

REF: GM CM /Cabin/ Bridge Cleaning /Engg/ 02/21

Invitation to Bid

M/S _____

Sub: Outsourcing of Bridge / Aircraft Transit Cleaning at KHI, ISB, LHE and PEW Stations.

Dear Sirs,

We are pleased to invite your sealed tenders for the item/ services mentioned above. 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 General Manager Contract Management, PIA Supply Chain Management Building, JIAP Karachi latest by **09-06-2021 1030hrs.** The tenders may be dropped in the tender box marked as “**Tender Box Commercial Purchases**” placed at the entrance of the PIACL Supply Chain Management Building latest by **10:30** hours on the specified date. You may also send your tenders through registered A/D mail addressed to General Manager Contract Management, which must reach before the closing date and time mentioned above. **Tenders will be opened at 11:00 hours** 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 Contract Management in this respect shall be final and binding.

3. Bidders are required to submit a Pay Order of Rs. 6000/- (Non-Refundable) as tender fees along with Technical Proposal (Local Bidders).

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

The Tender should be accompanied a Pay Order payable (valid for 120 days from the date of tender opening) equivalent to 2% of total bid value in the name of M/S PAKISTAN INTERNATIONAL AIRLINES as interest free Earnest Money (Refundable). Earnest Money in any other shape shall not be accepted. Earnest / Security Money deposited against a running contract (s) purchase orders(s) shall not be transferable as earnest money for any other tender. All tenders without Earnest Money shall not be considered.

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

The successful tenderer upon award of Contract / Purchase Order will be required to furnish

security deposit (Pay Order OR Bank Guarantee) in the amount equivalent to 10% of total tender value stated in the Letter of Acceptance as interest free Security deposit and to remain valid 3-months after the expiry period of the Contract. 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

PREPARATION OF TENDER

“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 - TECHNICAL PROPOSAL:

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 are given.

Bidders **MUST:**

- Be registered with Sales Tax Authorities; please attach copy of Registration Certificate (Local Bidders Only).
- Quote Rates, GST, and other taxes separately.
- Bid on Prescribed Performa issued by PIA.
- 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 - FINANCIAL PROPOSAL

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 120 days.

H) Duration of Contract

Contract will be awarded for the period of one year, extendable for further two terms with mutual consent on same rates, terms and conditions.

Note: Contract shall be awarded Station wise lowest bid basis.

Yours truly,

Iftikhar M. Usmani
GM Contract Management
Supply Chain Management PIA Head Office, Karachi.
Ph: 021 9904 3081, 9904 4101
Email: gm.cm@piac.aero,
contract.administration@piac.aero

TENDER SCHEDULE "A"
Provisioning of Aircraft Bridge Cleaning Services at KHI/LHE/ISB/PEW Station.
KARACHI

S / No.	Description	Rate/Per Aircraft Transit Arr/Dep (PKR)	Frequency of Flights/Month (Estimated)	Amount-/Month (PKR)	Annual Charges (PKR)
1	B777(Wide Body)		90		
2	A320 (Narrow Body)		510		
3	ATR (Narrow Body)		120		
Total Annual amount PKR					
Taxes (if applicable)					
Total Annual Amount Inclusive of taxes (if any) PKR					
2% Earnest Money PKR					

Note: The payment shall be made at actual services/ cleaning of Aircrafts (+ - Variance 15%)

LAHORE

S / No.	Description	Rate/Per Aircraft Transit Arr/Dep (PKR)	Frequency of Flights/Month (Estimated)	Amount-/Month (PKR)	Annual Charges (PKR)
1	B777(Wide Body)		150		
2	A320 (Narrow Body)		420		
3	ATR (Narrow Body)		30		
Total Annual amount PKR					
Taxes (if applicable)					
Total Annual Amount Inclusive of taxes (if any) PKR					
2% Earnest Money PKR					

Note: The payment shall be made at actual services/ cleaning of Aircrafts (+ - Variance 15%)

ISLAMABAD

S / No.	Description	Rate/Per Aircraft Transit Arr/Dep (PKR)	Frequency of Flights/Month (Estimated)	Amount-/Month (PKR)	Annual Charges (PKR)
1	B777(Wide Body)		180		
2	A320 (Narrow Body)		450		
3	ATR (Narrow Body)		150		
Total Annual amount PKR					
Taxes (if applicable)					
Total Annual Amount Inclusive of taxes (if any) PKR					
2% Earnest Money PKR					

Note: The payment shall be made at actual services/ cleaning of Aircrafts (+ - Variance 15%)

PESHAWAR

S / No.	Description	Rate/Per Aircraft Transit Arr/Dep (PKR)	Frequency of Flights/Month (Estimated)	Amount-/Month (PKR)	Annual Charges (PKR)
1	B777(Wide Body)		30		
2	A320 (Narrow Body)		150		
3	ATR (Narrow Body)		-		
Total Annual amount PKR					
Taxes (if applicable)					
Total Annual Amount Inclusive of taxes (if any) PKR					
2% Earnest Money PKR					

Note: The payment shall be made at actual services/ cleaning of Aircrafts (+ - Variance 15%)

Contract shall be awarded Station wise lowest bid basis.

Attention:

Non compliance to the conditions mentioned below at Serial No. 1 to 5 will render the quotation for rejection at the time of opening of tenders.

Broad Terms and Conditions of Tender:-

1. Rates must be quoted in words and figures both inclusive of all taxes, charges, duties, expenses to be borne by the bidder.
2. Offer must be firm and final and valid for 120 days.

3. Incomplete, mutilated offer or offers without/deficient earnest money are liable for rejection.
4. Copy of certificate of registration with Sales Tax collectorate must accompany the quotation.
5. PIA will have the right to visit the facility / premises of the tenderer or call for any further documents to establish the capability of firms to undertake this order/contract. PIA's decision in this regards shall be final will not be questioned in any court.

We/ I hereby confirmed having read and understood the terms and conditions of the tender and we / I expressly confirm and agree that our tender for the supply of above mentioned items are in terms of and subject to the terms and conditions of the tenders.

TENDERER'S SIGNATURE _____

DESIGNATION _____

ADDRESS _____

Tel No. _____

Email _____

GST No. _____

NTN NO. _____

SEAL _____

TOR - Mandatory Requirements of Bridge/Transit Cleaning

1. OBJECTIVE:

Management is focused towards bringing visible improvement in Aircraft Cabin Interior cleaning.

While Aircraft Transit Cleaning (cockpit & cabin) well in time before its departure is one of the most important features to achieve better ambience, hygienic conditions of cleanliness, which contributes significantly in maintaining the SAFA index at acceptable level.

In general Aircraft Transit Cleaning is to be carried out by Third Party at KHI, ISB, LHE and PEW.

2. AIRCRAFT FLEET:

S.#	A/C TYPE	NO. OF A/Cs
1.	B777-200ER (Wide body)	06
2.	B777-200LR (Wide body)	02
3.	B777-300ER (Wide body)	04
4.	A320 (Narrow body)	11
5.	ATR42-500 (Narrow body)	03
6.	ATR72-500 (Narrow body)	03
TOTAL		30

3. Scope of Work, Services & Standards:

A. Flight Deck Compartment/Cockpit:

1. Empty & clean ashtrays.
2. Clean wind shield with lint free soft cloth. (Inside & outside)
3. Clean / brush seat belts and shoulder harnesses, spot clean.

B. Passenger Stairs: (where applicable)

1. Clean stairs, kick panels, side wall etc.
2. Clean railing / grill.

C. Passenger Cabin

1. Pick all rubbish / loose items from floor area.

2. Provide runner and fix.
3. Empty / vacuum seat pockets.
4. Remove rubbish from seat pockets. Raise Business class seat footrests and remove any rubbish under the footrests.
5. Clean Passenger TV screen and surrounding cover with lint free cloth dampened with approved cleaner. (If applicable)
6. Brush seats with a brush.
7. Brush seat belts and spot clean. Arrange seat belts neatly.
8. Remove rubbish from magazine racks / literature pockets,
9. Wipe clean Hat rack. (Top, bottom, Inside & coves).
10. Wipe clean side walls panels.
11. Wipe clean all dado panels, grills.
12. Wipe clean dog house/coat closet.
13. Clean window shades / panes with lint free soft cloth.
14. Clean all seat armrests and earphone cavities.
15. Clean all meal tables / in-arm meal tables.
16. Vacuum in-arm meal tray housing.
17. Clean all seat trims, shells, UBR etc.
18. Remove spillage/stains (betel leaf, Grim etc)/ chewing gum/ grease/Oil etc. from carpets.
19. Brush / vacuum clean all carpets.
20. Clean seat tracks and rubber spacers.
21. Clean partition bulkheads / door trims / slide raft covers.
22. Spray fragrance before Passenger boarding.
23. Remove runner just before boarding.

D. Galleys / Service Centre & Entrance Areas:

1. Empty & clean waste container, replace polymer bag and spray disinfectant.
2. Remove trash from floor, work tops and waste bin stowage area.
3. Remove all signs of spillage from work top, storage cupboards and sink.
4. Wipe clean waste bin housing, door, trash disposal flapper, handles and cavities.
5. Clean work surface, and sink.
6. Clean ice bins and drains trays.
7. Clean cabinets / housing, walls & corner.
8. Clean oven with oven cleaner.
9. Clean coffee, tea, juices, drinks, oils marks.
10. Scrub/wipe clean floor PVC.

E. Lavatories / Toilet:

1. Empty & clean waste bin and replace polymer bag.
2. Wipe clean waste bin housing and spray deodorant.
3. Remove all trash from wash basin, counter top and floor.
4. Sniff toilet area, clean with disinfectant.
5. Clean wash basin, mirror, cabinet and area.
6. Clean toilet lid, seat and shroud with approved cleaner / disinfectant.
7. Clean floor PVC.
8. Clean toilet door from inside & outside.
9. Empty and clean ashtrays on toilet doors.
10. Flush toilet thoroughly.
11. Clean floor and area with disinfectant
12. Thoroughly clean soap holder.
13. Clean air vent, ceiling & side walls thoroughly.
14. Spray deodorant / disinfectant.
15. Spray fragrance before passenger boarding.

4. AVERAGE DEPARTURES PER DAY:

From Karachi = 24 (777 Wide Body = 3, A320 Narrow Body= 17, ATR Narrow Body= 4)
From Peshawar = 6 (777 Wide Body = 1, A320 Narrow Body= 5, ATR Narrow Body= 0)
From Islamabad=26 (777 Wide Body = 6, A320 Narrow Body= 15, ATR Narrow Body= 5)
From Lahore = 20 (777 Wide Body = 5, A320 Narrow Body= 14, ATR Narrow Body= 1)

Variance 15% + -

PIA Flight schedule to be consulted to work out required manpower for ensuring Punctuality and Regularity of schedule.

5. Minimum number of staff required for Transit Cleaning:

Wide Body Aircraft: 12 workers per aircraft within 45 Minutes.
Narrow Body Aircraft: 08 workers per aircraft within 30 Minutes.
04 workers per aircraft within 20 Minutes for ATR aircraft.

6. Transit Cleaning Performa

Aircraft Acceptance Performa for Transit Cleaning will be countersigned by

operating Flight Senior Purser before each departure. Copy of the Performa will be retained by the Flight Senior Purser and original will be kept with the Service provider for record.

7. Cautions

- To avoid any accident, do not touch any switch/lever/ controls without supervision.
- Inform ground Engineer if any discrepancy observed.
- Do not clean any instrument glasses.
- Do not take any liquid cleaning agent inside cockpit.
- Do not use any abrasive material for cleaning.
- Do not allow excessive amount of cleaning fluid to come in contact with power supply outlets, ensure area is dry after cleaning to prevent receiving electric shocks.
- Take care not to allow excessive amounts of fluids to come into contact with hot cup outlets.
- Ensure hot cup outlets are dry to prevent the electric shocks.
- Inform any water leakage drain blockage, to ground Engineer/Duty officer.
- Waste bin door must be closed properly to observe fire prevention requirement.
- Take care not to allow excessive amounts of fluids to come into contact with hot cup outlets.
- If any wallet/valuable article found lying in cabin, inform/handover to security under acknowledgement.
- Do not allow any to take catering/field service items.

8. Cleaning Materials

Aviation Grade chemicals and fragrance shall be used as a mandatory requirement for the complete Cockpit/Cabin cleaning process.

9. Security Clearances

Security clearances in respect of all staff shall be the sole responsibility of the service provider.

10. Penalties /Fines

If the required services are not satisfactory or contractor fails to provide the agreed services as prescribed in TOR, a fine will be imposed each transit cleaning per aircraft for non performance or unsatisfactory aircraft cabin cleaning.

11. Payment Process

- i. Aircraft will be clean on Arrival/Departure
- ii. Induction of New Fleet will be consider according
Wide Body (Double Aisle) to 777 rates
Narrow Body (Single Aisle) to A320/ATR

12. Contract shall be awarded Station wise lowest bid basis.

In order to ensure that the bidding process is conducted in fair and transparent manner, following Evaluation Criteria will be followed to determine the best suitable service provider for PIA in efficient and economical manner.

Evaluation Weightage & Marks

1. **Weightage** for Company Information is **60%** & Financial Standing /Past Performance and Commitment is **40%** respectively
2. **Marks Obtained** multiplied with **Weightage Percentage (%)** for Technical Evaluation.

Total Weightage: 100%

Minimum Qualification Weightage: 60%

Technical Evaluation Criteria

Following Criteria will be used for Technical Evaluation.

S. #	Evaluation Criteria					Weightage	Allocated Marks	Marks Obtained
AA	COMPANY INFORMATION							
1	No. of Personnel already employed at each station (Max Marks 15 based on Avg. of Manpower on All 04 Stations)							
		Karachi	Islamabad	Lahore	Peshawar			
i	Less than 10					10 %	2.5	
ii	11-30						5	
iii	31-50						7.5	
iv	51 -100						10	
v	101 or above						15	
2	Establishment of firm (Max Marks 10)							
i	Less Than 01 Years					5 %	2.5	
ii	01-03 Years						5	
iii	03-05 Years						7.5	
iv	05 Years or above						10	
3	No. of Stations Applied For (Max. Marks 10)							
i	Only One Station					10 %	4	
ii.	Two Stations						6	
iii	Three stations						8	
iv	All Four stations						10	
4	Relevant Experience of Janitorial of Aviation (Max Marks 10)							
i	Less Than 01 Years					8 %	2.5	
ii	01-03 Years						5	
iii	03-05 Years						7.5	

iv	05 Years or above		10	
5	No. of the Current Contracts (Aircraft Cleaning)(Max Marks 10)		10	
i	01 to 02	10 %	2.5	
ii	03 to 05		5	
iii	06 to 10		7.5	
iv	10 or above		10	
6	Certification / Registration / ISO Certification (HSE) of the Company/Firm (Max. Marks 15)			
i	ISO Housekeeping	7 %	5	
ii	ISO (Environment)		5	
iii	ISO Safety		5	
7	Aircraft Type Experience (Max. Marks 10)			
i.	Only Narrow Body	10 %	5	
ii.	Only Wide Body		7.5	
iii.	Both Type i.e. Narrow Body & Wide Body		10	
NOTE : Attached the list along with the contacts details of firm/company				
BB	FINANCIAL STANDING / STATUS OF THE FIRM			
1	ANNUAL TURNOVER(Max. marks 10)			
I	Annual turnover up to Rs. 20 million	5 %	5	
ii	Annual turnover Rs. 20 to 40 million		7.5	
iii	Annual turnover Rs. 40 million or above		10	
2	Income tax paid during the last 05 years (Attached -audited income Tax. Statement/balance sheet / receipted Tax Challans.			
i	Income Tax paid under Rs.1.0 million per year	3%	5	
ii	1.0 to 1.99 million per year		7.5	
iii	2.00 to 2.99 million per year		10	
iv	3.0 million and above		15	
CC	Past Performance and Commitment / Guarantee			
1	Improvement in Cleaning Time for Wide Body Aircraft (with improved manpower, timely reporting)	12%		
	Total Time = 30-35 Mins Avg.		10	
	Total Time = 36-40 Mins Avg.		7.5	
	Total Time = 41-45 Mins Avg.		5	
2	Improvement in Cleaning Time for Narrow Body Aircraft (with improved manpower, timely reporting)	10%		
	Total Time =20-25 Mins Avg.		10	
	Total Time =26-30 Mins Avg.		5	
3	Improvement in Cleaning Time for Narrow Body (ATR42/72) Aircraft (with improved manpower, timely reporting)	10%		
	Total Time =12-15 Mins Avg.		10	
	Total Time =16-20 Mins Avg.		5	

Draft AGREEMENT

THIS AGREEMENT IS MADE IN KARACHI THIS ___2021
BETWEEN

The Pakistan International Airlines Corporation (PIA), a statutory Corporation, existing under Pakistan International Airlines Corporation Act, 1956 (Act No. XIX of 1956) having its Head Office at PIA Building, Karachi Airport, Karachi (hereinafter referred to as "CORPORATION" which expression shall include, where the context allows, its successors-in-interest, legal representatives, administrators, executors and assignees of the one part;

AND

A _____ company incorporated under the Companies Ordinance, 1984 and having its office at _____, (hereinafter referred to as "Service Provider" which expression shall include where the context allows, its successors-in-interest, legal representatives, administrators, executors and assignees of the other part.

CORPORATION and Service provider shall hereinafter be collectively referred to as the "Parties" and individually "Party"

WHEREAS

- A. CORPORATION wishes to utilize the services of Service Provider under the following terms and conditions:
- B. Service Provider undertakes to provide services to CORPORATION in respect of Aircraft Cabin Cleaning as prescribed in Terms of Reference.
- C. The Service Provider, at the date of this agreement, is well and sufficiently qualified to provide the Services and has the authority to do the same.
- D. Each party recognizes and accepts that the authorized representatives of the other Party are sufficiently empowered to execute this Agreement.

NOW, THEREFORE, THIS AGREEMENT WITNESSTH AS UNDER:

1. Tenure /Appointment /Termination

1.1 This agreement shall be effective for one year from _____ to _____ unless so owner terminated under the Provision of this Agreement and elsewhere. The same is extendable by PIACL if deemed necessary for two terms with mutual consent on same rates, terms and conditions.

1.2 Without Prejudice to any other available rights / remedies, PIACL shall have the right to terminate this agreement without assigning any reason specifically provides hereunder or otherwise in case of any breach of this Agreement by the Contractor at any time.

Not with standing anything contained in this Agreement, each party shall have the right to terminate the Agreement at any time at its option upon giving 90 days written notice to the other party without assigning any reason or cause thereof.

2. Services

2.1 The primary purpose of taking the Service Provider onboard is to ensure Aircraft Cabin Cleaning in line with international best practices and as prescribed in TOR/ Scope of service as recapped below:

AA. TRANSIT/ BRIDGE CLEANING OF AIRCRAFT CABIN INTERIOR

OBJECTIVE:

Maintenance of hygienic conditions and cleanliness of the aircraft cockpit and cabin at acceptable standards of each Aircraft well in time before its departure.
 Acceptance Proforma is countersigned by the operating Purser.

TOR - Mandatory Requirements of Bridge/Transit Cleaning

1. AIRCRAFT FLEET:

S.#	A/C TYPE	NO. OF A/Cs
1.	B777-200ER (Wide body)	06
2.	B777-200LR (Wide body)	02
3.	B777-300ER (Wide body)	04
4.	A320 (Narrow body)	11
5.	ATR42-500 (Narrow body)	03
6.	ATR72-500 (Narrow body)	03
TOTAL		30

2. Scope of Work, Services & Standards:

A. Flight Deck Compartment/Cockpit:

1. Empty & clean ashtrays.
2. Clean wind shield with lint free soft cloth. (Inside & outside)
3. Clean / brush seat belts and shoulder harnesses, spot clean.

B. Passenger Stairs: (where applicable)

1. Clean stairs, kick panels, side wall etc.
2. Clean railing / grill.

C. Passenger Cabin

1. Pick all rubbish / loose items from floor area.
2. Provide runner and fix.
3. Empty / vacuum seat pockets.
4. Remove rubbish from seat pockets. Raise Business class seat footrests and remove any rubbish under the footrests.
5. Clean Passenger TV screen and surrounding cover with lint free cloth dampened with approved cleaner. (If applicable)
6. Brush seats with a brush.
7. Brush seat belts and spot clean. Arrange seat belts neatly.
8. Remove rubbish from magazine racks / literature pockets,
9. Wipe clean Hat rack. (Top, bottom, Inside & covers).
10. Wipe clean side walls panels.
11. Wipe clean all dado panels, grills.
12. Wipe clean dog house/coat closet.
13. Clean window shades / panes with lint free soft cloth.
14. Clean all seat armrests and earphone cavities.
15. Clean all meal tables / in-arm meal tables.
16. Vacuum in-arm meal tray housing.
17. Clean all seat trims, shells, UBR etc.
18. Remove spillage/stains (betel leaf, Grim etc)/ chewing gum/ grease/Oil etc. from carpets.
19. Brush / vacuum clean all carpets.
20. Clean seat tracks and rubber spacers.
21. Clean partition bulkheads / door trims / slide raft covers.
22. Spray fragrance before Passenger boarding.
23. Remove runner just before boarding.

D. Galleys / Service Centre & Entrance Areas:

1. Empty & clean waste container, replace polymer bag and spray disinfectant.
2. Remove trash from floor, work tops and waste bin stowage area.
3. Remove all signs of spillage from work top, storage cupboards and sink.
4. Wipe clean waste bin housing, door, trash disposal flapper, handles and cavities.
5. Clean work surface, and sink.
6. Clean ice bins and drains trays.
7. Clean cabinets / housing, walls & corner.
8. Clean oven with oven cleaner.
9. Clean coffee, tea, juices, drinks, oils marks.
10. Scrub/wipe clean floor PVC.

E. Lavatories / Toilet:

1. Empty & clean waste bin and replace polymer bag.
2. Wipe clean waste bin housing and spray deodorant.
3. Remove all trash from wash basin, counter top and floor.
4. Sniff toilet area, clean with disinfectant.
5. Clean wash basin, mirror, cabinet and area.
6. Clean toilet lid, seat and shroud with approved cleaner /disinfectant.
7. Clean floor PVC.
8. Clean toilet door from inside & outside.
9. Empty and clean ashtrays on toilet doors.
10. Flush toilet thoroughly.
11. Clean floor and area with disinfectant
12. Thoroughly clean soap holder.
13. Clean air vent, ceiling & side walls thoroughly.
14. Spray deodorant / disinfectant.
15. Spray fragrance before passenger boarding.

4. AVERAGE DEPARTURES PER DAY:

From Karachi = 24 (777 Wide Body = 3, A320 Narrow Body= 17, ATR Narrow Body= 4)
From Peshawar = 6 (777 Wide Body = 1, A320 Narrow Body= 5, ATR Narrow Body= 0)
From Islamabad=26 (777 Wide Body = 6, A320 Narrow Body= 15, ATR Narrow Body= 5)
From Lahore = 20 (777 Wide Body = 5, A320 Narrow Body= 14, ATR Narrow Body= 1)

Variance 15 % + -

PIA Flight schedule to be consulted to work out required manpower for ensuring Punctuality and Regularity of schedule.

5. Minimum number of staff required for Transit Cleaning:

Wide Body Aircraft: 12 workers per aircraft within 45 Minutes.
Narrow Body Aircraft: 08 workers per aircraft within 30 Minutes.
05 Workers per aircraft within 20 Minutes for ATR aircraft.

6. Transit Cleaning Performa

Aircraft Acceptance Performa for Transit Cleaning will be countersigned by operating Flight Senior Purser before each departure. Copy of the Performa will be retained by the Flight Senior Purser and original will be kept with the Service provider for record.

7. Cautions

- To avoid any accident, do not touch any switch/lever/ controls without supervision.
- Inform ground Engineer if any discrepancy observed.
- Do not clean any instrument glasses.
- Do not take any liquid cleaning agent inside cockpit.
- Do not use any abrasive material for cleaning.
- Do not allow excessive amount of cleaning fluid to come in contact with power supply outlets, ensure area is dry after cleaning to prevent receiving electric shocks.
- Take care not to allow excessive amounts of fluids to come into contact with hot cup outlets.
- Ensure hot cup outlets are dry to prevent the electric shocks.
- Inform any water leakage drain blockage, to ground Engineer/Duty officer.
- Waste bin door must be closed properly to observe fire prevention requirement.
- Take care not to allow excessive amounts of fluids to come into contact with hot cup outlets.
- If any wallet/valuable article found lying in cabin, inform/handover to security under acknowledgement.
- Do not allow any to take catering/field service items.

8. Cleaning Materials

Aviation Grade chemicals and fragrance shall be used as a mandatory requirement for the complete Cockpit/Cabin cleaning process.

9. Security Clearances

Security clearances in respect of all staff shall be the sole responsibility of the service provider.

10. Penalties /Fines

If the required services are not satisfactory or contractor fails to provide the agreed services as prescribed in TOR, a fine will be imposed each transit cleaning per aircraft for non performance or unsatisfactory aircraft cabin cleaning.

11. Payment Process

- i. Aircraft will be clean on Arrival/Departure
- ii. Induction of New Fleet will be consider according
Wide Body (Double Aisle) to 777 rates
Narrow Body (Single Aisle) to A320/ATR

12. Contract shall be awarded Station wise lowest bid basis.

3. Remuneration/ Payments:

- 3.1 Corporation will pay monthly Service Charges (at actual service) to the Service Provider on account of its Services stated in Clause 2.1 of this agreement. Applicable taxes to be paid by the Service Provider.
- 3.2 Withholding taxes/duties required by law or regulations to be made for the payments are hereby allowed to be made by CORPORATION. The CORPORATION agrees to promptly provide to Service Provider receipts in this regard.
- 3.3 All invoices pertaining to service charges will be raised by the Service Provider during first week of the month. A credit period of 30 days will be applicable.
- 3.4 Service Provider is required to get endorsed the bills from Chief Engineer Line Maintenance and his representative DCE Aircraft Appearance of the area with reference to satisfactory services rendered during the month and submit to DGM Finance Engineering/Technical Services for direct payment to Service Provider within 30 days.
- 3.5 Service Provider shall submit PR-2 Form along with payment Receipt made to EOBI and SESSI for the number of employed deployed with PIA on quarterly basis.
- 3.6 If the required services are not satisfactory or contractor fails to provide the agreed services as prescribed in TOR, following penalties/fines will be imposed for default in addition to all other rights and remedies available to PIA.

For non performance or	}	A fine of Rs. 50,000/- will be imposed each transit cleaning
Unsatisfactory performance	}	per Aircraft
Of Aircraft Cabin Cleaning	}	

ARTICLE - 4
SECURITY DEPOSIT

Service Provider will have to deposit an amount interest free equivalent to 10% of the annual contract value. This will remain with PIAC, till 3 months after the expiry of the contract of satisfactory services.

5. Code of Conduct and Scope of Responsibility

- 5.1 The Service Provider shall faithfully always act faithfully in respect of any matter relating to this Agreement as to the COORPORATION and shall at all times fully and duly safeguard the CORPORATION's equipment & property. The Service provider shall be responsible for the professional competence of its employees and will select for work, under this Agreement, only reliable and competent Individuals who will perform effectively in the implementation of this Agreement. Service Provider agrees that all services herein must be performed strictly in conformity with Pakistan law & Contract Law and in addition to above the Service Provider shall discharge its duties in accordance with applicable laws.
- 5.2 Service Provider acknowledges its responsibility both during and after the term of its appointment, and undertakes to preserve the confidentiality of any proprietary information or data developed by Service Provider on behalf of CORPORATION or disclosed by CORPORATION to Service Provider.
- 5.3 For the purposes of this Agreement the term "Confidential Information" shall mean that any

information that comes in possession of the Service Provider and its personnel during normal Course of business/services shall be the property of the CORPORATION at all times and / or any Of the CORPORATIONS's communications, whether in oral, written, graphic, magnetic, electronic or Other form, that is either conspicuously marked "confidential" or "proprietary", or is known to be confidential or proprietary, or is of confidential or proprietary nature, and that is made in the course of discussions, studies, or other work undertaken, shall be kept confidential by the Service Provider.

6. Force Majeure

Service Provider will not be held responsible for any delay or failure to perform any or all of its services stated under clause 2.1, if such default is attributable to force majeure. The expression force majeure shall mean causes beyond the control of Service Provider and shall include but not be limited to industrial dispute, power breakdown, breakdown of machinery equipment, general strikes, riots etc

7. Notices

7.1 Any notice required or permitted to be given under this Agreement by Corporation or Service Provider shall only be sufficient if it is in writing and if it is sent by registered AD post or courier service to the following addresses:

If to CORPORATION:
Pakistan International Airlines
PIA Head Office, Karachi Airport, Karachi
Attention: Chief Engineer Line Maintenance
Cc: Chief Technical Officer (Engineering & Maintenance)

7.2 A party may substitute a new address by sending a notice thereof in the same manner to the other party thereto. Each notice shall be deemed effective when actually received at the appropriate address during normal business hours.

8. Governing Law and Settlement of Disputes

8.1 This Agreement shall be construed in accordance with, and will be governed by, the laws of the Islamic Republic of Pakistan.

8.2 Any dispute arising from this Agreement shall first be settled amicably and thereafter if necessary by reference to Arbitration by a sole Arbitrator appointed by consent of both the Parties under the Arbitration Act, 1940. If the parties cannot agree on the appointment of a sole arbitrator, then each Party shall appoint one arbitrator, and the two arbitrators shall appoint an Umpire. The decision of the Umpire shall be final and binding upon the Parties. Arbitration shall be a precondition to any litigation or any other action. Each party shall pay its own cost of Arbitration.

8.3 The parties agree to the exclusive jurisdiction of the courts at Karachi.

9. Representations and Warranties of the Parties

- a. The COMPANY represents and warrants that it is a company duly incorporated under the laws of Pakistan and is validly existing and in good standing under the laws of its jurisdiction of incorporation, with full corporate power and authority to conduct its business as it is now being conducted, to own or use the properties or assets that it purports to own or use, and to perform all of its obligations under this Agreement.

- b. The Service Provider represents and warrants that it is a legal entity, has full legal rights, validly existing and in good standing, under the laws of its jurisdiction, with full legal power and authority to conduct its business as it is now being conducted, to own or use the properties or assets that it purports to own or use, and to perform all of its obligations under this Agreement.
- c. Each Party represents and warrants that it has the full legal right, requisite corporate or legal power and authority and has taken all corporate or legal actions necessary in order to execute, deliver and perform fully, its obligations under this Agreement and to consummate the transactions contemplated herein.
- d. Service Provider shall comply with all applicable laws, rules and regulations in the conduct of its business and shall procure all licenses, authorizations and approvals necessary or advisable in order to offer the Services as well as to otherwise permit it to lawfully perform its obligations under this agreement. Airport entry passes for the workers/employees from ASF will be the sole responsibility of Service Provider.
- e. Each Party represents and warrants that it has complied with and is not in default in any material respect of any legal requirement which could materially and adversely affect its ability to enter into this Agreement and/or to perform all of such Party's duties and obligations hereunder.

10. Joint Duties and Responsibilities

The Parties shall jointly assume the following Duties and Responsibilities.

- a. Coordinate compliance with all applicable legal and regulatory requirements governing the subject matter of this Agreement. The Parties acknowledge that from time-to-time, other legal, regulatory, and business related issues may arise which may impact the Parties' abilities to perform under this Agreement ("Other Local Issues"). With respect to such Other Local Issues, the Parties agree to engage in good faith discussions with respect to same otherwise work towards resolving such Other Local Issues in a mutually agreeable manner so as to preserve the operation and continuity of this agreement.
- b. The Parties recognize that, in the performance of their obligations under this Agreement, they may be required to disclose certain information relating to individual persons ("Personnel Information") to each other. Accordingly, any such disclosures shall be subject to applicable laws, rules & regulations governing the dissemination of such Personal Information and all shall be kept confidential by both the Parties.

11. Further Duties and Responsibilities of the Service Provider

11.1 The Service Provider shall use its best means to provide Services to the CORPORATION through its own efforts.

11.2 The Service Provider shall ensure that proper and adequate arrangements are made by it to fulfill its contractual obligations and the Services required and any service is not delayed on account of the Service Provider's default in this respect.

- 11.3 The Service Provider shall not do nor represent itself as having the authority to do, any of the following:-
- 11.4 Issue or disseminate any materials in connection with the Services without the prior written approval of the CORPORATION.
- 11.5 Make any agreements with any persons or entities on behalf of the CORPORATION, unless specifically authorized to do so in writing by the CORPORATION.
- 11.6 Institute, prosecute, defend or maintain any legal proceeding on behalf of the CORPORATION.
- 11.7 Hold itself out as a representative of the CORPORATION for any matter or for any purpose, other than as specifically authorized by this Agreement, unless agreed to in writing by the CORPORATION.

12. Relationship

Nothing contained in this Agreement shall be construed to establish either a partnership or any other cooperative relationship among the Parties or to create the relationship of employer and employee between either of the Parties and any of their respective employees, representatives or agents. It is the express intent of the Parties hereto that the Service Provider be an independent contractor for any and all purposes and situations. Unless agreed to in writing, neither party shall represent that it is a partner, employee, representative or agent of the other Party, and none of the employees, representatives or agents of any Party shall represent that they are employees, representatives or agents of the other Party. Each Party will, at all times, perform duties and obligations in accordance with this Agreement.

13. Expenses

Each Party shall be responsible for all expenses incurred by such Party in the performance of its obligations under this Agreement or otherwise in connection with their respective business, including, but not limited to, rentals, transportation facilities, remuneration of clerks, solicitors or other employees, postage, local license fees and all other expenses incurred in the conduct of its business not specifically addressed by this Agreement (including, but not limited to salaries, benefits and travel overhead).

14. Indemnification

The Service Provider (the "Indemnitor" agrees that it shall indemnify, defend, and hold harmless the Corporation and its parent, subsidiaries, affiliates, successors, and assignees and their respective directors, officers, employees and agents (collectively, the "Indemnities") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnitor or its officers, directors, Employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an actual or alleged breach by the Indemnitor of any of its representations, warranties or covenants contained in this Agreement (including, without limitation, any failure of Service Provider to comply with applicable local, state, provincial or federal regulations concerning indemnitors performance under this Agreement). The obligations Under this clause shall survive the termination of this Agreement.

15. Amendment:

No amendment, agenda or other modification of this Agreement shall bind either Party hereto unless made in writing and signed by representatives of both Parties with the actual authority to agree to same.

16. Assignments; Successors; No Third Party Rights

The Service Provider may not assign any its rights under this Agreement (including by merger or other operation of law) without the prior written consent of the Corporation, and any purported assignment without such consent shall be void. Subject to the foregoing, this Agreement and all of the provisions hereof shall apply to, be binding upon, and inure to the sole and exclusive benefit of the Parties hereto and their successors and permitted assignees. Nothing in this Agreement, express or implied, is intended to confer upon any person other than the Parties hereto any rights or remedies of any nature whatsoever under or by reason of this Agreement or any provision of this Agreement.

17 . Service of Process

In the event any legal process or notice is served on either Party hereto in a suit or proceeding against or involving the other Party, the Party in receipt of such process or notice shall promptly forward such process or notice to the other Party at the addresses and in the manner specified in clause 6.

ANNEXURE "A"

RESPONSIBILITIES ARE ON DAILY BASIS

RESPONSIBILITIES AREA ON MONTHLY BASIS

LOCATION (KHI/LHE/ISB/PEW)

SHIFT PATTERN

SHIFT "A"

SHIFT "B"

SHIFT "C"

SHIFT "D"

07:00 hrs to 15:00hrs
15:00 hrs to 23.00hrs
23:00 hrs to 07:00hrs

OR

SHIFT "A"

SHIFT "B"

SHIFT "C"

SHIFT "D"

09:00 hrs to 21:00hrs
21:00 hrs to 09.00hrs

Contractor: 04 FOUR Shift OR 02 Two Shift patterns strictly to be followed

TERMS & CONDITION AND PANELTY CLAUSE:

1. Any damage / default by the contractor or his Employee during Operation & Maintenance in any Electrical system shall be responsibility of the contractor at their own cost risks.
2. The contractor should be submitting weekly Operation & maintenance report. Contractor or his Supervisor always maintains daily log book Operation & Maintenance logbook should be duly checked, verified, and signed by the area in charge on daily basis.
3. Arrangement of entry passes of contractor shall be contractor responsibilities and contractor must ensure that the staff appointed by him and deployed and/or enter at PIA premises bear good moral character and must be cleared through relevant law enforcement agencies including without limitation Police Verification without which the contract shall not awarded.
4. Contractor must have telephone & transport for 24 Hours.
5. Officer in charge can assign any type of work to staff on duty for benefit of PIA as required from time to time.
6. Contractor should maintain all installation / fitting and fixture clean, Maintain in top order condition.
7. All contractor staff should wear uniform during duty hours with name of company and also wear all personal protective equipment's hard head, and safety shoes etc. the contractor should follow all policy & procedure of PIAC , **Specially HSE policy.**
8. Contractor should adopt safe operation practice.
9. The Contractor shall personally visit the installation at least twice a week and shall be available on telephone at site in case of any emergency.
10. The Contractor shall pay the salary of its staff during the first week of the month irrespective of their bill cleared or not by Corporation (PIAC) and must provide the salary slip with attendance register 5th day of every month along with invoice. If Contractor will not submit the bill up 10th of each month penalty 5%

will imposed upon him.

IN WITNESS WHEREOF THE PARTIES HEREUNTO SET THEIR HANDS OF THE DAY
MONTH AND THE YEAR MENTIONED HEREIN ABOVE.

<p>For on behalf of Pakistan International Airlines</p> <p>Signature & Seal Name Designation</p>	<p>For on behalf of Contractor</p> <p>Signature & Seal Name Designation</p>
<p>WITNESS:</p> <ol style="list-style-type: none"> 1. Signature 2. Name (in block letter) 3. N.I.C No. 4. Address 	<p>WITNESS:</p> <ol style="list-style-type: none"> 5. Signature 6. Name (in block letter) 7. N.I.C No. 8. Address

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

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 its 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)

G M 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 PIACL 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 PIACL 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 be held by PIACL 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 PIACL the Earnest money held by PIACL shall fortified and we / I shall not question the same.

Tenderer's Signature

Name in full _____

Designation _____

Address _____

Phone /Fax# _____

CNIC _____

Seal _____

Date _____

Email: _____