Waste Management System in accordance with PAA policies and applicable environmental laws.

- F.1 Waste bins shall be appropriately placed, lined with PAA-approved bags, and always maintained hygienically. Bin placement maps shall be submitted to PAA at commencement and updated when changed.
- F.2 Waste bin liners shall be replaced at every two (02) hours or when the bin reaches 2/3 capacity, whichever comes first. Bins must never overflow.
- F.3 Accumulated garbage shall be collected and transported to designated dumping points as per the frequency schedule in Section 2. No garbage shall be staged in corridors, back-of-house areas, or unauthorized locations.
- F.4 Segregation of waste (general, recyclable, food waste, biohazard/medical, hazardous) shall be maintained as per PAA and regulatory requirements. Separate color-coded bin liners and containers shall be used for each waste category.

F.5 Infectious and hazardous waste (from Medical Centre, biohazard incidents, chemical waste)

G. DEEP CLEANING PROTOCOL

Deep cleaning shall be conducted in addition to routine cleaning and shall address high-traffic areas, grout lines, behind fixtures, and all surfaces not reachable during routine cleaning rounds.

- G.1 Deep cleaning shall be scheduled during lean/off-peak hours as directed by PAA. The Service Provider shall submit a deep cleaning schedule for PAA approval at least 7 days in advance.
- G.2 Deep cleaning shall include scrubbing and stripping of floor surfaces, descaling of plumbing fixtures, full wall washing, cleaning behind and under all furniture and fixtures, thorough grout cleaning, ceiling dusting and cobweb removal, full sanitization of all surfaces with approved germicidal agents, and carpet shampooing.
- G.3 Before and after deep cleaning, a joint inspection shall be conducted by the Service Provider's Supervisor and PAA's Authorized representative. Both must co-sign the deep clean completion record.
- G.4 Deep cleaning records shall be maintained in the Maintenance Logbook. Failure to conduct deep cleaning on approved schedule is a Service Deficiency attracting Rs.10,000 per area per missed cycle.
- G.5 During deep cleaning, passenger-facing areas must not be closed unless PAA provides written permission. Alternative temporary arrangements must be made by the Service Provider.

H. CONSUMABLES MANAGEMENT

All consumables shall conform to the Approved Brand List as per Appendix 'G'. The following operational obligations apply:

- H.1 Minimum buffer stock of 30 days verified average consumption must be always maintained in the designated store.
- H.2 Minimum operational stock sufficient for 12 hours of uninterrupted operation must be maintained in all janitorial rooms and toilet facility stores.
- H.3 Stock levels must be increased ahead of Hajj/Umrah season, special events, and VIP movements. Increased consumption is never an acceptable justification for shortage.
- H.4 All consumable purchases must be documented with supplier invoices showing brand name, product code, quantity, and purchase date. Monthly purchase invoices shall be available in the store of the Service Provider provider and shall be furnished to PAA on demand.
- H.5 PAA may at any time send samples of consumables for third-party laboratory testing. Cost of testing (up to 4 tests per year) shall be borne by the Service Provider. Any product failing the test shall attract penalties and shall be immediately disposed off at the cost of the Service Provider.
- H.6 Dilution, repackaging, adulteration, or substitution of approved consumables without PAA's prior written approval constitutes Material Breach: Rs.50,000 per product category per occurrence + immediate Warning.
- H.7 Physical stock counts shall be conducted monthly and recorded in the stock register. Any discrepancy between stock records and physical count is treated as misreporting and attracts

Toilet not attended within 30-minute cycle	Rs.5,000 per occurrence	KPI deduction; 3 occurrences in 1 day = Written Warning
Wet floor sign absent during mopping	Rs.3,000 per occurrence	Safety violation; PAA HSE report
Biohazard not handled per HSE Manual	Rs.15,000 per occurrence	HSE incident report; possible regulatory referral
Deep cleaning cycle missed	Rs.10,000 per area per missed cycle	Service Deficiency record
Wrong chemical used on surface causing damage	Full repair/replacement cost + Rs.25,000	Recoverable from invoice or Performance Security
Garbage accumulation/overflow in any area	Rs.10,000 per occurrence	Major Service Failure; immediate inspection escalation
Stock register discrepancy / misreporting	Rs.10,000 per discrepancy	Treated as falsification if deliberate; Material Breach
Hajj/Peak surge deployment failure	Rs.25,000/shift	PAA may engage alternate contractor at SP's risk and cost

J. ACKNOWLEDGEMENT & EXECUTION

The Service Provider acknowledges that it has read, understood, and inspected all areas described in this Appendix A prior to submission of its bid, and agrees unconditionally to perform all services to the standards specified herein. The Service Provider confirms that the MGM Schedule (Appendix D) and Machinery Schedule (Appendix B) are sized to deliver the services in this Appendix without interruption.

<p>For and on behalf of PAKISTAN AIRPORTS AUTHORITY (PAA) (Chief Operating Officer / Airport Manager, AIAP)</p> <p>Name: _____</p> <p>—</p> <p>Designation: _____</p> <p>—</p> <p>CNIC #: _____</p> <p>—</p> <p>Signature: _____</p> <p>—</p> <p>Date: _____</p> <p>—</p> <p>Official Stamp: _____</p>	<p>For and on behalf of THE SERVICE PROVIDER (M/s. _____)</p> <p>Name: _____</p> <p>—</p> <p>Designation: _____</p> <p>—</p> <p>CNIC #: _____</p> <p>—</p> <p>Signature: _____</p> <p>—</p> <p>Date: _____</p> <p>—</p> <p>Official Stamp: _____</p>
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Signature: _____

Signature: _____

Date: _____

Date: _____

BOTH PARTIES MUST INITIAL THE BOTTOM OF EVERY PAGE OF THIS APPENDIX



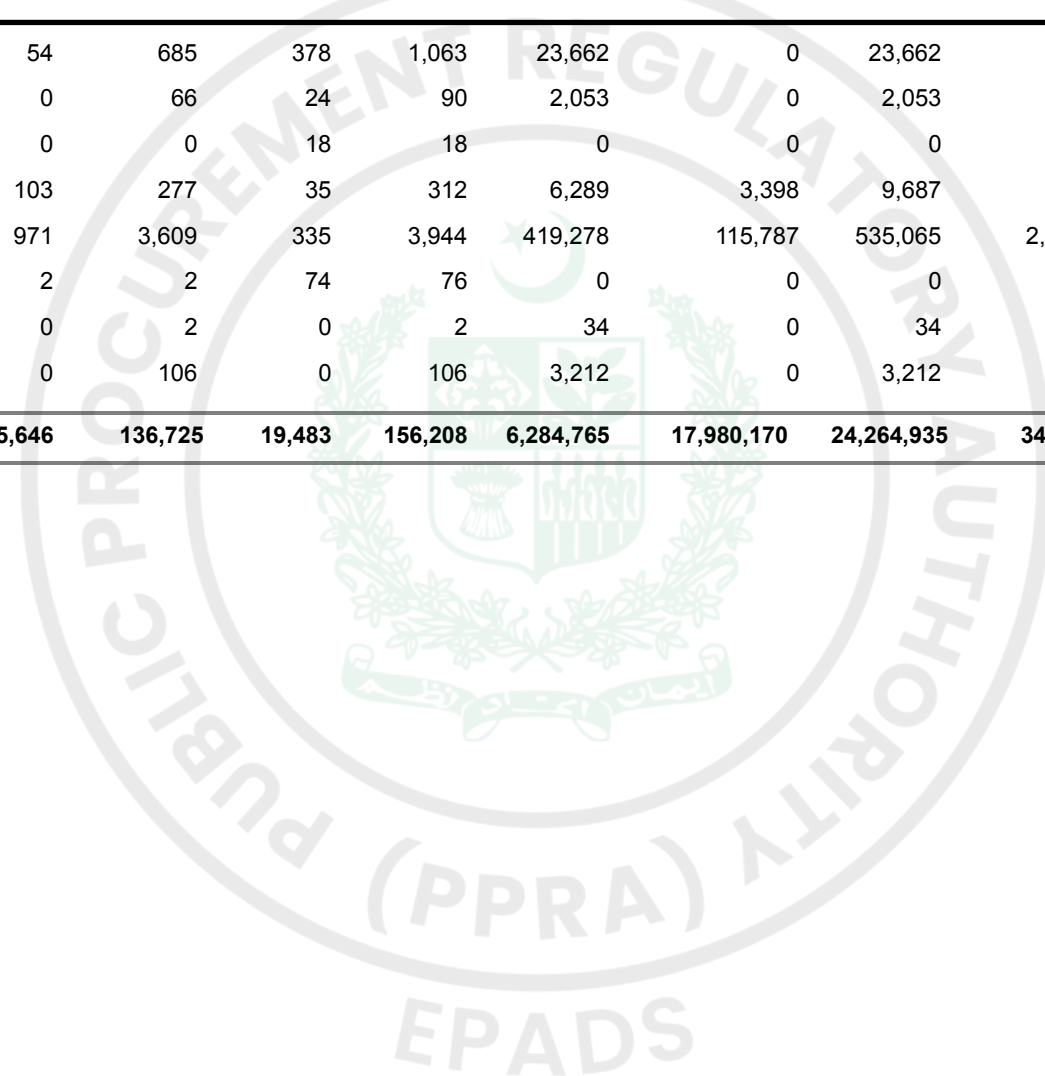
PAKISTAN CIVIL AVIATION AUTHORITY
MAJOR TRAFFIC FLOWS BY AIRPORTS DURING THE YEAR

AIRPORT	Total Aircraft Movement (Number)					Total Passengers (Numbers)			Total Cargo (M. Tons)			Total Mail (M. Tons)		
	Commercial			Non-Com ercial	Grand Total	Domestic	International	Total	Domestic	International	Total	Domestic	International	Total
	Domestic	International	Total											
BDN - BDN - BADIN AIRSTRIP	0	0	0	6	6	0	0	0	0	0	0	0	0	0
BHV - OPBW - BAHAWALPUR AIRPORT	0	4	4	50	54	0	0	0	0	0	0	0	0	0
BNP - OPBN - BANNU AIRPORT	0	0	0	2	2	0	0	0	0	0	0	0	0	0
CJL - OPCH - CHITRAL AIRPORT	16	0	16	22	38	364	0	364	0	0	0	0	0	0
DBA - OPDB - DALBANDIN AIRPORT	0	0	0	12	12	0	0	0	0	0	0	0	0	0
GIL - OPGT - GILGIT AIRPORT	731	0	731	96	827	31,230	0	31,230	14	0	14	0	0	0
GWD - OPGD - GWADAR INT,L	100	4	104	38	142	7,762	1,229	8,991	2	0	2	0	0	0
ISB - OPRN - ISLAMABAD BBIAP CHAKLALA	0	0	0	805	805	0	0	0	0	0	0	0	0	0
ISD - OPIS - ISLAMABAD IIAP	10,223	24,766	34,989	5,040	40,029	1,600,956	5,203,483	6,804,439	7,596	62,859	70,455	5	317	322
JZK - OPJZ - JUZZAK AIRSTRIP	62	0	62	0	62	1,934	0	1,934	0	0	0	0	0	0
KCF - OPKW - KADANWARI AIRSTRIP	0	6	6	184	190	0	0	0	0	0	0	0	0	0
KDU - OPSD - SKARDU AIRPORT	1,206	19	1,225	3	1,228	176,268	3,186	179,454	236	7	243	0	0	0
KHI - OPKC - KARACHI JIAP	16,630	24,600	41,230	4,092	45,322	2,684,102	4,027,029	6,711,131	15,550	88,723	104,273	20	731	751
LHE - OPLA - LAHORE AIIAP	6,900	24,019	30,919	5,104	36,023	1,094,793	4,953,748	6,048,541	8,824	106,057	114,882	16	374	390
LYP - OPFA - FAISALABAD INT,L	252	2,738	2,990	93	3,083	34,015	383,188	417,203	43	9	52	0	0	0
MJD - OPMJ - MOHENJODARO AIRPORT	0	5	5	131	136	0	0	0	0	0	0	0	0	0
MUX - OPMT - MULTAN INT,L	393	7,270	7,663	1,852	9,515	49,993	1,336,980	1,386,973	102	7,174	7,276	0	22	22
MWD - OPMI - MIANWALI AIRPORT	0	0	0	55	55	0	0	0	0	0	0	0	0	0
ORW - OPOR - ORMARA AIRPORT	0	0	0	4	4	0	0	0	0	0	0	0	0	0
PAJ - OPPC - PARACHINAR AIRPORT	0	0	0	46	46	0	0	0	0	0	0	0	0	0
PEW - OPPS - PESHAWAR BKIAP	907	5,766	6,673	247	6,920	146,753	1,014,310	1,161,063	267	9,247	9,514	0	15	15
PJG - OPPG - PANJGUR AIRPORT	0	4	4	28	32	0	0	0	0	0	0	0	0	0
PSI - OPPI - PASNI AIRPORT	0	8	8	10	18	0	0	0	0	0	0	0	0	0
PZH - OPZB - ZHOB AIRPORT	0	0	0	8	8	0	0	0	0	0	0	0	0	0
REQ - REQ - REKODIQ AIRPORT	0	0	0	321	321	0	0	0	0	0	0	0	0	0
RQR - OPRQ - PAF SHOREKOTE/RAFIQUI	0	0	0	26	26	0	0	0	0	0	0	0	0	0
RYK - OPRK - R.Y. KHAN (S.Z) AIRPORT	0	2	2	94	96	0	0	0	0	0	0	0	0	0
SFF - OPSF - FAISAL AIR BASE KARACHI	0	0	0	178	178	0	0	0	0	0	0	0	0	0
SKT - OPST - SIALKOT INT,L	42	5,305	5,347	72	5,419	2,067	937,832	939,899	7	9,866	9,873	0	7	7

Statistics Branch
 From July 2024
 To June 2025
 Location All

PAKISTAN CIVIL AVIATION AUTHORITY
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	Domestic	International	Total											
SKZ - OPSK - SUKKUR (B.N.B) AIRPORT	631	54	685	378	1,063	23,662	0	23,662	4	0	4	0	0	0
SUL - OPSU - SUI AIRPORT	66	0	66	24	90	2,053	0	2,053	0	0	0	0	0	0
SYW - OPSN - SEHWAN SHARIF AIRPORT	0	0	0	18	18	0	0	0	0	0	0	0	0	0
TUK - OPTU - TURBAT INT,L	174	103	277	35	312	6,289	3,398	9,687	2	0	3	0	0	0
UET - OPQT - QUETTA INT,L	2,638	971	3,609	335	3,944	419,278	115,787	535,065	2,055	1	2,056	1	0	1
WNS - OPNH - NAWABSHAH AIRPORT	0	2	2	74	76	0	0	0	0	0	0	0	0	0
ZIZ - ZIZ - ZAMZAMA AIRSTRIP	2	0	2	0	2	34	0	34	0	0	0	0	0	0
ZZ1 - OPZZ - ISLAMKOT AIRPORT	106	0	106	0	106	3,212	0	3,212	0	0	0	0	0	0
Grand Totals	41,079	95,646	136,725	19,483	156,208	6,284,765	17,980,170	24,264,935	34,703	283,944	318,647	42	1,466	1,507



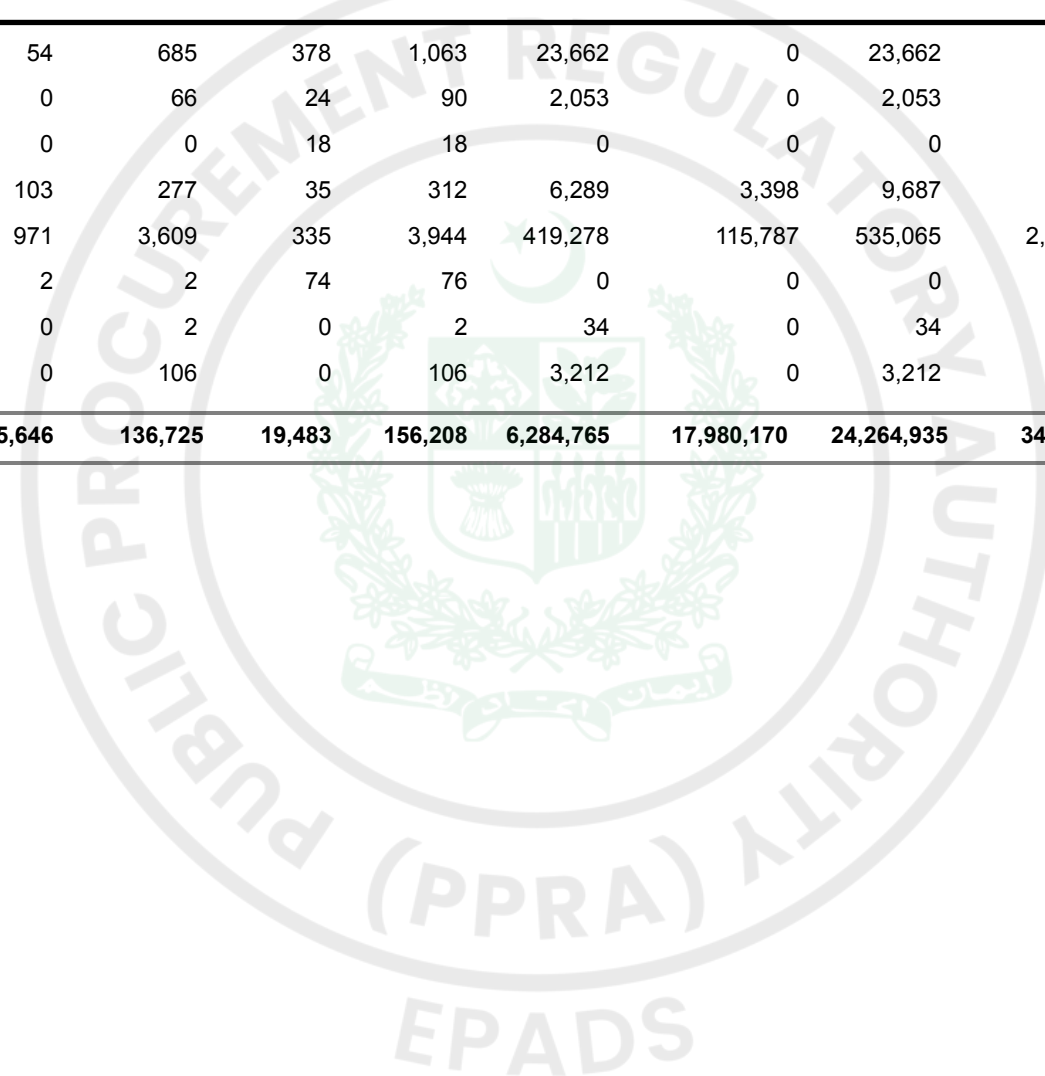
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BHV - OPBW - BAHAWALPUR AIRPORT	0	4	4	50	54	0	0	0	0	0	0	0	0	0
BNP - OPBN - BANNU AIRPORT	0	0	0	2	2	0	0	0	0	0	0	0	0	0
CJL - OPCH - CHITRAL AIRPORT	16	0	16	22	38	364	0	364	0	0	0	0	0	0
DBA - OPDB - DALBANDIN AIRPORT	0	0	0	12	12	0	0	0	0	0	0	0	0	0
GIL - OPGT - GILGIT AIRPORT	731	0	731	96	827	31,230	0	31,230	14	0	14	0	0	0
GWD - OPGD - GWADAR INT,L	100	4	104	38	142	7,762	1,229	8,991	2	0	2	0	0	0
ISB - OPRN - ISLAMABAD BBIAP CHAKLALA	0	0	0	805	805	0	0	0	0	0	0	0	0	0
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JZK - OPJZ - JUZZAK AIRSTRIP	62	0	62	0	62	1,934	0	1,934	0	0	0	0	0	0
KCF - OPKW - KADANWARI AIRSTRIP	0	6	6	184	190	0	0	0	0	0	0	0	0	0
KDU - OPSD - SKARDU AIRPORT	1,206	19	1,225	3	1,228	176,268	3,186	179,454	236	7	243	0	0	0
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ORW - OPOR - ORMARA AIRPORT	0	0	0	4	4	0	0	0	0	0	0	0	0	0
PAJ - OPPC - PARACHINAR AIRPORT	0	0	0	46	46	0	0	0	0	0	0	0	0	0
PEW - OPPI - PESHAWAR BKIAP	907	5,766	6,673	247	6,920	146,753	1,014,310	1,161,063	267	9,247	9,514	0	15	15
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PSI - OPPI - PASNI AIRPORT	0	8	8	10	18	0	0	0	0	0	0	0	0	0
PZH - OPZB - ZHOB AIRPORT	0	0	0	8	8	0	0	0	0	0	0	0	0	0
REQ - REQ - REKODIQ AIRPORT	0	0	0	321	321	0	0	0	0	0	0	0	0	0
RQR - OPRQ - PAF SHOREKOTE/RAFIQUI	0	0	0	26	26	0	0	0	0	0	0	0	0	0
RYK - OPRK - R.Y. KHAN (S.Z) AIRPORT	0	2	2	94	96	0	0	0	0	0	0	0	0	0
SFF - OPSF - FAISAL AIR BASE KARACHI	0	0	0	178	178	0	0	0	0	0	0	0	0	0
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PAKISTAN CIVIL AVIATION AUTHORITY
MAJOR TRAFFIC FLOWS BY AIRPORTS DURING THE YEAR

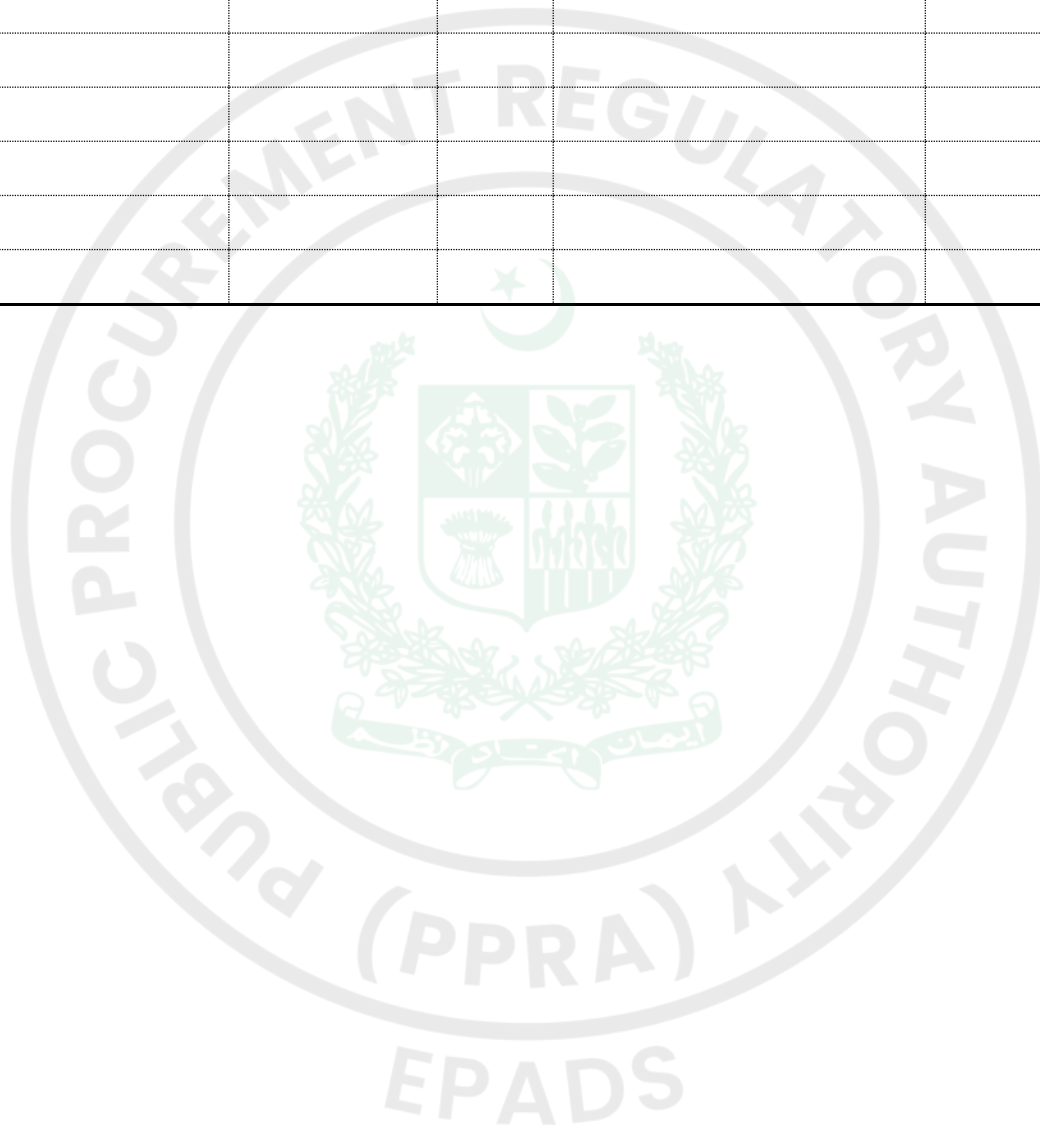
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TUK - OPTU - TURBAT INT,L	174	103	277	35	312	6,289	3,398	9,687	2	0	3	0	0	0
UET - OPQT - QUETTA INT,L	2,638	971	3,609	335	3,944	419,278	115,787	535,065	2,055	1	2,056	1	0	1
WNS - OPNH - NAWABSHAH AIRPORT	0	2	2	74	76	0	0	0	0	0	0	0	0	0
ZIZ - ZIZ - ZAMZAMA AIRSTRIP	2	0	2	0	2	34	0	34	0	0	0	0	0	0
ZZ1 - OPZZ - ISLAMKOT AIRPORT	106	0	106	0	106	3,212	0	3,212	0	0	0	0	0	0
Grand Totals	41,079	95,646	136,725	19,483	156,208	6,284,765	17,980,170	24,264,935	34,703	283,944	318,647	42	1,466	1,507



Past Experience / Contracts

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

Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination



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

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

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

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

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

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

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

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

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

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.