Ref: GMCM/Janitorial/MUX-DG Khan /02/22

M/S_____

_____

_____

Sub: JANITORIAL SERVICES CONTRACT AT MULTAN & DERA GHAZI KHAN

Dear Sirs,

We are pleased to invite your sealed tenders for the services/ items listed in the attached schedule (s). In case of more than one schedule separate tender for each schedule should be furnished. The terms & conditions of the tender / supplies are given below:-

A) SUBMISSION OF TENDER

1. You are required to send your tenders addressed to GM Contact Management, Supply Chain Management Department, PIA Head Office, JIAP Karachi latest by **20-02-2023 till 1030 Hrs**. The tenders may be dropped in the tender box marked as **"Tender Box Commercial Purchases"** placed at the entrance of the PIA Supply Chain Management latest by **10:30 hours** on the specified date. You may also send your tenders through registered A/D mail addressed to GM Contact Management, which must reach before the closing date and time mentioned above. Tenders will be opened at **11:00** hours on the same day in the presence of tenderers.

2. Tenders received after stipulated date & time shall not be considered. The Corporation will not be responsible for postal delays. The decision of GM Contact Management in this respect shall be final and binding.

3. **Bidders are required to submit a Pay Order of Rs. 10,000/- (Not Refundable) as tender fee along with Technical Proposal.**

B) EARNEST MONEY/BID SECURITY (For Local Bidders Only)

The tender should be accompanied by a Pay Order of **PKR 200,000.**00 in the name of M/S PAKISTAN INTERNATIONAL AIRLINES as interest free Bid Security (Refundable). Bid Security in any other shape shall not be accepted. Bid Security deposited against a running contract (s) purchase orders(s) shall not be transferable as Bid Security for any other tender. All tenders without Bid Security shall not be considered.

C) SECURITY DEPOSIT/ PERFORMANCE GUARANTEE (For Local Bidders Only)

The successful tenders upon award of Contract will be required to furnish security deposit in the amount equivalent to 10% of total tender value as interest free Security deposit in shape of Pay Order / Bank Guarantee. The Earnest Money already held can be converted into Security Deposit and balance amount if any shall be deposited as above.

D) INSTRUCTION TO BIDDER

PREPARATIONOFTENDER **"Single Stage Two Envelope Basis"**

- The BID (Tender) submitted shall comprise of a single package containing two sealed envelopes, each envelope shall be marked and will contain **"TECHNICAL"** and **"FINANCIAL"** proposal.
- On the given tender opening date only **"Technical Proposal"** will be opened in the presence of tenderers available.
- The **"Financial Proposal"** shall be shown to the parties but will be retained with PIA without being opened.
- After Technical Evaluation of the received Technical Proposals, Financial Proposals will be opened publicly at the date, time & venue to be announced and will be communicated to the bidders in advance.
- PIA will open the "Financial Proposals" publicly of the parties whose Technical Proposals have been found acceptable.
- Financial Proposals of the technically not-acceptable bids shall be remained **un-opened** till the completion of tender process.

E) PREPARATION OF TENDER - TECHNICALPROPOSAL:

All mandatory requirements are given in the schedule

Please give all the available technical details of the items offered by you, supported with the technical literature, brochure, drawings and pictures, client list details, authorization certificates etc.

BIDS / Tenders / Technical Proposal received shall be evaluated in accordance with the given technical specifications.

PIA's requirements with Technical Specifications are given.

Bidders **MUST**:

- Be registered with Sales Tax Authorities; please attach copy of Registration Certificate (Local Bidders Only).
- Quote Rates inclusive of GST and other taxes.
- Bid on Prescribed Performa issued by PIA.(Schedule- A)
- Affix the company seal on all tender documents.

Mention clearly Tender Reference on **TOP RIGHT CORNER OF PROPERLY SEALED ENVELOPE BEARING COMPANY'S STAMP**

F) PREPARATION OF TENDER – FINANCIALPROPOSAL

The tenders should be enclosed in double cover. The inner cover should be sealed having enclosed the following documents:

a) Schedule "A" duly filled in, signed and sealed.
b) Original Pay Order for Earnest Money.
c) Undertaking on Rs. 100/= above non-judicial Stamp Paper duly signed and stamped by a Public Notary Oath Commissioner (Local Bidders Only).
d) The outer cover should bear address of the General Manager Contract Management, PIA SCM Building, Karachi Airport and reference number of the tender with opening date of tender.
e) All information about the services /material proposed to be supplied must be given as required in the schedule to tender.

G) PRICES

a) The Prices mentioned in the tender will be treated as firm till the completion of Purchase Order /Contract.

b) The Prices must be stated both in words and figures. Additional information, if any must be linked with entries on the Schedule to Tender.

c) Offers must be valid for 180 days.

H) DURATION OF CONTRACT

Contract will be awarded for a period of one year extendable further two terms on same rates terms and conditions on mutual consent basis subject to satisfactory performance.

Yours truly,

GM Contract Management
Supply Chain Management
PIA Head Office, Karachi
Tel: 021 – 9904 4216, 9904 3081
Email: gm.cm@piac.aero
contract.administration@piac.aero

Ref: GMCM/Janitorial/MUX-DG Khan /02/22

Schedule A

PROVISIONING OF JANITORIAL SERVICES AT OF PIA PREMISES AT MULTAN / D.G KHAN STATION.

S.NO.	AREA DESCRIPTION	MONTHLY AMOUNT WITH TAX PKR	AMOUNT FOR ONE YEAR WITH TAX PKR
1.	PIA Offices at Airport (Multan)		
2.	PIA Booking office Abdali Road.(Multan)		
3.	PIA Booking office (DG Khan)		
	TOTAL		

NOTE:-

1. **Bidder's can be visit at above mention location / sides.**

I / we quote the following amount for providing complete Cleaning services at MUX & Dera Ghazi Khan stations on lump sum basis inclusive of Material, Equipment and Manpower as per TOR. All required documents as well as terms and conditions are attached with the tender.

Minimum Wages Regulations as per Government of Pakistan & Provincial Governments will be applicable. Employee's Clearance by Security Agencies for working at Airport / Ramp area by Contractor. Contract/Agreement can be terminated by either party upon serving 90 days prior notice

Seal & Sign Authorized Person (BIDDER)

Name: _____
M/s: _____
Address: _____
_____
Tel. No: _____

TORs OF JANITORIAL SERVICES CONTRACT AT MULTAN / D.G KHAN

Annexure – A

Scope of Work & Special conditions

SCOPE OF WORK & DUTIES / RESPONSIBILITIES OF CONTRACTOR

1. Background

Pakistan International Airline Corporation at Multan / D.G Khan Airports intends to hire janitorial services for its entire network. The service providing firm has to provide cleaning services of high industry standards using environment friendly cleaning products and supplies for premises of approximately **109,648.16 Sq. ft.**

2. Scope of Work

The scope of work may include all internal, general and routine cleaning - including floors, tiles, partition walls, internal walls, suspended ceilings, lighting, furniture and cleaning, window cleaning, deep cleans of sanitary conveniences and washing facilities, kitchens and dining areas, consumables and feminine hygiene facilities as well as cleaning of telephones, IT, and other periodic cleaning. Carpet cleaning though, even with regular vacuuming, needs hot water extraction applied. External cleaning, litter picking, and collection of all garbage from the PIA premises and properly disposed off.

3. Area of Work

01. Multan / D.G Khan.

- Details of all the stations given below are attached as annexure A

S#	Multan	D.G Khan
1)	PIA Offices at Airport	-
2)	PIA Booking office at Abdali Road	PIA Booking office

4. Deliverables:-

The Contractor is responsible for the maintenance of the entire network on the standards of cleaning and performance quality set forth in this document, regardless of the staff absences. The surface of the floor must be completely free of dust, stains, paint, stripes, shoe marks, anything spilt and any other blemish that can be removed with standard industry techniques. Any defects noticed by Cleaners must be registered and reported to the Client cleaning supervisor so that the necessary repairs can be made.

5. Premises

The all stations areas comprises of office space & rooms, Stores, common areas, Corridors, Dispensaries, Nurseries, Mosques, Libraries, Underground & Overhead Tank, C.O.R Hall, Shades, Shops, Stairs, Roofs, Surrounding Areas, Footpath, Counters, Toilet, Parking , Grounds , Septic tanks.

6. Work Schedule

The cleaning work will be carried out on two shift basis, however all operational areas will remain active round the clock. The contractor will provide services on weekly off & gazette holidays.

A. Work Schedule Details

OFFICES / ROOM:-

Daily:

- All rubbish bins and plastic bags emptied and the bag replaced.
- Horizontal surfaces that are clear of obstructions should be dusted or vacuum clean visible dirt, shoe marks should be vacuumed cleaned or washed from floor surfaces.
- Carpets/linoleum vacuum cleaner and washed from wall to wall including moving any chairs or other easily moved obstructions,
- Vertical free areas cleaned to remove dust, cobwebs and visible dirt.
- Lamps, pictures, closets, phones, doors (including handles) and frames, chair legs, ceiling Lamps,
- Window sills dusted or cleaned as necessary to remove visible dirt.
- Banisters in stairwells dusted and wiped clean
- The upholstered furniture vacuum cleaned
- The doors, glass panels, the skirting boards, shelves, and the radiators dusted or wiped clean as necessary to remove visible dirt

DESKS AND DESK EQUIPMENT:-

- Cleaning of the desks and equipment of the desks.
- Contractor should cover the cleaning of the following types of items: desk tops, computer, computer screens, keyboard, mouse, calculator, telephone, desk lamp, etc.
- As part of the contract the contractor will be required to provide and subsequently replenish/refill the cleaning kits on as-required-basis.

MEETING / CONFERENCE ROOMS:-

Daily:

- Floor / horizontal surfaces that are clear of obstructions should be washed or vacuum cleaner as necessary to remove all traces of visible dirt
- Carpets, including smaller rugs, vacuumed cleaned from wall to wall once, moving chairs as necessary.

MEDICAL CENTER/RECEPTION/LOBBY:-

Daily:

- Horizontal surfaces that are clear of obstructions wiped off or vacuum cleaner,
- Floors vacuumed cleaned or washed to remove all traces of visible dirt and shoe marks.

Weekly:

- Floors vacuum cleaner and washed, from wall to wall, a minimum of once per week.

BATHROOMS/TOILETS:-

Daily:

- All sanitary-ware (washbasins, WC pans) and mirrors cleaned to remove all traces of visible dirt.
- Garbage bin emptied, floors washed to remove all traces of visible dirt.
- Toilet consumables (toilet paper, paper hand towels and liquid soap) re-stocked,
- Complete cleaning of all sanitary elements including the removal of all stains and scale,
- Toilets should be checked & cleaned every 01 hour.

Weekly:

- Walls and doors cleaned / washed,
- WC pans and urine pans-thoroughly cleaned to remove all traces of chalk and stains,

CANTEEN:-

Daily:

- Floors, tables, serving counter, desk cleaned. Waste bins emptied.

Weekly:

- Chairs wiped armchairs in lounge area vacuumed.

MOSQUES:-

Daily:

- floors cleaned; fixtures cleaned, floors/carpets vacuumed, cleaning/dusting/vacuuming of window-sides, doors, glass doors

UNDERGROUND & OVERHEAD TANKS:-

Twice a year:

- Cleaned and disinfected.

CORRIDORS:-

Daily:

- Corridors and stairs should be checked & cleaned every 01 hour.
- Visible dirt, shoe marks should be cleaned or washed from floor surfaces.

Weekly

- Corridors should be polished on every weekend.

SURROUNDING AREA / ROADS & FOOTPATH / PARKING / SHADES:-

Daily:

- Above areas should be cleaned & checked 03 times a day.
- Visible dirt should be cleaned from horizontal surfaces.

Monthly:

- Cleaning of wild bushes developed around road.

NURSERIE / PARKS & GROUNDS:-

Daily:

- All nurseries parks & grounds should be cleaned on daily basis.

WASTE MANAGEMENT.

- The contractor must ensure correct disposal of waste, plastic, glass, cans, paper and cardboard into respective dumping points located in each area.
- Waste bins will be emptied according to the terms in respective dumping points located in each area.

7. MONTHLY MATERIAL AND EQUIPMENTS:-

The contractor will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. This comprises of but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning including – toilet paper, paper towels, disinfectants, kitchen towels, kitchen paper towels, washing-up liquid, soap and replacement soap dispensers, detergents for the kitchenettes, dishwasher supplies, as well as hand sanitizer refills.

There is a dedicated storage room on the premises for keeping supplies and equipment.
List of supplies and equipments is attached as annexure B

8. UNIFORM:-

The Contractor shall provide uniforms meeting international standards.

Annexure - B

DETAIL OF PREMISES AREA WISE IN SQ.FT.

- **MULTAN STATION:-**

S.NO.	AREA DESCRIPTION	AREA IN SQ.FT
1)	PIA Offices at Airport	37,062.16
2)	PIA Booking office at Abdali Road.	72,067
TOTAL		109,129.16 Approximately

- **DERA GHAZI KHAN STATION:-**

S.NO.	AREA DESCRIPTION	AREA IN SQ.FT
3)	PIA Offices at Airport	closed
4)	PIA Booking office.	519
TOTAL		519 Approximately

Annexure - C

EQUIPMENTS / SUPPLIES

Quality of the material will be checked by the works & project department while quantity will be ascertain by the service provider as per deliverables clause.

S#	NAME OF MATERIAL	UNIT
1	Acid Bottle (One Ltr. Each)	Bot
2	Air Freshener Spray (King - lavender / Jasmine)	Nos
3	Basket for Collecting Trash	Nos
4	Bleaching Liquid	Kgs
5	Brasso Metal Polish (200 ml each)	Nos
6	Brooms Hard (600 grm. each)	Nos
7	Brooms Soft (200 grm. each)	Nos
8	Brush for Latrine with container (One in each Toilet)	A&WR
9	Brushes for Commodes with container (One in each Toilet)	A&WR
10	Brushes for Scrubbing (small size 6")	Nos
11	Brushes Scrubbing (12" with rods) Plastic	Nos
12	Carpet Cleaner	Nos
13	Dettol Bottle (100 ml each)	Bot
14	Drain Opener {375 gms. (Kiwi)}	Nos
15	Dust Collector Plastic	Nos
16	Duster fine for Glasses (18”X18”)	Nos
17	Duster Rough for floors (18"x18")	Nos
18	Garbage Plastic Bags (small size 18"x24")	Kgs
19	Garbage Plastic Bags (Big size 35"x50")	Kgs
20	Glass Cleaner (Glint KIWI)	Bot
21	Harpick Big size (for Cleaning Toilets)	Nos
22	Kerosene Oil	Ltrs.

S#	NAME OF MATERIAL	UNIT
23	Kouchi	Nos
24	Lime Stone	Kgs
25	Lota Plastic with handle (One in each Toilet Best Quality)	A&WR
26	Mansion Polish Reckitt &Colman (3Kg each)	Tin
27	Mops refill for steel 18" Long (Bristle 800gr.)	Nos
28	Mops with rod 12" (with 800 gms Bristle)	Nos
29	Mops with rod 18" (with 1kg. Bristle)	Nos
30	Naphthalene Balls Belgium	Kgs
31	Parasol for Toilets (Roomi)	Dzn.
32	Phenyl Perfumed 2.75 ltr each (FINIS/TYFONE)	Tin/Bot
33	Plunger (Gutter Pump)	Nos
34	Roding Equipment for sewerage line	A&WR
35	Saw Dust	Kgs
36	Scraper 3"	Nos
37	Shampoo Perfumed (Hand Wash)	kgs/Ltr.
38	Shampoo (Perfumed) DIAL Imported	Kgs/Ltr
39	Soap (Capri / Lux) 100 gms	Nos.
40	Soda Ash	Kgs
41	Soda Castic	kgs
42	Squeegees (Rubber Mops) 24" with rod	Nos
43	shampoo (Floor wash)	Kgs/Ltr
44	Toilet Paper 2 ply (Rose Petal)	Nos
45	Vim / Max small size	Nos
46	Surf Excel / Areal	Kgs
47	Domex (for Cleaning Toilets)	Nos
48	N Fold Paper Towel (Good Quality)	Nos

S#	EQUIPMENTS	UNIT
1.	Heavy duty scrubbers, sweepers, carpet extractors, vacuums (DRY,WET)	Nos.
2.	PUMPING EQUIPMENT, SUCTIONS PUMPS	Nos.
3.	BOUZER WITH SUCTION PUMPS INSTALLED	Nos.
4.	TRACTOR WITH TROLLEYS	Nos.
5.	Axe 2.5 lbs with handle	Nos.
6.	Axe 1.5 lbs with handle	Nos.
7.	Bucket G.1, 4 gallon capacity 18 swg (For Washing Mops/Floor)	Nos.
8.	Bucket Plastic Medium (4, gallon capacity)	Nos.
9.	Carpet Brushes Nylon 8"	Nos.
10.	Dust Bin Plastic (45 ltr capacity)	Nos.
11.	Dust Bin with lid (Pedestal) (6x gallon capacity)	Nos.
12.	Glass Cleaning Tray/Bucket Plastic	Nos.
13.	Gum Boots	Prs.
14.	Kasi with handle	Nos.
15.	Masson Hand Trolley (one wheel)	Nos.
16.	Mops Steel/Aluminum heavy duty	Nos.
17.	Oil Stone (Grinding Stone)	Nos.
18.	Pick Axe with handle	Nos.
19.	Pipe 1" dia 100 ft long (Nylon Good Quality)	Nos.
20.	Punja for leveling	Nos.
21.	Rope 1/2" 50 ft long	Nos.
22.	Scissors for cutting bushes	Nos.
23.	Shawl with Handle	Nos.
24.	Soap Disp. (press button) (one in each wash basin/Sink - Good Quality)	Nos.
25.	Toka 2 lbs (chapar)	Nos.
26.	Towel Bath size (Bed & Bath) for Executive Toilets	Nos.
27.	N Fold Paper Towel Dispenser	Nos.
28.	Liquid Soap Dispenser Press Button Imported for Executive Toilets	Nos.
29.	Mops Dry Heavy Duty 24" with refill accessories	Nos.
30.	All sets of Brushes for cleaning (for each floor W/P/S Machine)	A&WR
31.	Aluminum stool 10 ft	Nos.
32.	Aluminum stool 3 ft	Nos.

S#	EQUIPMENTS	UNIT
33.	Aluminum stool 6 ft	Nos.
34.	Bamboo ladder 25 ft	Nos.
35.	Double Bucket Wringer Trolley with Wringer	Nos.
36.	Electrical Blower (Heavy Duty)	Nos.
37.	Electrical H. Grinding Polishing Machine.	Nos.
38.	Electrical Hand Drill Machine with 50 ft extension wire	Nos.
39.	Glass Cleaning Viper 14" with handle (Imported Italian	Nos.
40.	Machine Floor Polishing high speed / heavy duty	A&WR
41.	Machine Floor washing/scrubbing (Heavy Duty)	A&WR
42.	Wet/Dry Vacuum Cleaner 1600 Watts	Nos.
43.	Water Suction Pump 4"x4" (As & when required)	A&WR
44.	Garbage Trolley Plastic 100 ltr. Capacity	Nos.

EVALUATION CRITERIA FOR JANITORIAL SERVICES AT MULTAN & DERA GHAZI KHAN STATIONS

Total Marks – 100
Qualifying Marks– 75

JANITORIAL SERVICES PROVIDERS.

All the applicants to please note that as per PPRA Rules and Regulations, all the documents/statements submitted by a Firm/Company for its pre-qualification are under Oath.
Any document/statement provided if proved false, mis-stated, concocted, or incorrect proved at any time, during or after qualification will result into permanent disqualification and black listing of the firm/Company/Partners with their names displayed on PPRA website.

Particulars of the Company

a. Company (complete data required in the tender documents).
b. Specific experience: - (similar nature of contracts executed / In-load during the last 5 years) Minimum Value - Rs. 5 million per month.

A. Personnel working with the Firm/ Company –since last 05 years.

(Marks Allocated – 10)

S. No	PARTICULARS	MARKS	
		PER UNIT	OBTAINED
1	No of Personnel		
I	20 – 40	05	
ii	41 – 60	08	
iii	61 & above	10	

2. Year of establishment of the firm/Company along with the certificate in corporation.

(Marks Allocated – 10)

i	1-3 yrs	03	
ii	4-7 yrs	05	
iii	8- 9 yrs	07	
iv	10 yrs & above	10	

3. Relevant Experience in Janitorial Services with documents (Agreement / LOI).

(Marks Allocated –05)

i	01 - 02 Years	02	
ii	03 - 04 Years	03	
iii	05 - 06 Years	04	
iv	7 and above Years	05	

4. Specific experience: - (similar nature of contracts executed / In-load during the last 5 years) Minimum Value - Rs. 5 million per Year.

(Marks Allocated – 10)

i	Public Sector Organizations	05	
ii	Multinational companies	05	

➢ Performance certificates from the organizations.

5. No. of Current contracts of the company (worth 05 Million per Year)

(Marks Allocated – 10)

i	1 – 4	02	
ii	5 – 6	05	
iii	7 – 10	07	
iv	10 & above	10	

B. DETAILS OF EQUIPMENT.

1. Janitorial Services Capacity Station Based Requirement

(Marks Allocated – 05)

i	fulfilling setup requirement including office / ware house (verified by of Technical team)	05	
ii	Not fulfilling setup requirement (observation of Technical team)	00	

2. EQUIPMENT

(Marks Allocated – 05)

i	BOUZERS WITH water sucking pumps, tractor trolleys	02	
Ii	Scrubbing Machine, Water sucking Pump, Garbage removing Trolleys , Vacuum Cleaners (dry, wet)	01	
Iii	Safety Kits, Pressure gun, Double bucket wringer trolleys	01	
iv	Aluminum Stools of different sizes	01	

C. GENERAL HYGIENIC CONDITIONS.(in the firm/ company where the services are going on)

(Marks Allocated – 05)

I	Verified by the team at present locations of contracts other than PIA and personal interview of different firms representative conforming the level of satisfaction.	05	
Ii	Not satisfying (observe by the Technical Team)	00	

D. LITIGATION HISTORY OF THE FIRM

(Marks Allocated – 10)

I	No Litigation. (at Present)	10	
Ii	Black Listed / ongoing litigation	-10	

E. PENALTY/FINE IMPOSED

(Marks Allocated – 05)

I	No penalty	05	
Ii	1 penalty	-01	
Iii	2-3 penalties	-03	
Iv	4 and above penalties	-05	

F. FINANCIAL STANDING / STATUS OF FIRM

1. Average Income tax paid during the last 05 years (Attached -audited income Tax. Statement/balance sheet / receipted Tax Challans.

(Marks Allocated – 10)

I	Income Tax paid under Rs 0.9 million per Year.	03	
Ii	1.0 to 1.9 million per year	05	
Iii	2.0 million and above	10	

2. Average annual turnover (for the last five years)

(Marks Allocated – 10)

I	Annual turn over Rs.5.0 million and above (A Class)	10	
Ii	Annual turnover Rs.3.1 to 4.9 million (B Class)	07	
Iii	Annual turnover up to Rs.3.0 million (C Class)	05	

3. Financial standing of the firm / Company

(Marks Allocated – 05)

I	Current year net worth (duly certified by a Chartered Accounts firm.	02	
Ii	minimum funds available Rs.3.0 million- available/not	03	

Note: Attested copy of Bank Statement, showing list of one year transaction must be attached.

DRAFT AGREEMENT

This agreement is made on this ____ day of_____, 2022 at Karachi between **Pakistan International Airlines** Corporation Limited a public limited company incorporated and governed under the laws of Pakistan having its head office at Jinnah International Airport Karachi (hereinafter referred as "PIA") which expression shall mean and include its employees, Agents, successors, assigns, or any other person (s) which may derive any title under PIA (_____);

AND

_____ established under the laws of Pakistan having its office at _____ (hereinafter referred to as "Contractor") which Expression shall mean and include its employees, agents, successors, assigns, or any other person (s) Which may derive any title under [**name of the contractor**].

Whereas PIA is desirous of procuring the complete Janitorial Services in PIA premises situated at different locations in _____**Station** more precisely described in (AREA)

Whereas contractor is the successful bidder for provisioning of complete Janitorial Services and

Whereas the contractor has further assured PIA that it has in its employment honest, efficient and technically skilled employees to provide the services to the entire satisfaction of PIA and

Whereas PIA has accepted the bid submitted by the contractor upon terms and conditions set forth herein below:-

NOW THIS AGREEMENT WITNESSETH AS UNDER:

ARTICLE – 1

TERM OF THE AGREEMENT

This agreement shall remain valid for the period of One Year commencing from _____ to _____ unless sooner terminated under the provisions of this agreement. The same is extendable by PIA for further two terms of one year each on same terms & conditions as deemed appropriate in its discretion by PIA or any term less than it under the applicable laws before its expiry on same terms & conditions in view of PIA requirements and upon satisfactory performance of the Contractor.

ARTICLE – 2

TERMINATION OF THE AGREEMENT

a. Without prejudice to any other available rights / remedies PIA shall have the right to terminate this agreement at its option for any reason specifically provided hereunder or otherwise in case of any breach of this agreement by contractor.
b. The performance of services by the contractor under this agreement shall remain under observation during the whole period of the agreement, in case the services are found non satisfactory, below the specified standard or non performance due

to strike of the contractor staff / manpower, this contract shall be terminated by PIA at any time with immediate effect without giving any notice and in such events the contractor shall be **BLACK LISTED** and entire security deposit will be confiscated and declared disqualified for further prequalification and award of any contract by PIA in accordance with PPRA Rules.

c. Notwithstanding anything contained in this agreement each party shall have the right to terminate this agreement without assigning any reason or cause thereof upon 90 days written notice to the other party through registered post and / or confirmatory facsimile.

d. PIA shall be entitled to terminate this agreement forthwith at any time upon serving notice in the event of misconduct either on the part of the contractor or its employees or non performance of responsibilities and services by the contractor under Article – 7 & 7A and other provisions of this agreement.

e. The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

ARTICLE – 3

PRICES

In consideration of services provided hereunder, PIA agrees to pay to the contractor a total sum of **Rs.** _____ In words _____ on monthly invoices lump sum basis on the actual services provided by the Service Provider which shall be verified by the user concern or any other officer designated in this behalf. During the period of validity of this agreement after making all required deductions. The prices quoted at once cannot be increased till the validity of the contract or any other extension.

If the standard of services provided by the contractor is not up to the standard acceptable to PIA, then PIA may get the required services performed through other ways and means at risk and cost of the contractor and expenditures incurred on obtaining such services shall be deducted from the amounts due from PIA, to the contractor.

If the required services are not satisfactory or contractor fails to provide the agreed services at the sole discretion of DISTRICT SALES MANAGER or any other authorized officer of PIA, following penalties will be imposed on him for his default in addition to all other right and remedies available to PIA.

For non performance or Unsatisfactory performance Of Janitorial Services. } penalty will be imposed up to 5% of total monthly amount

ARTICLE – 4

PAYMENTS

Payments in respect of supply / services shall be made by concerned Finance Manager or any authorized officer of PIA, within 30 days of the submission of the pre-receipt / certified bills, which are to be strictly in conformity with the agreed services on the actual services provided basis. No advance and guaranteed payments are to be made. The payments on lump sum basis

shall be made to the contractor after deduction of all required Government Taxes and fee levied by any Federal / Provincial Government / any local government or its authorities.

ARTICLE 4A

SATISFACTORY PERFORMANCE CERTIFICATE

Contractor is required to get endorsed the bills from General Manager concerned or his representative DGM / Incharge of the area with reference to satisfactory services rendered during the month and submit to General Manager projects & Works/Finance Manager (Works) for payment to Contractor within 30 days.

ARTICLE – 5

PERFORMANCE GAURANTEE AS SECURITY DEPOSIT

Prior to the signing of this Agreement the Service Provider shall deposit in shape of pay order or Bank Guarantee from the bank, and in form and substance, acceptable to PIACL @ (10% of total contract value) as interest free security deposit in lieu of Performance Guarantee with the Authorized Office of PIACL. PIACL shall have the right to recover / adjust all liabilities and/or outstanding amounts of the Service provider from the amount of Security Deposit furnished/deposited by Service Provider. The Interest Free Security Deposit shall remain with PIACL after three months of the expiry/termination of Agreement and the same will be refunded to the Service Provider after deduction of all the outstanding amounts and/or dues recoverable from Service Provider in relations to, arising out of and/or connected with this agreement. However, an amount, equal to the deducted amount from the Security Deposit, shall be deposited by Service provider within 15 days' time with PIACL to maintain the amount of Security Deposit to the level of 10% of the total contract value. In addition, PIACL shall always be entitled to recover any other amount outstanding against the Service Provider through different modes and methods provided under the applicable laws.

ARTICLE – 6

RECOVERIES

When any amount is recoverable from the contractor under any provision of this agreement PIA shall be entitled to deduct any such amount from the pending bills of the contractor, whether due in respect of this or any other agreement and / or form any other due amount of the contractor lying with PIA and the contractor shall have no objection on deduction of the same.

ARTICLE – 7

RESPONSIBILITIES OF THE CONTRACTOR

a. The contractor undertakes that he will provide complete Janitorial Services in PIA premises described in (SCHEDULE – AREA) as per instructions of District Sales Manager _____. The quality and standard of services to be provided by the contractor shall be to the entire satisfaction of PIA.

b. All required material shall be provided by the contractor at its own cost and brought in sealed containers with original label of manufacturer at site of work as per (SCHEDULE MONTHLY & EQUIPMENTS MATERIAL) by 5th of each month and would be kept in store room to be provided by PIA. The same can be checked by officer incharge or any other authorized representative of PIA, before emulsification and execution of the works to be carried out in PIA premises.

c. The contractor shall be responsible for any adverse effect on any human being, PIA property or on food stuff etc, which may occur by use of substandard material or its wrong application in any area.

d. The contractor shall be required to obtain at its own cost clearance from Police Department or any other relevant security establishment and the Security Division of PIA in respect of all its employees engaged in provisioning of services within the premises of PIA. Unless they possess this clearance, they shall not be allowed to enter into the premises of PIA. Furthermore, each employee shall be required to produce to PIA, a certificate from a Registered Medical Practitioner confirming that such employee is free from all infectious diseases including covid-19 at the time of employment and subsequently on an annual basis also. All expenditures incurred in this respect shall be the sole responsibility of the contractor. The contractor shall provide a complete list of its workers to be deployed on PIA premises to the office of DGM General Services PIA Head Office and P & L Department of PIA on monthly basis.

e. For the purpose of identification and security the contractor shall issue proper identity cards on its own cost to all its employees who may be detailed to work within the premises of PIA in connection with rendering of the services and the employees will display their identity cards while on duty.

f. The contractor shall be solely liable for any act or omission in contravention of laws, and PIA shall not be liable for any of his act or omission, if any legal proceeding is initiated against PIA for any act or omission of the contractor. The cost (including the incidental and the consequential cost) shall be borne by the contractor and PIA shall have the right to recover the cost from any due amount of the contractor.

g. If any law requires that one or both the parties register this agreement pursuance to such a law the entire cost of such registration shall be borne by the contractor.

h. If any loss or damage is caused to PIA's property by any employee, officer or representative of the contractor, such loss shall be made good by contractor.

i. All the above said liabilities of the contractor are without prejudice to its order present / future liabilities arising from this agreement whether due to the performance and / or non performance of its contractual obligations or otherwise.

j. If the standard of services provided by the Janitorial contractor is not up to the standard acceptable to PIA non performance then PIA may get the required janitorial services performed through other ways and means at the cost and risk of the contractor and the expenditure incurred on obtaining such services shall be deducted from the security deposit or amounts due from PIA to the contractor. If the services provided by the contractor are not satisfactory at the sole discretion of PIA representative then any of its authorized officials no less than DGM General Services may impose a penalty not exceeding up to 5% of the total monthly bill for that month, moreover, PIA shall be at liberty to terminate this agreement without

any notice. In the event of such termination entire security deposits of the contractor shall be forfeited by PIA.

ARTICLE – 7A

SERVICES TO BE PROVIDED BY THE CONTRACTOR

Work Schedule:-

OFFICES / ROOM:-

Daily:

- All rubbish bins and plastic bags emptied and the bag replaced.
- Horizontal surfaces that are clear of obstructions should be dusted or vacuum cleaned visible dirt, shoe marks should be vacuumed cleaned or washed from floor surfaces.
- Carpets/linoleum vacuum cleaned and washed from wall to wall including moving any Chairs or other easily moved obstructions,
- Vertical free areas cleaned to remove dust, cobwebs and visible dirt.
- Lamps, pictures, closets, phones, door (including handles) and frames, Chair legs ceiling lamps window sills dusted or cleaned as necessary to remove visible dirt.
- Window sills dusted or cleaned as necessary to remove visible dirt.
- Banisters in stairwells dusted and wiped clean
- The upholstered furniture vacuum cleaned
- The doors, glass panels, the skirting boards, shelves, and the radiators dusted or wiped clean as necessary to remove visible dirt

DESKS AND DESK EQUIPMENT:-

- Cleaning of the desks and equipment of the desks.
- Contractor should cover the cleaning of the following types of items: desk tops, Computer, computer screens, keyboard, mouse, calculator, telephone, desk lamp, etc.
- As part of the contract the contractor will be required to provide and subsequently Replenish/refill the cleaning kits on as-required-basis.

MEETING / CONFERENCE ROOMS:-

Daily:

- Floor / horizontal surfaces that are clear of obstructions should be washed or vacuum cleaned as necessary to remove all traces of visible dirt
- Carpets, including smaller rugs, vacuumed cleaned from wall to wall once, moving chairs as necessary.

RECEPTION/LOBBY: -

Daily:
- Horizontal surfaces that are clear of obstructions wiped off or vacuum cleaned,
- Floors vacuumed cleaned or washed to remove all traces of visible dirt and shoe marks.
-

Weekly:
- Floors vacuum cleaned and washed, from wall to wall, a minimum of once per week.

BATHROOMS/TOILETS:-

Daily:
- All sanitary-ware (wash basins, WC pans) and mirrors cleaned to remove all traces of visible dirt.
- Garbage bin emptied, floors washed to remove all traces of visible dirt.
- Toilet consumables (toilet paper, paper hand towels and liquid soap) re-stocked,
- Complete cleaning of all sanitary elements including the removal of all stains and scale,
- Toilets should be checked & cleaned every 01 hour.

Weekly:
- Walls and doors cleaned / washed,
- WC pans and urine pans-thoroughly cleaned to remove all traces of chalk and stains,

CANTEEN:-

Daily:
- Floors, tables, serving counter, desk cleaned. Waste bins emptied.

UNDERGROUND & OVERHEAD WATER TANKS:-

Once a year:

- Cleaned and disinfected.

CORRIDORS:-

Daily:
- Corridors and stairs should be checked & cleaned
- Visible dirt, shoe marks should be cleaned or washed from floor surfaces.

Weekly
- Corridors should be polished on every weekend.

SURROUNDING AREA / ROADS & FOOTPATH / PARKING / SHADES:-

Daily:
- Above areas should be cleaned.
- Visible dirt should be cleaned from horizontal surfaces.

Monthly:
- Cleaning of wild bushes developed around road.

WASTE MANAGEMENT:-

- The contractor must ensure correct disposal of waste, plastic, glass, cans, paper and cardboard into respective dumping points located in each area.
- Waste bins will be emptied according to the terms in respective dumping points located in each area.

MONTHLY MATERIAL AND EQUIPMENTS:-

The contractor will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the work. This comprises of but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning including – toilet paper, paper towels, disinfectants, kitchen towels, kitchen paper towels, washing-up liquid, soap and replacement soap dispensers, detergents for the kitchenettes, dishwasher supplies, as well as hand sanitizer refills.

There is a dedicated storage room on the premises for keeping supplies and equipment.

UNIFORM:-

The Contractor shall provide uniforms meeting international standards.

ARTICLE – 8

INDEMNITY

The contractor undertakes and agrees to indemnify and hold harmless PIA, its officers and agents from and against all claims, Demands, liabilities, damages expenses of any nature whatsoever, arising out of or resulting from this agreement whether due to performance/non performance or poor performance of any services under this agreement by the contractor, its employees or its agent or otherwise.

INSOLVENCY AND BREACH OF CONTRACT

Should the contractor be adjudicated insolvent or made to enter into any agreement for composition with creditors or be wound up their compulsorily or voluntarily or commit any breach of this agreement not herein specifically provided. PIA shall have the right to terminate this agreement forthwith and in which case the contractor shall be liable to the forfeiture of security deposit and pay PIA any extra expenses which it might incur but it shall not be entitled to any gain / compensation from PIA.

ARTICLE – 10

SCHEDULE

For all intents and purpose the SCHEDULES annexed herewith shall form an integral parts of this agreement and contractor shall be bound to fulfill all the terms and conditions stipulated therein. Any Deviation from the terms and conditions incorporated in the SCHEDULE and this agreement shall be deemed to be violation of this agreement on the part of the contractor.

ARTICLE – 11

FORCE MAJEURE

Except as provided under this agreement neither party shall be liable for any failure nor delay in performance of its obligation due to any cause beyond its reasonable control including without limitation act of public enemy war rebellion insurrection act of God and act of state.
However, the contractor shall be liable to inform PIA as soon as any such event occurs or come into the knowledge of the contractor in writing or through means generally accepted as communication

ARTICLE – 12

CORRESPONDENCE

The contractor shall not correspond with approach any other authority person directly or indirectly whether the staff of PIA or OTHERWISE EXCEPT THE DGM GENERAL SERVICES, GENERAL MANAGER, DIRECTOR concerned regarding any matter arising from this or any other agreement with DSM PIA. The contractor may carry on correspondence with designated officials of the user department.

ARTICLE – 13

NOTICE

All notices requests and demands given to or made upon the parties shall be in writing and posted through registered mail confirmatory telex at the addresses set forth below:

PIA : Dy. General Manager General Services, Works & Project Building
Room No. 104, Head Office Karachi Airport.

Contractor : _____

ARTICLE – 14

INTEGRITY PACT / DISCLOSURE CLAUSE

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC PAYABLE BY THE CONTRACTOR & SERVICE PROVIDERS.

The contractor hereby declares its intention not to obtain the procurement of any contract, right interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub-division or agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the forgoing the contractor represents and warrants that it has fully declared the brokerage, commission, fees 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 it affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever from Government of Pakistan, except that which has been expressly declared pursuant hereto.

The contractor certifies that it has made and will make full disclosure of all agreements with all persons in respect of or related to the transaction with Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The contractor accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall without prejudice to any other right and remedies available to Government of Pakistan under any law, contract or other instrument, be void-able at the option of Government of Pakistan.

Notwithstanding any rights and remedies exercised by GoP in this regard, the contractor 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 any amount equivalent to ten time the sum of any commission, gratification, brief, finder's fee or kickback given by the contractor as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever from government of Pakistan

ARTICLE – 15

ASSIGNMENT

The contractor shall not sublet, transfer or assign this agreement to any party without the prior written permission of PIA.

ARTICLE – 16

ARBITRATION AND APPLICABLE LAW

i. If at any time any question, dispute or difference may arise between both the parties under this Agreement, either party may as reasonable, give to the other Notice in writing of the existence of such question, dispute or difference, specifying its nature and the point at issue, for conciliation failing which the matter shall be referred to CEO PAICL as single arbitrator or his nominee in accordance with the provision of Arbitration Act of 1940. The seat of the arbitration shall be at Karachi.
ii. The parties shall submit to the exclusive jurisdiction of the courts at Karachi.
iii. This agreement shall be governed by the laws of Pakistan.

ARTICLE – 17

WAIVER

The failure of either party at any time to require the performance by the other of any of the terms and provisions hereof shall in no way effect the right of that party thereafter to enforce the same nor shall the waiver by either party or any breach of the terms or provision hereof taken or held to be waiver of any succeeding breach of any such terms or provision itself.

ARTICLE – 18

AUTHORITY OF PERSON SIGNING CONTRACT & DOCUMENT

Person signing this contract or any other document forming part of this contract on behalf of the contractor shall be deemed to warranty that he has the authority to do so from the contractor and if on enquiry, it is revealed that the person so signing had no authority to do so PIA may without prejudice to other legal right/remedies cancel without notice and hold the signatory liable for all costs and damages.

ARTICLE – 19

MISCELLANEOUS

a. This agreement supersedes all prior agreements and understanding relating to the subject. All terms and conditions of the tender documents and the quoted rates vide attached SCHEDULES are valid to the extent they are not repugnant with the terms and conditions of this agreement.
b. Tiles are inserted in this agreement for the purpose of reference and convenience and in no way define, limit or describe the scope or intent of agreement and / or not to deem an integral part thereof.
c. This agreement shall not be varied, modified, altered, amended or supplemented etc except by the mutual consent, of the parties in writing.
d. Contractor agrees that it shall from time to time do and perform such other and further acts, or things and execute and deliver any or all such other and further assignment as may be required or reasonable requested by PIA to establish maintain and protect its right and remedies under this agreement.
e. This agreement shall be binding upon and shall incur to the benefit of both parties.

IN WITNESS WHEREOF the parties hereunto set their hands on the days, month and the years mention herein above.

FOR & ON BEHALF OF PAKISTAN INTERNATIONAL AIRLINES	FOR & ON BEHALF OF THE CONTRACTOR
NAME_____	NAME_____
DESIGN_____	DESIGN _____
SEAL_____	SEAL_____

WITNESS -1

SIGN _____
NAME _____
CNIC NO _____

WITNESS -2

SIGN _____
NAME _____
CNIC NO _____

WITNESS -1

SIGN _____
NAME _____
CNIC NO _____

WITNESS -2

SIGN _____
NAME _____
CNIC NO _____

INTEGRITY PACT / DISCLOSURE CLAUSE

(To be submitted on Company's Letterhead)

Declaration of Fees, Commissions and Brokerage Etc. Payable by the Suppliers, Vendors, Distributors, Manufacturers, Contractor & Service Providers of Goods, Services & Works_____ the Seller / Supplier / Contractor hereby declares its intention not to obtain the procurement of any Contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative sub-division or agency thereof or any other entity owned or controlled by it (GOP) through any corrupt business practice.

Without limiting the generality of the forgoing the Seller / Supplier / Contractor represents and warrants that it has fully declared the brokerage, commission, fees 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 it affiliate, agent, associate, broker, consultant, director, promoter, shareholder sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Pakistan, except that which has been expressly declared pursuant hereto.

The Seller / Supplier / Contractor certifies that it has made and will make full disclosure of all agreements an arrangements with all persons in respect of or related to the transaction with Government of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The Seller / Supplier / Contractor accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall without prejudice to any other right and remedies available to Government of Pakistan under any law, contract or other instrument, be void-able at the option of Government of Pakistan.

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

(To be submitted on Rs. 100 Stamp Paper)

General Manager Contract Management
Supply Chain Management
Pakistan International Airlines
Karachi

Subject: **Undertaking to Execute Contract**

Dear Sir,

1. We/I, the undersigned tenderer do hereby confirm, agree and under take to do following in the event our / my tender for supply of _____ to PIA is approved and accepted:

2. That we / I will into and execute the formal contract, a copy of which has been supplied to us / me, receipt whereof is hereby acknowledge and which has been studied and under stood by me / us without any change, amendment, revision or addition thereto, within a period of seven days when required by PIA to do so.

3. That all expense in connection with the preparation and execution of the contract including stamp duty will be borne by us / me.

4. That we / I shall deposit with PIA the amount of security as specified in the contract which shall continue to e held by PIA until three months after expiry of the contract period.

5. That in event of our / my failure to execute the formal contract within the period of seven days specified by PIA the Earnest money held by PIA shall fortified and we / I shall not question the same.

Tenderer's Signature_____

Name in full _____
Designation _____
Address _____
_____
Phone / Fax # _____
CNIC _____
Seal _____
Date _____
Email _____