

PIA HOLDING COMPANY LIMITED (PIAHCL)
TENDER NOTICE
HIRING OF JANITORIAL SERVICES – ANNUAL CONTRACT
PIAHCL BUILDING, EGERTON ROAD LAHORE (PIA BOOKING OFFICE LAHORE)

PIA Holding Company Limited (PIAHCL) invites sealed bids from reputable and experienced individuals, firms, and organizations for the provisioning of **Janitorial Services** at the PIAHCL Building Egerton Road, Lahore (PIA Booking Office Lahore).

Eligible bidders must be registered with the Income Tax and Sales Tax Authorities and be on the Active Taxpayers List (ATL) of the Federal Board of Revenue (FBR).

Interested parties must submit their bids latest by **21-10-2025, 10:30 Hours** at office of **General Manager Coordination and Portfolio Management, 4th floor, PIA Building, AK Fazal-e-Haq Road, Blue Area, Islamabad**. Bids will be opened the same day at **11 30 hours** in the office of the undersigned, in the presence of individuals, firms or their authorized representatives, who may wish to be present.

The Tender Documents can be downloaded from www.piahcl.com.pk, www.ppra.org.pk & <https://eprocure.gov.pk/#/auth/login>

For correspondence and inquiries, bidders may use the following address, telephone number, or email address.

General Manager
Coordination & Portfolio Management
PIA Holding Company Limited

PIAHCL Head Office 4th floor,
PIA Building, 49-A.K. Fazle Haq Road,
Blue Area, Islamabad
Tel: +9251-9059429

Email: gm.assetmgt@piahcl.com.pk / gm.coord@piahcl.com.pk

INVITATION TO BID
HIRING OF JANITORIAL SERVICES – ANNUAL CONTRACT
PIAHCL BUILDING, EGERTON ROAD LAHORE (PIA BOOKING OFFICE LAHORE)

Introduction

PIA Holding Company Limited (PIAHCL) invites sealed bids from reputable and experienced individuals, firms, and organizations for the provisioning of **Janitorial Services** at the PIAHCL Building Egerton Road, Lahore (PIA Booking Office Lahore). Eligible bidders must be registered with the Income Tax and Sales Tax Authorities and be on the Active Taxpayers List (ATL) of the Federal Board of Revenue (FBR).

This tender aims to engage a professional service provider to maintain high standards of cleanliness and hygiene at the PIAHCL Building Egerton Road Lahore (PIA Booking Office Lahore), ensuring a safe, pleasant, and welcoming environment.

Submission of Bid

A. INSTRUCTIONS FOR SUBMISSION OF TENDER

1. The bidding shall be conducted under the **Single Stage, Two Envelope Procedure** in accordance with **PPRA Rules**.
2. **Bidding Documents:** Available electronically and may be downloaded from:
 - a. PIAHCL website: www.piahcl.com.pk
 - b. PPRA website: www.ppra.org.pk
 - c. PPRA E-PADS portal: <https://eprocure.gov.pk/#/auth/login>
3. **Tender Fee: PKR 25,000/-** (non-refundable), payable through Pay Order in the name of **PIA Holding Company Limited**.
4. **Bid Security: PKR 200,000/-** (refundable), also to be submitted via Pay Order in the name of **PIA Holding Company Limited**.
5. The bid must be submitted in hard copy latest by **21-10-2025, 10:30 Hours** at office of **General Manager Coordination and Portfolio Management, 4th floor, PIA Building, AK Fazal-e Haq Road, Blue Area, Islamabad**.
6. Tenders will be opened on the same day at **11:00 Hours** in the presence of available tenderers.
7. The bidder may also send tender through registered A/D mail addressed to **General Manager Coordination and Portfolio Management, 4th floor, PIA Building, AK Fazal-e Haq Road, Blue Area, Islamabad**, which must reach before the aforementioned closing date and time.
8. Tenders received after stipulated date & time shall not be considered.
9. Bidders must be registered with **PPRA E-PADS** to submit bid electronically. Non-registration on E-PADS will disqualify the bidder from tendering process.
10. **Bidders must submit their bids through E-PADS Portal; Manual submission of bid without corresponding submission on E-PADS Portal is NOT ACCEPTABLE.**
11. The bidder shall be registered with the Sales Tax Authorities and shall enclose a valid Sales Tax Registration Certificate with the tender documents. The bidder must also be reflected on the Active Taxpayers List (ATL). Non-compliance with either requirement shall render the bid non-responsive and liable to rejection.

B. BID SECURITY/EARNEST MONEY

1. Technical Proposal shall enclose Pay Order of **PKR 200,000.00**.
2. Bid Security in any other shape shall not be accepted.
3. Bid Security deposited against a running contract (s) purchase orders(s) shall not be transferable.
4. Tender without Bid Security shall not be considered.

C. PERFORMANCE GUARANTEE

1. The successful tenders upon award of Contract will be required to furnish security deposit in the amount equivalent to 5% of total base value for one year contract as interest free Performance Guarantee/ Security Deposit in shape of Pay Order / Bank Guarantee.
2. The Bid Security/ Earnest Money already held can be converted into Security Deposit/Performance Guarantee and balance amount shall be deposited as above along with corresponding letter requesting PIAHCL to convert Bid Security/ Earnest Money into Security Deposit/Performance Guarantee.
3. Bidder must claim refund of deposit - Bid Security/Performance Guarantee - within 180 days:
 - a. If financial bid has opened and quoted rates are on higher side.
 - b. If tender has been disqualified/sample(s) has been rejected/ pre-qualification not successful.
 - c. If after completion of contract / award of contract / earlier termination of contract.
4. The time barred CRs (receipts)/refund cases shall not be processed.

D. OPENING OF BID

- I. The **“Technical Proposal”** will be opened on the given date & time.
- II. The **“Financial Proposal”** shall be shown to the parties but will be retained with PIAHCL without being opened.
- III. After Technical Evaluation/Pre-Qualification 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.
- IV. The Financial Proposals shall be opened only of those bidders who are declared technically acceptable / pre-qualification successful. The Financial Proposals of all other bidders shall not be opened and shall be returned unopened till the completion of tender process.

E. PREPARATION OF TENDER

The BID/Tender shall comprise of a single sealed package/envelope containing two sealed envelopes (inside), each envelope shall be marked and contain **“TECHNICAL PROPOSAL”** and **“FINANCIAL PROPOSAL”**.

1. TECHNICAL PROPOSAL:

- I. Technical Proposal shall be enclosed in sealed, signed and stamped envelope.
- II. The envelope of Technical Proposal shall mention Tender Name and addressed to GM Coordination and Portfolio Management, **General Manager Coordination and Portfolio Management, 4th floor, PIA Building, AK Fazal-e Haq Road, Blue Area, Islamabad.**
- III. Technical Proposal must contain original Pay Order for Tender Fee & Bid Security in hard copy.
- IV. Technical Proposal shall enclosed Company Profile, GST Registration Certificate, Technical Details of the Services/Items, Client List including details, Technical Literature (if any), Brochure/ Drawings/Pictures (if any), Authorization Certificates etc.
- V. Technical Proposal received shall be evaluated as per given specifications/evaluation criteria/ pre-qualification criteria.
- VI. Technical Proposal must be sealed, signed and stamped.
- VII. Technical Proposal shall enclose declaration in stamp paper as per format provided with this Invitation to Bid Document.

2. FINANCIAL PROPOSAL

- I. Financial Proposal shall be enclosed in sealed, signed and stamped envelope.
- II. The envelope of Financial Proposal shall mention Tender Name and addressed to GM Coordination and Portfolio Management, **General Manager Coordination and Portfolio Management, 4th floor, PIA Building, AK Fazal-e Haq Road, Blue Area, Islamabad.**
- III. Financial Proposal Envelope must contain Financial Bid/Proposal duly quoted, signed & stamped.
- IV. The Prices/Quote mentioned in the in the Financial Bid/Proposal shall will be treated as firm and final till the completion of Contract/Purchase Order.
- V. The Prices/Quote must be stated in both “**Words and Figures**”.
- VI. The Prices/Quote must be valid for 180 days.

F. DURATION OF CONTRACT

1. The Agreement shall be valid for a period of 01 year, extendable for two more terms, of one year each, subject to PIAHCL requirements and/or performance of the contractor on same rates, terms and conditions.
2. The Extension of agreement is not guaranteed.

Important Note:

- In case of any grievance filed by the aggrieved bidder at any stage, a fee of PKR 25,000 is required to be submitted by the bidder in shape of pay order in the name of PIA Holding Company Limited along with grievance letter/ request. The fee is refundable only in case if the grievance found tenable, if the grievance found not tenable, no refund shall be entertained.
- Manual submission of bids without electronic submission on E-PADS shall not be accepted. Bidders are required to submit their bids electronically on E-PADS as well as in hard copy at the given address.
- PIAHCL reserves the right to accept or reject any bid or all bids or cancel the tender process at any stage in line with PPRA rules.

For any correspondence, clarification or inquiries, please use the following phone number, mailing address, or email address:

General Manager Coordination & Portfolio Management

PIA Holding Company Limited

PIAHCL Head Office 4th floor,
PIA Building, 49-A.K. Fazle Haq Road,
Blue Area, Islamabad
Tel: +9251-9059429

Email: gm.assetmgt@piahcl.com.pk / gm.coord@piahcl.com.pk

TERMS OF REFERENCE (TOR's)

HIRING OF JANITORIAL SERVICES – ANNUAL CONTRACT

PIAHCL BUILDING, EGERTON ROAD LAHORE (PIA BOOKING OFFICE LAHORE)

Introduction

PIA Holding Company Limited (PIAHCL) intends to hire professional janitorial services for PIA Building, Egerton Road, Lahore (PIA Booking Office, Lahore) comprising of area approximately 40,000 Sq. Ft (services are mainly required for Main Corridors, Washrooms Common Facilities & Open Area, and may need services of around 10 Persons in Two Shifts). The objective is to maintain international standards of cleanliness, hygiene, and housekeeping at all times.

Scope of Work

- I. Daily sweeping, mopping, and vacuuming of floors, corridors, stairs, and offices.
- II. Cleaning of office furniture, partitions, doors, windows, and IT equipment (external only).
- III. Complete cleaning and sanitization of toilets/washrooms, replenishment of consumables.
- IV. Collection, segregation, and disposal of garbage and waste at designated dumping points.
- V. Window, façade, and glass cleaning (internal & external as required).
- VI. Weekly polishing of corridors, stairs, and lobbies.
- VII. Monthly deep cleaning of carpets, curtains, blinds, and upholstery.
- VIII. Cleaning/disinfection of underground & overhead water tanks (twice yearly).
- IX. Regular cleaning of surrounding areas, parking, roads, shades, lawns, and footpaths.
- X. Fumigation/pest control services (monthly/quarterly or as required).

Staffing Requirement

- I. Supervisor – 01 (each shift)
- II. Janitors – Adequate strength (may be 10 Persons) to cover approximately 40,000 Sq. Ft. on a two-shift basis.
- III. Support staff – for tank cleaning, fumigation, heavy cleaning
- IV. All staff must wear uniforms with company monogram & ID badges.

Work Schedule

- I. Services to be provided on two-shift basis (morning & evening).
- II. Availability of services on weekends, Public Holidays, and Special Events.
- III. Toilets and corridors to be checked/cleaned every hour.

Materials & Equipment (As given in Annexure B)

- I. Contractor to provide all consumables and cleaning supplies (toilet rolls, hand wash, tissue, detergents, disinfectants, etc.).
- II. Contractor to provide modern cleaning machines (vacuum, scrubbers, polishers, garbage trolleys, etc.).
- III. All products must be environment-friendly and industry-approved.

Deliverables

- I. Clean, sanitized, and well-maintained premises at all times.
- II. Daily cleaning logbooks to be maintained and verified by PIA HCL representative.
- III. Monthly fumigation and quarterly deep cleaning reports to be submitted.

Contractor's Responsibilities

- I. Ensure compliance with Minimum Wage Laws of Pakistan.
- II. Maintain staff with valid EOBI & Social Security registration.
- III. Obtain Police/Security clearance & Medical fitness certificates for all staff.
- IV. Provide immediate replacements in case of absenteeism.
- V. Be responsible for theft/damage caused by its staff.
- VI. Ensure timely payment of salaries (by 5th of each month).

Performance & Penalties

- I. PIAHCL will monitor service quality through its nominated supervisor. Unsatisfactory services may lead to penalty up to 10% of monthly bill.
- II. Persistent non-performance may result in termination and forfeiture of Security Deposit.

TECHNICAL EVALUATION CRITERIA

Total Marks – 100
Qualifying Marks– 70

JANITORIAL SERVICES PROVIDERS

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

Particulars of the Company

- I. Company (complete data required in the tender documents).
- II. Specific experience: - (similar nature of contracts executed / In-hand during the last 5 years) Minimum Value PKR 2 million per month of each contract. Documentary proof (copies of the contract or purchase orders) should be furnished.
- III. Performance certificate/Appreciation Letter: - Contract details also required for verification. Technical Evaluation Team has rights to physically check the services at least 03 current vendor.
- IV. Documentary proof of performance in each company shall be attached with each agreement.

Personnel working with the Firm/ Company

(Marks Allocated – 05)

S. No.	NO OF PERSONNEL	No	Marks Obtained
1	10 – 20	02	
2	21 – 30	03	
3	31 – 40 & above	05	

Please note that only those personnel who are registered with EOBI/Social Security shall be counted.

Certifications/Registrations

(Marks Allocated – 10)

S. No.	Name of Certifications/Registration	No.	Marks Obtained
1	EOBI	05	
2	ISO for Janitorial Services	05	

Please note that documentary proof is necessary to obtain marks.

Year of establishment of the Firm/Company along with the Certificate in FBR

(Marks Allocated – 05)

S. No.	Years	No.	Marks Obtained
1	01 - 03 Years	02	
2	04 - 07 Years	03	
3	08 - 09 Years	04	
4	10 Years or More than 10 Years	05	

Relevant Experience in Janitorial Services with documents

(Marks Allocated –05)

S. No.	Years	No.	Marks Obtained
1	01 - 02 Years	02	
2	03 - 04 Years	03	
3	05- 06 Years	04	
4	07 Years or More than 07 Years	05	

Specific experience

(Marks Allocated – 10)

S. No.	Description	No.	Marks Obtained
i	Public Sector Organizations	3	
ii	Multinational companies	7	

Please note it includes similar nature of contracts executed / in-hand in last 5 Years with minimum value of PKR 02 Million/Month. Further, the performance certificates from the organizations are mandatory requirement.

No. of Current contracts of the company (worth 02 Million and above)

(Marks Allocated – 10)

S. No.	Years	No.	Marks Obtained
1	01 – 04 Years	02	
2	05 – 06 Years	05	
3	07 – 10 Years	07	
4	10 Years or More than 10 Years	10	

DETAILS OF EQUIPMENT

Janitorial Services Capacity Station Based Requirement

(Marks Allocated – 10)

S. No.	Description	No.	Marks Obtained
1	Fulfilling setup requirement including office & ware house to be verified by Technical Team	1 to 10	
2	Not fulfilling setup requirement (observation of technical team)	00	

EQUIPMENT

(Marks Allocated – 10)

S. No.	Description	No.	Marks Obtained
I	Scrubbing Machine, Water sucking Pump, Garbage removing Trolleys , Vacuum Cleaners (dry, wet)	05	
II	Safety Kits, Pressure gun, Double bucket wringer trolleys	02	
III	Aluminum Stools of different sizes	02	
IV	Glass Cleaning Wipers, Bamboo Ladders	01	

**General Hygienic Conditions
(Where Services are currently been provided)**

(Marks Allocated – 05)

S. No.	Description	No.	Marks Obtained
1	Verified by the team at present locations of contracts other than PIA HCL and personal interview of different firms representative conforming the level of satisfaction.	05	
2	Not satisfying (observe by the prequalification team)	00	

Please note that contact details will be required for verification and also Pre-Qualification Team must be given rights to physically check the services at least at 03 locations of vendor.

Litigation History Of The Firm & Penalty/Fine Imposed

(Marks Allocated – 05)

S. No.	Description	No.	Marks Obtained
1	No Litigation (At Present)	2.5	
2	Black Listed / Ongoing Litigation	Disqualify	Disqualify
3	No penalty	2.5	
4	1 penalty & above.	-2.5	

Please note that undertaking to be given on stamp paper.

FINANCIAL POSITION / FINANCIAL STANDING

Income Tax Paid in Last 05 Years

(Marks Allocated – 05)

S. No.	Description	No.	Marks Obtained
1	Income Tax paid under PKR 01 Million in financial year	02	
2	Income Tax paid between 1 to 2 million in financial year	03	
3	Income Tax paid between 3 to 4 million in financial year	04	
4	Income Tax paid above 1 to 2 million in financial year	05	

Please note that Audited Income Tax Statement/Financial Statements / Tax Challan Receipts will be required to confirm/verify the payment of tax.

Average annual turnover in Last 05 Year

(Marks Allocated – 10)

S. No.	Description	No.	Marks Obtained
1	Annual Turnover PKR 10.0 million and above (A Class)	10	
2	Annual Turnover PKR 5.0 to 10.0 million (B Class)	7	
3	Annual Turnover up to PKR 5.0 million (C Class)	5	

Financial Standing

(Marks Allocated – 10)

S. No.	Description	No.	Marks Obtained
1	Duly Certified Current Year Net Worth Statement by Chartered Accountants firm.	03	
2	Minimum Funds PKR 5 Million available as closing balance	07	

Please note that Attested copy of Bank Statement, showing list of one year transaction must be attached.

FINANCIAL PROPOSAL

S. No.	Description	Area (Suare feet)	Monthly Quoted Amount (Inclusive of Tax) PKR	Yearly Quoted Amount (Inclusive of Tax) PKR
1	PIAHCL Building Egerton Road, Lahore (PIA Booking Office Lahore) Complete Janitorial Services	Approx. 40,000 Sq. Ft. (As Mentioned in Note Below)		

Total Amount (In Words): _____

NOTE:-

- The services of around 10 Persons in Two Shifts will be required to cover the area of approx. 40,000 Sq. Ft. comprising of Main Corridors, Washrooms, Open Area and Common Facility etc.
- Bidder can visit the subject location/sites.
- As per agreement, if PIAHCL management closes any premises/building / office, the cost of contract will be deducted from the contract amount.

I / We hereby to confirm that:

- The Amount for providing complete Cleaning services for PIAHCL Building, Egerton Road, Lahore (PIA Booking Office Lahore) is on a lump sum basis, inclusive of Material, Equipment, and Manpower as per the TOR.
- All required documents, including terms and conditions, are attached herewith the tender.
- The Minimum Wages Regulations as per Government of Pakistan, Provincial Governments or Local Government, will be applicable and followed.
- The Clearance of Employees from Security Agencies for working at restricted areas will be obtained by Contractor.
- All the relevant Rules and Regulations including Labor Laws of Government of Pakistan/Provisional Government/Local Government will be applied and followed.
- Contract/Agreement can be terminated by either party upon serving of 90 days prior notice.

Seal & Sign Authorized Person (BIDDER)

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

MATERIAL & EQUIPMENTS

- A. Monthly material and equipment will be provided by the Contractor.
B. Quality & Quantity of the material will be checked and verified.

MONTHLY MATERIAL

LOCATION WISE LIST OF MONTHLY MATERIAL (To Be Provided By The Contractor)

1.	Acid Bottle	AS AND WHEN REQUIRED
2.	Air Freshener Spray (King - lavender / Jasmine)	
3.	Basket for Collecting Trash	
4.	Brasso Metal Polish (200 ml each)	
5.	Brooms Hard (600 gm.each)	
6.	Brooms Soft (200 gm each)	
7.	Brush for Latrine with container (One in each Toilet)	
8.	Brushes for Commodes with container (One in each Toilet)	
9.	Brushes for Scrubbing (small size 6")	
10.	Brushes Scrubbing (18" with rods)	
11.	Carpet/Glass & Multi surface Cleaner (Bissell)	
12.	Dettol Bottle (100 ml each)	
13.	Drain Opener {375 gms (Kiwi)}	
14.	Dust Collector Plastic	
15.	Duster fine for Glasses (18"x18")	
16.	Duster Rough for floors (18"x18")	
17.	Garbage Plastic Bags (small size 18"x24")	
18.	Garbage Plastic Bags (Big size 35"x50")	
19.	Glass Cleaner (Glint KIWI)	
20.	Harpick 500 ml (for Cleaning Toilets)	
21.	Kerosene Oil	
22.	Lota Plastic with handle (One in each Toilet Best Quality)	
23.	Mansion Polish Reckitt & Colman (3Kg each)	
24.	Mops with rod 12" (with 800 gms Bristle)	
25.	Mops refill for steel 18" Long (Bristle 800gr.)	
26.	Naphthalene Balls Belgium	
27.	Parasol for Toilets (Roomi)	
28.	Phenyl Perfumed 2.75ltr each (Finis / Tyfone / Hexit)	
29.	Plunger (Gutter Pump)	
30.	Roding Equipment for sewerage line	
31.	Saw Dust	
32.	Scraper 3"	
33.	Shampoo Perfumed (Hand Wash)	
34.	Soap (Capri / Lux) 100 gms	
35.	Soda Ash	
36.	Soda Castic	
37.	Squeegees (Rubber Mops) 24" with rod	
38.	Shampoo (Floor wash)	
39.	Toilet Paper 2 ply (Good Quality)	
40.	Vim / Max small size	
41.	Tissue Box (Good Quality)	

EQUIPMENTS

S. No.	YEARLY EQUIPMENT
1.	Heavy duty scrubbers, sweepers, carpet extractors, vacuums (DRY,WET)
2.	Bucket G.1, 4 gallon capacity 18 swg (For Washing Mops/Floor)
3.	Bucket Plastic Medium (4, gallon capacity)
4.	Carpet Brushes Nylon 8"
5.	Dust Bin Plastic (45 liters capacity)
6.	Glass Cleaning Tray/Bucket Plastic
7.	Gum Boots
8.	Kasi with handle
9.	Masson Hand Trolley (one wheel)
10.	Pipe 1" dia 100 ft long (Nylon Good Quality)
11.	Punja for leveling
12.	Rope 1/2" 50 ft long
13.	Soap Disp. (press button) (one in each wash basin/Sink - Good Quality)
14.	Towel Bath size (Bed & Bath) for Executive Toilets
15.	Liquid Soap Dispenser Press Button Imported for Executive Toilets
16.	Mops Dry Heavy Duty 24" with refill accessories
17.	All sets of Brushes for cleaning (for each floor W/P/S Machine)
18.	Aluminum stool 10 ft
19.	Aluminum stool 3 ft
20.	Bamboo ladder 25 ft
21.	Glass Cleaning Viper 14" with handle
22.	Machine Floor Polishing high speed / heavy duty
23.	Machine Floor washing/scrubbing (Heavy Duty)
24.	Wet/Dry Vacuum Cleaner 1600 Watts
25.	Garbage Trolley Plastic 100 ltr. Capacity
26.	Water Suction

DECLARATION

I hereby declare that to the best of my knowledge, the information provided is correct and complete.
I understand that misrepresentation or omission may lead to rejection of the bid.

Signature: _____

Name: _____

Designation: _____

Date: _____

Contact No: _____

(Note: Declaration to be submitted on stamp paper)

AGREEMENT

This agreement is made on this ____ day of _____, 20__ at Islamabad between **PIA Holding Company Limited (PIAHCL)** [a public limited company incorporated and governed under the laws of Pakistan having its head office at Blue Area Islamabad (hereinafter referred as "PIAHCL") which expression shall mean and include its employees, Agents, successors, assigns, or any other person (s) which may derive any title under PIAHCL (_____);

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 PIAHCL is desirous of procuring the complete Janitorial Services in PIAHCL premises situated at PIAHCL Building Egerton Road Lahore (PIA Booking Office Lahore), more precisely described in Scope of Work.

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

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

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

NOW THIS AGREEMENT WITNESSETH AS UNDER:-

ARTICLE – 1 **TERMS OF THE AGREEMENT**

This agreement shall remain valid for one year commencing from _____ to _____ unless sooner terminated under the provisions of this agreement and / or elsewhere. The same is extendable by PIAHCL for further two terms on same terms & conditions as deem appropriate in its discretion or any term less than it at least 30 days before its expiry on the same terms & conditions subject to satisfactory performance.

ARTICLE – 2

TERMINATION OF THE AGREEMENT

- a. Without prejudice to any other available rights / remedies PIAHCL 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 PIAHCL 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 PIAHCL 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. PIAHCL 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, PIAHCL agrees to pay to the contractor a total sum of **PKR** _____ in words _____ on monthly lump sum basis during the period of validity of this agreement after making all required deductions.

If the standard of services provided by the contractor is not up to the standard acceptable to PIAHCL, then PIAHCL 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 PIAHCL, to the contractor.

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

For non-performance or unsatisfactory performance Of Janitorial Services penalty will be imposed up to 10% of total monthly amount.

ARTICLE – 4

PAYMENTS

Payments in respect of supply / services shall be made by concerned _____ or any authorized officer of PIAHCL, within 30 days of the submission of the pre-receipt / certified bills, which are to be strictly in conformity with the agreed services. 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 4-A
SATISFACTORY PERFORMANCE CERTIFICATE

Contractor is required to get endorsed the bills from PIAHCL with reference to satisfactory services rendered during the month and submit to _____ for direct payment to Contractor within 30 days.

ARTICLE – 5
PERFORMANCE GUARANTEE/SECURITY DEPOSIT

Successful bidder will have to deposit an amount interest free equivalent to 5% of the annual contract value as performance guarantee/security deposit. This will remain with PIAHCL, till 3 months after the expiry of the contract and if there would be any liability against contractor the same will be deducted from performance guarantee /security deposit.

ARTICLE – 6
RECOVERIES

When any amount is recoverable from the contractor under any provision of this agreement PIAHCL 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 from any other due amount of the contractor lying with PIAHCL and the contractor shall have no objection on deduction of the same.

If PIAHCL management close any premises / building / office. The cost of contract will be deducted to be quoted amount.

ARTICLE – 7
RESPONSIBILITIES OF THE CONTRACTOR

- a) The contractor undertakes that he will provide complete Janitorial Services in PIAHCL premises described as per instructions of _____. The quality and standard of services to be provided by the contractor shall be to the entire satisfaction of PIAHCL.
- 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 PIAHCL. The same can be checked by officer incharge or any other authorized representative of PIAHCL, before disbursement and execution of the works to be carried out in PIAHCL premises.
- c) In case the contractor fails to supply the cleaning materials as prescribed in (Schedule MONTHLY & YEARLY MATERIAL) PIAHCL may purchase the required material from local market and the amount spent on such purchase or purchases along with incidental expenses shall be deducted from the amount due to PIAHCL by the contractor. In addition to this contractor shall be liable to pay a penalty 100% of the price of material.
- d) The contractor shall be responsible for any adverse effect on any human being, PIAHCL property or on food stuff etc, which may occur by use of sub-standard material or its wrong application in any area.
- e) The contractor hereby agrees and undertakes that with a view to providing appropriate and fast rate execution of all janitorial services under the provision of this agreement, contractor shall maintain and agree to deploy sufficient workforce of the most efficient, honest, able and experienced persons. These employees shall work for and on behalf of the contractor and by no means will they be treated as employees of PIAHCL. The hiring and firing of employee is exclusive right of the contractor, who alone shall be competent to take disciplinary action if needed against them. However, GM Coordination & Portfolio Management, PIAHCL or his authorized official may ask the contractor to remove such employees and provide suitable replacement immediately so as to keep sufficient work force.

- f) 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 PIAHCL in respect of all its employees engaged in provisioning of services within the premises of PIAHCL. Unless the employees of contractor possess required security clearance, they shall not be allowed to enter into the premises of PIAHCL. **Furthermore, each employee shall be required to produce to PIAHCL, a certificate from a Registered Medical Practitioner confirming that such employee is free from all infectious diseases 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 PIAHCL premises to the office of GM Coordination & Portfolio Management, PIAHCL. 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 PIAHCL in connection with rendering of the services and the employees will display their identity cards while on duty.
- g) The contractor shall be solely liable for any act or omission in contravention of laws, and PIAHCL shall not be liable for any of his act or omission, if any legal proceeding is initiated against PIAHCL for any act or omission of the contractor. The cost (including the incidental and the consequential cost of such act or omission of contractor including any such incidental cost of legal proceedings against PIAHCL shall be borne by the contractor and PIAHCL shall have the right to recover the cost from any due amount of the contractor.
- h) The contractor is bound to make payment to its employees regularly latest by 5th of each month positively. The contractor is bound to submit a certificate along with his bills duly verified by the Officer deputed from GM Coordination & Portfolio Management, PIAHCL at 5th of each month that all wages to its **employees have been paid by the 5th of each month in accordance with the terms of this agreement.** If at any stage it is found that the contractor has issued a wrong certificate in this respect and/ or the employee (s) have been paid less amount in violation of any law or agreement have not been paid. PIAHCL shall have the right to terminate this agreement forthwith and confiscate the entire security deposit of contractor lying with it. No bill of the contractor shall be paid if not supported by required documents. If the contractor fails to make payment to its employees by 5th of each month, PIAHCL will make payments to them from the outstanding amount or bills of the contractor in order to avoid any law and order problem on its premises and in addition shall impose 100% penalty on the contractor. If the contractor fails to make the payments to its employees for two consecutive months, PIAHCL may terminate this agreement without giving any notice to him and shall forfeit his entire security deposit. **The contractor shall be liable to pay the minimum wages as announced by Govt. of Pakistan with all applicable Taxes.** The contractor hereby agrees and undertakes that it shall assign all such duties and responsibilities to its employees that may be necessary for first rate execution of janitorial services. In this connection it assures that its employees shall perform diligently the duties and responsibilities assigned to them.
- i) If any law requires that one or both the parties register this agreement pursuant to such a law the entire cost of such registration shall be borne by the contractor.
- j) If any loss or damage is caused to PIAHCL property by any employee, officer or representative of the contractor, such loss shall be made good by contractor.
- k) All the above said liabilities of the contractor are without prejudice to its other present / future liabilities arising from this agreement whether due to the performance and / or non-performance of its contractual obligations or otherwise.
- l) If the standard of services provided by the Janitorial contractor is not up to the standard acceptable to PIAHCL non-performance then PIAHCL 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 PIAHCL to the contractor. If the services provided by the

contractor are not satisfactory at the sole discretion of PIAHCL representative then any of its authorized official _____ may impose a penalty not exceeding up to 10% of the total monthly bill for that month, moreover, PIAHCL 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 PIAHCL.

- m) The contractor accepts total responsibilities for the settlement of all claims resulting from the death, injury, burn or accident of any kind to its employees. Officer, advisor, agents or any other third person acting for and on its behalf in the discharge of the said services under this agreement.
- n) The contractor further undertakes and agrees to indemnify and hold harmless PIAHCL, its officers and agents from and against any and all claims, demand, liabilities, damages and expense of any nature whatsoever arising from or out of the execution or performance of any services under this agreement by the contractor.
- o) The contractor warrants that it is bonafide and independent legal entity working in its own name, account and acknowledges that this agreement does not confer in any manner whatsoever upon it or any individual employed by it, the status of any employee, worker, officer, agent or advisor of PIAHCL.

ARTICLE – 7A

SERVICES TO BE PROVIDED BY THE CONTRACTOR

As per Scope of Work

MONTHLY MATERIAL AND EQUIPMENTS:-

The contractor will provide all equipment, as well as environment 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 in the premises for keeping supplies and equipment.

UNIFORM:-

The Contractor shall provide at its own cost uniforms with company monogram to its entire staff deployed at the PIAHCL Premises.

ARTICLE – 8

INDEMNITY

The contractor undertakes and agrees to indemnify and hold harmless PIAHCL, 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.

ARTICLE – 9

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. PIAHCL 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 PIAHCL any extra expenses which it might incur but it shall not be entitled to any gain / compensation from PIAHCL.

ARTICLE – 10
SCHEDULE

For all intents and purposes the SCHEDULES (if any) annexed herewith shall form an integral part of this agreement and contractor seal, shall be bound to fulfill all the terms and conditions stipulated therein. A deviation from the terms and conditions incorporated in the annexed SCHEDULE or other part of the agreement shall be deemed to be a 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 their obligation due to any cause beyond its reasonable control including without limitation acts of public enemy, war, rebellion, insurrection, act of God and act of state. However, the contractor shall be liable to inform PIAHCL as soon as any such event occurs or comes into the knowledge of the contractor in writing or through means generally accepted as communication.

ARTICLE – 12
CORRESPONDENCE

The contractor shall not correspond with and approach any other authority person directly or indirectly whether the staff of PIAHCL or OTHERWISE EXCEPT THE _____ concerned regarding any matter arising from this or any other agreement with PIAHCL. 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:

PIAHCL	_____

Contractor	_____

ARTICLE – 14

INTEGRITY PACT / DISCLOSURE CLAUSE

DECLARATION OF FEE, 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 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 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 voidable 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 times the sum of any commission, gratification, bribe, 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 PIAHCL.

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 a single arbitrator nominated by CEO PIAHCL. The seat of the arbitration shall be at Islamabad.
- ii. The parties shall submit to the exclusive jurisdiction of the courts at Islamabad.
- iii. This agreement shall be governed by the laws of Pakistan.
- iv. The parties submit to the exclusive jurisdiction of the courts at Islamabad.

ARTICLE – 17
WAIVER

The failure of either 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 PIAHCL 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 (if any) are valid to the extent they are not repugnant with the terms and conditions of this agreement.
- b. Titles 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 PIAHCL to establish maintain and protect its right and remedies under this agreement.
- e. This agreement shall be binding upon and shall insure 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
PIA Holding Company Limited (PIAHCL)

NAME _____
DESIGN _____
SEAL _____

WITNESS -1
SIGN _____
NAME _____
CNIC NO _____

WITNESS -2
SIGN _____
NAME _____
CNIC NO _____

FOR & ON BEHALF OF THE
CONTRACTOR

NAME _____
DESIGN _____
SEAL _____

WITNESS -1
SIGN _____
NAME _____
CNIC NO _____

WITNESS -2
SIGN _____
NAME _____
CNIC NO _____