

INVITATION TO BID

Hiring of Janitorial Services for PTA Zonal Office Quetta

Pakistan Telecommunication Authority (PTA), a Telecom Regulator invites electronic bids from well reputed Janitorial Companies having minimum 05 years of experience, registered with Income Tax & Sales Tax Departments i.e. Federal Board of Revenue (FBR) & Balochistan Revenue Authority (BRA) and who are on Active Taxpayers List of FBR & Active in BRA for the provision of Janitorial Services at PTA Zonal Office, Samungli Road, Quetta for three (3) years.

E-Bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at (<https://eprocure.gov.pk>).

The electronic bids must be submitted by using EPADS on or before 14th April 2025 by 11:00 AM. Manual Bids shall not be accepted. Technical bids will be opened on the same day through EPADS at 11:30 AM. at PTA Zonal Office, Quetta. This advertisement is also available on PPRA website at www.ppra.org.pk.

Note: Notification of the Grievance Redressal Committee (GRC), constituted in terms of Rule-48 of PPRA rules, 2004 is available on EPADS (<https://eprocure.gov.pk>) and PTA's website (www.pta.gov.pk).

Muhammad Ali
(Zonal Director)

PTA Zonal Office Quetta

Zonal Office Samungli Road Quetta

Tel #: 081-2829476, Fax: 081-2829477



ٹینڈر نمبر: Z.Dir(QTA)/2-15/20

پیشکش مطلوب ہیں

پی ٹی اے زونل آفس، کوئٹہ میں جینیٹوریل سروسز کی فراہمی

پاکستان ٹیلی کمیونیکیشن اتھارٹی (پی ٹی اے)، کے زونل آفس، کوئٹہ کو معروف کاروباری اداروں جیسے کمپنیاں / فرمز، جو صفائی ستھرائی کی خدمات فراہم کرنے میں کم از کم 5 سال کا تجربہ رکھتے ہوں، انکم ٹیکس اور سیلز ٹیکس کے ڈیپارٹمنٹ سے رجسٹرڈ ہوں اور فیڈرل بورڈ آف ریونیو (ایف بی آر) اور بلوچستان ریونیو اتھارٹی (بی آر اے) کی فعال ٹیکس دہندگان کی فہرست میں بھی شامل ہوں سے پی ٹی اے زونل آفس کوئٹہ میں جینیٹوریل سروسز کی فراہمی کے لیے 03 سال کے لیے الیکٹرانک بولیاں مطلوب ہیں۔

تفصیلی شرائط و ضوابط پر مشتمل الیکٹرانک بولی دستاویزات بمطابق ریگولیشن رجسٹرڈ بولی دہندگان کے لیے ای پیڈز <https://eprocure.gov.pk> پر دستیاب ہیں۔

الیکٹرانک بولیاں صرف ای پیڈز (EPADS) کے ذریعے 14 اپریل 2025 کو صبح 11:00 بجے تک یا اس سے قبل جمع کروانا لازمی ہے۔ مینول بولیاں قابل قبول نہیں ہوں گی۔ ٹیکنیکل بڈز اسی روز صبح 11:30 بجے ای پیڈز کے ذریعے کھولی جائیں گی۔ یہ اشتہار PPRA کی ویب سائٹ www.ppra.org.pk پر دستیاب ہے۔

نوٹ: پیپرارولز 2004 کی دفعہ 48 کے تحت جی آر سی کا نوٹیفیکیشن پی ٹی اے کی ویب سائٹ پر www.pta.gov.pk اور (ای پیڈز) <https://eprocure.gov.pk> پر بھی موجود ہے۔

محمد علی (زونل ڈائریکٹر)



پی ٹی اے زونل آفس سمنگلی روڈ کوئٹہ

فون نمبر: 081-2829476 فیکس: 081-2829477



INVITATION TO BID
Hiring of Janitorial Services for PTA Zonal Office Quetta

Pakistan Telecommunication Authority (PTA), a Telecom Regulator invites electronic bids from well reputed Janitorial Companies having minimum 05 years of experience, registered with Income Tax & Sales Tax Departments i.e. Federal Board of Revenue (FBR) & Balochistan Revenue Authority (BRA) and who are on Active Taxpayers List of FBR & Active in BRA for the provision of Janitorial Services at PTA Zonal Office, Samungli Road, Quetta for three (3) years.

2. E-Bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at (<https://eprocure.gov.pk>).

3. The electronic bids must be submitted by using EPADS on or before **14th April 2025 by 11:00 AM**. Manual Bids shall not be accepted. Technical bids will be opened on the same day through EPADS at **11:30 AM** at PTA Z/O, Quetta. This advertisement is also available on PPRA website at www.ppra.org.pk.

Note: Notification of the Grievance Redressal Committee (GRC), constituted in terms of Rule-48 of PPRA rules, 2004 is available on EPADS (<https://eprocure.gov.pk>) and PTA's website (www.pta.gov.pk).

Zonal Director
PTA Zonal Office Quetta
Tel: 081-2829476

Muhammad Ali
Director (Enforcement)
Pakistan Telecom Authority
Zonal Office, Quetta.

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**Provision of Janitorial Services at PTA Zonal Office Quetta, near FIA Building,
Samungli Road, Quetta**

1. Pakistan Telecommunication Authority (PTA), Zonal Office Quetta invites electronic bids from well reputed, experienced private companies/firms who are on Active Taxpayers List of the Federal Board of Revenue and Balochistan Revenue Authority (BRA) for provision of Janitorial services to PTA Zonal Office, Quetta for a period of three (03) years as per detail given below:-

Office/Premises	Cleaners Shift/ Timing	Total
	Timing (8 Hours) 0800-1600	
PTA Zonal Office, behind FIA building, Samungli Road, Quetta	2	2

2. The services will be hired according to PPRA Single Stage - Two Envelop Procedure as per Rule 36 (b) read with Rule 37 of the Public Procurement Rules, 2004, as amended (the "Rules") shall be opted.
- i. The bid shall be submitted through E-Pak Acquisition and Disposal System (EPADS) available on PPRA website. All interested bidders must register themselves on PPRA website in EPADS as suppliers for submitting their bids. The detailed procedure for submission of bids is available at PPRA website i.e. ppra.org.pk.
 - ii. The bids, prepared in accordance with the instructions in the bidding documents, must be submitted through PPRA EPADS only on or before 14th April 2025 by 11:00 AM.
 - iii. Technical Bids will be opened the same day on PPRA EPADS at 11:30 AM. The bidders may be physically present or may choose to participate online during live opening session.
 - iv. Bid Security (in original) of Rs. 100,000/- (Rupees one hundred thousand only) in the shape of Pay orders / Demand Draft in the name of Pakistan Telecommunication Authority must reach this office on or before of the closing date by 1030 hours (bid security in the shape of cheque shall not be entertained).
 - v. After the announcement of technical evaluation report, PTA Zonal Office Quetta shall, at a time within the bid validity period, publically open financial proposals of the technically accepted bids only at a time, date and venue announced and communicated to the bidders in advance.
 - vi. PTA reserves the right for the selection of "most advantageous bid", which has met the mandatory requirements / eligibility criteria, secured minimum 70% marks in technical
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bidding documents and evaluated as the highest ranked bid on the basis of cost (lowest in price).

3. Mandatory Requirements: - All bids shall be evaluated on the basis of mandatory requirements at first stage of technical evaluation. Failing to meet any one of the mandatory requirements shall result into disqualification of the bid. Bidders meeting the mandatory requirements shall be evaluated further as per the evaluation criteria as per Annex-B. The bidders must furnish documentary evidence for following mandatory requirements:

Financial bids of those companies will be opened and evaluated who will obtain 70% marks in technical evaluation.

- i. National Tax Number (NTN) Certificate of FBR.
- ii. Sales Tax Registration Certificate from Balochistan Revenue Authority (BRA).
- iii. The Janitorial Company should be on active tax payers list of FBR and with BRA
- iv. Copy of Latest Annual Tax Returns filed with FBR.
- v. Certificate of bank account maintenance from a scheduled bank.
- vi. Certificate of Registration with Old Age Benefit Institute (EOBI) and Employees Social Security Institution (ESSI).
- vii. Affidavit that the firm has not been blacklisted by any Govt/Semi, Govt/Autonomous Body/Private Company will also be provided by the bidder on non-judicial stamp paper with technical proposal.
- viii. Tax will be deducted at source as per GOP rules.
- ix. Bids validity period shall be 90 days from the opening of technical bids.
- x. Bidders shall be registered with Income Tax from FBR & Sales Tax from BRA. Bidder shall also provide copy of NTN and GST certificate.
- xi. Safety of its employees from injury will be responsibility of the janitorial company.
- xii. The successful company will be required to enter into a formal contract Agreement on Rs.100 non-judicial stamp paper duly attested by notary public, to be executed with mutual consent of both parties. (Draft Agreement Attached).
- xiii. Contract will be executed for 3 years.
- xiv. The janitorial company will commence work as per agreement between both parties.
- xv. Each page of the documents should have sign and stamp of the bidder.
- xvi. All material will be checked and approved by the Zonal Director before commissioning of job.
- xvii. Janitorial company will work under the supervision of Zonal Director.

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Zonal Office, Quetta.

- xviii. In case of any dispute or conflict between Contractor and PTA Zonal Office Quetta, the case will be referred to Dir (Administration) PTA HQs Islamabad. However, the janitorial company will have the right to appeal to Chairman PTA.
- xix. In-complete tender/bids will be rejected forthwith.
- xx. Janitorial Company will only employ those persons who are adult (18 years of age or above), mentally and physically fit for the job.
- xxi. Fair wages rule be adopted as per instructions of Government of Pakistan. No individual of the company working in PTA Zonal Office will be paid less than prescribed wage by Government of Pakistan from time to time.
- xxii. The rates quoted by Janitorial Company shall be firm and final during the contract period.
- xxiii. PTA Zonal Office reserves the right to accept or reject the bids as per PPRA rules.
- xxiv. Interested Janitorial Companies may forward their proposals as per above instructions, Scope of services (Annex-A), Technical Proposal Evaluation Criteria (Annex -B) along with filled financial Bid form (Annex-C) & Draft agreement (Annex-D) to the undersigned.

Zonal Director
PTA Quetta
(081-2829476)


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Director (Enforcement)
Pakistan Telecom Authority
Zonal Office, Quetta

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SCOPE OF WORK/SERVICES

Staff Required

- 2 Persons (for 5 working days in a week on eight hours basis + on special occasion)

Area/ Building

- PTA

Zonal Office Building (Ground + First Floor + Parking Area + PTA Office Premises)

Services to be Provided.

ONCE DAILY

- Spotless cleaning of all rooms of all officers and stores, halls and parking area, footpaths, conference room, staff rooms and kitchen, Reception Area of office building, Corridors, Staircases. Vacuum and spot cleaning of all carpets.
- Sweeping/brooming of area in front and behind of PTA Building (within PTA premises)
- Removal of all fingerprints, dirt, etc. from all glasses, doors and light switches.
- Empty all waste paper bins and other trash containers, disposal of all litter / garbage / debris from entire covered and open building premises and then dispose them off.
- Washing of all mirrors, dispensers, faucets, flush tanks etc. with non-scratch disinfection cleaners, wipe and dry all sinks.
- Washing of all toilets and sinks with disinfection material.
- Provision of clean towels in washrooms every day and on special occasions.
- Cleaning and dusting of all interiors and exteriors of the building, which are under the use including false ceiling of floors, staircases and other metal items.

TWICE AT LEAST (Daily) & On REQUIREMENT

- Cleaning, Sweeping and mopping with disinfection material
 - Corridors, Stairs, Waiting area in office building.
 - Cleaning of toilets with branded disinfection material and provision of phenyl balls in basins.
 - Emergency cleaning whenever required.
 - Spraying of air fresheners in corridors.

Weekly services

- Cleaning and washing of external area of Zonal Office Building that is in front and back of building.

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- Cleaning of external windows.
- Dusting of fans.
- Dusting of walls and Cleaning of roof tops of building.

BI ANNUAL SERVICES

- Cleaning of External windows of Zonal Office building twice a year as per satisfaction of officer in charge. Vendor will follow all safety standards and precautionary measures for safety workers.
- Any other special cleaning required and directed by Officer in charge.

GENERAL INSTRUCTIONS

Sr.No	Item	Qty
i	Liquid Lux / Safeguard Soap (Medium Size)	As soon as the provided volume of soap is consumed by $\frac{3}{4}$ of volume.
ii	Towels (4'x5') white premium quality	Provision of 6 towels (clean) of daily basis for office building for 5 working days.
iii	Tissue rolls (Rose Petal Soft)	As soon as the provided volume of Tissue roll is consumed by $\frac{7}{8}$ of volume.
iv.	Tissue paper Rose Petal (facial tissues)	As per requirement
v	Air Fresher Tablets (Roomi)	On consumption of provided ones.
vi	Phenol Balls or perfumed Wax in wash basins.	Good quality Imported ones which is specially made for the shanks/sinks for all washrooms of Zonal Office. On consumption of provided ones.
vii.	Disinfection & Cleaning material (Sweep, Harpic, Dettol, Acid, Liquid Phenyl (Finnis), Glint, Surf, Vim, scrubbers, etc.) to be used in washrooms, floors, offices, outer premises etc.	It will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
viii.	Brooms, Mobs, Dusters, Glass cleaner vipers, web removers, buckets & other equipment to be used.	As per requirement and good quality to be used.
ix.	Air fresher spray (export quality)	To be sprayed twice a day at reception area and in offices or on VIP movement.
x	Lu blue in Toilet Cisterns	To be provided in washrooms and new ones on consumption of old one.
xi.	Morteen spray (mosquito killer)	3 every month.
xi.	Kitchen Rolls	To be provided in all washrooms and on requirement basis

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Company shall provide liquid soap (Lux/ LifeGuard), towels of Large size (1x5) (White export/best quality), rose petal facial tissues, rose petal tissue rolls, phenyl balls in washbasins, air freshener, air freshener tablets etc. (approved branded high quality product) and other toilet accessories tabulated below in the toilets/floors of the PTA building. The quality and quantity of fast consumable products shall be on the discretion of PTA and contractor will ensure regular availability.

- The contractors would provide and maintain daily consumable items i.e. washing powder, branded bathroom cleaning solutions, vim, phenyl liquid, phenyl balls, chemical for cleaning of bathroom tiles, floor tiles & wall tiles of PTA buildings, mop, duster, wiper, brush, mansion polish, brass polish etc; and all other tolls and supplies not stated herein as being supplied by the Contractor in the store of the PTA on monthly basis and will utilize these items according to the requirements. These items shall be of first/best quality, and bearing good results.
- The Contractor will arrange/provide Consumable items, Vacuum Cleaner (commercial size), Floor Cleaning machine, befitting equipment's and instruments and would arrange necessary equipment for cleaning of the stairs, floor, exterior walls, windows, ground etc. of the building used in providing services under this agreement and shall in no way bear any liability on PTA whether in terms of money or otherwise.
- The contractor will employ at least two persons (Janitors/Cleaners) for cleaning services and the jobs mentioned in this agreement and at no additional cost.
- The Contractor should ensure that the schedule should be prepared on the basis of requirement in such a manner that all the services are efficiently carried out and the exterior and interior of building remain clean and tidy all the time.
- Company will provide a cleaning trolleys to janitors for floors which will be equipped with all required material used for cleaning etc.

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Technical Evaluation Criteria

Mandatory Criteria:

- i. Registration with FBR & BRA (Income Tax & Sales Tax department).
- ii. Company/firm should be on ATL list of FBR for income tax and on Active in BRA for Sales Tax.
- iii. At least five years of experience.
- iv. Affidavit on non-judicial stamp paper to the effect that the firm has not been black listed by any government/semi government/autonomous body or company.
- v. Bid Security along with Technical Proposal.

Sr. #	Criteria	Marks
1	<u>Experience: (with documentary evidence)</u> 06 marks per year beyond minimum experience of 05 years	30
2	<u>Active Tax Payer Proof:</u> (enclose documentary evidence)	15
3	<u>Good Performance Certificate (provided by the clients):</u> 03 marks per certificate max up to 15 marks (enclose certificates)	15
4	<u>Copies of similar agreement in hand:</u> 03 marks per Agreement max up to 15 marks (provide signed copies)	15
5	<u>Major Clients: (Provide Work order and contract agreement copies)</u> Corporate/Multinationals/Hospitals (5 marks/client) Factory/parks/Universities (3.5 marks/client) Government/Residential (2.5 marks/client)	15
6	<u>Verification from Clients by Committee:</u> Satisfactory Response (10 marks) Non-Satisfactory Response (Nil marks)	10

Note:

- i. Minimum marks of technical qualification will be 70%.
- ii. If physical verification result is not satisfactory then the bid shall be rejected forthwith.
- iii. Attach supporting documents to claim marks.


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Financial Bid for the Provision of Janitorial Services to PTA Zonal Office Quetta as per Scope of Work/Service Annexure-A			
Description	<u>Amount for 1st Year of Contract inclusive of all payable taxes</u>	<u>Amount for 2nd Year of Contract inclusive of all payable taxes</u>	<u>Amount for 3rd Year of Contract inclusive of all payable taxes</u>
Amount per Month			
Total Amount Each Year			
Grand Total of Three Years Contract			

Note:

1. Attach bid security equal to Rs.100,000/- in the shape of pay order or demand draft issued from scheduled bank in favor of PTA along with technical bid.
2. Financial Bid is to be submitted on this format only.
3. Amount should be inclusive of all payable taxes.
4. Amount should include Uniforms/Badges/Jackets/ID Cards etc. and any other charges.

Sign & Stamp of Bidder

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S#	Description	1 st Year of contract	2 nd Year of contract	3 rd Year of contract
1	Minimum wage rate of Cleaner approved by Govt. for FY 2024-25			
2	Any other amount over and above than the minimum wage if the bidder wants to pay to the Cleaner			
3	Service Charges			
4	Sales Tax (Rate & Amount)			
5	EOBI contribution (5%)			
6	ESSI contribution (6%)			
7	Any other amount/ charges etc., included in the bid price			
	Total			

Note:

- I. The amount of applicable minimum wage for FY 2024-25 in above table has been mentioned/filled by the procuring agency for all three years of contract and accordingly the amount of EOBI & ESSI contributions has also been inserted. Therefore, the bidders shall not alter these amounts due to the reason that any subsequent change / revision in Minimum Wages both parties
- II. Whereas, "any other amount over and above than the minimum wage if the bidder wants to pay to the Cleaner
- III. All columns of the Financial Proposal shall be filled. In case of inapplicability of any amount, "N/A" may be mentioned in the column.
 - i) As per PPRA rule 25, attach Rs.100,000/- in shape of banker's Cheque as bid Security along with Technical Bid in scanned version and original will be provided on or before closing time of bid.
 - ii) All columns of the Financial Proposal shall be filled. In case of inapplicability of any amount, "N/A" may be mentioned in the column.
 - iii) Copy of notification for minimum wages issued by Government, of Balochistan must be attached.
 - iv) Performance Guarantee will be 06% of the amount of total value of contract (for all three years). If the bidder fails to deposit Performance guarantee within the prescribed time mentioned in the contract awarding letter/ Letter of Acceptance, the same shall be treated as cancelled and the bid security shall be forfeited.

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**SERVICE AGREEMENT
(FOR JANITORIAL SERVICES)**

This Service Agreement (the "Agreement") for provision of janitorial services is made at _____ on this ____ day of _____, 2025.

By and between

Pakistan Telecommunication Authority, a Statutory Body established under Pakistan Telecommunication (Re-organization) Act, 1996, having its principle office at PTA Headquarter, F-5/1, Islamabad and its Zonal Office located at Behind FIA Building, Samungli Road Quetta, through Zonal Director, Quetta (hereinafter referred to as the "PTA" which expression shall, where the context so permits, include its administrators or assigns) of the One Part;

And

M/s. _____ through _____ bearing CNIC No. _____ having its registered office at _____ (hereinafter referred as the "Contractor" which expression where the context so permits shall include its successors, administrators and permitted assigns) of the Other Part;

(If when and where applicable the Party of the One Part and Party of Other Part shall hereinafter be collectively referred to as 'Parties' and individually as 'Party' as the context of this Agreement requires).

WHEREAS,

1. PTA is desirous to acquire the janitorial services for cleaning building floors, including common areas, whether in use or vacant, by sweeping, mopping, scrubbing, or vacuuming them, gather and empty trash, and other tasks as prescribed in Scope of Work/Services attached as **Annexure-A** of this Agreement (hereinafter referred to as the "Services"). These Services are to be provided at its Zonal office, behind FIA building, Samungli Road, Quetta, (hereinafter referred to as the "Premises"), in accordance with the terms of this Agreement; and as detailed in **Annexure-A**.
2. The Contractor, being engaged in providing such type of Services, has agreed to render these services to PTA Zonal Office, Quetta, on the terms and subject to conditions as set forth herein.

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Director (Enforcement)
Pakistan Telecom Authority
Zonal Office, Quetta

3. The Contractor represents that it possesses the relevant expertise and resources to deliver the Services to PTA in accordance with the highest standards and satisfaction of PTA. The Contractor undertakes that the Services shall only be provided only through the staff/labour/workforce that has the requisite expertise and experience in this regard.

4. Based on the representations and warranties made by the Contractor contained herein, PTA agrees to appoint the Contractor to provide the Services in its Premises under the terms and conditions of this Agreement.

NOW THEREFORE, for the consideration provided herein the representation and warranties, covenants, conditions and promises contained herein below and intending to be legally bound, PTA and Contractor hereby agree as follows:

1. SCOPE OF AGREEMENT

Subject to terms and conditions of this Agreement, the Contractor agrees to provide the Services to PTA as per Scope of Work detailed in Annexure-A of this Agreement.

2. TERM

The initial term of this Agreement shall be three (03) years, commencing from 1st August, 2025 and ending on 31st July, 2028 (both days inclusive). This Agreement may be renewed by mutual consent on same terms and conditions as mutually agreed by both parties, for such period as may be mutually agreed, subject to satisfactory performance of the other party in accordance with 42(c) (iv) of Public Procurement Rules, 2004.

3. TERMINATION

Notwithstanding anything herein contained, PTA shall have exclusive right to terminate this Agreement under the following conditions:

- a. without advance notice, in case the Contractor is in breach of any of the terms of this Agreement, or in case PTA is not satisfied with the quality of Services being provided by Contractor;
- b. Without cause, by giving one month advance written notice to the Contractor.
- c. In case of such termination, the Contractor shall only be paid for Services actually rendered up to the date of termination, and any advance payment in respect of Services

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be refunded by the Contractor within seven (07) days.

- d. PTA shall not be liable to the Contractor for any compensation, reimbursement, or damages due to the loss or prospective profit, expenditures, or commitments incurred by the Contractor in connection with its business as a result of the expiration or termination of this Agreement.
- e. The Contractor can terminate this Agreement by giving three (03) months advance notice to PTA.

4. PAYMENTS AND INVOICES

4.1 It is agreed that PTA shall pay to the Contractor:

- Rs _____ inclusive of all applicable taxes for first year,
- Rs _____ inclusive of all applicable taxes etc. per month for second year,
- Rs _____ inclusive of all applicable taxes for third year on account of Services rendered by the Contractor in accordance with the description contained in this Agreement.

4.2 The payment shall be made to the Contractor for rendering the Services on submission of invoice/Bill having GST invoice on monthly basis duly verified by the Authorized Officer. All payments to be made by PTA to the Contractor shall be subject to such deductions and withholding at source of taxes, duties, charges as provided under the law of the land which shall be to the account of the Contractor.

4.3 The Contractor shall be entirely responsible for any kind of taxes, duties and charges under prevailing laws, payable in respect of the material and his staff/workers/janitors and for any necessary withholding of taxes from the salaries of staff/workers/janitors of Contractor. PTA will not pay any additional amount during contract period not specified herein and/or bidding documents.

4.4 The Contractor shall be solely responsible for all payments, liabilities and all other obligations of whatsoever nature pertaining to the material and his staff/workers/janitors who shall be deputed for the Services at PTA Premises.

4.5 Any additional time/hours of duty which may be treated by law as overtime, shall not be paid by PTA and it shall be sole duty of Contractor.

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month without its linkage to the payment of its monthly bill.

- 4.7 Contractual amount is inclusive of cost of labors, duties, taxes, surcharges, overhead and profit and no claim whatsoever will be determined for any extra or additional payment in this regard.

5. **PERFORMANCE GUARANTEE**

Bid security of successful bidder will be retained/converted as performance guarantee. This bid security/performance guarantee will be released on expiration of the Agreement subject to NOC by Zonal Director PTA Quetta.

6. The PTA shall have the right to require the Contractor to replace any of his employee/workmen whose conduct or performance is not satisfactory or PTA in its sole judgment consider that such employee/workmen of the Contractor shall be replaced immediately for security reasons in that event the Contractor shall be under obligation to provide replacement of such person immediately.
7. Any major security threats shall be liable for immediate termination of this Agreement by PTA without any prior notice to Contractor without prejudice to para-3 supra.
8. The contractor, its/his staff, workers, employees, personnel, agents or any other person acting for him and/or on his behalf shall hold in confidence and complete confidentiality and all documents and other information supplied to the Contractor and his Employees personnel, agents etc. by or behalf of PTA or which otherwise came/come into its/his/their knowledge and relates to PTA or any of its project or affairs and shall remain binding even after the termination or expiration of this Agreement.
9. The Contractor shall indemnify and hold harmless PTA its Chairman, Member Offices, Directors, Employees and other Personnel against any and all claims, damages, liabilities, losses, and expenses, whether direct or indirect, or personal injury or death to persons or damage to property arising out of (i) any negligence or intentional act or omission by the Contractor or his employees, personal , agents, etc. in connection with the Agreement, or (ii) arising out of or in connection with the performance of his obligations under this Agreement (iii) Any claims, suits, or proceedings brought by third parties due to the acts, omissions, or negligence of the Contractor, its employees, or agents, in relation to the execution of this Agreement (iv) Any damage to PTA's reputation, goodwill, or business operations caused by

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Zonal Office, Quetta

Agreement.

10. The Contractor shall pay the compulsory payments of EOBI and social security of each employee/janitor to the concerned government departments every month. The Contractor shall indemnify and hold PTA harmless from any claims, fines, penalties, or liabilities arising from the Contractor's failure to comply with statutory payment obligations, including those relating to EOBI, Social Security, or any other compulsory payments under applicable labor laws.
11. If any dispute, or difference arise between the parties as to the terms and conditions of this Agreement or as to the performance or non-performance of the terms thereof or in connection with or arising out to this Agreement, the same shall be referred for resolution to the Director (Administration) at PTA HQs, Islamabad. If the dispute or difference is not resolved through negotiation, the matter shall be referred to arbitration under the Arbitration Act, 1940. The arbitration shall be conducted in Islamabad. The arbitrator shall be appointed by mutual consent of the parties. In case the parties fail to agree on an arbitrator, the appointment shall be made in accordance with the provisions of the Arbitration Act, 1940. The decision of the arbitrator shall be final and binding upon the parties. The cost of arbitration shall be borne equally by both parties, unless otherwise determined by the arbitrator.
12. Cost of electricity/water for rendering services shall be borne by the PTA.
13. The Contractor will be responsible of all mishap caused by his Janitors/Cleaners/staff.
14. The Second party warrants that its services under this Agreement shall be performed in a professional and work like manner in accordance with applicable professional standards.
15. PTA shall not be liable for any injury/ loss to the men and material of the Contractor during the course of business. The Contractor shall always undertake the Job at its own risk and cost by adopting best safety measures for its employees. The Contractor shall bear full responsibility for any accidents, injuries, or damage to its personnel or property, and PTA shall not be liable for any compensation or reimbursement in connection therewith. It is the Contractor's sole responsibility to comply with all relevant safety regulations and take appropriate preventive measures to mitigate any risks associated with the performance of the Services.
16. The Contractor will work under the guidance of Zonal Director, PTA Quetta and all cleaning material, equipment tools and other items to carry out the services will be checked by him.

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Muhammad Ali
Director (Enforcement)
Pakistan Telecom Authority
Zonal Office, Quetta

- The material used should be of best quality subject to acceptance by PTA in any round of below standards will be rejected forthwith.
17. The Contractor will only employ those persons who are adult (18 years of age or above) having valid CNIC of Pakistan only. The Contractor shall ensure that all the janitors/employees hired are mentally and physically fit for the job and have no communicable disease and are healthy in all respect to perform the job. The Contractor is responsible for conducting necessary medical checks to confirm the fitness of its employees, and any employee found unfit or unhealthy shall be replaced immediately at the request of PTA. The Contractor shall also ensure that all employees comply with any health and safety regulations as prescribed by law.
 18. The Contractor shall before deploying the manpower under this Agreement, provide valid and authentic, security clearance certificate of each of its employees/janitors from local police station along CNIC to PTA.
 19. All Janitors and Cleaners should be in distinct uniform (approved uniform from PTA) bearing the name of Contractor i.e. _____ with identification card showing his name and company name duly signed by company manger in PTA premises.
 20. Storage Space will be provided within the building premises to the Contractor for storage of required cleaning material and equipment/ machines etc.
 21. An appropriate deduction on account of unsatisfactory performance, task not done as per Agreement, fewer janitors deployed, shortage/less amount of material provided for cleaning during the period of this Agreement will be made on monthly basis. The amount will be conveyed/calculated by Zonal Director Quetta while processing the bill (if any).
 22. Contractor will provide cleaning trolleys to janitors for floors which will be equipped with all required material used for cleaning etc.
 23. The Contractor shall always be responsible to indemnify the PTA in the event the Contractor terminates the agreement before the expiry of the agreement. The Contractor shall deposit with the PTA an amount equivalent to three months service charges prevailed at that time to cover this liability in the lieu of such termination without any notice. The Contractor agrees that this deposit shall be held by PTA and may be utilized to cover any losses, damages, or costs incurred by PTA due to the early termination of the Agreement.

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Pakistan Telecom Authority
Zonal Office, Quetta

of its obligations hereunder resulting from a Force Majeure event. For the purpose of this Agreement a "Force Majeure Event" shall mean any cause(s) which render(s) a Party wholly or partly unable to perform its obligations under this Agreement and which are neither reasonably within the control of such Party nor the result of the fault or negligence of such Party, and which occur despite all reasonable attempts to avoid, mitigate or remedy, and shall include acts of God, war, riots, civil insurrections, cyclones, hurricanes, floods, fires, explosions, earthquakes, lightning, storms, chemical contamination, epidemics or plagues, acts or campaigns of terrorism or sabotage, blockades or acts of Governmental Authority after the date of this Agreement. The Party initially affected by a Force Majeure shall promptly but not later than seven (07) days following the Force Majeure event notify the other of the estimated extent and duration of its inability to perform or delay in performing its obligations ("**Force Majeure Notification**"). Failure to notify within the afore-said period shall disentitle the Party suffering the Force Majeure from being excused for non-performance for the period for which the delay in notification persists. Upon cessation of the effects of the Force Majeure the Party initially affected by a Force Majeure shall promptly notify the other of such cessation.

25. The provisions of this Agreement and the rights and obligations hereunder shall be governed by and construed in accordance with the prevailing laws of Pakistan.
 26. A party's failure to exercise or delay in exercising any right, power or privilege under this Agreement shall not operate as a waiver; nor shall any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof.
 27. The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.
 28. All addition amendments and variations to this agreement shall be binding only if in writing and signed by the Parties or their duly authorized representatives.
 29. This Agreement may not be assigned by either party to other than by mutual agreement between the Parties in writing.
 30. Documents includes but is not limited to Annexure-A pertaining to the scope of work/services, Bid documents pertaining to general instructions, special stipulations and all other materials related to the Services under this Agreement and Annexure - A, B & C
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Work Order, Corrigendum (if any), Addendum (if any) are integral part of this Agreement and has to be read and construed as such this Agreement.

31. Fair wages rule shall be adopted as per instruction of Government of Pakistan. The Contractor shall pay as per the fair wages rule and notification of Federal Government of Pakistan from time to time. PTA will not entertain any request in this regard for the enhancement of wages during the period of this Agreement except in accordance with applicable government notifications or legal requirements.
32. Supervisor of the Contractor will visit PTA premises at least once in a week.
33. Both Parties have agreed and signed this agreement before the witness on this day.

(Mr. _____)
S/o _____
CNIC # _____
Address: - _____

Zonal Director
For & Behalf of PTA Zonal Office
Quetta

Witness:

1. _____

2. _____

Witness:

1. _____

2. _____

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Muhammad Ali
Director (Enforcement)
Pakistan Telecom Authority
Zonal Office, Quetta