PAKISTAN AIRPORTS AUTHORITY

HIRING OF MISC MANPOWER (05-COOKS AND 06-MESS ATTENDANTS) THROUGH OUTSOURCED CONTRACTOR AT PAA BKIAP PESHAWAR FOR OFFICER MESS, STAFF MESS NO. 1 & STAFF MESS NO. 2

Last Date of submission: _____As displayed on EPADS_____

Name of Firm and Rep to whom Issued: _____

Date of Advertisement: _____

Name of Newspaper: _____

Website: PAA & PPRA Website & EPADS Platform

PAKISTAN AIRPORTS AUTHORITY

OFFICE OF COO / APM BKIAP PESHAWAR

1. DEFINITIONS

1.1 **"Conditions"** means the terms and conditions of this request for proposal.

1.2 **"Confidential Information"** means all information including copies of PAA documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing and customer information, and any other information marked or by implication, confidential.

1.3 **"Contract"** means an agreement enforceable by law.

1.4 **"Document"** means any matter expressed or described upon any substance by means of letters, figures or marks, or by more than one of those means, intended to be used, or which may be used, for the purpose recording that matter.

1.5 **"Insolvency Event"** means a person (a) entering into voluntary/compulsory liquidation, (b) having a receiver or administrative receiver appointed over any of its assets or being the subject of an application for administration, (c) entering into an arrangement or composition with its creditors or (d) becoming bankrupt.

1.6 **" Losses"** means any direct or indirect losses, damages, claims, demands, liabilities, costs (including legal costs) fines, penalties (including third party penalties), expenses, or claims (including but not limited to workmen's compensation claims or grievances) and lost revenue suffered or incurred by PAA.

1.7 **"Bidder"** means firm, company, sole proprietor or an organization who submits its bid.

1.8 **"Service Provider"** means a bidder who undertakes to provide requisite services.

1.9 **''Similar Experience / Services''** means providing of manpower for this RFPD has been prepared.

2. INTRODUCTION

2.1 The Pakistan Airports Authority (PAA) invites proposals from reputable Service Providers specializing in the provision of 11 Cook/Mess Helpers (5 Cooks and 06 Mess Helpers) with working experience at airports, Govt/Pvt organizations and firms. The purpose of this engagement is to ensure the provision of well- trained manpower to meet the Authority's operational requirements at BKIAP Peshawar pertaining to operational requirement on 24/7 shift basis or as needed. The initial

period for this engagement will be two (02) years, extendable to another six months only on performance and mutual agreement.

2.2 PAA seeks to collaborate with a Service Provider that possesses a robust record of accomplishment of providing similar services at airports, Govt/Private Organizations or firms etc. Interested firms are invited to submit proposals demonstrating their capability to manage similar assignments effectively with proven track record of successful deliverables as assigned.

3. PURPOSE OF RFP

3.1 The purpose of this RFP is to select service provider for provision of 11 Cook/Mess Helpers (5 Cooks and 06 Mess Helpers). The contract will be awarded to the selected Service Provider for a period of two (02) years, extendable for six (06) months only. However, PAA may select other Service Provider during this period based on the prescribed parameters and PAA reserves the right to cancel Agreement with the successful bidder on poor performance, provision of inaccurate or false information or violation of clause(s) of Contract.

4. SERVICES TO BE PROVIDED

4.1 The service provider shall provide (Cooks, Mess Helpers) as per **Annex-A.**

4.2 The service provider shall provide manpower (Cooks, Mess Helpers) at BKIAP Peshawar for provision of services as per the scope given in **Annex-B**.

4.3 The service provider shall ensure Monitoring Mechanism as elaborated in **Annex-"C".**

4.4 The service provider will ensure proper deployment of manpower in accordance with the best practices and laid down standards, codes and regulations as directed by PAA.

4.5 The quality of services provided shall be strictly in adherence to guidelines, recommendations and instructions of PAA.

4.6 The Service Provider shall perform the duties as per PAA rules / regulations, PAA technical orders and instructions issued by PAA / Sectional Heads from time to time.

4.7 The Service Provider shall increase or decrease the number of personnel as may be determined by PAA in its sole discretion as and when required.

4.8 A **representative** of the service provider shall remain available at designated place(s) 24/7 as and when required.

4.9 Payment of staff salaries (as prescribed by Government minimum wages), all applicable taxes (excluding Provincial Sales Tax on Services), uniforms, insurances, EOBI and Social Security etc. shall be the sole responsibility of the Service Provider.

4.10 The successful bidder shall ensure deployment of well trained manpower at BKIAP Peshawar in strict compliance with the prescribed criteria outlined for cooks and mess helpers in the succeeding paragraphs.

4.11 The successful bidder may conduct pre-deployment screening and certification verification to ensure compliance with applicable national regulations preferably international standards for such services.

4.12 The successful bidder will provide necessary refresher / continuous training and orientation to deployed cooks and mess helpers.

4.13 The successful bidder will ensure timely replacement or augmentation of staff as required by PAA to maintain uninterrupted services.

5. INSTRUCTIONS TO BIDDERS

5.1 The bidder shall carefully examine the bidding documents and the instructions mentioned therein.

5.2 The bids shall be evaluated based on mandatory requirements (given in the Bid Evaluation Check List).

5.3 The bidders who meet the mandatory requirements will be technically evaluated on the parameters given in the Technical Bid Evaluation Criteria.

5.4 Single Stage -2 envelopes method as mentioned in Rule-36(b) of the Public Procurement Rules, 2004 will be adopted.

5.5 The proposals shall be uploaded on EPADS portal before due date i.e. **on or before** _____ **not later than 1100 AM**. Documents submitted after due date and time will not be entertained. Additionally, proposals may be submitted in hard form (both Technical and Financial along with **original Bid Security Instrument in the shape of Pay Order from a scheduled bank.** The Technical Bids will be opened on the same day by the tender opening committee at **1130 hrs.**

5.6 The technical proposal in PDF file shall include relevant documentary proof/ certificates as mentioned in “Bid Evaluation Checklist” and “Evaluation

Criteria" along with all other required information/details/documents of this RFP. The PDF file should be titled as "Technical Bid - Provision of 11 Manpower (5 Cook and 6 Mess Helpers). At BKIAP Peshawar

5.7 The financial proposal in PDF file shall include financial bid **(as per Annexure-A)**, breakdown of costs showing per person wages, all applicable regulatory payments including all applicable taxes (except Provincial Sales Tax on Services), EOBI, Social Security, Uniform, Conveyance, Service Charges etc. The PDF file should be titled as "Financial Bid – Provision of 11. Manpower (5 Cooks and 6 Mess Helpers) at BKIAP Peshawar

5.8 The details of bid security (**amounting Rs. 500,000/-) in the form of Pay Order / Demand Draft** shall be entered in EPADS and also attach scan copy of bid security while original bid security must reach in the office of COO / APM BKIAP Peshawar before the opening of bid. Any bid uploaded in EPADS but not submitted in aforementioned office may not be entertained.

5.9 The financial bid for two years' service will be based on the information provided in the tables provided in the Annex-A.

5.10 The bidder shall ensure payment of wages to its employees as prescribed by the Government prevailing rates. In case of revision of minimum wage policy by the Government during service agreement or after signing of Agreement, the difference shall be borne by PAA in case the wages is less than minimum wages, subject to approval by Competent Authority.

5.11 The bidder shall submit breakup of his financial bid mentioning all mandatory cost/applicable taxes/ charges/duties/regulatory payments etc.

5.12 The bidder shall submit payments slips of EOBI / Social Security mentioning staff names engaged with PAA by the Service Provider after award of Contract.

5.13 PAA will carry out the technical evaluation as per laid down criteria only.

5.14 The bidders may visit the premises before quoting the bids to ensure that they have fully understood the scope/quantum of the work.

5.15 All documents submitted by the bidders shall be treated as confidential.

5.16 Financial and technical offer form and tender documents **must be signed by CEO/MD.** Otherwise, valid and **duly attested authority letter** must be attached in favour of the person authorized to sign the Bid/Tender or correspondence and to attend the tender opening meetings. Failing this, the bidder shall not be entertained and he/she shall not be allowed to attend the tender proceedings.

5.17 After signing of the Agreement with the successful bidder, no document of the tender process shall be relied by the Service Provider subsequently in any manner whatsoever.

5.18 In preparing the technical proposal, Respondents are expected to examine all terms and instructions included in the documents carefully as they will be evaluated based on information provided by them. During preparation of the technical proposal, bidders shall give special attention to the following:

a. Only those bidders who themselves have all the expertise for the assignment may submit their proposals.
b. The bidder shall not only have capacity to meet service standards and manpower requirements set by PAA, but shall also be capable to scale up for future requirements.
c. All the information shall be filled-in/submitted strictly as per enclosed forms. If necessary, photocopies of the forms will be made.
d. All attachments/documentary evidences shall be enclosed in order of 'Proposal Submission Form enclosed as Annexure.

6. QUALIFICATION AND TECHNICAL EVALUATION CRITERIA

6.1.1 The successful bidder shall provide 11 manpower (5 cooks and 06 Mess Helpers) to Pakistan Airports Authority at BKIAP Peshawar as outlined below:

MANPOWER	QUALIFICATION AND ELIGIBILITY CRITERIA
Cooks	Age: maximum 25-50 years of age on the date of publication tender notice. Qualification: Preferably Literate (can speak and understand basic English, prior experience of cooking is mandatory).
Mess Helpers	Age: maximum 20-40 years of age on the date of publication tender notice. Qualification: Preferably Literate (can speak and understand basic English, prior experience of Mess Service will be preferred).

In addition to above, the Service Provider shall provide above resource in accordance with the criteria outlined below:

A. Health and Hygiene Standards:

- Clean appearance with high personal hygiene standards.
- Free from any infectious diseases.
- Does not consume gutka, paan, tobacco, or other addictive substances.

B. Behavioral Competencies:

- Polite, disciplined, and customer-service oriented.

- Ability to follow instructions and work under supervision.
- Punctual and reliable with a commitment to assigned duties.

C. Other Requirements:

- Must be physically fit for the job's nature and demands.
- Possess valid national identification documents (CNIC).

D. Pre-deployment Verification:

- Comprehensive background checks, including police verification and references.
- Having eye sight vision i.e. 6/6 with or without glasses
- Medical fitness certificate from a reputable hospital or clinic maybe asked at any stage of the contract tenure on the cost of service provider.

6.1.2 The Service provider will arrange pre-deployment and on-site training (on quarterly basis) to its employees which includes processes along with sanitation, safe handling, airport safety and security norms, familiarization with airport zones SOPs, HSE Manual and emergency exits, and would keep the training completion record, duly signed by the attendees along with trainer credentials.

6.2 **PRE-REQUISITES FOR TECHNICAL EVALUATION**

Following are the pre-requisites for bidders intending to submit proposal:

a) The bidder should have a minimum three (03) years of experience in providing manpower based services for similar manpower at airports, Govt/large Private organizations or firms etc with minimum three clients. Only those firms will be preferred that can demonstrate PAA's required expertise with proven track record of providing similar services, with sound experience in critical or high-demand environments.

b) The bidder shall have NTN number and Certificate.

c) The bidder shall be registered with Social Security and EOBI.

d) The bidder shall provide **Last** 6 months Bank Account Statement.

e) The bidder shall furnish Confirmations / undertaking on non-judicial stamp paper of value Rs.100/- to the effect that the bidder has not been black-listed by any Government, Semi Government and Autonomous Body.

f) The bidder shall disclose, if it is in any litigation against any of its clients on non-judicial stamp paper of value Rs.100/- of appropriate value.

g) The bidder shall furnish Confirmation/undertaking that they can provide to PAA all such information, data documentation, accounting records etc. pertaining to their operations etc. within Seven (07) days of request for the same.

h) Bidders that have rendered/ are rendering services to PAA are required to submit a "Satisfactory Service Certificate" signed by the concerned location head otherwise a Service Provider shall submit /attach a "Satisfactory Service Certificate" from the clients served in the past or currently serving.

i) The bidder shall furnish an undertaking on non-judicial stamp paper of value Rs.100/- that it will abide by the minimum wages prescribed by the Government, pay all regulatory payments such as EOBI, ESSI, Social Security, applicable Taxes etc for its resources deployed at BKIAP Peshawar.

7. FINANCIAL OFFER

7.1 Financial offer shall be made as per Annex-A. The bidder shall also bound to provide breakup of financial bid on signed and stamped letterhead along with financial offer.

7.2 The respondents shall provide the following details/documents as essential part of Technical Proposal in this order:

7.3 Signed copy of the RFP document along with Proposal submission Form (Form-A)

7.4 Name, address, phone, fax, website and e-mail address along with postal address of head office and branch offices (Form-B)

7.5 List of Similar assignments completed and in hand along with number of resources deployed, contact person of each facility separately (Form-C)

7.6 A brief description of the bidder Key personnel (Professional, Management & Clerical) qualification & experience (Form-D)

7.7 Audited Statement of Accounts or proof of revenue.

8. BID EVALUATION CHECK LIST

S. No.	Bid Evaluation Parameters:	Yes/ No	Remarks
1	Legal Status:		In case of a company. attach certificate of incorporation/registration and Memorandum & Articles of Association. in case of a firm, a certificate of registration with Registrar of firms and partnership. In case of sale deed, proprietorship NTN certificate. .**(Appendix - A)**
2	Work experience for providing similar services shall be minimum three (03) years or more with at least three (03) Clients.		Attach Service Agreements or Award letter showing provision of similar Services for minimum three (03) years or more with at least three (03) Clients to whom 10+ resources are deployed **(Appendix - B)**
3	No. of trained persons (employed shall be 10 or more)		Attach List showing total number of resources with Client names, Cell No. copies of CNIC. **(Appendix -C)**
4	Last Three (03) years audited financial statements.		Attach audited Annual Accounts of last 3 years. **(Appendix - D)**
6	Copy of Bid Security Instrument		Original Bid Security Instrument in the form of Pay Order from a scheduled bank to be submitted on or before bid opening date and time whereas scanned copy upload on EPADS **(Appendix-E)**
7	NTN Registration		Attach attested copy of NTN Registration Certificate. **(Appendix - F)**
8	EOBI Registration		Attach attested copy of EOBI Registration Certificate and verifiable proof / receipts of 6 months payment in EOBI in respect of bidders 30 employees. **(Appendix - G)**
9	Registration with Social Security		Attach attested copy of Social Security Registration Certificate. **(Appendix - H)**
10	Average monthly Credit Turnover of preferably Rs. 1 million in Bank Account for last 06 months		Last 06 months Statement of Bank Accounts or Banker's Certificate. **(Appendix - I)**
11	Data Provision Undertaking		Attach an undertaking on company letterhead showing commitment to provide data as and when required by PAA. **(Appendix - J)**
12	Black Listing Undertaking		Attach an undertaking on non-judicial stamp paper of value Rs.100/-**(Appendix - K)**
13	Regulatory Payment Undertaking / Payment of Minimum Wages Undertaking		The firm must give an undertaking on non-judicial stamp paper of value Rs.100/-that it will pay all the regulatory dues, taxes etc. and would abide by the minimum wage rate determined by the Government. **(Appendix -L)**
14.	Satisfactory Performance Certificates		Attached certificates from PAA or other organization where the similar services have been provided (**Appendix-M**)

Note: The bidders who fulfils all the above requirements, provide documentary evidences in support and earn "**Yes**" in all of the above pre-requisites shall qualify for Technical Evaluation only and any single **"No"** will lead to disqualification of the bidder.

9. TECHNICAL BID EVALUATION CRITERIA

9.1 Detailed Technical Evaluation Methodology

Technical Evaluation would be conducted on following parameters as shown in below table:

S. No.	Bid Evaluation Parameters:	Description	MAX MARKS
a	Work Experience (03 years or more)	The bidder having a minimum three (03) years of experience in providing manpower based similar services at airports, or Govt / Private large organizations / firms etc will be given 20 base marks. For each additional year of experience, 05 mark will also be awarded (max 30 marks).	30
b	Clients / Organizations (preferably 03 clients or more)	Firms to provide evidence / copies of contract / agreement executed for three (03) clients to whom similar services have been or are being provided along with their contact details with at least 10 manpower . Base marks 20. For each additional client, 05 mark will be awarded. (max 30 marks)	30
c	Manpower Expertise	The firm having prior experience of providing 10 trained and qualified manpower (Cook, Mess Helpers) to at least three (03) clients at airports, Govt / Private large organizations / firms etc. Base marks 20 and for each additional client, 2.5 marks will be awarded. (max 25 marks)	25
d	Financial Health	Audit Financial Statement will be obtained from bidders of last three (03) financial years. Annual average minimum turnover mentioned in Audited Account Statements. Upto five million (05M) = 05 Marks Greater than five million (05M) = 10 Marks	10
e	Set up in major cities	Firms having set up in Peshawar will attract 05 marks and other major cities will obtain 2.5 marks.	05

Note: The minimum qualifying score required by the bidder for being eligible for financial bid is 70 marks and financial bids of only technically qualified bidders will be opened. Least Cost Method will be adopted in the said tender proceedings.

10. SERVICE PROVIDER'S WARRANTIES AND OBLIGATIONS:

Service Provider undertakes/ warrants and represents that at all times;

10.1 It has the requisite power and authority to enter into and perform the agreement.
10.2 It shall provide the services with reasonable care and skill.
10.3 It holds valid authority to carry out the services.
10.4 It shall induct competent, qualified personnel to carry out the services.
10.5 All persons engaged by the service provider shall be its employees and have no criminal record.
10.6 It shall perform Services using all reasonable skill, care and diligence in accordance with good industry practices and shall ensure that its employees have the skills and expertise required to carry out the Services to the standards and timings required by PAA.
10.7 The Service Provider or its employees will manage the transportation to and from the place of duty and will be of no obligation to PAA.
10.8 The Service Provider shall not act in a way which is prejudicial to PAA's interests or business.
10.9 The Service shall be fit for the expressed or implied purposes.
10.10 The Service Provider and its employees shall obey all lawful and reasonable directions of PAA's representatives.
10.11 Any breach by Service Provider of this clause (Service Provider's Warranties) constitutes a material breach of the Agreement. In addition to PAA's rights, PAA shall be entitled to require Service Provider to:
(a) Remedy the breach at its costs
(b) Pay for it to be remedied; or
(c) Repay to all amounts already paid for the defective Services.

11. TERMINATION

11.1 The PAA shall have the right to terminate Agreement, without cause, by providing the Service Provider with **thirty (30) days' prior written notice**.
11.2 The Service Provider may terminate Agreement by providing the PAA with **ninety (90) days' prior written notice**. During the notice period, the Service Provider shall continue to discharge its duties and perform all obligations under this Agreement in good faith and without disruption.
11.3 Upon termination under Clause, the Service Provider shall be entitled to payment for Services duly performed up to the effective date of termination. Termination shall be without prejudice to any rights, remedies, or obligations accrued by either Party prior to such termination.

12. LIABILITY

Service Provider shall be responsible for and shall indemnify and hold harmless PAA, its agents and employees from all Losses arising out of Service Provider's negligence or breach of Contract Agreement.

13. CONFIDENTIALITY

Service Provider shall keep the information strictly confidential which shall be provided by PAA except with the consent of PAA in writing, other than to perform this Agreement, and shall impose the same obligations on its employees.

14. INDEPENDENT SERVICE PROVIDER

The Service Provider shall be considered as independent contractor, neither the Service Provider nor its personnel shall have the right to represent or bind to/by PAA.

15. TAXES & DUTIES

Service Provider shall be directly responsible for all his liabilities or obligations for any applicable taxes, duties (including stamp duty), charges, regulatory payments or cesses levied by the Government or any other authority on Services and the documentation related thereto. The tendered rates or amount shall be inclusive of all taxes (except Provisional Sales Tax on Services), duties etc as applicable fourteen (14) days prior to the date of tender opening and NO claim on this account shall be entertained by PAA.

16. BID VALIDITY

The Bid shall be valid for a period of one hundred and twenty (120) days from the date of bid submission. In special circumstances, PAA may request the bidders to extend the period prior to expiry of bid validity, which shall not be more than the validity period of original bid.

17. RESPONSIBILITIES OF THE SERVICE PROVIDER

Besides providing above services, the Service Provider will be responsible for Background check and obtaining security clearance of all the persons deployed by the Service Provider at the airport will be the sole responsibility of Service Provider.

18. BID SECURITY

The intending bidders have to deposit a bid security amounting **Rs. 500,000/- in the shape of pay order from a scheduled bank in PAA's favour (Account title: PAA Disbursement Account)**, at the time of submission of bid. The details of bid security shall be entered in EPADS and also attach scan copy of bid security while original bid security must reach in the office of Office of COO / APM BKIAP Peshawar before the opening of bid. Any bid security uploaded in EPADS but not submitted in aforementioned office shall not be entertained. Bid Security will be returned to unsuccessful bidders upon award of Contract to the successful bidder or on expiry of bid

validity. However, deposited money will be returned to successful bidder on furnishing "Performance Bond" (5% of the total Contract value). The Bid Security may be forfeited if:-

18.1 A bidder withdraw his bid during the bid validity period or
18.2 A bidder does not accept the correction of his bid price, or
18.3 The successful bidder fails to furnish the required performance bond within the stipulated period.

19. PERFORMANCE BOND

The successful bidder shall be required to furnish Performance Bond in the shape of CDR, Pay Order, Demand Draft or Bank Guarantee for the amount equivalent to 5% of the total contract value for the required services in Pakistani currency. The following banks are acceptable to PAA:

I. PUBLIC SECTOR BANKS

a) National Bank of Pakistan (NBP)
b) Sindh Bank Limited
c) The Bank of Punjab

II. PRIVATE SECTOR BANKS

a) Allied Bank Limited
b) Askari Bank Limited
c) Bank Al Habib
d) Faysal Bank Limited
e) Habib Bank Limited
f) Habib Metropolitan Bank Limited
g) JS Bank Limited
h) MCB Bank Limited
i) Samba Bank Limited
j) Soneri Bank Limited
k) Standard Chartered (Pakistan) Limited
l) United Bank Limited
m) Industrial and Commercial Bank of China Limited

III. ISLAMIC BANKS

a) Al Baraka Bank (Pakistan) Limited
b) Bank Islami (Pakistan) Limited
c) Dubai Islamic Bank (Pakistan) Limited
d) Meezan Bank limited

20. OTHER TERMS AND CONDITIONS

20.1 By responding to this RFP, the Service Provider agrees to the Terms and Conditions given below in this RFP as a whole.

20.2 At any time prior to the deadline for submission of bids PAA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP by amendment, which will be placed either on PAA's website, e-mailed or dispatched to all prospective bidders.

20.3 All such amendments shall become part of the RFP after they have been notified to all bidders. .

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

20.5 PAA reserves the right to change the requirement specifications Scope of Work and ask for the revised bids.

20.6 These responses would be deemed as legal documents and will form part of the final Agreement. Bidders will be requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and could be rejected.

20.7 Any bid, submitted cannot be withdrawn / modified after last date for submission of the bids.

20.8 PAA reserves the right to call for any additional information and reserves the right to reject the proposal of any firm/bidder.

20.9 The Bidders are requested to quote in Pakistani Rupees ('PKR'). Bids in currencies other than PKR may not be considered.

20.10 Failure of PAA to select a Service Provider shall not result in any claim whatsoever against PAA and PAA reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.

20.11 By submitting a proposal, the Bidders agree to enter into a Agreement with PAA for any service awarded to the Service Provider. Failure on the part of the successful bidder to execute a valid Agreement with PAA will relieve PAA of any obligation to the Service Provider, and second lowest bidder maybe selected.

20.12 Cost of execution of the Agreement is to be borne by the successful bidder

20.13 Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by PAA.

20.14 All responses received after the due date / time would be considered late and shall not be accepted or opened.

20.15 PAA shall not assume any expense incurred by the bidder in preparation of the response to this RFP and the bidding documents shall not be return to the bidder.

20.16 The bidders shall have the opportunity to clarify doubts pertaining to the RFP prior to finalizing their bids/responses.

20.17 PAA shall scrutinize the technical and financial proposal submitted by the bidders as per the criterion mentioned in this RFP

20.18 PAA may, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all competitors and PAA reserves the right for such waivers.

20.19 PAA may, ask some or all bidders for clarification of their bids. The request for such clarification and the response thereto shall necessarily be in writing. PAA has the right to disqualify the bidder who shall not provide the requisite clarification within the stipulated time.

20.20 PAA reserves the right to make any changes in the terms and conditions of RFP.

20.21 The Bidders are requested to be prepared to demonstrate, through presentations and / or site visits, as part of the final evaluation in accordance with the responses given for the identified requirements, any time after the last date of the submission of proposal. Accordingly, PAA will communicate a date time to all Bidders. The Bidders will arrange such demonstrations, presentations or site visits.

20.22 PAA may exclude or reject any proposal that in the reasonable opinion of PAA contains any false or misleading claims or statements. PAA has no liability to any person for excluding or rejecting any such proposal.

20.23 The Service Provider shall promptly notify PAA of any change in partnership, directorship or other managerial orders.

20.24 PAA reserves its right to cancel the order in the event of one or more delay in implementation beyond the specified period that is agreed in the Agreement that will be signed with the successful Bidder(s).

20.25 Serious discrepancy in the quality of service expected during the implementations.

20.26 PAA will pay the monthly bills against the actual deployment of staff duly verified by the authorized official.

20.27 Service Provider shall indemnify, protect and save PAA against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting directly or indirectly from an act or omission of the Service Provider, its employees, its agents, in the performance of the services provided by Agreement, infringement of any patent, trademarks, copyrights etc. or such other statutory.

20.28 In case of additional requirement of manpower by PAA at the said locations during Agreement period, Service Provider shall be responsible to provide required manpower on timely basis on same/existing terms & conditions provided that PAA will issue notice in advance for additional requirement of manpower.

20.29 PAA may increase or decrease the manpower subject to requirement at the concerned location.

21. ARBITRATION

In case of any difference or dispute arising between the parties in respect of the interpretation, conduct or performance of any terms or condition of this agreement, the same shall be referred to the DGPAA or his authorized/nominated officer not below Director who after receiving reply from the concerned officer of PAA will give his decision within 30 days which shall be final and binding upon the parties.

22. GOVERNING LAW AND JURISDICTION OF COURTS

This agreement shall be governed and constructed in accordance with the local jurisdiction who shall have jurisdiction to entertain and adjudicate upon situation.

23. PAYMENTS

23.1 The Service Provider shall ensure payment to its personnel employed for services to be rendered in PAA before 05th of each month.

23.2 The Service Provider shall submit the monthly bill before 10th of each month which will be duly verified by Chief Operating Officer / Airport Manager PAA, BKIAP Peshawar. PAA will make payment of each of month after deduction of withholding and other taxes / duties as per Income tax Ordinance / other applicable laws within thirty days after tendering the bill.

23.3 The Service Provider shall be responsible for payment of its entire employee's wages, insurance premiums, salaries, allowances and all pay roll taxes / duties as per Income Tax Ordinance / other applicable laws.

23.4 Salary each security guard shall be credited in his bank account and the proof of such transaction shall be produced as evidence by the Service Provider.

23.5 The Service Provider shall ensure the monthly wages of the guards / Traffic Marshallers that shall not be less than the minimum wages fixed by the Government. Any violation at any stage in this regard may lead for the termination of the contract with the Service Provider.

23.6 The Service provider shall be solely responsible for all payments, liabilities and all other obligations of whatsoever nature pertaining to its personnel who shall be deputed for the Services or may be specified from time to time.

23.7 In case of any theft / damaged at premises, The Service Provider will be responsible to pay entire losses to PAA as determined by the committee constituted by the Competent Authority.

24. PENALTY

24.1 Without prejudice to any other right and remedy which may be available to PAA. Service Provider shall be liable to the following penalties on account of its failure to properly discharge / perform obligation of service under this Agreement. Condition which may lead to penalty are:

i. Absence of resource from the duty place.
ii. Dirty / un-presentable clothes.
iii. Smoking / chewing pan /gutka / naswar at place of duty during duty hours.
iv. Misconduct involved in unauthorized activities.
v. Any non-compliance with the instructions given in above clauses.

24.2 In case of inability of Service Provider to meet the terms and conditions as described in the Agreement and as per requirement of PAA, the Service Provider is liable to penalty as specified at 5(b) of the Monitoring Mechanism. Rs. 1000/- in case of absence for 01 day and 3000 per day onwards after 4th day of absence including deduction of wage of that day(s) of absenter.

24.3 PAA shall be entitled to recover the amount (penalty whether imposed under this article or any other provision of this Agreement) from any amount payable by PAA to the Service Provider or from the Security Deposit which shall be

replenished by the Service Provider within 15 days whether under Agreement or otherwise.

24.4 The Service Provider shall agree that the decision of PAA in respect of any of the aforesaid penalties or recoveries shall be final and binding upon the Service Provider and shall not be called into question in any manner whatsoever.

Annex-A

FINANCIAL BID

Manpower Pricing

Sr. No.	Deployment	Nos.	Rate per person per month	Total amount per person including all expenses, duties, tax and service charges(excluding PST)	Total bid
i.	Cook	05			
ii.	Mess Helpers	06			
	Total	11			
				Total Bid for One month	
				Total Bid for two years(in figure)	
Total Bid for two years (in words)					

Note:-

- The above bid is including all applicable taxes, duties misc charges (excluding PST) and unconditional..
- Bid Break is required to be submitted on Company's Letter Head
- Uniform cost would be included in the bid.

_____
(Authorized Signature)
With Company Stamp

Annex-B

SCOPE OF SERVICES

a. Cook

Area to be covered

Mess Kitchen
Dining Hall
Refreshment Room
Utensil& Crockery Cleaning
Office Kitchen

1. Maintain Cleanliness at Both Messes (Officer & Staff).
2. Maintain Cleanliness of all Kitchen wares, fixtures such as Crockery mirrors, marble work etc.
3. Cleaning / dusting of Dining Tables, chairs furniture, wooden and glazed partitions, doors, windows, grills, fire extinguishers, sofa sets, seating arrangements, blinds and other fixtures (installed or movable) etc. on daily basis.
4. Collection and removal of entire vegetables cuttings from the kitchens and disposal thereof at the designated points.
5. Maintain cleanliness of all doors / windows of Messes etc. (in the best possible manner)
6. Any other job assigned to the contractor by CAA as per need or contingency services so as to keep the premises tidy and clean.

b. Mess Helpers

B1. Ensuring cleanliness of Mess as per instructions of Mess Secretary.
B2 Running daily errands as per instructions of Mess Secretary.
B3. Any other duty / task assigned by Mess Secretary.

i. **Manpower Deployment**

a. Provision of sufficient, trained, and uniformed manpower as per the airport's operational requirements.

b. Personnel shall be physically fit and trained.

c. Maintenance of a duty roster and ensuring no lapse in coverage due to absenteeism or other factors.

ii. **Maintenance Support**

a. Identification and reporting of damaged or unserviceabilites for further action by the relevant Maintenance Section/ Contractor.

iii. **compliance with Airport Regulations**

a. Ensure all staff are compliant with airport security protocols and possess necessary clearances.

b. Each staff member shall carry and display a valid airport-issued Photo ID card at all times.

c. Adhere to all health, safety, and environmental guidelines as prescribed by the airport authority.

Annex-C

MONITORING MECHANISM

1. Daily Operational Monitoring

a. Shift-wise Attendance Verification

- All personnel (Cook and Mess Helpers) must mark attendance, i.e. manual sign-in sheets which must be validated by the deployed Service Provider's Shift Supervisor.
- Weekly duty rosters (covering both categories of staff) shall be submitted by the Service Provider every Sunday and verified daily by the PAA for compliance.
- Attendance shall also be subject to random cross-verification through PAA's on-ground staff.

b. **Cook Services Monitoring**

(Ensure proper cleanliness of Kitchen and food area, ensure hygiene and always remain neat and tidy.

2. Regulatory and Uniform Compliance

- PAA or its authorized personnel will conduct random spot checks to ensure that:
  - All staff are in proper uniform with visible ID cards and Airport Entry Pass
  - All staff comply with airport health, safety, and security protocols.
- Non-compliance will result in penalties and may lead to individual removal from duty.

4. Reporting & Documentation

- Daily Shift-wise manpower deployment

5. Non-Compliance and Penalties

- Upon identification of any deficiency, a written Notice shall be issued by the PAA specifying the nature of non-compliance, corrective measures required, and a timeline (typically 48 hours) for rectification.
- If the issue is not resolved within the specified timeline, a Warning Notice will be issued, and the PAA may take corrective action at the cost of the Service Provider, deductible from the monthly invoice.
- If the Service Provider accumulates more than three
- (3) Warning Notices within a 2-month period, the PAA reserves the right to suspend or terminate the contract and may debar the Service Provider from future tenders for up to 3 years. Record of all Notices, Warnings and Penalties imposed shall be recorded and maintained by the PAA.
- In case of misconduct, the PAA shall impose a penalty as defined and the concerned staff shall be immediately terminated from services by the Service Provider.
- The Airport Management / PAA shall also conduct monthly and quarterly Monitoring Inspections of the Service Provider against KPIs and reports shall be generated. These reports shall be referred at the end of the service while awarding Completion Certificate.

a. Type of Violations:

Services: These violations shall include:

a. Failure to meet service standards (e.g., cleanliness, hygiene in cooking etc.)
b. Non-Compliance of the service standards / Scope of Services
c. Non-Compliance of Deployment Plan
d. Failure to report damages in a timely manner

Misconduct:

These shall include:

a. The Personnel is not wearing the prescribed uniform, required PPEs, or displaying the ID Card(s)
b. The Personnel is unnecessarily approaching the passengers / guests for money/ tip or extending protocols
c. The Personnel is extending unauthorized passenger services
d. The Personnel misbehaves with the PAA employees/guests or any of the airport employees

b. Penalties:

Poor or Unsatisfactory Performance	Rs. 10,000 / Day (1st instance) Rs. 15,000 / Day (Repeat instances)
Unsafe working / violation of HSE Manual	Rs. 5,000 per incident
Non-Compliance of the service standards	Rs. 2,000 per incident
Unavailability of uniform	Rs. 3,000 per individual per day
Non-possession of Photo Identity Card	Rs. 1,000 / Day
Misconduct (Misbehaviour with the passenger / guests or unnecessarily approaching Passengers / guests for tip/ money)	Rs. 10,000 per incident and immediate removal of staff
Un-authorized Protocol	Rs. 10,000 per incident and immediate removal of staff

FORM-A

Proposal Submission Form (on Firm's letter-head)

_____
_____,
_____,

Pakistan Airports Authority,

Dear Sir,

SUBMISSION OF PROPOSAL FOR PROVISION OF 11 MANPOWER (5 COOKs AND 06 MESS HELPERSTHROUGH OUTSOURCE CONTRACT AT BKIAP PESHAWAR

In response to your advertisement dated _____for regarding provision of above quoted services, we M/s_____having Office(s) at_____ submit our Proposal for provision of the services at BKIAP Peshawar

We enclose all documents as required in RFPD including ANNEXURES, FORMS ETC.

We understand that PAA is not bound to accept our proposal has the right to reject our proposal without assigning any reason or delist us at any stage subsequently due to the reasons mentioned in RFPD.

We further understand that submission of this proposal for providing the above quoted services does not entitle us award of any Agreement by PAA.

Dated:

Signature_____
Name _____
Name of Firm_____

FORM-B

GENERAL INFORMATION (on Firm's letter-head)

COMPANY PROFILE

ITEM	
Company Profile	
Name of Firm	
ADDRESS	
KEY PERSON	
CONTACT NO.	
MOBILE NO.	
FAX	
EMAIL	
Any other Information	

FORM-C (Template)

LIST OF SIMILAR ASSIGNMENTS

S.N	Project Description & Duration	Name of Client & Contact Person with Tele No.	Location where Similar Services are Provided	No. of Resource Deployed (including 20 or above Trained Manpower)	Monthly Bills Received

FORM-D (Template)

DETAIL OF PERMANENT STAFF

S.N	Name	Age	Years of Experience	Qualification	Designation	Contact No.