



PAKISTAN AIRPORTS AUTHORITY

(REQUEST FOR PROPOSAL)

(Instruction to Bidders)

SERVICE LEVEL AGREEMENT (SLA)

for

PROVISION OF SERVICES FOR

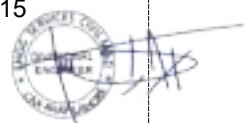
HORTICULTURE WORKS

AT ALLAMA IQBAL INTERNATIONAL AIRPORT (AIIAP)





IB.1.	INTRODUCTION	3
IB.2.	INSTRUCTIONS TO BIDDERS.....	3
IB.3.	PRE-REQUISITES FOR TECHNICAL QUALIFICATION OF FIRMS	4
IB.4.	COST OF BIDDING.....	5
IB.5.	CONTENTS OF BIDDING DOCUMENTS.....	5
IB.6.	AMENDMENT OF BIDDING DOCUMENTS	5
IB.7.	LANGUAGE OF BID.....	6
IB.8.	DOCUMENTS COMPRISING THE BID	6
	8.1Technical Proposal (Mandatory Documents)	6
	8.2Technical Proposal Checklist	7
	8.3Financial Proposal	8
IB.9.	FORM OF BID AND SCHEDULES	8
IB.10.	BID PRICES	8
IB.11.	CURRENCIES OF BID	8
IB.12.	JOINT VENTURE	9
IB.13.	BID SECURITY.....	9
IB.14.	VALIDITY OF BIDS	10
IB.15.	FORMAT AND SIGNING OF BID.....	10
IB.16.	SEALING AND MARKING OF BIDS	10
IB.17.	DEADLINE FOR SUBMISSION OF BIDS.....	11
IB.18.	LATE BIDS	11
IB.19.	BID OPENING	11
IB.20.	CLARIFICATION OF BIDS.....	11
IB.21.	EVALUATION CRITERIA	12
IB.22.	TECHNICAL EVALUATION	13
IB.23.	FINANCIAL EVALUATION	13
IB.24.	PROCESS TO BE CONFIDENTIAL.....	13
IB.25.	AWARD CRITERIA.....	13
IB.26.	CLIENT’S RIGHT TO VARY QUANTITIES	13
IB.27.	CLIENT’S RIGHT TO REJECT ALL BIDS	13
IB.28.	NOTIFICATION OF AWARD.....	14
IB.29.	PERFORMANCE SECURITY	14
IB.30.	SIGNING OF CONTRACT	14
IB.31.	INSTRUCTIONS NOT PART OF CONTRACT	15





RFP – SLA for Provision of Services for Horticulture Works at AllAP
Instructions To Bidders (IBs)

IB.32.	SUFFICIENCY OF BID	15
IB.33.	ONE BID PER BIDDER	15
IB.34.	BIDDER TO INFORM HIMSELF	15
IB.35.	LOCAL CONDITIONS	15
IB.36.	INTEGRITY PACT	15





GENERAL

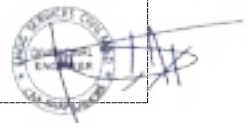
IB.1. INTRODUCTION

Pakistan Airports Authority hereinafter called “the Client” invites proposals from firms having experience of providing Horticulture Works services in large organizations and who fulfil other parameters given in this RFP, for a period of Two Years and extendable to further six months (vide **Clause-14.14 of CoC**); subject to satisfactory performance, mutual agreement & approval of Competent Authority. The services required are **“Service Level Agreement (SLA) for Provision of Services for Horticulture Works at Allama Iqbal International Airport (AllAP)”**.

- 1.1 The financial bids of only those bidders will be opened, who technically qualify as per the evaluation criteria.
- 1.2 Standards and areas to be maintained / managed are defined so as to give a picture of the nature of service required.
- 1.3 Information regarding the areas is provided so as to facilitate the bidders to do their working accordingly.
- 1.4 Pakistan Airports Authority may change and/or increase or decrease the area, Service Standards etc. before opening of the bids, which would be deemed as final.
- 1.5 The bidders may visit the locations to ascertain the requirements of the service to be provided before submission of Bids. However, to have an idea, a detail of the services required is given in the RFP document.

IB.2. INSTRUCTIONS TO BIDDERS

- 2.1 The bidder is expected to carefully read the bidding documents and instructions therein.
- 2.2 Bidders will be evaluated on the basis of the defined criteria. After evaluation of mandatory documents, the technical bids evaluation shall be under taken. The financial bids of only those will be opened, who technically qualify as per the evaluation criteria.
- 2.3 The bidders are required to submit their responses on E-Pak Acquisition and Disposal System (EPADS) through **Single Stage – Two Envelope Procedure as per Rule 36(b) of Public Procurement Rules 2004**. The bidder shall upload separately the technical and financial proposal, one as **“Horticulture - Technical Proposal”** and the other as **“Horticulture - Financial Proposal”**.
- 2.4 The technical proposal shall include all relevant documentary proofs/ certificates as mentioned in this RFP document. The technical proposal should be titled as “Horticulture - Technical Proposal”.
- 2.5 The Financial Bid must be uploaded on EPADS and titled as “Horticulture - Financial Proposal” along with the financial instrument for payment of Earnest Money.
- 2.6 The proposals shall be submitted through EPADS to **COO / Airport Manager, PAA, AllAP, Lahore**, before 1100 Hrs dated 12th May , 2026. Bids received after the due date will not be considered.
- 2.7 The bidders are encouraged to visit the location before quoting the bids to ensure that they have fully understood the scope/quantum of the work.
- 2.8 PAA intends to arrange a Pre-Bid meeting(online or in person) prior to opening of bids. All bidders are encouraged to attend the Pre-Bid meeting. Any changes to the SLA document (if required) will be updated through the EPADS and such changes will be considered a part of this RFP documents.
- 2.9 The bidders shall ensure deployment of skilled / professional staff for performing the defined services.
- 2.10 PAA reserves the right to reject all bids as per Public Procurement Rules 2004 (Amended up to date) and regulations made there under.





- 2.11 The firm shall submit affidavit on non-judicial stamp paper that it will pay all regulatory dues, applicable taxes (Except sales tax on services) etc. and shall abide by minimum wage rate determined by the Federal Govt.
- 2.12 The minimum No. of required manpower for skilled and semi-skilled labours shall be in accordance with Schedule “C” to CoC.
- 2.13 In preparing the technical proposal, bidders are expected to examine all terms and instructions included in this document carefully as they will be evaluated on the basis of information provided by them. During preparation of technical proposal, bidders must give special attention to the following:
 - 2.14.1 Only the firms who have all the expertise for the assignment may submit their proposals (with reference to previous experience).
 - 2.14.2 The bidder should not only have the capacity to meet the timeline set by PAA, but should also be capable to scale up for future requirements.
 - 2.14.3 All the information shall be filled-in/submitted strictly as per enclosed forms. If necessary, photocopies of the forms may be made.
 - 2.14.4 All attachments/documentary evidences should be enclosed in order of ‘Proposal Submission Form’ enclosed as **Annexure (From A to Q)**.

IB.3. PRE-REQUISITES FOR TECHNICAL QUALIFICATION OF FIRMS

Following are the pre-requisites for firms / bidders intending to submit proposal. Absence of any of the following shall disqualify the proposal for consideration.

- 3.1 The Service Provider / Bidder must have minimum 03 years of relevant work experience during last 10 years.
- 3.2 Minimum number of clients of the service provider / bidder shall be 01 (one) as defined in IB.21.
- 3.3 The firm must have valid Certification/License by the Pakistan Engineering Council (PEC) i.e. minimum C-4 and relevant Specialization Code i.e.CE-10.
- 3.4 Certificate of incorporation / Memorandum & Article of Association or Partnership Deed / Sole Proprietorship etc.
- 3.5 The firms must have registration with income tax department and must be on active taxpayers list of the Federal Board of Revenue and must have valid Professional Tax certificate.
- 3.6 The firms must be registered with Federal / provincial Employees Social Security Institution and Employee Old- Age Benefit Institution (EOBI).
- 3.7 The firm must provide 03 years audited financial Statement from a chartered accountant firm.
- 3.8 The firm must provide Bank’s certificate and bank account statement of company, certifying the availability of credit / cash as specified in the technical qualification criteria.
- 3.9 The firm must furnish undertaking (fresh) on non-judicial stamp paper to the effect that the firm has not been blacklisted by any Government, Semi Government and Autonomous Body.
- 3.10 The firm must 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) working days of request for the same.
- 3.11 The firm must give an undertaking on non-judicial stamp paper that it will pay all the regulatory dues, applicable taxes (except sales tax on services) etc. and would abide by the minimum wage rate determined by the government from time to time.





3.12 The bidder must disclose if he is in litigation with any of its clients.

IB.4. COST OF BIDDING

4.1 The bidder shall bear all costs associated with the preparation and submission of its bid and the Client shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

BIDDING DOCUMENTS

IB.5. CONTENTS OF BIDDING DOCUMENTS

5.1 The Bidding Documents are those stated below, and should be read in conjunction with any Addendum issued in accordance with Clause IB.6.

- (a) Instructions to Bidders (IB)
- (b) Form of Bid / Letter of Offer (Appendix "A" to IB)
- (c) Evaluation Criteria
- (d) Form of Contract (Appendix "C" to IB)
- (e) Forms "A" to "E" (Appendix "D" to IB)
- (f) Conditions of Contract (CoC)
- (g) Schedule of Horticulture Works/ Facilities/ Areas (Ref: Schedule "A" to CoC)
- (h) Service Standards/ KPIs (Ref: Schedule "B" to CoC)
- (i) Resource Commitment and function (Ref: Schedule "C" to CoC)
- (j) Schedule of Prices (Ref: Schedule "D" to CoC)
- (k) Form of Integrity Pact (Ref: Schedule "E" to CoC)
- (l) Form of Performance Security (Ref: Schedule "F" to CoC)
- (m) HSE MNL-002-MSXX.2.0 (Ref: Schedule "G" to CoC)
- (n) Addendum (if any) pursuant to IB-6

5.2 The bidders are expected to examine carefully the contents of all the above documents. Failure to comply with the requirements of bid submission shall be at the bidders own risk. Bids which are not substantially responsive to the requirements of the Bidding Documents shall be rejected.

IB.6. AMENDMENT OF BIDDING DOCUMENTS

- 6.1. At any time prior to the deadline for submission of bids, the Client may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by issuing addendum.
- 6.2. Any addendum thus issued shall be part of the Bidding Documents pursuant to Clause IB.5 hereof, and shall be communicated in writing to all purchasers of the Bidding Documents.
- 6.3. To afford prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Client may at its discretion extend the deadline for submission of bids in accordance with Clause IB.17.

PREPARATION OF BIDS





IB.7. LANGUAGE OF BID

- 7.1 The Bid prepared by the Bidder and all correspondence and documents relating to the bid, exchanged by the Bidder and the Client shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Bid, the English translation shall govern.

IB.8. DOCUMENTS COMPRISING THE BID

The bid prepared by the bidder shall comprise the following:

8.1 Technical Proposal (Mandatory Documents)

The bidders must provide the following details/documents as essential part of Technical Proposal in this order:

- 8.1.1 Signed copy of the RFP document along with Proposal Submission Form (**Form-A**) as **Annex-A**.
- 8.1.2 The undertaking for acceptance of terms and conditions of RFP. (**Form B**)- as **Annex-B**.
- 8.1.3 Name, Valid address(s), phone(s) and/or fax, and e-mail address along with postal and telephonic address of head office and branch offices (as applicable) (**Form-C**)- as **Annex-C**.
- 8.1.4 List of Similar assignments completed and in hand along with number of resources deployed, contact person, duration of services for each client separately (**Form-D**)-as **Annex-D**.
- 8.1.5 A brief description of the Firm's Key personnel (Professional, Management & Clerical) qualification & experience (**Form-E**) as **Annex-E**.

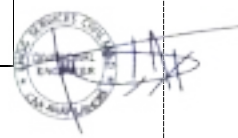
Note: - These forms (A-E) would be deemed as legal documents and will form part of the final contract. Bidders are requested to attach a letter from an authorized signatory attesting their competence and the veracity of information provided in the bids. Unsigned bids would be treated as incomplete and may be rejected.



8.2 **Technical Proposal Checklist**

Along with the documents, Annexed as “A through F” in above mentioned Clause 8.1; following documents are part of documents evaluation checklist as per the order mentioned below.

Sr.#	Bid Evaluation Parameters:	Yes/ No	Remarks / Supporting Documents
01	Pakistan Engineering Council Registration (PEC)		Attach certificate of registration with PEC having relevant specialization code i.e. CE-10 (Annexure G)
02	Legal Status.		Attach SECP company registration certificate Or certificate of registration with Registrar of firms in any Province of Pakistan. (Annexure H)
03	Relevant work experience as a Service Provider for provision of Civil / Horticulture services. Must be 03 years or more with at least 01 Client during last 10 years for projects of required cost [As mentioned in the evaluation criteria]		Attach a) Duly signed work order / completion certificate / any other supporting document with at least 01 Client or b) Letters / testimonials of clients stating no. of years served with the client (s) c) Details of projects showing the types of services provided (Annexure I-1 to I-3)
04	03-years' audited Financial Statement out of last 04 years		Attach 03-years' audited Financial Statement. (Annexure J)
05	FBR registration Certificate, Professional tax certificate.		Attach valid FBR/NTN and active tax payer Certificate Attach valid Professional Tax Certificate. (Annexure K1,K2)
06	EOBI Registration		Attach valid EOBI Registration Certificate /letter (Annexure L1)
07	Registration with Social Security		Attach valid Federal / Provincial Social Security Registration Certificate / letter (Annexure M1)
08	Bank statement of Company's Bank Account and Bankers Certificate for Active bank account in Company's Name		Attach (a) Fresh and valid Banker's Certificate for maintaining the Company's Bank Account. (b) Valid Bank statement for the last one Year. (Annexure N1, N2.)
09	Data / information Provision Undertaking		Attach Undertaking on non-judicial stamp paper regarding provision of correct information. (Annexure O)
10	Black List Undertaking		Attach an Undertaking on non-judicial stamp paper. (Annexure P)





11	Minimum Wage/ Regulatory dues/ taxes Payment Undertaking	Attach an Undertaking on non-judicial stamp paper. (Annexure Q)
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Note:- The technical evaluation / marking shall be carried out according to the technical evaluation criteria in accordance with IB.21. Non-submission of supporting documents or furnishing forged documents or concealment of facts or submission of false information may lead to disqualification of such bidder.

8.3 **Financial Proposal**

- 8.3.1 For submission of Financial Proposal, the bidder shall use Schedule of Prices (Ref: Schedule “D” to CoC) completed in accordance with Clauses IB.10 and IB.11. The breakdown of costs shall also be submitted.
- 8.3.2 Completed Form of Bid / Letter of Offer (Appendix “A” to IB) on Company's Letter Head.
- 8.3.3 Bid Security furnished in accordance with clause IB.13
- 8.3.4 The companies not providing the breakdown of impact of mandatory regulatory payments or quoting prices less than applicable minimum wages, EOBI, Federal / Provincial Employees Social Security Institution, applicable taxes etc. and/or not mentioning the breakdown of provisions (Tools and plant, uniforms etc.) shall stand disqualified. The miscalculation or misleading presentation of financials including the contribution deductions will lead to disqualification. Such bid shall be treated as invalid.

Note: Financial bids of only technically qualified bidders will be opened and the ranking will be done based on the least cost method as per financial proposal of the bidder (lowest to highest bids)

IB.9. FORM OF BID AND SCHEDULES

- 9.1 The bidder shall complete, sign and seal the Form of Bid and enclose information as detailed in Clause IB.8.

IB.10. BID PRICES

- 10.1 The bidder shall fill the Schedule of Prices attached to these documents indicating the unit rates and prices of the Services to be performed under the Contract (both in words and in figures).
- 10.2 The bidder shall fill rates and prices for all items of the Services described in the Schedule of Prices. Items against which no rate or price is entered by a bidder shall not be paid for by the Client when executed and shall be deemed covered by rates and prices for other items in the Schedule of Prices.
- 10.3 The cost of bid shall be inclusive of all applicable taxes (but excluding the provincial sales tax on services), regulatory payments, duties, cess as applicable 14 days prior to the date of bid opening subject to **Clause-14.19 of CoC** and all expenses including service charges, etc. the Contract Cost shall be un-conditional and no additional amount would be included in the quoted cost at a later stage.

IB.11. CURRENCIES OF BID

Prices shall be quoted in the Pak. Rupees, only.





IB.12. JOINT VENTURE

12.1 In order for a Joint Venture to qualify:

- (a) All firms/companies comprising the joint venture shall satisfy the mandatory requirements of Clause IB.3. (3.5), (3.6).
- (b) The cumulative impact / value(s) of experience / clients / PEC category / specialization codes shall be considered to fulfill the requirements of Evaluation Criteria. However, annual turnover/ credit balance of lead / partner in-charge shall be considered to fulfill the requirements of evaluation criteria.
- (c) All partners of the joint venture shall at all times and under all circumstances be liable jointly and severally to Client for the execution of the entire Contract in accordance with the Contract terms and conditions and a statement to this effect shall be included in the authorization mentioned under Para (g) below as well as in the Form of Bid and Form of Contract Agreement (in case of a successful bidder).
- (d) The Form of Bid, and in the case of successful bidder, the Form of Contract Agreement, shall be signed so as to be legally binding on all partners.
- (e) One of the joint venture partners shall be nominated as being in-charge and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the joint venture partners.
- (f) The partner-in-charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture.
- (g) A copy of the agreement entered into by the joint venture partners shall be submitted with the bid stating the conditions under which it shall function, its period of duration, the persons authorized to represent and obligate it and which persons shall be directly responsible for due performance of the Contract and can give valid receipts on behalf of the joint venture, the proportionate participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. No amendments/modifications whatsoever in the joint venture agreement shall be agreed to between the joint venture partners without prior written consent of the Client.
- (h) The submitted bid must be signed and stamped by all the members of the joint venture with dedicated JV stamp.

IB.13. BID SECURITY

- 13.1. The intending firm has to furnish a Bid Security / earnest money of amount Rs. 3,000,000/- one week before submission of bids. A scanned copy of the Bid Security shall also be uploaded on EPADS along with submission of bids.
- 13.2. Any bid not accompanied by an acceptable Bid Security shall be rejected.
- 13.3. The Bid Security shall be in the form of Bank Draft / Pay Order from any Bank as per list of approved banks (**Appendix-B to IB**), in favor of “**Pakistan Airports Authority**” (subject to verification).
- 13.4. Bid Security of unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of bid validity. However, earnest money of successful bidder will be returned on furnishing “Performance Security / Bond” (10% of the contract value) in the form of Bank Draft/ Pay Order / bank guarantee, pursuant to Clause IB.29.
- 13.5. The Bid Security may be forfeited:
 - (a) if a bidder withdraws his bid during the period of bid validity; or
 - (b) If there is an error in the bid (typo, miscalculation etc.) and the bidder does not accept the correction of his bid price pursuant to clause IB 23.1; or





(c) in the case of a successful bidder, if he fails to:

- i. furnish the required Performance Security within the stipulated time period, in accordance with Clause IB.29, or
- ii. sign the Contract Agreement, in accordance with Clause IB.30.

IB.14. VALIDITY OF BIDS

- 14.1 The Bid shall be valid for **180 days** after the date of bid opening.
- 14.2 In exceptional circumstances prior to expiry of original bid validity period, the Client may request the bidders to extend the period of validity for a specified additional period which shall in no case be more than the original bid validity period. A bidder agreeing to the request shall be required to extend the validity of his Bid Security for the period of the extension, and in compliance with Clause IB.13 in all respects, without changing the quoted rates.

IB.15. FORMAT AND SIGNING OF BID

- 15.1 Bidders are particularly directed that the amount entered on the Form of Bid shall be for performing the Contract strictly in accordance with the Bidding Documents.
- 15.2 All Schedules to Bid are to be properly completed and signed.
- 15.3 No alteration is to be made in the Form of Bid nor in the Schedules thereto except in filling up the blanks as directed. If any alteration be made or if these instructions be not fully complied with, the bid may be rejected.
- 15.4 Each bidder shall prepare the documents comprising the bid as described in Clause IB.8.
- 15.5 The bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign. This shall be indicated by submitting a written Power of Attorney authorizing the signatory of the bidder to act for and on behalf of the bidder. All pages of the bid shall be initialed and stamped by the person or persons signing the bid.
- 15.6 The bid shall contain no alterations, omissions or additions, except to comply with instructions issued by the Client, or as are necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid. Conditional bids may lead to rejection.
- 15.7 Bidders shall indicate in the space provided in the Form of Bid their full and proper addresses at which notices may be legally served on them and to which all correspondence in connection with their bids and the Contract is to be sent.

SUBMISSION OF BIDS

IB.16. SEALING AND MARKING OF BIDS

- 16.1 Bid must be submitted electronically through EPADS using the submission type “Uploading (Files)”.
- 16.2 The bidders are required to submit their responses through **Single Stage – Two Envelopes** bidding Procedure as per **Rule 36(b) of Public Procurement Rules 2004**. The bid shall comprise, “Technical Proposal” and “Financial Proposal” in accordance with Clause IB.8.
- 16.3 The uploaded technical proposal shall include all relevant documentary proofs/ certificates as mentioned in this RFP document. The proposal shall be titled as “Horticulture - Technical Proposal”.





- 16.4 The uploaded "Financial Proposal" shall include Financial Bid (*Ref: Schedule "D" to CoC*) along with Financial instrument for payment of earnest money.
- 16.5 The Original Bid Security and one sealed hard copy of the technical and financial proposals uploaded on EPADS shall also be submitted in separate sealed envelopes, in the office address mentioned in "Tender Notice", before the bid opening date and time. Proposals without receipt of the original Bid Security before the opening date and time shall not be entertained.
- 16.6 In case of discrepancy between electronically and physically submitted bid documents, the electronically submitted bid documents would govern.
- 16.7 If the submitted proposals are not marked as above, the Client shall assume no responsibility.

IB.17. DEADLINE FOR SUBMISSION OF BIDS

- 17.1 The proposals shall be submitted through EPADS on or before deadline (*as mentioned in "Tender Notice"*). In case of holiday/off day on the date of opening, the tender shall be opened on next working day at the same time and place. Documents uploaded after the due date shall not be considered.
- 17.2 Bidders shall bear all expenses incurred in the preparation and submission of bids. No claims for refund of each expense shall be entertained.
- 17.3 Where submission of a bid is by uploading through EPADS and the bidder wishes to receive an acknowledgment of such bid, the procedure as per PPRA rules would be applicable.
- 17.4 Bids submitted through telegraph, telex, fax, e-mail or any method other than specified shall not be considered.
- 17.5 The Client may, at his discretion, extend the deadline for submission of bids by issuing an addendum in accordance with Clause IB.6, in which case all rights and obligations of the Client and the bidders previously subject to the original deadline shall thereafter be subject to the deadline as extended.

IB.18. LATE BIDS

- 18.1 Any bid received by the Client after the deadline for submission of bids prescribed in Clause IB.17 shall not be entertained.
- 18.2 Delays in the submission of bid due to any reason shall be the bidder's responsibility. It is bidder's responsibility to determine the manner in which timely submission of his bid shall be accomplished.

BID OPENING AND EVALUATION

IB.19. BID OPENING

- 19.1 A committee consisting of nominated members by the Client shall open the bids, in the presence of bidders' representatives who choose to attend, at the time, date and location stipulated in IB.17. The bidders' representatives who are present shall sign in a register evidencing their attendance.

IB.20. CLARIFICATION OF BIDS

- 20.1 To assist in the examination, evaluation and comparison of Bids the Client may, at its discretion, ask the Bidder for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
- 20.2 No negotiations with the bidder having been evaluated as lowest responsive or any other bidder shall be permitted. However, the Client may have clarification meeting (s) to clarify any item(s) in the bid evaluation report.





IB.21. EVALUATION CRITERIA

21.1. The criteria for technical assessment the responsiveness of bids is as described below: -

Criteria	Description	YES/ NO.
Experience	Provision of Horticulture or Civil related Services for 02 years during last 10 years against projects worth not less than Rs. 25 Million per annum. OR The Contractor / Service provider must have completed at least 02 Civil/ Horticulture Works within last 10 years with a value of not less than 40 Million each. Notes: i) <i>Copies of duly signed work order / completion certificate / any other supporting document validating the experience to be attached for substantiation.</i> ii) <i>Projects for which more than 50% of the work has been completed will be considered (Work progress may be adjudged from the contract period)</i>	
Personnel Capability	01 No. BSc. / MSc. (Horticulture) professional with degree from HEC recognized institutes having experience of 03 Years or above Note: <i>Copies of Professional certificates and Experience certificates proof of current employment with company must be attached must be provided for validation.</i>	
Equipment Capability	- Affidavit on (non-judicial) stamp paper ensuring Possession / Hiring / arrangement of equipment / machinery / vehicles required as per RFP document	
Average Annual Turnover	- The average annual turnover (Rs, Million) during last three (3) financial year shall not be less than Rs. 20 Million.	
Average Bank Balance	The Minimum monthly Average Bank Balance in the Company's Bank Account shall not be less than Rs. 01 Million for the last 06 Months,	

Note 1: The financial bid envelopes will be returned un-opened to the firms not qualifying technical bids or found to be defaulters of PAA.

Note 2: In case of missing documents/ incomplete documents, the responsibility would lie on the bidder and the company will stand disqualified with no rating in the specific criteria.

Note 3 : Self-assessment of any company on the above criteria is not to be entertained as official record. Please leave the space blank as it does not entitle for marks, which will be assigned strictly based on the criteria mentioned above.

21.2. Financial proposal evaluation criteria would be based on **least cost method**. The ranking will be done based on financial proposal (**most advantageous bid**).





IB.22. TECHNICAL EVALUATION / QUALIFICATION

- 22.1 Client may at its absolute discretion, exclude or reject any bid that in the reasonable opinion of Client contains any false or misleading claims or statements. Client has no liability to any person for excluding or rejecting any such bid at though an explanation statement will be provided to the rejected bidder.
- 22.2 All bids fulfilling requirements mentioned in IB.21.1 shall be considered as technically qualified.

IB.23. FINANCIAL EVALUATION / QUALIFICATION

- 23.1 The Financial Proposals of Technically Qualified bidders shall be opened. The arithmetical errors found (if any) shall be corrected as follows: -
 - (a) Where there is a discrepancy between amount in figures and words, the amount in words shall prevail.
 - (b) Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted shall govern.
- 23.2 The bidder with Lowest Total Bid Price as quoted on “Schedule of Prices” (**Ref: Schedule “D” to CoC**) shall be considered as Successful Bidder.

IB.24. PROCESS TO BE CONFIDENTIAL

- 24.1 Subject to Clause IB.20 heretofore, no bidder shall contact Client on any matter relating to its bid from the time of the bid opening to the time the bid evaluation result is announced by the Client.
- 24.2 Any effort by a Bidder to influence Client in the bid evaluation, Bid comparison or Contract Award decisions may result in the rejection of its bid.

AWARD OF CONTRACT

IB.25. AWARD CRITERIA

- 25.1 Subject to Clause IB.27, the Client shall award the Contract to the successful in accordance to clause IB.23, provided that such Bidder has been determined to be qualified in accordance with the provisions of clause IB.22.

IB.26. CLIENT’S RIGHT TO VARY QUANTITIES

- 26.1 Client reserves the right at the time of award of Contract to increase or decrease the quantity specified in the Schedule of Prices without any change in the unit price or other terms and conditions.

IB.27. CLIENT’S RIGHT TO REJECT ALL BIDS

- 27.1 The Client reserves the right to reject all bids and annul the bidding process at any time prior to acceptance of bid. Notice thereof shall be issued to all bidders who have submitted bids. The client shall upon request communicate the grounds for its rejection of all bids but is not required to justify these grounds. The client shall incur no liability in this regard.





IB.28. NOTIFICATION OF AWARD

- 28.1 Prior to expiration of the period of bid validity prescribed by the Client, the Client shall notify the successful bidder through EPADS notification (“Letter of Acceptance”) that his bid has been accepted. This letter shall name the Contract Period, Monthly Horticultural services Cost, Annual Cost and Contract Price as quoted in “Schedule of Prices” (**Ref: Schedule “D” to CoC**), which the Client shall pay the Contractor in consideration of the execution and completion of the Services by the Contractor as prescribed by the Contract.
- 28.2 The Letter of Acceptance and its acknowledgement by the bidder shall constitute the formation of the Contract, binding the Client and the Bidder till signing of the formal Contract.
- 28.3 Upon furnishing by the successful bidder of a Performance Security within (14) days after receipt of Letter of Acceptance, the Client shall promptly notify the other bidders that their bids have been unsuccessful and return their bid securities.

IB.29. PERFORMANCE SECURITY

- 29.1 The successful bidder shall, within (14) days after receipt of Letter of Acceptance, furnish to the Client a Performance Security of an amount equal to **10%** of the “Contract Price” (**Ref: Schedule “D” to CoC**) in the form of Bank draft / Pay order / Bank Guarantee from any Schedule Bank of Pakistan as per list of approved banks (**Appendix-B to IB**), in favor of “**Pakistan Airports Authority**”
- 29.2 Failure of the successful bidder to comply with the requirements of Clause IB.29.1 or Clause IB.30 or Clause IB.36 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

IB.30. SIGNING OF CONTRACT

- 30.1 Within fourteen (14) days from the date of furnishing of acceptable Performance Security under the Conditions of Contract, the Client shall send to the successful bidder the Form of Contract provided in the Bidding Documents, duly filled in and incorporating all agreements between the parties for signing and return it to the Client. The cost of execution of the Contract (on non-judicial stamp paper) is to be borne by the Successful Bidder.
- 30.2 The formal Contract between the Client and the successful bidder shall be executed within fourteen (14) days of the receipt of such Form of Contract Agreement by the successful bidder from the Client.
- 30.3 The following documents shall be deemed to form and be read and construed as part of the Contract Agreement:-
 - (a) Letter of Acceptance (**Appendix “A” to IB**)
 - (b) Completed Form of Bid/ Letter of Offer
 - (c) Form of Contract (**Appendix “C” to IB**)
 - (d) Forms "A" to "E" (**Appendix “D” to IB**)
 - (e) Conditions of Contract (CoC)
 - (f) Schedule of Facilities / Areas (**Ref: Schedule “A” to CoC**)
 - (g) Service Standards/ KPIs (**Ref: Schedule “B” to CoC**)
 - (h) Resource Commitment and Functions (**Ref: Schedule “C” to CoC**)
 - (i) Schedule of Prices (**Ref: Schedule “D” to CoC**)
 - (j) Integrity Pact (**Ref: Schedule “E” to CoC**)
 - (k) Performance Security (**Ref: Schedule “F” to CoC**)
 - (l) HSE MNL-002-MSXX.2.0 (**Ref: Schedule “G” to CoC**)





ADDITIONAL INSTRUCTIONS

IB.31. INSTRUCTIONS NOT PART OF CONTRACT

- 31.1 Bids shall be prepared and submitted in accordance with these Instructions which are provided to assist bidders in preparing their bids, and do not constitute part of the Bid or the Contract Documents.

IB.32. SUFFICIENCY OF BID

- 32.1 Each bidder shall satisfy himself before Bidding as to the correctness and sufficiency of his Bid and of the rates and prices entered in the "Schedule of Prices" (**Ref: Schedule "D" to CoC**). Except insofar as it is otherwise expressly provided in the Contract, the rates and prices entered in the Schedule of Prices shall cover all his obligations under the Contract and all matters and things necessary for the proper execution of the Services.

IB.33. ONE BID PER BIDDER

- 33.1 Each bidder shall submit only one bid either by himself, or as a partner in a joint venture. A bidder who submits or participates in more than one bid shall be disqualified and bids submitted by him shall not be considered for evaluation and award.

IB.34. BIDDER TO INFORM HIMSELF

- 34.1 The bidder is advised to obtain for himself at his own cost and responsibility all information that may be necessary for preparing the bid and entering into a Contract for execution of the Services.

IB.35. LOCAL CONDITIONS

- 35.1 Bidder must verify and supplement by his own investigations the information about site and local conditions. However, Client shall assist the Bidder wherever practicable and possible.

IB.36. INTEGRITY PACT

- 36.1 The Bidder shall sign and stamp the Integrity Pact (**Ref: Schedule "E" to CoC**) for all Federal Government procurement contracts exceeding Rupees ten million.

SIGNATURE/RUBBER STAMP OF TENDERER



FORM OF BID / LETTER OF OFFER

Bid Reference No. _____

“Service Level Agreement (SLA) for Provision of Services for Horticulture Works at Allama Iqbal International Airport (AllAP)”

To:

(Office of

Gentlemen,

- Having examined the Bidding Documents including Instructions to Bidders, Conditions of Contract, Schedules and Addenda Nos. _____ for the execution of the above-named Services, we, the undersigned, being a company doing business under the name of and address _____
_____ and being duly incorporated under the laws of _____
_____ hereby offer to execute and complete such Services and remedy any defects therein in conformity with the said Documents including Addenda thereto for the cost mentioned in “Schedule of Prices” (Ref: Schedule “D” to CoC).
- We understand that all the Schedules attached hereto form part of this Bid.
- As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Security in the amount of Rs. _____ (in accordance with IB.13), drawn in your favor or made payable to you and valid for a period of (28) days beyond the period of validity of Bid (in accordance with IB.14).
- Unless and until a formal Agreement is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
- We undertake, if our Bid is accepted, to execute the Performance Security (in accordance with IB.29 of Instructions to Bidders and Section-12 of Conditions of Contract) for the due performance of the Contract.
- We understand that you are not bound to accept the lowest or any Bid you may receive.
- We do hereby declare that the Bid is made without any collusion, comparison of figures or arrangement with any other Bidder making a Bid for the Services.
- We confirm, if our Bid is accepted, that all partners of the joint venture shall be liable jointly and severally for the execution of the Contract and the composition or the constitution of the joint venture shall not be altered without the prior consent of the Client. (Not Applicable in case of Bid from a single firm).

Dated this _____ day of _____ 20_____





RFP – SLA for Provision of Services for Horticulture Works at AIAP
Instructions to Bidders (IBs)

Appendix “A” to IB

FORM OF BID / LETTER OF OFFER

Signature _____ in the capacity of _____
_____ duly authorized to sign bids for and on behalf of _____

(Name of Bidder in Block Capitals)

Address _____

Witness:

(Signature) _____

(Name) _____

Address: _____

Occupation _____





RFP – SLA for Provision of Services for Horticulture Works at AIAP
Instructions To Bidders (IBs)

Appendix “B” to IB

LIST OF APPROVED BANKS

S.#	PUBLIC SECTOR BANKS	S. #	PRIVATE SECTOR BANKS	S. #	ISLAMIC BANKS
1	National Bank of Pakistan	4	Allied Bank Limited	17	Al- Baraka Bank(Pakistan) Limited
2	Sindh Bank Limited	5	Askari Bank Limited	18	Bank Islamic Pakistan Limited
3	The Bank Of Punjab	6	Bank Al-Habib	19	Dubai Islamic Bank (Pakistan) Limited
		7	Faysal Bank Limited	20	Meezan Bank Limited
		8	Habib Bank Limited		
		9	Habib Metropolitan Bank Limited		
		10	JS Bank Limited		
		11	MCB Bank Limited		
		12	Samba Bank Limited		
		13	Soneri Bank Limited		
		14	Standard chartered Bank (Pakistan) Limited		
		15	United Bank Limited		
		16	Industrial and Commercial Bank of China Limited		





PAKISTAN AIRPORTS AUTHORITY

(REQUEST FOR PROPOSAL)

(Conditions of Contract)

**SERVICE LEVEL AGREEMENT (SLA)
for
PROVISION OF SERVICES FOR
HORTICULTURE WORKS
AT ALLAMA IQBAL INTERNATIONAL AIRPORT (AIIAP)
LAHORE**





TABLE OF CONTENTS

Sr. No.	Description	Page No.
1	DEFINITIONS AND INTERPRETATIONS	4
2	SCOPE OF SERVICES	5
3	DESCRIPTION OF SERVICES	6
3.1	Service Standards / Key Performance Indicators (KPIs)	6
3.2	Human Resource	8
3.3	Operation Services (OS)	8
3.4	Preventive Maintenance Services (PMS)	9
3.5	Corrective Maintenance Services (CMS)	11
3.6	Complaints Management Services (CMS)	11
3.7	Documentation Management	11
3.8	General Obligations	12
4	VARIATIONS	13
5	PERFORMANCE CERTIFICATE	13
6	FINE / PENALTY	13
7	LIQUIDATED DAMAGES	13
8	TAXES & DUTIES	14
9	PAYMENT MECHANISM	14
10	SYSTEM TAKE-OVER BY SERVICE PROVIDER	14
11	SYSTEM TAKE-OVER BY CLIENT	14
12	PERFORMANCE SECURITY	14
13	BLACKLISTING AND LEGAL ACTION	15
14	GENERAL CONDITIONS	15
14.1	Interpretation	15
14.2	Priority of Contract Documents	15
14.3	Communications, Law & Language of the Contract	15
14.4	Services	15
14.5	Service Timings	15
14.6	Responsibilities of the Service Provider	16
14.7	The Service Provider Shall be Liable & Indemnify the Client	17
14.8	Service Provider's Warranties	17
14.9	Other terms and conditions	18
14.10	Uniform	18
14.11	Code of Conduct	18





14.12	Basic Safety & Security Restraints	18
14.13	House Keeping	19
14.14	Contract Period/Term & Extensions	19
14.15	Access to the Buildings/ Premises & Stores	20
14.16	Instructions-Inspections and Audits	20
14.17	Identification & Correction of Defects	20
14.18	Payments to the Service Provider	21
14.19	Currency, Tax, Price Adjustments	21
14.20	Exigency Services	21
14.21	Service Provider's Risks	21
14.22	Termination of the Contract (with or without cause)	22
14.23	Payments upon Termination	22
14.24	Force Majeure & Release from Performance	22
14.25	Dispute Resolution and Redressal of Grievance	23
14.26	Early Warnings by the Service Provider	23
14.27	Completion & Experience Certificate	23
14.28	Confidentiality	23
14.29	Independent Service Provider	24
14.30	Site Manager (Service Provider's Site Representative)	24
14.31	Declaration	24



DEFINITIONS AND INTERPRETATIONS

In the Contract (herein after defined) the following words and expressions shall have the meanings assign to them except where the context otherwise requires.

- 1.1. **“PAA”** means the Pakistan Airports Authority.
- 1.2. **“Airport”** means Allama Iqbal International Airport Lahore
- 1.3. **“AIIAP”** means Allama Iqbal International Airport Lahore
- 1.4. **“Client”** means PAA.
- 1.5. **“APM”** means Airport Manager.
- 1.6. **“COO”** means Chief Operating Officer.
- 1.7. **“EPADS”** means E-Pak Acquisition and Disposal System
- 1.8. **“The Contract”** means this Service Level Agreement for rendering services, which comprises all the documents listed in this Contract and any variation to such documents in writing.
- 1.9. **“Services”** means repair & maintenance services for the system specified in this Contract at Allama Iqbal International Airport, Lahore.
- 1.10. **“Approval”** means approved in writing including subsequent written confirmation of previous verbal approval “Approval” mean approved in writing as aforesaid
- 1.11. **“The Service Provider”** means the R&M Contractor to whom; the Contract for provision of Repair& Maintenance Services is awarded, his authorized representative or deployed staff.
- 1.12. **“Force Majeure”** means an event or circumstances beyond the control of a party which makes performance of the party’s obligations illegal or impracticable.
- 1.13. **“Premises”** means the buildings, areas or places where Services are to be provided under this Contract.
- 1.14. **“Work Order”** is the written order issued by the Client (after the Contract), to the Service Provider.
- 1.15. **“Service Provider’s Equipment”** is the Service Provider’s machinery, apparatus, tools and plants brought temporarily to the buildings/premises/site for use during execution of Services under this Contract.
- 1.16. **“Commencement Date”** is the latest date when the Service Provider shall commence the Services after receiving Letter of Commencement from the Client. This shall be specified in the Work Order.
- 1.17. **“Day”** means a calendar day.
- 1.18. **“Term”** means the time period of validity of Contract.
- 1.19. **“Documents”** means all documents (including any part of the Contract documents, conditions of the Contract, Schedule of Facilities, Resource Commitment, Key Performance Indicators & Downtime Evaluation, Schedule of Prices, Addenda (if any) or Confidential Information supplied by the Client to the Service Provider.
- 1.20. **“AEP”** means Airport Entry Pass
- 1.21. **“PPE”** means Personal Protective Equipment.
- 1.22. **“ES”** means Engineering Services
- 1.23. **“PTB”** means Passenger Terminal Building.
- 1.24. **“Airside”** all restricted area within the airport premises other than PTB.
- 1.25. **“Landside”** means PAA lands, all offices, PAA plots in Lahore, all areas within the airport premises other than PTB and Airside.
- 1.26. **“Operational Area”** means PTB, Control Tower, Radio Radar Building, Airfield Pavements and any other area within the airport premises used or intended to be used by Aircrafts and Passengers.
- 1.27. **“HSE”** means Health, safety and Environment.
- 1.28. **“O/IC”** means Officer in Charge Horticulture.
- 1.29. **“IPM”** means Integrated Pest Management.
- 1.30. **“FYM” Farm Yard Manure.** Any organic well decomposed manure of the farm like cow dung manure, poultry manure, goat or sheep drooping manure.
- 1.31. **“Authorized Officer”** means the person notified by the Client to act as the officer in-charge for ensuring uninterrupted, continuous and efficient provision of Contractual services.
- 1.32. **“Service Provider’s Employee”** means the staff of the Service Provider.

- 1.33. **“Confidential Information”** means all information including copies” however disclosed including any Intellectual Property Rights (IPR), documents, ideas, computer programs, specifications, plans, drawings, pricing, marketing and customer information, information relating to market opportunities or business affairs and any other information marked or by implication, confidential or of commercial value.
- 1.34. **“Exigency Event”** means any event of emergency, need etc. requiring additional inputs/ efforts to handle the pressure or tackle the situation.
- 1.35. **“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.
- 1.36. **“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 client.
- 1.37. **“Facilities”** means all facilities defined in Schedule of Horticulture Works (Ref: Schedule “A” to CoC).
- 1.38. **“Resource”** means transport / machinery / equipment / tools / plants / PPEs and manpower
- 1.39. **“Critical Work”** work that takes priority over all other works and require immediate action to address situation that are prone to health, safety, security, significant damage to building, equipment etc. or other property
- 1.40. **“Urgent Work”** work that is unscheduled and reactive, which may pose a threat of personal injury, cause equipment or property damage, or serious disruption of service. Urgent work requires prompt attention to supplement emergency repairs or prevent a subsequent emergency. Urgent work may include response to safety deficiencies and regulation violation
- 1.41. **“Scheduled Work”** work that is date sensitive and require prior coordination and lead time to procure supplies and/or services. Scheduled works include preventive maintenance services intended to protect and preserve facilities and reduce the threat of major unserviceability.

2. SCOPE OF SERVICES

- 2.1 The Scope of Service under this contract shall include arrangement for all sort of maintenance and development services related to Horticulture works. (**Ref: Schedule “A” to CoC**).
- 2.2 The standard of services shall be in adherence to the best Horticultural practices in this field and ideas should be taken from the world’s renowned airports and other sources of dissemination to make Allama Iqbal International Airport exemplary with respect to Horticulture and landscaping
- 2.3 The Service Providers shall perform their duties as per PAA rules / regulations/SOPs, PAA technical orders and instructions issued by PAA representatives from time to time.
- 2.4 The Service Provider shall increase or decrease the number of personnel as and when required in writing or may be determined by PAA in its sole discretion.
- 2.5 Authorized representative(s) of the Service Provider shall remain available at designated place(s) at AllAP Lahore round the clock, or as decided by PAA. And make sure the close contact with O/IC Horticulture or its representative, share mobile numbers of the responsible staff of the services provider executing the task.
- 2.6 The Service Provider will seek prior approval of PAA to carry out any Horticultural activity at site.
- 2.7 The provision of material not covered in this Contract will be the responsibility of PAA. Collection of the materials from PAA stores/site/office/building to site of work will be the responsibility of the service provider.
- 2.8 The Services Provider will be responsible for payment of wages to its employees deputed for Horticulture Work along with all applicable taxes (except sales tax on services), duties, uniforms, insurances etc.
- 2.9 The provision, availability and effectiveness of all Tools, plants, Machinery & Vehicles for Horticulture works will be the responsibility of the service provider (**Ref: Schedule “C” to CoC**) but not limited to it.





- 2.10 The Service Provider shall utilize equipment and tools with due care and diligence and will arrange Fuel & repair/maintenance (where required) of the same at their own cost. In case of malfunctioning, replacement will be arranged by the service provider at their own cost at required time.
- 2.11 The standard consumables (**Ref: Schedule “C” to CoC**) required for maintenance shall be arranged by the Service Provider. The cost of standard consumables is deemed to be covered in contract cost.
- 2.12 The covered space for maintenance stock, workshop shall be provided free of cost by the Client if available, otherwise the Service Provider has to arrange container for the stated purpose. The space for placing container shall be provided by the Client free of cost.
- 2.13 The covered office space (01 No) for Project Manager or Site Engineer (Horticulture) shall be provided by the Client subject to availability free of cost.
- 2.14 The Service Provider shall also be responsible to arrange necessary technical support from market (as and when required) for Preventive Maintenance; without any additional cost to the Client.
- 2.15 Background check and obtaining security clearance of all the personnel, machinery and tools deployed by the Service Provider at the airport will be the sole responsibility of Service Provider. No extra claim shall be entertained by PAA in this regard
- 2.16 The medical coverage, insurance etc. of the manpower in all circumstances will be the responsibility of the service provider.
- 2.17 The Service Provider shall ensure economical consumption of consumables materials/items.
- 2.18 The Service Provider shall be responsible for efficient upkeep and maintenance of all areas in terms of Horticulture / landscaping as defined in **Schedule “A” to CoC**.
- 2.19 PAA will arrange water required for irrigation purpose at specific points, it is the responsibility of the service provider to make arrangement to irrigate each and every plant/lawn/area covered under this contract.
- 2.20 The service provider shall be capable and efficient in using treated water for Horticulture purpose through bowsers, suction pumps, etc. at AIIAP Lahore

3. DESCRIPTION OF SERVICES

3.1. Service Standards / Key Performance Indicators (KPIs)

- 3.1.1. The priorities of unserviceability/works along with corresponding response time and completion time have been listed in the table outlined below (Table 3.1). The service provider shall ensure that the unserviceability/work is responded within the maximum response time and subsequently completed within the maximum completion time.
- 3.1.2. Any facility/ infrastructure and work directly connected with flight operation, passenger facilitation and safety or notified in writing by OIC shall be considered as **Critical** work / service/ infrastructure.
- 3.1.3. All other facilities / infrastructure and work shall be treated as **General** work / service/ infrastructure
- 3.1.4. The critical and general infrastructure and works of Horticulture facilities to be maintained by service provider
- 3.1.5. The service provider shall seek validation from the custodian of the specific airport areas as an evidence of work completion
- 3.1.6. The un-serviceability of mentioned General and critical work of area / facilities against any complaint / report shall be subject to deductions as specified in **section 06 and 07 of CoC**. The fines / penalties and LDs shall be decided by O/IC based on level of un-serviceability.

Table 3.1 – Maximum response time and completion time against specific work rating

Work Rating	Response	Completion	Unserviceability/Work
Critical Work	Maximum 30 mins or as directed by the	Maximum 03 hours or as directed by the Officer In Charge	i- Wild growth clearance around installations /operational areas





Conditions of Contract (CoC)

	Officer In Charge		<ul style="list-style-type: none"> ii- Tree/Fallen tree removals per SOP at any area within airport premises due to any reason iii- Operational readiness at airside and in emergency situations such as fire incident, security breach etc. iv- Any other unserviceability /requirement rated critical by the Officer In Charge or his / her duly authorized representative
Urgent Work	Maximum 01 hour or as directed by the Officer In Charge	Maximum 06 hours or as directed by the Officer In Charge	<ul style="list-style-type: none"> i- Wild growth hindering view between watch towers in critical operational areas, view of security camera installations, around installed equipment of different sections etc. ii- Fire preventive actions which involve wild growth and its removal at any said location. iii- Any other unserviceability / requirement rated urgent by the Officer In Charge or his / her duly authorized representative
Scheduled Work	As per schedule provided by In-charge	As mentioned in Maintenance Schedule	<ul style="list-style-type: none"> i- Pruning, trimming of plants and grass according to seasonal requirements ii- Proper hoeing of all plant beds iii- Irrigation to all plants according to seasonal requirements and maintaining threshold level of soil moisture level iv- Maintaining sites by seasonal flowering plantation round the year v- Ensuring timely plantation & management of seasonal flowering plantation vi- Up keeping of nursery plants stock vii- Development of plants at nursery through multiple propagation techniques viii- Plantation of trees including fruit plants at allocated sites ix- Ensuring timely application of fertilizers, insecticides, pesticides and other chemicals as required x- Inspection of all plantation sites





Conditions of Contract (CoC)

			<ul style="list-style-type: none">xi- Replacement of pot plants inside PTB and other buildings according to seasonal changesxii- Maintaining turf at green belts alongside roads, wing gardens and lawns adjacent to buildingsxiii- Removing wild vegetation in green areas along roadsides, around buildings and other sites of plantationxiv- Water Consumption, equipment running and work execution recordxv- Cleanliness and maintenance of Water Fountainsxvi- Filling of pots with growing media for seasonal and other floraxvii- Staking of plants.xviii- Pitting for new plantationxix- Removal of stagnant water from any site / pot / containerxx- Collection of seed, cutting, bulbs, pods, flowers ,sucker from existing plantsxxi- Sowing of seedxxii- Filling of pots, polythene bagsxxiii- Shifting of pots from one place to anotherxxiv- Mulching if / as requiredxxv- Cleaning of areaxxvi- Spreading of FYM,xxvii- Irrigation of plants/grassxxviii- Leveling, dressing & grading of sitexxix- Disposal of plants waste from site & dumping at specific sitexxx- Any other activity instructed by the Officer In-Charge or his / her duly authorized representative.xxxi- Beautification drive costing upto Rs. 0.1 (M) for urgent landscaping works including new plantations in the airport areas in case of any VIP Movement for at max 03 times in one contractual year [Cost to be borne by the service provider]xxxii- Etc.
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Response time: The time elapsed between the complaint lodging to the time when the service provider reaches the site and acknowledges the complaint / unserviceability/ work requirement.

Completion time: The time elapsed between physical start of activity till the satisfactory completion of activity.

3.2. Human Resource

- 3.2.1. The Service Provider shall provide sufficient skilled & semi-skilled manpower to efficiently discharge its obligations under this Contract in accordance with minimum figures as mentioned in “Resource Commitment” (**Ref: Schedule “C” to CoC**).
- 3.2.2. The Service Provider shall submit Credentials of the human resources to be deployed within ten (10) working days after notification for Award of Contract. The Service Provider shall immediately intimate the Client regarding updating in credentials of the human resource as and when any change in the same occurs.
- 3.2.3. The Service Provider may deploy additional resources to meet operation services standards and/or contractual requirements without any additional cost to the Client.
- 3.2.4. Staff deployed for the assignment must be experienced and trained in their respective areas and able to perform services to the entire satisfaction of the Client.

3.3. Operation Services (OS)

- 3.3.1. The Service Provider shall be responsible to ensure 24/7 smooth, uninterrupted and safe upkeep of the services as defined in “Scope of Services” (**Ref: Section-2 of CoC**).
- 3.3.2. The Service provider shall ensure deployment of skilled professionals/manpower at strategic locations for smooth operations, immediate response/activities in case of emergency and avoiding potential damage(s) to human life and infrastructure.
- 3.3.3. The Service Provider shall perform services as per airport applicable standards / Operational requirements / PAA regulations issued from time to time / standard Horticultural practices.
- 3.3.4. The service provider shall be responsible to ensure Watering of plants as per CWR to an appropriate extent and maintaining soil moisture level according to the soil and climate of Lahore as high wind on an average speed of 11mph annual leads to higher rate of evapo-transpiration. Also avoid water logging by excess irrigation. Use water conservation method, wasting of water is prohibited and liable to show cause notice and penalty (**Ref: Section-6 of CoC**) .All related tools / equipment required for said function with skilled personnel well trained with the use of these tools are to be provided.
- 3.3.5. The service provider shall be responsible of Pruning, trimming & cutting of trees, shrubs, other ornamental plants in line with seasonal shifts. All related tools / equipment required for the function with skilled personnel/ well trained with the use of these tools are to be provided. During pruning and trimming skilled personnel ensure shear and smooth cut to the plant. Irregular and non-smooth cutting/pruning/trimming shall not be recommended and liable to show cause and penalty. (**Ref: Section-6 of CoC**).
- 3.3.6. The service provider shall dispose of the Horticultural waste/debris as per SOP. All services required to be carried out with Skilled / semi-skilled labors as required. Immediate removal of plant debris shall be ensured after each trimming/pruning /removal/cut practice of any plant part. It shall be dumped at the specified site. Temporary dumping of any horticultural debris is not allowed and liable to show cause & penalty. (**Ref: Section-6 of CoC**).
- 3.3.7. The service provider shall keep the grassy lawn areas mowed, clean, lush green, weed free and it shall be subjected to penalty upon violation (**Ref: Section-6 of CoC**). Proper and timely mowing of lawn is very essential to keep lawn green
- 3.3.8. The Service Provider shall ensure arrangement, management, utilization of Standard / specialized tools / equipment / machinery, required for preventive maintenance.
- 3.3.9. The service provider shall trim/prune/cut all the creepers, hedges, shrubs & trees categorically hedges & topiaries in line with horticulture landscape and design and instructions of O/IC.



- 3.3.10. The service provider shall ensure that water should not be stagnant in any area covered under this contract especially after rainfall.
- 3.3.11. The service provider shall make sure the water, not to be accumulated in pot plants.
- 3.3.12. The service provider shall use staking material of any kind to keep plants upright in line with soil type, plant size and wind speed requirement.
- 3.3.13. The service provider shall apply chemical for weeds, pest control and plants nutrient requirement in accordance with IPM with prior permission of O/IC.
- 3.3.14. The service provider shall plant seasonal flower / plants at the areas mentioned by O/IC round the year and according to seasonal shifts.
- 3.3.15. The service provider will facilitate a Beautification drive in the light of instructions of the client costing upto Rs. 0.1 (M) for urgent landscaping works including new plantations in the airport areas in case of any VIP Movement for at max 03 times in one contractual year [Cost to be borne by the service provider]

3.4. **Preventive Maintenance Services (PMS)**

- 3.4.1. The Service Provider shall be responsible to perform preventive maintenance services for all the facilities of AIAP as mentioned in “Details of Horticulture Works”.
- 3.4.2. The Service Provider shall perform the following services (as applicable) under Preventive Maintenance scope: -

3.4.2.1. **Daily Inspection Services**

Areas of all types as mentioned in **Schedule “A” to CoC**. Wild growth, irrigation, shifting & replacing of potted plants from indoor to outdoor and vice versa. All tool and equipment shall be in order and shall place tools and equipment in the specified/classified area; neat, dirt free and lubricated. Watering of all seasonal & potted plants and their care. Records management. Serviceability of all tools, equipment and vehicle. Daily task assignment and task accomplishment report. Deployment of all resources (human, mechanical, horticultural) report.

3.4.2.2. **Weekly Maintenance Services**

Green belts grass mowing, lawns weeding and potted plants upkeep, checking irrigation status, fertilizer requirement, pest and disease inspection and control etc.

3.4.2.3. **Fortnightly Inspection Services**

Maintaining healthy plants and green areas free of weeds as per standard practices. Reviewing last two-week performance, task & targets, their execution, evaluation and monitoring gray areas and improvement. Layout of the work plans for next 15 days. Site and paper work verification.

3.4.2.4. **Monthly Inspection Services**

Evaluation of performance of the service provider, record verification, site developments, improvement plan / work execution & evaluation. Over all inspection of sites.

3.4.2.5. **Quarterly Inspection Services**

Inspection of newly developed plant sites, chalking of tree trunks, evaluation of plants' growth and necessary adjustments to be made accordingly.

3.4.2.6. **Half yearly Inspection Services**





Inspection of newly planted plants, wild growth status alongside perimeter fence, upkeep of existing landscape. (The first inspection will be carried out at the start of contract).

3.4.2.7. Annual Inspection Services

The annual floral display site selection, planning and execution, orchard plants management, application of fertilizer to all plants, trimming of tree plants etc. (The first inspection will be carried out at the start of contract).

- 3.4.3. The Service Provider shall properly record all performed services and planned shutdown (if any) with justification and details.
- 3.4.4. The Service Provider shall render preventive maintenance services as per airport applicable standards / Operational requirements / PAA regulations / Horticultural practices issued from time to time.
- 3.4.5. The space for stock maintenance/workshop/nursery shall be provided by the Client.
- 3.4.6. The Service Provider shall also be responsible to arrange necessary technical support for Preventive Maintenance, without any additional cost to the Client.
- 3.4.7. The service provider shall avoid flood irrigation practice. Preferred practice of sprinkling irrigation with short intervals in the early morning and evening hours. Avoid irrigation in the peak temperature hours.
- 3.4.8. The service provider shall ensure timely mowing of lawn grass to keep it lush green.
- 3.4.9. The service provider shall render preventive maintenance services of all horticulture related tools, equipment.
- 3.4.10. The service provider shall carry out trimming and pruning of plants on regular interval, avoid delayed, long interval trimming/pruning so that the rough look and discoloration of hedges and topiaries/flora may be avoided.
- 3.4.11. The service provider shall remove all weeds as early as possible but must remove before the onset of flowering season.

3.5. Corrective Maintenance Services (CMS)

- 3.5.1. The Service Provider shall be responsible to perform corrective maintenance services for all facilities of AIAP as mentioned in "Schedule of Horticulture Works".
- 3.5.2. The Service Provider shall render corrective maintenance services as per airport applicable standards/ Operational requirements/ PAA regulations issued from time to time/ Horticultural Practices.
- 3.5.3. The Service Provider shall ensure arrangement, management, utilization of Standard/ special tools/plants/pots/planter/equipment/machinery, required for preventive maintenance.
- 3.5.4. The Service Provider shall also be responsible to arrange necessary technical support (as and when required) for Corrective Maintenance; without any additional cost to the Client.
- 3.5.5. The service provider shall remove the stagnant water from the site where water is accumulated by using human and mechanical resources on immediate basis.
- 3.5.6. In case of any operational emergency situation, following priority order for job preference should be followed or as per direction of O/IC regarding priority:
 - 1. Aircraft safety related work
 - 2. Safety and security related work
 - 3. Passenger facilitation

3.6. Complaints Management Services

- 3.6.1. The Service Provider shall ensure provision of quality services to concerned stakeholders and customers (both internal and external).
- 3.6.2. Complaints from customers / stakeholders shall be properly recorded and remedial actions shall be taken as per Table 3.1.
- 3.6.3. Complaints log should be properly maintained and kept updated.



3.7. **Documentation Management**

- 3.7.1. The Service Provider shall maintain the following documentation and records: -
- 3.4.1.3.1 Operation log books / sheets
 - 3.4.1.3.2 Complaints Log Sheets
 - 3.4.1.3.3 Status and Performance Monitoring Log Sheets
 - 3.4.1.3.4 Routine / Scheduled Maintenance Records along with consumables record
 - 3.4.1.3.5 Inspection Reports
 - 3.4.1.3.6 Record of changes/ updates in technical information and drawings of the landscape / Horticultural work in the area of responsibility
 - 3.4.1.3.7 Scheduled major activity records
 - 3.4.1.3.8 Daily attendance of deployed staff
 - 3.4.1.3.9 Leave record of staff
 - 3.4.1.3.10 Employee duty rosters
 - 3.4.1.3.11 Incident Occurrences and potential hazard reports
 - 3.4.1.3.12 Any other records found necessary / required by PAA
 - 3.4.1.3.13 Record of deployment of machinery/tools/equipment.
- 3.7.2. Any other records deemed necessary/ required by the Client.
- 3.7.3. The Service Provider shall utilize its own photocopier, portable broadband wireless device, scanner, printer, printer ink, office stationery, printed registers (as per PAA format) Two USB with minimum 25 GB storage space and storage devices (CDs/DVDs, Hard Drives) for backups, to meet documentation requirements defined in this Contract. However, the same storage devices shall become property of the Client upon expiry/termination of the Contract.
- 3.7.4. No machinery / equipment / tools / plants shall be removed from the airport premises without the approval of the O/IC.
- 3.7.5. The Client shall provide available manuals, specification and drawings to the Service Provider. However, in case of any additional information or technical support (from local market) required, the same shall be arranged by the Service Provider itself without any additional cost to the Client. The same shall become property of the Client upon expiry/termination of the Contract.
- 3.7.6. The service provider shall display information boards at the site as per direction of O/IC Horticulture.
- 3.7.7. The service provider shall fix wooden/plastic/metallic name plate of plants. Botanical and local name shall clearly be written in front of each plants' row/bed on the name plate.
- 3.7.8. The service provider shall be bound to update all record on daily basis and intimate the office of O.IC in hard and soft at the end of each day.

3.8. **General Obligations**

- 3.8.1. The Service Provider shall keep all the facilities in excellent serviceable condition through its extensive Preventive and Corrective Maintenance Services.
- 3.8.2. The Service Provider shall maintain neat and clean area within its scope of Services.
- 3.8.3. The Service Provider shall ensure deployment of skilled manpower in all operations and maintenance shifts. The Service Provider Manager shall be available as 24 hour On-Call back up outside of normal office hours, with maximum of 30 minutes response time.
- 3.8.4. The Service Provider staff deployed in shifts shall not leave its operations area unless charge is handed over.
- 3.8.5. The Service Provider shall attend all un-serviceability / operational issues without any delay. The Service Provider shall inform the Client regarding preventive maintenance activities and any planned unavailability of the facility / function / area.

- 3.8.6. The technical information, drawings, records and other documents shall not be copied, transferred or divulged and / or disclosed to third party in full/ part without prior approval of the Client.
- 3.8.7. The Service Provider shall abide by HSE Rules in accordance with Client HSE Manual latest addition as amended from time to time (**Ref: Schedule G to CoC**).
- 3.8.8. The Service Provider shall provide uniform to his deployed staff, duly approved by Client.
- 3.8.9. The Service Provider shall issue photo identity cards to its staff indicating Name, CNIC Number, Designation, Staff Number and designated areas for performing duties at the airport. The Staff of the Service Provider shall display the card appropriately during duty timings for identification.
- 3.8.10. The Service Provider shall devise a mechanism to keep himself continuously informed about the operational status/ performance/ efficiency of all facilities under its areas of responsibilities so as to respond against any malfunctioning, poor performance, un-serviceability and failure in a timely manner.
- 3.8.11. The Service Provider shall be responsible for communication of facilities details for its staff at the airport for performance of their task and duties, as required. The Client shall provide two-way radios and the Service Provider shall be responsible for their proper usage and care.
- 3.8.12. The Service Provider shall ensure proper handling, transportation and dumping of hazardous waste (if applicable) to designated points within airport premises.
- 3.8.13. The Service Provider shall ensure 24/7 availability of transport facility for maintenance / operation of airport and other areas covered under the contract. The Service Provider shall provide transport facility to his employees for rendering of duty.

4. VARIATIONS

- 4.1. The client retains the authority, through the issuance of a variation order, to direct the service provider at any stage, to exclude specific scope/services or transfer such scope/services to another entity as deemed essential for the seamless and uninterrupted operation of the airport. In the event of a transfer, the prices, terms, and conditions stipulated herein shall endure unchanged.
- 4.2. The Client may (by Variation Order) instruct the Service Provider to provide Additional Services, which may cover any of the following scope:
- 4.2.1. The Works (in addition to those already mentioned under Preventive and Corrective Maintenance Services scope of this Contract).
- 4.2.2. To mitigate such an emergency situation, which may result in hampered/ceased airport operations or fatal to human life/equipment/infrastructure (**Ref: Section-14.20 of CoC**).
- 4.3. Subsequent upon written instructions (stating the scope of Additional Services) by the Client, the service provider shall submit its "Variation Proposal".
- 4.4. The variation proposal shall comprise the following:
- 4.4.1 Technical Proposal: comprising need analysis, scope of services, drawings, measurements sheet, time line / completion / delivery period, warranty or defect liability coverage (as applicable).
- 4.4.2 Financial Proposal: comprising rate analysis (of all services, materials, etc.), BOQ and proposal validity period.
- 4.5. The Client shall analyze the feasibility of the technical proposal and evaluate reasonability of financial proposal on the basis of the following:
- 4.5.1 In case the rates mentioned in "Schedule of Prices" (**Ref: Schedule "D" to CoC**) are directly applicable to the services in question, the rates of "Schedule of Prices" shall be applicable. 4.5.2 In case the rates mentioned in "Schedule of Prices" (**Ref: Schedule "D" to CoC**) are not applicable to the services in question, the rates shall be determined on the basis of latest Pak PWD schedule of rates / prevailing market rates / approved schedule rates.
- 4.6. The rates, thus determined by the Client and agreed by the Service Provider shall be considered as finalized.
- 4.7. Subsequent upon the approval of the "Variation Proposal", the "Variation Order" shall be issued by the **COO/APM, AIIAP, Lahore** to the service provider.



4.8. The Service Provider shall deliver the services and the same shall be verified by the OIC or his/her representative.

4.9. The Service Provider shall claim the cost of Variation Order in succeeding Monthly Bill(s) as “Variations”.

5. PERFORMANCE CERTIFICATE

5.1. Subsequent upon completion of each Month, Performance Certificate shall be issued by the O/IC, stating that services have been rendered as per provision of the contract. Any deduction on account of fine/penalties/LD shall also be mentioned in the certificate.

5.2. The Performance Certificate shall be mandatory for release of payment to the Service Provider.

6. FINE / PENALTY

6.1. Fine/ penalty will be imposed upon the service provider for the following or any other violation of the Contract Document as decided by OIC, with minimum value as under;

6.1.1. Delay in completion of rectification of critical Job	Rs. 2,000 per violation
6.1.2. Delay in completion of rectification of general Job	Rs. 2,000 per violation
6.1.3. Non-availability of tools/consumables (Ref: Schedule C to CoC)	Rs. 2,000 per day per item
6.1.4. Unsafe working / violation of HSE manual	Rs. 2,000 per violation
6.1.5. Malfunctioning / non-availability of vehicles	Rs. 3,000 per day
6.1.6. Non availability of required T&P, PPEs and uniform	Rs. 1,000 per piece per day
6.1.7. Non availability of valid ASF/AEP pass (skilled manpower)	Rs. 2,000 per person per day
6.1.8. Non availability of valid ASF/AEP pass (unskilled manpower)	Rs. 2,000 per person per day
6.1.9. Non availability of valid ASF/AEP pass (Vehicle)	Rs. 2,000 per vehicle per day
6.1.10. Misconduct/criminal/illegal activity/drug use at site	Rs. 5,000 per event
6.1.11. Unserviceable, rusty and dusty tools/equipment	Rs. 2,000 per violation.
6.1.12. Plant debris dumping other than specific location/point	Rs. 5,000 per day per site.
6.1.13. Unnecessary tap/hydrants/valves water use and wastage	Rs. 3,000 per point per day.
6.1.14. Un mowed & weedy any grassy area / lawn	Rs. 2,000 per location per day
6.1.15. Irregular pruning / trimming / non-trimming of plants	Rs. 2,000 per location per day
6.1.16. Ab-initio non-provision of manpower / non-provision of substitute manpower:	
6.1.17.1. Horticulture Manager	Rs. 5,000 per location per day
6.1.17.2. Supervisor Horticulture	Rs. 5,000 per location per day
6.1.17.3. Machinery Operator	Rs. 4,000 per location per day
6.1.17.4. Nursery / Store Manager	Rs. 4,000 per location per day
6.1.17.5. Skilled Mali	Rs. 2,000 per location per day
6.1.17.6 Un-skilled Mali	Rs. 2,000 per location per day

6.2 If the resources engaged by the service provider are involved in works / activities other than the PAA Horticulture works or are found working, paid or unpaid, for contractors, airport functionaries or if the service provider utilizes the resources in works undertaken by them as a separate contract at the airport the same will warrant a fine / penalty decided by O/IC up to Rs. 100,000/- per violation.

6.3 Any violation / non-compliance of the contract clause shall be subject to fine/penalty as decided by the O/IC up to maximum Rs. 1,000,000/- based on the level of violation/non-compliance.

6.4 Any breach or non-adherence to the contractual clause shall be subject to a monetary penalty, the amount of which shall be determined by the O/IC, not exceeding Rs. 500,000/- based on the severity of the violation or non-compliance.

7. LIQUIDATED DAMAGES

Liquidated damages (for loss suffered by the PAA) shall be recovered by the Client for the following:-

7.1. Non execution/ improper/ unsatisfactory execution of Services shall be subject to imposition of Liquidity Damages @ Rs. 5,000/- per day per violation.



7.2. Suspension of complete services due to fault / action on part of the Service Provider shall be subject to imposition of Liquidated Damages @ 3.0% of the “Total Monthly R&M Cost” (per day) as mentioned in “Schedule of Prices” (**Ref: Schedule “D” to CoC**). In case of suspension of services for more than three (03) days during the currency of the Contract, the Client shall be at liberty to terminate this Contract at any time (**Ref: Section-14.17.4 of CoC**). In such circumstances all ongoing defects / un-serviceability shall be made good by the Client at the risk and cost of the Service Provider. The costs thus incurred may be recovered through any amounts payable to the Service Provider and/or forfeiture of Performance Security. Moreover, the Service Provider may be debarred from participation in Client’s tenders.

- 7.3. The above mentioned Liquidated Damages cumulative amounts shall not exceed the maximum limit of 10% of the Contract Price, during currency of the Contract.
- 7.4. O/IC Horticulture shall act on behalf of the Client to invoke clause 07.

8. TAXES & DUTIES

- 8.1. All applicable Government taxes (excluding Provincial Sales Tax on services) and any other amounts as per applicable laws shall be deducted by the Client.
- 8.2. Service Provider shall be directly responsible for all his liabilities or obligations on account of any applicable taxes, duties (including stamp duty), charges, regulatory payments or cesses levied by the Government or any other authority either on his business or the Services and the documentation related thereto.
- 8.3. The bid rates or amounts shall be inclusive of all taxes (but excluding provincial sales tax on services) duties and Cess etc. as applicable fourteen (14) days prior to the date of bid opening and no claim on this account shall be entertained by PAA.

9. PAYMENT MECHANISM

- 9.1. Payments to the service provider shall be made by the Client in compensation of services rendered as per requirements defined in this Contract.
- 9.2. Deductions shall be made on account of following Contract Clauses:
 - 9.2.1. Service Standards / Key Performance Indicator (**Ref: Section-3.1 of CoC**)
 - 9.2.2. Other Penalties (**Ref: Section -6 of CoC**)
 - 9.2.3. Liquidated Damages (**Ref: Section -7 of CoC**)
 - 9.2.4. Taxes & Duties (**Ref: Section -8 of CoC**)
- 9.3. The Service Provider shall submit invoice (by 05th day of each month), of the services completed during the previous month. Payments shall be made (by 10th day of the month) as per Schedule of Prices. The service provider is required to enclose the invoice with i) A certificate that previous month (billing month) salaries have been paid to their employees in adherence to the minimum wage rate established by the Federal Govt. ii) EOBI and Social Security payment receipts of the previous month (billing month).
- 9.4. The O/IC shall attach a certificate with the invoice stating that the services have been rendered as envisaged in the contract document. The bill will be further processed for approval (as defined in clause 14.18 of CoC).

10. SYSTEM TAKE-OVER BY SERVICE PROVIDER

- 10.1. The Client shall formulate “System (site, facility) Hand-Over Report”, stating serviceability / operational availability / checklist of all sub-facilities as mentioned in “**Details of Horticulture Works**” (**Ref: Schedule “A” to CoC**) at the time of hand-over to the Service Provider.

11. SYSTEM TAKE-OVER BY CLIENT



- 11.1. Consequent upon expiry/termination of the Contract, the Client shall generate “Infrastructure / Facilities Take-Over Report” stating serviceability/operational availability of all sub-facilities as mentioned in “**Details of Horticulture Works**” (**Ref: Schedule “A” to CoC**) at the time of take-over from the Service Provider.
- 11.2. The Service Provider shall be bound to remedy any un-serviceability/defect (except fairly inevitable wear and tear aspects) highlighted in “Infrastructure / Facilities Take-Over Report”, before take-over by the Client.
- 11.3. In case the Service Provider does not remedy an un-serviceability/defect (within stipulated time as granted by Client) for which the Service Provider is liable, the Client may carry out such remedy on its own and the cost thus incurred shall be deducted from amounts payable to the Service Provider or through forfeiture of Performance Security.

12. PERFORMANCE SECURITY

- 12.1. The Service Provider shall furnish to the PAA a Performance Security of an amount equal to **10%** of the Contract Value as mentioned in “**Schedule of Prices**” (**Ref: Schedule “D” to CoC**) in the form of Bank draft / Pay order / Bank Guarantee from any Schedule Bank of Pakistan as per list of approved banks, in favor of “**Pakistan Airports Authority**”.
- 12.2. The Performance Security shall be returned within two (02) months after completion of the Contract period or the extended period whichever is later (**Ref: Section – 14.14 of CoC**) provided that all the un-serviceability / defects highlighted in the “System Hand-Over Report” formulated by the client at the start of the contract have been rectified by the Service Provider before take over by the client.

13. BLACKLISTING AND LEGAL ACTION

- 13.1. Pay orders/ Bank Drafts, any other financial instruments or any document submitted by bidders, contractors as ‘Tender Cost’, ‘Earnest Money/ Bid Security, bank Guarantees and experience certificate etc. if found fake, tempered, forged, or dishonored by issuing bank/ financial institution at any Pre/ Post contract stage of the case, would call for blacklisting and legal action against the firm and owner(s) of the firm(s) as per law of the land.
- 13.2. Notwithstanding, the client reserves the right to initiate blacklisting / debarring procedure under Rule 19 of PPRA Rules 2004 if the situation so warrants.

14. GENERAL CONDITIONS

14.1. **Interpretation**

Words imparting to persons or parties shall include firms and organizations. Words imparting to singular or one gender shall include plural or the other gender where the context requires.

14.2. **Priority of Contract Documents**

The documents forming the Contract are to be taken as mutually explanatory of one another.

14.3. **Communications, Law & Language of the Contract**

- 14.3.1. Communications between parties that are referred to in the Contract shall be effective only when in writing. A notice shall be effective only when it is delivered to the concerned party. However, matter pertaining to airport operation may be communicated to the Service Provider via email, designated telephone numbers etc.
- 14.3.2. The language of the Contract is English.
- 14.3.3. The law governing the Contract is the relevant law of Islamic Republic of Pakistan.
- 14.3.4. The Service Provider shall comply with the Laws of Islamic Republic of Pakistan and shall give all notices and pay all fees and other charges in respect of the Services.

14.4. **Services**



- 14.4.1. Services under this Contract include repair, maintenance, close monitoring and management services of the facilities mentioned in “**Details of Horticulture Works**”
- 14.4.2. The services shall be rendered in accordance with Client requirements, industry best practices and adequate standards of health and safety.
- 14.4.3. The Service Provider shall comply with all applicable Federal, state, local, PAA, PEC, ICAO, IATA codes, standards, regulations, recommendations and procedural requirements. This shall include but not be limited to the Service Provider complying with the following requirements:
 - 14.4.3.1. Applicable PAA’s Rules, Regulations, Policies & Procedures:
 - 14.4.3.2. ICAO Standards & Recommended Practices
 - 14.4.3.3. IATA Standards & Recommended Practices
 - 14.4.3.4. PAA’s Occupational Health, Safety & Environment Polices
 - 14.4.3.5. PAA’s Advisories, Orders & Instructions
 - 14.4.3.6. Security, Traffic and Parking Requirements
 - 14.4.3.7. Safety Procedures including Hazardous Materials and Material Safety etc.

14.5. Service Timings

- 14.5.1. The Service Provider is required to ensure smooth serviceability of the horticulture facilities during currency of the Contract including holidays, and keep serviceable for its intended operational use.
- 14.5.2. The Service Provider is required to ensure that roaster, shift timings and manpower deployment at specified operational locations on round the clock basis shall be strictly followed.
- 14.5.3. The Client however, reserves the right to make adjustments, changes, alterations in the Service timings, depending upon the airport operational requirements, which shall be communicated to the Service Provider from time to time.

14.6. Responsibilities of the Service Provider

The Service Provider shall be exclusively responsible for the following during the validity of the Contract;

- 14.6.1. Execution of the services in context with the Contract.
- 14.6.2. To deploy such staff which is competent and bearing good moral character.
- 14.6.3. Payment of remuneration to his staff, exercise supervisory and administrative control over them, terminate or take disciplinary action against them as deem necessary. The Service Provider shall be bound to disburse salaries to its employees for preceding month within five (05) days of current month.
- 14.6.4. It is clearly understood that the staff deployed by the Service Provider shall neither have any employment relationship or employment nexus with the Client in any form what so ever and the Client shall not take any responsibility whatsoever.
- 14.6.5. Ensure due and proper payment of remuneration and observance of all applicable laws including **Social Security Laws, Labor Laws** and compliance to all statutory payments under the provisions of **Labor Laws**, including but not limited to **EOBI, Social Security and insurance**.
- 14.6.6. Ensure that all the applicable regulatory requirements/ labor laws are fully met and accordingly indemnify the Client against any claims with regards to above.
- 14.6.7. To arrange, bring at site and keep in working order, the equipment/machinery necessary to carry on his job under the Contract.
- 14.6.8. To arrange, provide and maintain, staff uniforms of appropriate design and quality along with the tags/ badges and identity cards for all Staff as approved by the Client. Uniforms shall be neat & clean during any time while performing the services as per the Contract.

- 14.6.9. To provide replacement in case of existing resource/ staff deployed for the performance of the services is not available.
- 14.6.10. To obtain all permits, NOCs (No-Objection Certificates), Contracts, certificates or registrations etc. that may be required to perform the Services under this Contract.
- 14.6.11. Obtaining police or other authorized agencies clearance/ verification for all his employees to be deputed at the premises in connection of the Contract. The copies of such verification/ clearance reports shall be submitted to the Client for record & reference and meeting the airport security needs.
- 14.6.12. To maintain discipline, and to ensure that all his employees observe all rules, regulations, standards, safety measures, security guidelines and maintain good order at the premises as communicated by the Client from time to time.
- 14.6.13. Provide details of Service Provider's staff after the necessary clearance is obtained from the agencies as required under the Client's policies by the Service Provider to the Client for Security Clearance Process.
- 14.6.14. The Service Provider shall be responsible for discipline of its manpower and shall adhere to applicable disciplinary procedures. The Client shall be at liberty to object to the presence of any representative or staff of the Service Provider at the site if in the opinion of the Client such manpower has done any act of misconduct or negligence or otherwise undesirable. Then the Service Provider shall remove such a person objected to and provide a competent replacement immediately.
- 14.6.15. The Service Provider shall, provide another staff as a replacement if the Client finds that any of the Service Provider's staff has committed serious misconduct or have been engaged in commission of any offence.
- 14.6.16. The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of the Service Provider's staff.
- 14.6.17. The Client shall not be responsible for any injury caused to any of the staff of the Service Provider due to negligence at the part of the staff of the Service Provider.
- 14.6.18. The Service Provider's Employee so engaged by the Service Provider shall be the sole responsibility of the Service Provider and shall continue to remain its employees.
- 14.6.19. The Service Provider shall provide the Client information about its working practices, and equipment/tools/machinery and shall operate in a manner which does not compromise the Client's safe, secure or environment standards and applicable labor laws. Service Provider shall also provide the Client with any information, which it may have related to a potential or actual security threat to the Client.
- 14.6.20. The Service Provider shall ensure that Service Provider's staff is fully trained to render services safely and shall ensure that they understand all risks and hazards associated with the Services.

14.7. **The Service Provider Shall be Liable & Indemnify the Client**

Service Provider shall be exclusively liable for and shall indemnify and hold harmless the Client, its agents and employees from:

- 14.7.1. Making good all losses arising out of the Service Provider's negligence or breach of the Contract. This may include damage to the paint works, steel , concrete and earthen pots / planters, wooden or metallic works, plants, machinery, tools / equipment, pipes, fixtures of any kind, Horticulture facilities (store, nursery, green belts, etc.), IT/ electric installations and other systems/ equipment/ facilities etc. The Client shall determine the amounts of such losses/ damages and the Service Provider hereby expressly waives his all or any right to change or challenge the same. The Service Provider shall have to make good all such losses/ damages within time period specified in the Notice, to the entire satisfaction of the Client after receiving written notice from the Client.
- 14.7.2. Any tax, insurance contributions and social security contributions in respect of Service Provider's staff together in each case with any interest, fines or penalties thereon.



- 14.7.3. Any claims of his staff or ex-staff, or associates, or their heirs whether against the Service Provider, other Service Providers working within the same premises or any other person, regarding deals made at personal level by the staff or personal matters or deals carried out as a Client, in whatsoever form, manner or capacity.
- 14.7.4. Any third-party claims including claims of infringement of patent, trademark, and industrial design arising from use of the good or any part thereof.
- 14.7.5. Any Government Permits, Contracts, Certificates etc. that may be required for performing the services contemplated under the Contract.
- 14.7.6. All claims of compensation by staff, his family or legal heirs or any other agency, autonomous body, any NGO or government department, arising from injury, disability, ill health or death of any of his employees during the currency or expiry of this Contract while performing any services under this Contract or any claim regarding the medical care or treatment expenses submitted by the staff or ex-staff of the Service Provider or their legal heirs.
- 14.7.7. Save for the willful or deliberate breach of its obligations under the Contract or, as set out above, neither party shall be liable for any consequential or indirect loss or damage.

14.8. **Service Provider's Warranties**

The Service Provider undertakes warrants and represents that at all times:-

- 14.8.1. It has the requisite experience, power and authority to perform the services pursuant to the Contract Agreement.
- 14.8.2. It holds expertise and authority to carry out the Services.
- 14.8.3. It shall employ competent, skilled, qualified human resources to carry out the Services.
- 14.8.4. Service Provider's staff deployed to carry out Services has neither criminal record nor engages in criminal/ illegal activity.
- 14.8.5. Service Provider shall not act in a way which is prejudicial to the Client's interests or business;
- 14.8.6. The Services shall be fit for the express or implied purposes for which supplied.
- 14.8.7. The Service Provider's staff shall obey all lawful and reasonable directions of the Client when at the Client's premises, all rules and security policies and the Client may exclude any person from its premises for any actual or threatened breach of these policies.
- 14.8.8. Any breach by Service Provider, constitutes a material breach of the Contract condition and may lead towards cancellations (**Ref: Section-14.22 of CoC**). In addition to Client's rights under the Contract, the Client shall be entitled to require Service Provider to:-
- 14.8.8.1. Remedy the breach at its cost; or
 - 14.8.8.2. Pay for it to be remedied; or
 - 14.8.8.3. Repay all amounts already paid for the defective Services.

14.9. **Other Term & Conditions**

- 14.9.1. The Service Provider shall be responsible for delivery, implementation and execution of all required services and also must agree to the time duration specified for each of the item / job defined by PAA.
- 14.9.2. The Service Provider shall promptly notify PAA of any event or conditions, which might delay the completion of implementation work in accordance with the approved schedule and the steps being taken to remedy such a situation.
- 14.9.3. The Service Provider shall promptly notify PAA of any change in partnership, directorship or other managerial orders of the company or address of the firm.

14.10. **Uniform**

- 14.10.1. All representatives and labourers of the service providers must be wearing uniforms and PPEs such as safety shoes, safety helmets, safety jackets, having legible printing and monogram and must follow OH&S SOPs, while at airport. The design, colour of the uniform





and the font of the writing over the same will be approved by the COO / Airport Manager AIAP, Lahore. All the Cost incurred in this regard will be borne by the service provider.

14.11. **Code of Conduct**

The following has to be adhered by the service provider and will be held responsible in case of violation;

- 14.11.1. The manpower should be wearing approved uniform in a presentable manner.
- 14.11.2. The manpower should not be engaged in any unethical or any unlawful activity at the airport and elsewhere.
- 14.11.3. Protocols are strictly prohibited at the airport. Airport entry passes shall not be used for any activity other than the scope of this Contract.
- 14.11.4. The manpower should not engage in any activity other than PAA Horticulture section works upon the permission / instructions of the O/IC Horticulture.
- 14.11.5. No photography will be allowed other than horticulture works photographs upon the permission / instructions of O/IC Horticulture
- 14.11.6. The manpower should be physically and mentally fit and in case of absentees on medical or other grounds the service provider shall provide a competent and fit replacement well in time with all the necessary airport entry passes, uniform, T&P etc.
- 14.11.7. The O/IC Horticulture may ask for replacement or removal of any resource from the airport and the service provider will not object and shall not claim any compensation for the same. Suitable replacement shall be provided by the service provider on immediate basis.
- 14.11.8. It shall be ensured that movement at airside and in security restricted areas will be controlled and coordinated.

14.12. **Basic Safety & Security Restraints**

The following are some basic safety & security restraints. In case of violation of any of these the service provider shall be applied with fine / penalty;

- 14.12.1. Possession or use of alcoholic beverages or illegal drugs.
- 14.12.2. Possession of un-authorized explosives, firearms, ammunition, and other weapons.
- 14.12.3. Violation of any safety or security rules or requirements as laid down.
- 14.12.4. Illegal dumping, handling, or disposal of hazardous materials.
- 14.12.5. Demolition or removal, without written permission, of any property belonging to PAA or any other agency.
- 14.12.6. Intimidating, threatening, harassing, impeding or interfering with PAA employee(s), designated representative(s), outer agencies or passengers.
- 14.12.7. Misuse of fire prevention and protection equipment.
- 14.12.8. Unauthorized removal or destruction of a safety barricade, handrail, guard rail, warning sign, fall protection, or other warning devices intended to protect employees or property.

14.13. **House Keeping**

- 14.13.1. The service provider shall maintain good housekeeping by keeping work areas neat, clean, orderly, free of excess trash, debris and shall block walkways, stairs, exits, or create a tripping hazard.
- 14.13.2. Tools, wires, materials shall not be left or haphazardly spread out at the work place.
- 14.13.3. Open holes, trenches, or excavations into which people may fall shall be identified, covered or provided with guardrails.
- 14.13.4. In order to protect the employees and environment, safety blinding shall be provided at all works execution sites, where necessary.





14.13.5. Prior coordination shall also be required with O/IC Horticulture or his/her representative on entering a confined or restricted area with or without a PAA employee.

14.14. **Contract Period/Term & Extensions**

- 14.14.1. The duration of this Contract shall be **two (02) Years**, extendable to a further six months
- 14.14.2. The Contract period shall only be extended subject to satisfactory performance of the Service Provider on the same terms and conditions of the initial Contract agreement.
- 14.14.3. In case of grant of extension of Contract period, the Service Provider shall have to ensure the extension of Performance Security at least 15 days before the expiry of original term.
- 14.14.4. If the Service Provider fails to extend the Performance Security at least 15 days before their expiry dates, the Contract shall only be extended for a period suitable for the Client on the same terms and conditions of the initial Contract agreement, till the time new tenders are processed and award of a fresh Contract and deployment of the manpower under the fresh Contract agreement.

14.15. **Access to the Buildings/ Premises & Stores**

- 14.15.1. Before the award of the Contract, the Client shall ensure access of Service Provider and Service Provider's staff (after verification and clearance by the airport security force, police or other agencies to be processed by the Service Provider), to all concerned parts of the buildings/ Premises where Services are to be provided under the Contract.
- 14.15.2. The Service Provider shall allow and ensure easy access of authorized person(s) of the Client to its office, stores or other areas under its control while providing the Services under the Contract.

14.16. **Instructions-Inspections and Audits**

- 14.16.1. The Service Provider shall carry out all instructions of the Client communicated through the authorized person, which comply with the applicable laws where the Buildings/ Premises are located.
- 14.16.2. The Service Provider shall permit the Client and its auditors to inspect the Service Provider's records relating to the performance of the Service Provider and to have them scrutinized and verified through the authorized representative(s) if so required by the Client.

14.17. **Identification & Correction of Defects**

- 14.17.1. The Client shall have full right to access equipment, facilities and site any time for verification and evaluation of the performance of Service Provider through physical inspections, testing of equipment / systems and checking attendance of the staff. Such inspections shall not relieve the Service Provider from its responsibilities. Consequent to such inspections, the Client may instruct the Service Provider to rectify the defect(s) and / or to uncover / dismantle any part that the Client considers may have a defect.
- 14.17.2. Consequent to the inspection; if deemed necessary, the Client shall serve a written **Defect Notice** to the Service Provider regarding the defect/ unserviceability/ poor execution of job, facility or systems identified during the inspection.
- 14.17.3. For each **Defect Notice** served by the Client and not corrected by the Service Provider within the specified time period, the Client may impose a penalty (**Ref: Section- 6&7 of CoC**). During Penalty Period, the Service Provider may continue its efforts to rectify / restore



the system. If the Client realizes, at any time after the expiry of allowed period, that the Service Provider is unable to rectify the fault, a notice regarding “**Unsatisfactory Performance**” shall be issued to the Service Provider. The Client shall then get the fault/defect rectified through other sources and the expenditure thereof shall be deducted on actual basis from the Service Provider’s monthly bill. The decision of the Client shall be final and conclusive in this regard.

- 14.17.4. If the total number of **Defect Notices** exceed **08 (Eight)** or if “**Unsatisfactory Performance Notices**” exceed **06 (Six)**, the Client may suspend or cancel the Contract (**Ref: Section-14.22.1.2 of CoC**) and may also debar the Service Provider from participation in the similar future Contracts for a particular time period of (03) three years.

14.18. **Payments to the Service Provider**

- 14.18.1. The payments shall be made to the Service Provider on monthly basis after adjustment of any claims against the Service Provider (**Ref: Section-9 of CoC**).
- 14.18.2. The Service Provider shall submit invoice (by 05th day of each month), of the services completed during the previous month along with i) A certificate that previous month (billing month) salaries have been paid to their employees in adherence to the minimum wage rate established by the Federal Govt. ii) EOBI and Social Security payment receipts of the previous month (billing month).
- 14.18.3. The Client shall release payments in due course of time as per Schedule of Prices against certificates signed by the Client’s authorized official(s) stating that the services have been rendered as per the provision of the Contract.
- 14.18.4. The payments shall be made to the Service Provider on monthly basis against services provided in Schedule of prices sections “**A**” and “**B**” (**Refer: Schedule “D” of CoC**).

14.19. **Currency, Tax, Price Adjustments**

- 14.19.1. Payments shall be made in Pak. Rupees, only.
- 14.19.2. All applicable taxes shall be deducted by the Client at source unless a tax exemption certificate is submitted by the Service Provider.
- 14.19.3. During the validity of this Contract, Contract Price adjustment shall be made for increase in rate of applicable taxes / imposition of any new taxes or applicability of existing taxes as per applicable Laws.
- 14.19.4. Relevant taxes shall be deducted as per the prevailing applicable rates at the time of release of payments to the Service Provider.
- 14.19.5. Adjustment in contract price shall be applicable for changes in minimum wages as notified by the Govt. with the following conditions:
- 14.19.5.1. Price adjustment shall only be applicable for the manpower resources drawing a salary lower than the revised minimum wage only for the resource mentioned in **Schedule C of CoC**.
- 14.19.5.2. No claim of the contractor shall be entertained on account of EOBI, Social Security etc. in case of increase in minimum wage by the Govt.
- 14.19.5.3. The price adjusted shall be calculated as follows:
Price adjustment (per eligible employee) = (Revised minimum wage – existing wage of the employee)
- 14.19.5.4. The price adjustment is subject to the approval of the Competent Authority.
- 14.19.6. Adjustment in Contract Price shall be made in case of increase in rate of applicable taxes during the period of Contract.

14.20. **Exigency Services**



14.20.1. In case of an Exigency, the Service Provider shall arrange and provide the additional services on written request of the Client at any time. The Client shall make an additional payment to the Service Provider on the basis of quoted rates under “**Variations**” (Ref: **Section-4 of CoC**).

14.21. **Service Provider’s Risks**

14.21.1. From the date of award till the expiry of the Contract or extended Contract, and issuance of Completion/ Expiry Certificate or cancellation Letter by the Client, the risks of personal injury, death, and loss of or damage to property of the Client due to the negligence of the Service Provider, its staff, associates, assigns etc.(including, without limitation, the tiles, cables, wood works, paint/polish, flower pots, plants, fixtures, metallic items, other systems/ equipment/ facilities etc.), all such risks are Service Provider’s risks. Service Provider shall have to make good all damages/losses to the Client after receiving written notice from the Client.

14.21.2. The Service Provider shall indemnify and keep indemnified the Client, at all times against any such loss, claim, damage, charge related to Negligence / Fraud if any, committed by the Service Provider’s staff during the validity of Contract, and even after their replacement by the Service Provider.

14.22. **Termination of the Contract (with or without cause)**

14.22.1. The Client shall be entitled to immediately terminate the Contract by issuing a Final Notice to the Service Provider, under any of the following conditions:-

14.22.1.1. The Service Provider materially or consistently breaches the Contract (Ref: **Section-14.8.8 of CoC**); or

14.22.1.2. The number of warnings / notices furnished by the Client reaches the upper limit (Ref: **Section-14.17.4 of CoC**); or

14.22.1.3. Service Provider suffers (or is likely to suffer) an insolvency event or, undergoes a material change in its management, ownership or control; or

14.22.1.4. In case relevant Clause of Liquidated Damages (Ref: **Section-7.2 of CoC**) is invoked; or

14.22.1.5. At any time subject to at least 30 days’ notice.

14.22.2. The Service Provider cannot terminate the Contract under whatsoever conditions. If the Service Provider shall not be willing to get the Contract extended for a fresh term (Ref: **Section-14.14 of CoC**), it shall have to intimate the Client at least 120 days before the expiry of the Contract.

14.23. **Payments upon Termination**

14.23.1. If the Contract is cancelled because of a fundamental breach of Contract by the Service Provider, the Client shall release amounts payable for the days involved on pro-rata basis. If the total amount already released by the Client exceeds any payment due to the Service Provider, the difference shall be recovered from the payable amounts or through forfeiture of performance security.

14.23.2. However, in case of defective services rendered, settlement shall be made as defined in relevant Sections of CoC.

14.24. **Force Majeure & Release from Performance**

14.24.1. "Force Majeure" shall mean an unforeseeable event that impairs the ability of the Party affected by it to wholly or partially perform its obligations under this Contract. In the event of either party hereto being rendered unable, wholly or in part, by Force Majeure circumstances to carry out its obligations under this Contract, then such party by giving notice with satisfactory evidence of such Force Majeure circumstance(s) relied upon, the obligations of



the party giving such notice so far as they are affected by such Force Majeure shall be suspended for the period during which the party, is rendered unable as aforesaid, but for no longer period. However, such notice must be given within fifteen (15) days of occurrence of Force Majeure event. The terms Force Majeure as employed herein, shall include but not be limited to acts of God or war, war whether declared or undeclared; acts of terrorism or sabotage, or public enemy; riots and insurrection; civil commotion; revolution; embargo, blockade, invasion or act of foreign enemies; epidemic; landslide, lightening, earthquake, loss of well, reservoir failure, change of law or policy; or any other cause beyond the control of the affected Party which materially and adversely affects the performance by such Party of its obligations under or pursuant to this Contract, other than to make payments due hereunder, acts of enemies, civil insurrection, fires, floods, earthquakes or other physical disasters, order or request of Government, blockade or embargo. It is However, clarified that strikes, lockouts, shortage or non-availability of raw materials, rains disturbances, other labor disputes or non-availability of transport shall not be included in the term "Force Majeure". During the established period of Force Majeure as contained hereinabove, the Service Provider shall not be entitled to payment for Services and the Client shall not impose penalty.

- 14.24.2. In case the Force Majeure contingencies last continuously for more than one month, both parties shall agree on the necessary arrangement for the further implementation of the Contract. In case further implementation is unforeseeable and impossible, both parties shall arrange for the termination of the Contract, but without prejudice to their right and obligations prior to such termination it being understood that each party shall fulfill its Contractual obligations so far as they have fallen due before the operation of Force Majeure.

14.25. **Dispute Resolution and Redressal of Grievance**

- 14.25.1. In case of any dispute between the PAA and the Service Provider regarding any clause of the Contract, the matter shall be referred to DGPAA for its redressal within 14 days of the decision of the Client or the Authorized officer of the Client. The decision of DGPAA shall be final, conclusive, binding upon the both parties.
- 14.25.2. A dispute which has been the subject of a notice of dissatisfaction shall be finally settled as per provisions Arbitration Act 1940 and rules made thereunder and any statutory modifications thereto. In case of any difference or dispute arising between PAA and the contractor in respect to the interpretation, conduct or performance of any terms and conditions of this contract, the same shall be referred to DGPAA for decision which shall be final and binding upon both parties to this contract.

14.26. **Early Warnings by the Service Provider**

- 14.26.1. The Service Provider shall warn the Client in writing at the earliest opportunity of specific likely future events, problems or circumstances whether on Service Provider's part or on Client's part, that may adversely affect the quality of Services. The Service Provider should also provide the details of likely corrective measures required.
- 14.26.2. The Client shall evaluate and decide the corrective measure to be adopted as soon as reasonably possible.
- 14.26.3. If the Service Provider fails to give an early warning without any justified reason, it shall be held responsible for all the consequences thereof

14.27. **Completion & Experience Certificate**

- 14.27.1. The Client shall issue a Completion Certificate to the Service Provider on completion of the term of the Contract on the request of the Service Provider.
- 14.27.2. The Client shall provide an Appreciation/ Experience Certificate to the Service Provider on its written request after successful completion of the Contract Validity Term.

14.28. **Confidentiality**



14.28.1. Except with the consent in writing of the Client, Service Provider shall keep strictly confidential and not make use of any confidential information - supplied by the Client other than to perform this Contract, and shall impose the same obligations on its staff and other third parties. Service Provider may disclose confidential information if required to do so by law, court order, regulation or act of any government authority provided (to the extent permissible by law) it has notified the Client in advance and agreed the scope of disclosure with the Client.

14.29. **Independent Service Provider**

- 14.29.1. The parties agree that this Contract creates an independent Service Provider relationship, not an employment relationship. The Service Provider acknowledges and agrees that the Client shall not provide the Service Provider or the Service Provider's staff any fringe benefits or for the reimbursement of any expenses, including without limitation any medical or pension payments, and that income tax/ withholding tax is Service Provider's responsibility.
- 14.29.2. The Service Provider shall be exclusively responsible for payment of remunerations and providing the benefits to which each of The Service Provider's staff is entitled under his/her contract with the Service Provider. All claims made by the Service Provider's staff shall be dealt with exclusively by the Service Provider. None of the Service Provider's staff shall be entitled to seek employment with the Client merely on the ground that he/she had been engaged by the Service Provider during the validity of this Contract or was engaged by the Service Provider for the provision of the services to the Client or was deployed to the Client.
- 14.29.3. In case the overall operations of the airport are taken over by an Airport Operator/Service Provider other than PAA, this Contract agreement may be re-executed on the same terms and conditions between the second party and the new Airport Operator/ Service Provider (as applicable) i.e. the manpower associated with the scope / facilities taken over by an Airport operator / Service Provider along with cost proportionate with the manpower on the same terms and conditions stipulated herein, or the scope/facilities may be curtailed / excluded by PAA along with the associated manpower and their proportionate cost, as decided by PAA.
- 14.29.4. The service provider shall not sublet the services or his responsibilities, as mentioned in the agreement, in whole or in parts to other contractor/ parties without prior written permission from O/IC Horticulture.

14.30. **Site Manager (Service Provider's Site Representative)**

- 14.30.1. The Service Provider shall deploy Site Manager, who shall be available during office hours as Service Provider's Site Representative.
- 14.30.2. The Site Manager shall transmit/ receive the letters/correspondence on behalf of the Service Provider.
- 14.30.3. The Site Manager shall be Service Provider's point of contact and overall responsible for supervision of operation/ maintenance activities, contractual compliances and swift resolution of site issues.
- 14.30.4. The Site Manager shall attend all meetings when called by the Client to discuss the quality of services and other matters related to the Contract, without any compensation from the Client.

14.31. **Declaration**

- 14.31.1. The Service Provider hereby declares that it has not obtained or induced the procurement of any Contract, right, interest, privilege or other obligation or benefit from the Client through any corrupt business practice.
- 14.31.2. The terms and conditions and the Schedules thereto of this Contract represent the entire understanding between the Client and the Service Provider, in relation to the subject matter hereof and supersede all previous agreements and/or understandings between the parties in relation thereto.



- 14.31.3. If any provision of the Contract is found by any court or competent authority to be invalid, unlawful or unenforceable, that provision shall be deemed not to be a part of the Contract and it shall not affect the enforceability of the rest of the Contract.
- 14.31.4. Unless expressly provided, no term of this Contract is enforceable by any third party.
- 14.31.5. This Contract is exclusively awarded to the Service Provider and Service Provider shall not assign or sub-Contract any of its rights or obligations under it without Client's prior written permission. Provided that permitted sub-contracting shall be on terms consistent with the conditions of this Contract.
- 14.31.6. This Contract shall be governed by the laws of Pakistan and Service Provider and the Client agree to submit to the exclusive jurisdiction of the courts in Pakistan.
- 14.31.7. The mutual rights and obligations of the Client and the Service Provider shall be as set forth in the Contract, in particular: -
 - 14.31.7.1. The Service Provider shall carry out the Services only through its authorized staff, hereinafter referred to as 'The Service Provider's employee(s)' in accordance with the provisions of the Contract.
 - 14.31.7.2. The Client shall make payments to the Service Provider in accordance with the provisions of the Contract after deduction of all the applicable taxes required under the existing laws at the time of payment and recover damages, if any, during providing the services.
 - 14.31.7.3. **The Service Provider shall provide the Services during the period commencing day of _____, 20__.**





Schedule "A" to CoC

SCHEDULE OF HORTICULTURE WORKS / FACILITIES / AREAS

The Details of infrastructure/ Facilities (as elaborated hereunder) wherein major work lies is provisional. The Client may increase/ decrease the facilities. The Service Provider shall be bound to extend its Services for prevailing Schedule "A" to CoC without altering Contract Price.

SECTION-1: LANDSIDE AREA

SR. NO.	INFRASTRUCTURE DETAILS (LANDSIDE)
1.	<p><u>MAJOR AREA OF HORTICULTURE WORKS</u></p> <ul style="list-style-type: none"> • TERMINAL BUILDING=1,010' x 385'=3, 88,850 / Sq ft. (7 floors) • Car parking: <ul style="list-style-type: none"> Ground Floor <ul style="list-style-type: none"> ○ Total Area: 84,397 Sqm ○ Covered Area: 2,743.1 Sqm • RD Block: • MT Section AIAP: 49,177 Sft. • Officers' Mess • Cargo Area • Old Car park area • PAA Nursery: 156 Sft • Grid Station: 12,828 Sft • Road network leading to Project and PIA gates • PAA AIAP Mosque and adjacent areas • Temporary Car Park: 429,490 Sft • Lane-I, II and VIP Lanes and surrounding areas <p><u>WALTON AERODROME</u></p> <p>The infrastructure includes PAA Public School (35,000 Sft), various staff quarters: E-Type (10 Nos., 24,000 Sft), F-Type (19 Nos., 23,300 Sft), G-Type (19 Nos., 37,600 Sft), H-Type (31 Nos., 124,000 Sft), a PAA Masjid (1,600 Sft) - plus associated road and drainage/sewerage networks.</p> <p><u>NOTE: The Service provider prior to finalization of his bid well before the tender opening date, may visit the areas highlighted and other airport areas with client to get an idea of the extent of areas where the services may be required. Additionally, necessary drawings, master plans and other documents already available with the client may also be sought for better understanding</u></p>

SECTION-2: AIRSIDE INFRASTRUCTURE





Schedule "A" to CoC

SCHEDULE OF HORTICULTURE WORKS / FACILITIES / AREAS

SR. NO.	<u>AIRSIDE</u>
1.	<p><u>Major Areas of Horticulture Works</u></p> <ul style="list-style-type: none"> • Localizer, ILS, Glide Path, DVOR • Air Field Lighting System, KIOSK, DBs, ATS • Fair weather strips, RESA • Sinologies present at runways, taxiways etc. • Wild vegetation present around any critical area / allied building. • Wild growth alongside perimeter fence / boundary wall. • Airside Pavements (2 runways and allied taxiways) • Allied Buildings <p><u>Areas:</u> Apron area: 175,375 Sq.m Fire Garages: 08 Rooms (2000) = 4,635 Sft. Hajj Lounge: 02 Lounges (1991/2012) = 10,260 Sft. ILS Localizer: 02 Rooms (1988 / 2018) = 400 Sft. DVOR / DME: 05 Rooms + Toilet (2019) = 1,399 Sft. Vault Rooms: 04 + 04 Rooms (1988) = 2,574 + 2,574 Sft. ACC / SAR / INDRA: 40+ Rooms (1990 + 2017/18) = 19,565 Sft. Civil Maintenance Store: 03 Office + Bath, 04 Stores = 3,396 Sft. E&M Maintenance Store: 03 Office + Bath, 04 Stores = 3,396 Sft. Supply Section: 04 Office + Bath, 05 Stores = 4,281 Sft. Satellite Fire Garages: 08 Office + Bath, 02 Stores = 70,030 Sft. S.V.M.T (Proposed): 02 Office + Bath, 02 Stores = 4,355 Sft. Vigilance Post: 01 Room + Bath = 156 Sft. Officers Mess AIAP: Ground Floor (2004 / 2019) Main Apron (Building): Rigid Pavement = 165,500 Sq M. Jet Apron (Hajj): Rigid Pavement = 354,060 Sq Ft. Perimeter Road: Flexible Pavement = Approximately 16.60 KM. Fences (Chain Link): Barbed / Razor Wire = 13,150 Running Meters (RMtr).</p> <p><u>NOTE: The Service provider prior to finalization of his bid well before the tender opening date, may visit the areas highlighted and other airport areas with client to get an idea of the extent of areas where the services may be required. Additionally, necessary drawings, master plans and other documents already available with the client may also be sought for better understanding</u></p>



MISC. HORTICULTURE WORKS

The details of core Horticulture functions are as follows:

1. Plantation

Plantation of seasonal flowers, shrubs, ornamental, fruit and tree plants at multiple locations. All related tools / equipment required for the function with skilled manpower well trained with the use of these tools are to be provided.

2. Plants Propagation

Plants production through grafting, cutting, seed propagation and other appropriate plants multiplication methods. Also maintain seeds collection to be utilized in next growing season from existing plant stock. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided

3. Irrigation

Watering of plants to an appropriate extent and maintaining soil moisture level, also avoiding water logging by giving excess of water. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided

4. Pruning/Trimming

Pruning, trimming of trees, shrubs, other ornamental plants in line with seasonal shifts. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

5. Spraying of Pesticide / Fungicide / Herbicide / Insecticide

Chemicals application including pesticides, insecticides, herbicides, plant growth boosting chemicals. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

6. Fertilizer Application

Fertilizer Application to plants on need basis. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

7. Wild / Unwanted Growth Removal

Wild Growth removal including grass, weeds, tree and shrubs branches to be cut at all areas according to season. All Wild / Unwanted Growth Removal related tools / machinery including Bush Cutters, Hedge Trimmers, Slashers of appropriate specifications, axe, scissors etc. required for the function with skilled persons well trained with the use of them are to be provided.

8. Horticultural Practices

This term includes Plant Selection, Pre-Plant Bed Preparation, Adding Plants, "Dead Heading" of Plants, Pruning, Watering Plants, Mulching and Weed Management etc. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.



Schedule "A" to CoC

MISC. HORTICULTURE WORKS

9. R/M of Horticultural Tools and Equipment

Repair and maintenance of all tools and equipment related to Horticultural activities is required to be taken care of in minimal time frame. Skilled personnel having experience in mechanical and repair works of said equipment are required to be provided by the Service Provider.

10. Record Keeping Work

Tools and equipment utilization / R/M / other relevant record, complete record of plants stock including old / existing / newly propagated, chemicals utilization record and all other relevant records of Horticultural activities are required to be maintained. Skilled personnel having experience in the same are required to be provided by the Service Provider.

11. Plant Waste Disposal

Plant Waste Disposal function as per SOP. All services required for the function with Skilled / unskilled labors to be provided.

12. Leveling/ Grading Function:

Leveling/ Grading of different areas will be carried out by service provider on need basis.

13. General Helpers

The Service Provider will arrange and manage a pool of General Helpers whose services would be utilized for functions related to Horticulture only.

14. Nursery Development:

The Service Provider will:

- Conduct a full assessment of the current nursery's condition.
- Upgrade and modernize the facility.
- Ensure it can grow all modern plant types required for airport landscaping.

15. Procurement and placing of New Plantation during VIP Movements:

The service provider will facilitate a Beautification drive in the light of instructions of the client costing upto Rs. 0.1 (M) for urgent landscaping works including new plantations in the airport areas in case of any VIP Movement for at max 03 times in one contractual year [Cost to be borne by the service provider]





Schedule "B" to CoC

SERVICE STANDARDS / KPIs

1. Service Standards / Key Performance Indicators (KPIs)

- 1.1. Any facility / infrastructure and work directly connected with flight operation, passenger facilitation and safety or notified in writing by OIC shall be considered as **Critical** work / service/ infrastructure.
- 1.2. All other facilities / infrastructure and work shall be treated as **General** work / service / infrastructure.
- 1.3. The critical and general works of Horticulture to be maintained by service provider are as follows:

1.3.1 Airside and Allied Facilities

- 1.3.2.1 All the area mentioned in Schedule A to CoC. Is to be maintained as per advance Horticulture practices & SOP of PAA.
- 1.3.2.2 Maintenance of grassy lawns / green belts.
- 1.3.2.3 Irrigation and fertilizer application of all green belts and plants to keep the plantation healthy.
- 1.3.2.4 Development of new Landscape sites.
- 1.3.2.5 Miscellaneous horticultural practices in different associated areas as defined in Schedule "A" to CoC
- 1.3.2.6 Removal of weeds.
- 1.3.2.7 Trimming / pruning of plants.
- 1.3.2.8 Cleaning and disposing of plant debris / waste to specified site.
- 1.3.2.9 Removal of wild growth complete at the airside areas
- 1.3.2.10 Any horticultural practices required to upkeep the Horticulture landscape at Airside.

1.3.2 Landside and Allied facilities

- 1.3.3.1 Miscellaneous Horticultural works in different areas as defined in *Schedule A to CoC*.
- 1.3.3.2 All horticultural practices what so ever, tools and machinery shall be provided by the services provider to keep all areas up to the mark.
- 1.3.3.3 Plantation and upkeep of all seasonal, annual and perennial plants as per requirement.
- 1.3.3.4 Establishment of new plants stock / plants nurseries (seedlings)
- 1.3.3.5 Upkeep and maintenance of lush green effect of grassy areas.
- 1.3.3.6 Trimming / pruning of all plants, hedges, shrubs and trees as per requirement.





Schedule "B" to CoC

SERVICE STANDARDS / KPIs

- 1.3.3.7 Irrigation of all plants and green areas as per requirement.
- 1.3.3.8 Application of fertilizer, FYM as per requirement and spraying of chemicals as per IPM.
- 1.3.3.9 All potted plants maintenance inside and outside of buildings.
- 1.3.3.10 Supplying and spreading of sweet earth and FYM.
- 1.3.3.11 Levelling and dressing.
- 1.3.3.12 Chalking of trees as per requirement.
- 1.3.3.13 Picking of debris, trash, pebbles etc. from Horticultural areas.
- 1.3.3.14 Protection of all floras, grassy belts, especially new plants till its establishment.

1.3.3 The unserviceability of above mentioned General and critical areas / facilities against any complaint / report shall be subject to deductions as specified in clause 06 and 07 of CoC. The fines / penalties and LDs shall be decided by O/IC based on level of unserviceability.

1.3.4 The service provider will facilitate a Beautification drive in the light of instructions of the client costing upto Rs. 0.1 (M) for urgent landscaping works including new plantations in the airport areas in case of any VIP Movement for at max 03 times in one contractual year [Cost to be borne by the service provider]





Schedule "C" to CoC

RESOURCE COMMITMENT AND FUNCTION
(Manpower Job Descriptions and Qualification criteria)

1) **MINIMUM MANPOWER DEPLOYMENT PLAN**

Minimum Deployment

SR. NO.	DESIGNATION	NO. OF PERSONS REQUIRED	MINIMUM SALARY Excluding S.S & EOBI contribution (RS. PER MONTH EACH)**
1.	Manager Horticulture	01	90,000/-
2.	Site In-charge Horticulture	02	50,000/-
3.	Bush Cutter Machine Operator	15	45,000/-
4.	Skilled Mali	25	45,000/-
5.	Semi-Skilled Mali	55	37,000/-

***Note:**

The above mentioned manpower is the bare minimum required deployment. The bidder is required to submit the bid as per the scope/ services requirement mentioned at Schedule "A" of CoC, instead of referring above minimum manpower requirement.

** Minimum wage prescribed by the government shall be applicable in case it is higher than the salaries mentioned above.

HORTICULTURE FUNCTIONS – ALLAMA IQBAL INTERNATIONAL AIRPORT

The details of core Repair/ Maintenance functions are as follows:

1. **Plantation**

Plantation of seasonal flowers, shrubs, ornamental, fruit and tree plants at multiple locations. All related tools / equipment required for the function with skilled manpower well trained with the use of these tools are to be provided.

2. **Plants Propagation**

Plants production through grafting, cutting, seed propagation and other appropriate plants multiplication methods. Also carry out seeds collection to be utilized in next growing season from existing plant stock. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided

3. **Irrigation**

Watering of plants to an appropriate extent and maintaining soil moisture level, also avoiding water logging by giving excess of water. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided

4. **Pruning/Trimming**

Pruning, trimming of trees, shrubs, other ornamental plants in line with seasonal shifts. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

5. **Spraying of Pesticide / Fungicide /Herbicide / Insecticide**





Schedule "C" to CoC

RESOURCE COMMITMENT AND FUNCTION
(Manpower Job Descriptions and Qualification criteria)

Chemicals application including pesticides, insecticides, herbicides, plant enhancement chemicals. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

6. **Fertilizer Application**

Fertilizer Application to plants on need basis. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

7. **Wild / Unwanted Growth Removal**

Wild Growth removal including grass, weeds, tree and shrubs branches to be cut at all areas according to season. All Wild / Unwanted Growth Removal related tools / machinery including Bush Cutters, Hedge Trimmers, Slashers of appropriate specifications, axe, scissors etc. required for the function with skilled persons well trained with the use of them are to be provided.

8. **Horticultural Practices**

This term includes Plant Selection, Pre-Plant Bed Preparation, Adding Plants, "Dead Heading" Bedding Plants, Pruning, Watering Plants, Mulching and Weed Management etc. All related tools / equipment required for the function with skilled personnel well trained with the use of these tools are to be provided.

9. **R/M of Horticultural Tools and Equipment**

Repair and maintenance of all tools and equipment related to Horticultural activities is required to be taken care of in minimal time frame. Skilled personnel having experience in mechanical and repair works of said equipment are required to be provided by the Service Provider.

10. **Record Keeping Work**

Tools and equipment utilization / R/M / other relevant record, complete record of plants stock including old / existing / newly propagated, chemicals utilization record and all other relevant records of Horticultural activities are required to be maintained. Skilled personnel having experience in the same are required to be provided by the Service Provider.

11. **Plant Waste Disposal**

Plant Waste Disposal function as per SOP. All services required for the function with Skilled / unskilled labors to be provided.

12. **Leveling/ Grading Function:**

Leveling/ Grading of different areas will be carried out by service provider on need basis.

13. **Nursery Development:**

The Service Provider will:

- Conduct a full assessment of the current nursery's condition.
- Upgrade and modernize the facility.
- Ensure it can grow all modern plant types required for airport landscaping.

14. **Procurement and placing of New Plantation during VIP Movements:**

The service provider will facilitate a Beautification drive in the light of instructions of the client costing upto Rs. 0.1 (M) for urgent landscaping works including new plantations in the airport areas in case of any VIP Movement for at max 03 times in one contractual year [Cost to be borne by the service provider]

15. **General Helpers**

The Service Provider will arrange and manage a pool of General Helpers whose services would be utilized for functions related to Horticulture only.





Schedule "C" to CoC

RESOURCE COMMITMENT AND FUNCTION
(Manpower Job Descriptions and Qualification criteria)

The Qualification/ Experience of Manpower is as under:

SR. NO.	DESIGNATION	QUALIFICATION / EXPERIENCE
1.	Manager Horticulture	B.Sc. / M.Sc. (Horticulture) having experience of at least 03 years
2.	Site In-charge Horticulture	Intermediate having relevant experience of at least 03 years
3.	Bush Cutter / Machine Operator	Having relevant Experience of at least 01 year
4.	Excavator Operator	Having valid HTV license, relevant certificate and experience of at least 03 years
5.	Skilled Mali	Having relevant Experience of at least 02 years
6.	Mali	Having relevant Experience of at least 01 year

2) **VEHICLES**

DESCRIPTION	CONDITION	USAGE	MILEAGE/ FUEL
4 Nos. Tractors MF-385 by MTL with slasher machines (To be approved by OIC)	Efficient, fit for use, acceptable condition. Having valid registration of 2020 or above.	Cutting of wild growth using slasher machines, usage as tractor trolley and water bowser, water tank, using as weedicide pray trolley, Loading unloading of all types of materials, Will also be used for horticultural tasks and access to site/ inspections.	These vehicles will be required for <u>approximately 6 months</u> in a calendar year in single shift (Dawn to dusk). Driver with relevant experience, Fuel, maintenance and all the necessary measures (passes) to facilitate unhindered operations at all the airport areas (especially airside) will be the responsibility of the service provider required at the airside. Usage of each vehicle will be approximately <u>5-6 hours per day excluding Saturdays and Sundays</u>
Foton or equivalent (01 Nos.) (To be approved by OIC)	Efficient, fit for use, acceptable condition. Having valid registration of 2020 or above.	Loading unloading of all types of materials, transportation of materials and laborers within Airport Premises, Rawal Mess & Lehtrar Road offices and PAA Messes. Will also be used for horticultural	Driver, Fuel & maintenance cost will be borne by the service provider. Passes for operation at any area of the airport will be the responsibility of the service provider. Usage of each vehicle will be





Schedule "C" to CoC

RESOURCE COMMITMENT AND FUNCTION
(Manpower Job Descriptions and Qualification criteria)

		tasks and access to site/ inspections.	approximately 2000 Km per Month for vehicle.
Motorcycle CD-70 or equivalent (01 Nos.) (To be approved by OIC)	Efficient, fit for use, acceptable condition. Having valid registration of 2023 or above.	Inspections by representatives of service providers and Representatives of OIC	Fuel & maintenance cost will be borne by the service provider. Passes for operation at any area of the airport will be the responsibility of the service provider. Average 1000 Km utilization per month

***Note:** Registration documents of the vehicles be required in updated condition. The vehicles will be required to have security passes (to be issued by the Airport respective section as per Policy / SOP).The listed items are to be arranged at the start of the work by the service provider. Transportation, operation, Fuel & R/M of the T&Ps will be the responsibility of the Service provider and the same would not be utilized elsewhere or removed from the airport without prior written permission of OIC Horticulture during the currency of the contract.

3) **SPECIAL MACHINERY:**

SR NO	NAME OF MACHINERY	NOS.	DESCRIPTION
2	BUSH CUTTER MACHINE (HONDA OR EQUIVALENT)	15	Service provider will provide bush cutters and quantity may vary as per operational requirements. Usage is <u>60 hours</u> on average per month. Fuel and maintenance is the responsibility of the service provider
3	HEDGE TRIMMER MACHINE WITH ALL ACCESSORIES (INCOGO GHT5265511 OR EQUIVALENT)	03	Will be utilized on as and when required basis. Usage is <u>60 hours</u> on average per month. Fuel and maintenance is the responsibility of the service provider
4	CHAIN SAW MACHINE (INCOGO GCS62241 OR EQUIVALENT)	03	Will be utilized on as and when required basis. Usage is <u>20 hours</u> on average per month. Fuel and maintenance is the responsibility of the service provider
5	EXCAVATOR (Above 100HP)	01	Excavator will be utilized on as and when required basis up to 10 Hrs. per month tentatively. Driver having valid HTV license, relevant certificate and experience of at least 03 years, Fuel and maintenance is the responsibility of the service provider

***Note:** If in any month, utilization of any of above machinery is either below or above the maximum hours / nos., specified against each, deduction / extra payment per hour / machine will be made as per rate quoted by Service Provider/prevaling market rate provided the total amount would not exceed the contract amount.

4. T&P FOR DAILY R/M WORKS (TO BE ARRANGED BY THE SERVICE PROVIDER) SMALL / MEDIUM SIZED T&P

SR. NO.	NAME OF TOOLS	NO.	UNIT
A	Axe with handle	24	No
B	Choha ramba	20	No
C	Drill Machine Heavy	2	No
D	Drill Machine Normal	2	No
E	Electric Hand Grinder	2	No
F	Face Shield	10	No
G	Folding Steel Ladders (Diff heights) 20ft	2	No
H	Hexa frame with Blades	2	No
I	Gardening hoe (waholi)	20	No





Schedule "C" to CoC

RESOURCE COMMITMENT AND FUNCTION
(Manpower Job Descriptions and Qualification criteria)

J	Gardening Pipe 1" inch	1200	Rft
K	Gardening scissor	16	No
L	Hammer (Medium Size)	2	No
M	Hand Level 12"	4	No
N	Hand Saw	12	No
O	Horticulture fork (2 ft. width)	12	No
P	Irrigation Pipe 2" inch	200	Rft
Q	L Key Set	2	No
R	Manual Shovel (standard size)	12	No
S	Measuring tape 30Mtr	2	No
T	Measuring tape 5Mtr	6	No
U	Painting Brush 4" to 6" Black Cat / Captain	20	No
V	Pick Axe with handle (Ganti)	12	No
W	Rake (Panji)	12	No
X	Water pump with petrol engine 750 Hp	2	No
Y	Screw Driver Single	4	No
Z	Screw Wrench 12"	4	No
AA	Screw Wrench 8"	4	No
AB	Scythe (Dranti)	24	No
AC	Secateurs / pruners	24	No
AD	Spade kassi	12	No
AE	Spray Pump Manual 20Ltr	4	No
AF	Spray Pump Battery 20Ltr	4	No
AG	Spray Pump Heavy Duty with petrol Engine 25 Ltr	2	No
AH	Star Set (Set of screwdrivers)	2	No
AI	Steel Rod 6ft long (Jhabal)	2	No
AJ	Tools Kit For Bush cutters	4	No
AK	Warning tape 100 Meter Rolls	4	No
AL	Watering can (Sprinkler)	10	No
AM	Wheels Barrows heavy duty	6	No
AN	Sword	30	No

***Note:** The listed items are to be arranged and made available (along with sundries / standard consumable) without delay throughout the currency of contract, however the items list stated above is not final and additional T&P with consumables, as per requirement of the works, may be instructed by OIC Horticulture and the service provider has to arrange the same without any additional claim. Transportation, operation, Fuel & R/M of the T&Ps will be the responsibility of the Service provider and the same would not be utilized elsewhere or removed from the airport without prior written permission of OIC Horticulture during the currency of the contract.

- Service Provider will provide all requisite manual tools required for Horticultural activities.





Schedule "C" to CoC

RESOURCE COMMITMENT AND FUNCTION
(Manpower Job Descriptions and Qualification criteria)

- T&P will be provided by the service provider at the start of contract and would retain the quantity as mentioned throughout the contract period.
- Bush cutters, hedge trimmers and chain saw (to be provided by Service Provider) will become the property of PAA upon expiry of contract.
- Service Provider will ensure serviceability and fuel arrangement of all bush cutters, hedge trimmers and chain saw to be arranged by him.
- The fuel arrangement for machinery included in the T&P list will be the responsibility of the service provider





Schedule "D" to CoC

SCHEDULE OF PRICES

A. HORTICULTURE SERVICES

Sr. No.	Service Provided	Total Monthly Cost for the Service (PKR)	
		In Figures	In Words
1.	Carrying out Nursery Development as per the contract		
2.	Carrying out Wild Growth Removal at the airside, landside, PTB and all airport areas as per the contract		
3.	Carrying out complete up-keeping of Green Areas considering all the services (Sch: B&C) in all the areas (Sch: A) at the respective frequencies as mentioned in the contract		
Total Monthly Cost			

Note: Rates of Services include manpower, applicable regulation and taxes w.r.t manpower and required T&P.

B. Horticulture Works – Vehicles Monthly Cost

S #	Description	UNIT	Qty. Required Per Month	Monthly Cost		Monthly Cost (PKR)
				(B)		
				(A)	In Figures	In Words
1.	Tractors MF-385 by MTL with slasher machines	Each	02* (As per usage mentioned in Sch: C to Coc)			
2.	Foton or equivalent	Each	01 (As per usage)			





Schedule "D" to CoC

SCHEDULE OF PRICES

S #	Description	UNIT	Qty. Required Per Month	Monthly Cost		Monthly Cost (PKR)
				(B)		
				(A)	In Figures	In Words
			mentioned in Sch: C to Coc)			
3.	Motorcycle CD-70 or equivalent	Each	01 (As per usage mentioned in Sch: C to Coc)			
Total Monthly Cost for Vehicles (B)						

Important Notes:

* As per **Sch:C (Vehicles)**, 04 tractors are required to be operated approximately 6 months in a year (5-6 hours daily) so for one whole year, 02 tractors are considered per month for simplified rate calculation for complete tenure. However, during operation, 4 tractors shall be used at a single time as per the requirements and directions of the OIC (Horticulture).

** For calculation of monthly cost, consider 140 hours per month of operation (5-6 hours per day excluding Saturdays and Sundays). Payment will be made against the actual hours of tractor operation validated through actual meter reading / logs.

C. Horticulture Works – Special Machinery Monthly Cost

S #	Description	Unit	Qty. Required Per Month	Monthly Cost		Monthly Cost (PKR)
				(B)		
				(A)	In Figures	In Words
1.	BUSH CUTTER MACHINE WITH ALL ACCESSORIES (HONDA OR EQUIVALENT)	Nos.	15 (As per usage mentioned in Sch: C to Coc)			
2.	HEDGE TRIMMER MACHINE (INCOGO GHT5265511 OR EQUIVALENT)	Nos.	03 (As per usage mentioned in Sch: C to Coc)			





Schedule "D" to CoC

SCHEDULE OF PRICES

S #	Description	Unit	Qty. Required Per Month	Monthly Cost		Monthly Cost (PKR)
				(B)		(C = Ax B)
				(A)	In Figures	
3.	CHAIN SAW MACHINE (INCOGO GCS62241 OR EQUILENT)	Nos.	03 (As per usage mentioned in Sch: C to Coc)			
4.	EXCAVATOR (Above 100HP)	Hours	10 (As per usage mentioned in Sch: C to Coc)			
Total Monthly Cost for Special Machinery (C)						

IMPORTANT NOTE:

***** Payment will be made per hour of operation calculated on the base of estimated duration mentioned in Sch:C(CoC)**

ABSTRACT OF COST

Horticulture Works (Services include manpower & T&P) (A) = _____(PKR)

Horticulture Works– Vehicles Monthly Cost (B) = _____(PKR)

Horticulture Works– Special Machinery Monthly Cost (C) = _____(PKR)

TOTAL O&M SERVICES MONTHLYCOST (A+B+C) = _____(PKR)

BID PRICE

Contract Cost = Total Monthly Services Cost X 24

Contract Cost = _____
_____ (In Figures)





Schedule "D" to CoC

SCHEDULE OF PRICES

Contract Cost = _____

_____ (In Words)

NOTE:

Service Provider shall include in the Contract Cost all expenses associated with this Contract including but not limited to wages, regulatory payments, including all applicable taxes (excluding provincial sales tax), EOBI, Social Security, Fuel, R&M of machinery and vehicles, Uniform, Conveyance, Service Charges, tools, standard consumables etc. (as defined in Conditions of Contract). Subject to Clause-14.19 of CoC, the Contract Cost shall be unconditional and no additional amount would be included in the quoted cost at a later stage.

Authorized signatures
With company stamp





Schedule "E" to CoC

INTEGRITY PACT

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY
THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH
RS.10.00 MILLION OR MORE**

Contract Number: _____

Dated: _____

Contract Value: _____

Contract Title: _____

The Service Provider i.e. _____

_____ hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, The Service Provider i.e. _____

represents and warrants that it has fully declared the brokerage, commission, fee 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 consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

The Service Provider i.e. _____

_____ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

The Service Provider i.e. _____

_____ accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact 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 GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, The Service Provider i.e. _____

_____ 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 an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by The Service Provider i.e. _____

_____ as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

For and on behalf of Client:

For and on behalf of Service Provider:

Name: _____

Name: _____

Designation: _____

Designation: _____

Signature: _____

Signature: _____

[Seal]

[Seal]





FORM OF PERFORMANCE SECURITY

(Bank Guarantee)

Guarantee No. _____
Executed No. _____
Expiry date _____

Name of Guarantor (Bank) with address:

(Scheduled Bank in Pakistan)

Name of Principal (Service Provider) with address:

Penal Sum of Security (express in words and figures): _____

Letter of Acceptance No. _____ Dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the "PAKISTAN AIRPORTS AUTHORITY" (hereinafter called the "Client") in the penal sum of the amount stated above for the payment of which sum well and truly to be made to the said Client, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Client's above said Letter of Acceptance for "Service Level Agreement (SLA) for Provision of Services for Horticulture Works at Allama Iqbal International Airport Lahore".

NOW THEREFORE, if the Principal (Service Provider) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Client, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till requirements of Section-12 of CoC are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to the Client without delay upon the Client's first written demand without cavil or arguments and without requiring the Client to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Client's written declaration that the Principal has refused or failed to perform the obligations under the Contract which payment will be effected by the Guarantor to Client's designated Bank &Account Number.



PROVIDED ALSO THAT the Client shall be the sole and final judge for deciding whether the Principal (Service Provider) has duly performed his obligations under the Contractor has defaulted in fulfilling said obligations and



FORM OF PERFORMANCE SECURITY

the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Client forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above-bounden Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

Guarantor (Bank)

Witness:

Signature_____

1. _____

Name_____

Title_____

Corporate Secretary (Seal)

2. _____

(Name, Title & Address)

Corporate Guarantor (Seal)





FORM-A

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

_____,

Pakistan Civil Aviation Authority,

Dear Sir,

**SUBMISSION OF PROPOSAL FOR HORTICULTURE SERVICES
AT AIIAP LAHORE**

In response to your advertisement dated _____, 2025 regarding provision of Horticulture Services, we M/s _____ having _____ Office(s) at _____ submit our proposal for provision of these services at AIIAP. We have enclosed all documents as required in RFPD including Annexure, Forms etc.

We understand that PAA is not bound to accept our proposal and 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 of Horticulture services does not entitle us award of any Contract by PAA.

Dated:- 2025

Signature _____

Name _____

Name of Firm _____





FORM-B

UNDERTAKING

I _____, on behalf of (Company) _____

_____ hereby undertake that;

- a. I have read the RFPD and its allied documents (annexure, forms etc) and agree to the terms and conditions
- b. Should the tender of my company be accepted, I undertake to execute the prescribed contract agreement with PAA authorized representative within 30 days of the receipt of award of contract letter, failing which the earnest money shall be forfeited by PAA.
- c. PAA reserves the right to reject the bids, without assigning any reason and the same will not be contested.
- d. The conditions of this tender shall be binding on me in case of award of contract agreement.
- e. The bid submitted by my company contains correct information and is based upon the terms and conditions of this RFPD.
- f. False or incorrect information / particulars produced in the tender document(s) may result in cancellation of agreement as the case may be.
- g. I will submit the requisite details, documents within ten days if so required by PAA for evaluation of my bid.

Dated: 2025

Signatures _____

Name _____

Stamp _____





GENERAL INFORMATION (on Company's letter-head)

<u>COMPANY PROFILE</u>	
ITEM	
COMPANY PROFILE:	
NAME	
ADDRESS (HEAD OFFICE) OFFICE IN LAHORE	
KEY PERSON (S) AUTHORIZED PERSON (S)	
CONTACT NO.	
MOBILE NO.	
FAX	
EMAIL	
ANY OTHER INFORMATION	



FORM-D (Template)

LIST OF SIMILAR ASSIGNMENTS
(on Company's letter-head)

Sr No.	Project Description	Name of Client	Contact Person with Tele No.	Location where Services Provided	No. of Resource Deployed	Duration of services rendered



FORM-E (Template)

DETAIL OF PERMANENT STAFF (Managerial & Clerical)
(On Company's letter-head)

Sr. No	Name	Age	Years of Experience	Qualification	Designation	Contact No.



Chapter 1

INTRODUCTION

1.1 INTRODUCTION

Integrated Management System comprising International Management System standards ISO 9001: 2008 (Quality Management System), ISO 14001: 2004 (Environmental Management System), OHSAS 18001: 2007 (Occupational Health and Safety Management System), and ICAO's SMS (Safety Management System) has been implemented in Pakistan CAA. These standards require adherence from all the stakeholders to fulfill their respective obligations towards vital aspects of Safety, Quality, Occupational Health and Environment. This HSE Manual outlines the responsibilities of contractors, suppliers and concessionaires working for CAA or on the areas under CAA's jurisdiction

1.2 CAA IMS POLICY

Top Management commitment is demonstrated in IMS Policy, attached as **Appendix-A** (English version) and **Appendix-B** (Urdu version).

1.3 RESPONSIBILITY & AUTHORITY

1.3.1 RESPONSIBILITY FOR HSE COMPLIANCE:

- 1.3.1.1 CAA shall require Contractors and/or Sub-contractors / Suppliers / Concessionaires to affirm that all supervisors are responsible for ensuring that the works / activities are performed in accordance with all applicable health, safety and environmental rules, regulations and good working practices with equal diligence being paid to the fulfillment of the contractual technical specifications. CAA will require Contractors and Sub-contractors to advise such personnel of their safety responsibilities. Contractors / Suppliers / Concessionaires shall also provide CAA with their organizational setup for a particular contract / subcontract / renewal / bid invitation document, where applicable, specifying the areas of safety responsibilities of their supervisors.
- 1.3.1.2 **All DDGs** shall ensure imparting necessary directions and establish requisite monitoring & evaluation mechanism in their respective area of responsibilities to fulfill the vision and the objectives contained in this manual.
- 1.3.1.3 **The concerned Directors / Additional Directors / Airport Managers / Chief Operations Officers / Location Heads / Sectional Heads**, involved / engaged in the purchase of materials, services and contracts (including sub-contracts, if any), shall ensure effective implementation of this manual. They shall also be responsible to designate **Contract Coordinators** where applicable especially on large scale projects.
- 1.3.1.4 **Contract Coordinator** (a designated CAA Employee) shall be responsible for the on-site implementation of HSE requirements by the contractors and their officials / workers. He shall also be responsible to record on-site management activities and meetings specific to the HSE issues.
- 1.3.1.5 **Deputy Management Representatives (DMRs)** shall be responsible to oversee the implementation and effectiveness of this manual at their respective Airports / ATS Units / Locations.
- 1.3.1.6 The concerned **Directors / Additional Directors / Airport Managers / Chief Operations Officers / Location Heads / Sectional Heads**, involved / engaged in the purchase of materials, services and contracts (including sub-contracts, if any), shall ensure incorporation of specific clause(s) on Safety, Health & Environment in the contract agreements or their renewals / bid invitation documents indicating the need for compliance with the detailed guidelines as outlined in this manual.





- 1.3.1.7 All Safety, Health and Environment requirements contained in this manual shall also be made part of the bid invitation documents / contracts.
- 1.3.1.8 Any specific requirements not covered in this manual and in the existing HSE clause of the contract / lease agreement may be specified in the contract / lease documents by the respective CAA functions, in consultation with Additional Director SQMS (REG/CF), Additional Director SQMS (ANS/APS) at HQCAA and concerned DMRs at Airports / ATS Units / Locations. These may include but not limited to:
 - a. Working procedures
 - b. Risk / impact assessment of the job
 - c. Requirements of transporting carrier, machinery / equipment and tools
 - d. Handling / packaging identification requirements
 - e. Information about the product composition
 - f. Compliance to the related Safety, Health & Environment procedures for performing the activity
 - g. Usage of Personal Protective Equipment (PPE)
 - h. Competence / training requirements of workers
 - i. Handling and disposal of waste, etc
 - j. The need to obtain Permit To Work (PTW), where required
 - k. Emergency procedures
 - l. Accident / incident reporting
 - m. Legal requirements
- 1.3.1.9 The **concerned Directors / Additional Directors / Airport Managers / Chief Operations Officers / Location Heads / Sectional Heads** may ask the supplier / contractor / concessionaire to carry out a **risk assessment** before awarding a contract for high-risk tasks, where applicable.

1.3.2 ONSITE MANAGEMENT OF CONTRACTORS FOR MEGA / MAJOR PROJECTS:

- 1.3.2.1 The **concerned DDGs / Directors / Additional Directors / Airport Managers / Chief Operations Officers / Location Heads / Sectional Heads** shall ask the contractor / supplier / concessionaire to designate a **Safety Officer** wherever applicable, depending upon the quantum of contract, who shall be the focal person and responsible for on-site implementation of HSE requirements on part of contractors / suppliers / concessionaires. For Contracts / Agreements of smaller quantum, the contractor / supplier / concessionaire shall be directly responsible in this regard without having the need to designate such representatives.
- 1.3.2.2 The **concerned Directors / Additional Directors / Airport Managers / Chief Operations Officers / Location Heads / Sectional Heads** shall be responsible to nominate a representative (**Contract Coordinator**) for on-site management of contractors for mega / major projects. The contract coordinator / representative shall monitor the HSE compliance by the contractor / supplier. This includes monitoring of:
 - a. Controls to prevent HSE risks
 - b. Contractor equipment for appropriateness
 - c. Compliance of work procedures
 - d. Waste Disposal & Record keeping



HSE MANUAL FOR CAA CONTRACTORS, SUPPLIERS & CONCESSIONAIRES

- e. Compliance of regulatory requirements, to this HSE Manual or their own HSE Manual(s) if exceeding the requirement stipulated by the CAA and PTW by contractors / suppliers / concessionaires
- 1.3.2.3 **Regular on-site meetings with the contractor** must be convened / held to discuss the HSE compliance and related aspects of the job. Records of such meetings and on-site management activities must be maintained by the Contract Coordinator.
- 1.3.2.4 **HSE audit or on-site inspections** shall be carried out randomly by the authorized Inspectors of SQMS Directorate in coordination with the concerned Directorate / Branch at HQCAA and concerned Section at airports / locations for checking HSE compliance. IAR (Improvement Action Report) on **CAAF-002-MSXX** shall be raised / generated in case any non-conformity is observed or if any corrective or preventive action is required. All proceedings of the audit or on-site inspections shall be documented by the respective inspectors.
- 1.3.2.5 All the works, purchase / supplies and services being carried out / rendered by Contractors / Suppliers / Concessionaires shall be liable to monitoring and supervision by CAA's authorized / designated official(s) to ensure their HSE-worthiness. Surprise inspection may be carried out at any time by SQMS Officials.
- 1.3.2.6 The monitoring / supervision so required shall be made under the relevant clause(s) of the contract. The performance monitoring data of contractors with regard to compliance to HSE manual and CAAO will be collected / maintained and documented on periodical basis by the respective DDGs as well as by SQMS Directorate / SQMS teams at locations, to develop necessary corrective / preventive actions accordingly. This significant data of a particular contractor / supplier / concessionaire, will be critically observed and be given due consideration at the time of awarding / continuation / renewals etc of any contract.
- 1.3.2.7 All potential Contractors, Suppliers and Concessionaires shall be informed about the availability of HSE manual which would require compliance from them. The latest version of this Manual shall be posted on the CAA's Official Website **www.caapakistan.com.pk**.
- 1.3.2.8 The concerned Directorate / Branch / Airport / Location shall provide the hard copy of the latest version of HSE Manual to the Contractors / Suppliers / Concessionaires at the time of signing of the Contract Agreements / License Agreements / Lease Deeds / Purchase Orders / Supply Orders, etc.
 - a. No work be executed without supervision of concerned representation of OPI Section / Branch, especially at aerodrome.
 - b. The representation of OPI section / function shall ensure implementation of preventive control measures during execution of work and corrective measures in case of any abnormal / emergency situation.
 - c. All food concessionaires shall preferably be certified in Food Safety Management System ISO 22000: 2017.
- 1.3.2.9 In case of existence of any Contractor's, Supplier's and Concessionaire's HSE Manual having provisions more stringent to this HSE manual, those shall be applicable as far as the currency of that particular contract is concerned.
- 1.3.2.10 All the Contractors, Suppliers and Concessionaires shall be responsible to provide and update bare minimum training / awareness on HSE to their employees and subsequent implementation. Any breach / violation thereof by any of such employee(s) shall be construed upon to be on behalf of that very Contractor, Supplier and Concessionaire. Records pertaining to HSE related training / awareness shall be maintained and provided to concerned CAA official(s) designated by the OPI and/or Representative(s) of CAA's SQMS team.





HSE MANUAL FOR CAA CONTRACTORS, SUPPLIERS & CONCESSIONAIRES

- 1.3.2.11 The training / awareness described above shall include but not limited to the following: -
- a. Site acquaintance (i.e. Aerodrome / Building layout, Building Evacuation Procedure, etc).
 - b. General aerodrome layout & hazards and handling of standard equipment.
 - c. HSE related operational hazards / environmental aspects and risks / environmental impacts associated and related control measures with the particular contract / agreement.
 - d. Basic First Aid and other corrective measures.
 - e. Application of Permit to Work / Lock Out and Tag Out.
 - f. Special MSDS, classification / composition of hazardous material for handling of hazardous material.
 - g. Incident(s) / accident(s) including environmental incidents (spills, etc) reporting.
 - h. Waste management.
 - i. Basic Fire Fighting.
 - j. Safe driving.
 - k. Response in emergency.
 - l. Personal Protective Equipment (PPE).
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Chapter 2

GENERAL INFORMATION

2.1 BASIC SAFETY & SECURITY RESTRAINTS

2.1.1 The following are some basic safety & security restraints. In case of violation of any of these, Contractors / Suppliers / Concessionaire shall be dealt with in accordance with **Rule 91 (Section 10) of CARs 94:**

- 2.1.1.1 Possession or use of alcoholic beverages or illegal drugs.
- 2.1.1.2 Possession of un-authorized explosives, firearms, ammunition, and other weapons.
- 2.1.1.3 Violation of any safety or security rules or requirements as laid down in **Part VIII, Section 10 of CARs, 94 (Rule 92-110).**
- 2.1.1.4 Illegal dumping, handling, or disposal of hazardous materials.
- 2.1.1.5 Demolition or removal, without written permission, of any property belonging to CAA.
- 2.1.1.6 Intimidating, threatening, harassing, impeding or interfering with CAA employee(s) or designated representative(s).
- 2.1.1.7 Misuse of fire prevention and protection equipment.
- 2.1.1.8 Unauthorized removal or destruction of a safety barricade, handrail, guardrail, warning sign, fall protection, or other warning devices intended to protect employees or property.

2.2 SAFETY PERMITS

2.2.1 All CAA contractors, suppliers or concessionaires shall obtain prior approval for PTW from CAA's authorized / designated official(s) and follow all the safety requirements, precautions, controls of PPEs classified as PTW related tasks as any of the operations mentioned below may present a hazard to people, property and environment.

- 2.2.1.1 Performing burning, welding, cutting, soldering, or other hot work.
- 2.2.1.2 Working on fire protection / detection systems.
- 2.2.1.3 Working on electrical, steam, chilled water systems or other energized systems.
- 2.2.1.4 Installing a temporary electrical service
- 2.2.1.5 Working with hazardous chemicals (including solvents and paints).
- 2.2.1.6 Handling, transporting or generating hazardous wastes (including hospital biological waste, waste oil, chemicals, condensate, etc).
- 2.2.1.7 Using a gas, diesel, or LPG (such as Propane) powered engines.
- 2.2.1.8 Working on gas pipe lines or associated equipment.
- 2.2.1.9 Operating a power vehicle or self-propelled work platform.
- 2.2.1.10 Excavation / trenching.
- 2.2.1.11 Using radioactive sources or conducting field radiography (x -ray).
- 2.2.1.12 Working with asbestos & asbestos – containing materials.
- 2.2.1.13 Working on security systems.
- 2.2.1.14 Working with compressed air / gases.
- 2.2.1.15 Working on heating, ventilation, or air conditioning equipment.





- 2.2.1.16 Working with chemicals, polishing or grinding.
- 2.2.1.17 Working at heights of more than 06 feet or on roofs.
- 2.2.1.18 Entering or working in confined spaces like fuel tanks, trenches, service shafts, sewer system, etc.
- 2.2.1.19 Lifting or hoisting with cranes or hoists.
- 2.2.1.20 Blasting operations, etc.

2.3 PERFORMANCE MONITORING

- 2.3.1 The Contractors / Suppliers / Concessionaires shall monitor HSE performance of their employees and activities.
- 2.3.2 They shall in addition monitor all those performance monitoring actions agreed between CAA and the Contractors / Suppliers / Concessionaires.

2.4 HOUSE KEEPING

- 2.4.1 All Contractors / Suppliers / Concessionaires shall maintain good housekeeping by keeping work areas neat, clean, orderly, free of excess trash, debris and shall block walkways, stairs, exits, or create a tripping hazard. Poor housekeeping at a job site may lead to an increased potential for safety hazards and an increased frequency of accidents, falls, cuts, spills, leaks, fires or electrocution.
- 2.4.2 Tools, wires, materials shall not be left or haphazardly spread out at the work place.
- 2.4.3 Open holes, trenches, or excavations into which people may fall shall be identified, covered or provided with guardrails.
- 2.4.4 In order to protect the employees and environment, safety blinding shall be provided at all works execution sites, where necessary.

2.5 REPORT OF ACCIDENT, INCIDENT, INJURY OR ILLNESS

- 2.5.1 The area representatives of contractor shall inform fire, electrical, civil inquiries officials each day before start of work.
- 2.5.2 All work related accidents, incidents, fatalities, injuries, and illnesses must immediately be reported to the CAA authorized / designated officials.
- 2.5.3 Every incident / accident happened during execution of contractors work shall properly be analyzed as per **CAA0-015-MSXX** and if fall in Major / Catastrophic categories be published / mentioned in IOU report by the OPI Section / Branch.





Chapter 3

HAZARDOUS WASTE

3.1 HAZARDOUS WASTE MANAGEMENT

- 3.1.1 Hazardous waste generated by a Contractor / Supplier / Concessionaire as part of its work must be properly identified, stored and disposed in accordance with applicable laws / rules / regulations. The Contractor / Supplier / Concessionaire must coordinate with CAA representative(s) of relevant sections to provide a list of hazardous waste(s) which is / are likely to be generated during the project / activity, and to determine the location(s) for hazardous waste storage.
- 3.1.2 The Contractor / Supplier / Concessionaire must also ensure, at a minimum:
- 3.1.2.1 Proper labeling in terms of MSDS.
 - 3.1.2.2 Adequate secondary containment.
 - 3.1.2.3 Segregation of incompatible materials.
 - 3.1.2.4 Routine inspection of storage areas.
- 3.1.3 In addition, all hazardous waste containers shall be constructed of a material compatible with the waste, in sound condition, and kept securely closed to avoid spill or leakage.

3.2 WASTE DISPOSAL DOCUMENTS

The Contractors / Suppliers / Concessionaires shall be responsible for completing all waste disposal documents as per statutory / regulatory requirements, where applicable and as required by CAA. This may relate to CAA's own waste that is periodically removed for further disposal purposes, or waste created by Contractor / Supplier / Concessionaire while performing a task at CAA premises / areas under CAA's jurisdiction. OPI shall also ensure all normal wastes are also removed by the contracts.

3.3 TRAINING

Contractor / Supplier / Concessionaire must ensure that their employees are appropriately trained in hazardous waste management procedures. In the event a Contractor / Supplier Concessionaire encounters unidentified material that is reasonably believed to be hazardous (radioactive, volatile, corrosive, flammable, explosive, magnetic, infectious, toxic), the Contractor / Supplier / Concessionaire shall immediately stop work in the affected area and report the condition to the CAA's authorized / designated official(s). At no time shall such material be disposed in chutes, drains, pipes or in any other unauthorized manner.

3.4 TRANSPORTATION AND DISPOSAL OF HAZARDOUS MATERIALS

- 3.4.1 Transportation of hazardous materials on CAA property shall be conducted in accordance with CAA specified instructions. It shall not be disposed to burn or be used in a manner that is harmful to people or environment. While transporting hazardous materials, Contractor / Supplier / Concessionaire shall ensure that no harm is done to people or environment because of poor containers, packing, covering, lashing, fixing, loading, stacking or improper vehicle or mode of transport.
- 3.4.2 All transportation of dangerous / hazardous goods and materials by air shall be conducted strictly in accordance with provisions of Part XVI, Sections 1-3 and 5-6 of the Civil Aviation Rules, 1994.

3.5 SPILL PREVENTION AND CONTROL

- 3.5.1 Based on the inventory of oil and hazardous chemicals that will be brought on-site, the Contractor / Supplier / Concessionaire shall have available equipment (e.g., secondary containment pallets, absorbent pads, absorbent booms, speed-dry etc.) that is suitable and sufficient to control a potential spill / release.





- 3.5.2 The Contractor / Supplier / Concessionaire is responsible for identifying outlets to the environment (e.g., sumps, sewers, storm / floor drains, etc.) and adequately minimizing spill potential to these areas.
- 3.5.3 The Contractor / Supplier / Concessionaire is responsible for the proper storage of all flammable and combustible chemicals that are brought and/or stored on site to complete the work. Such storage may require the use of safety containers, safety cabinets, and/or secondary containment.
- 3.5.4 The Contractor / Supplier / Concessionaire shall also ensure that any incompatible chemicals are safely segregated. The Contractor / Supplier / Concessionaire is Responsible for maintaining and securing all chemical containers and all chemical storage-areas. This requires selecting locations and methods to minimize exposure to rainfall, surface water, and the ground surface or subsurface.
- 3.5.5 The Contractors / Suppliers / Concessionaires must ensure that their employees are adequately trained in spill control procedures and are aware of the use of spill control kits.
- 3.5.6 In the event of a release or spill, the Contractor / Supplier / Concessionaire must immediately inform CAA's authorized / designated official(s).

3.6 AIR EMISSIONS

- 3.6.1 Any conditions discovered which could result in an increase in air pollutant emissions must immediately be reported to the CAA's authorized / designated official(s).
- 3.6.2 Contractors / Suppliers / Concessionaires activities should not cause unacceptable level of emissions (emissions not meeting NEQS – National Environmental Quality Standards).
- 3.6.3 Contractors / Suppliers / Concessionaires shall immediately notify the CAA's authorized / designated official(s) whenever they become aware of any unintentional or intentional release of CFCs (Chloro-Fluoro Carbons), Halons etc.

3.7 WASTE WATER DISCHARGES

- 3.7.1 Waste water must NOT include any corrosive, flammable, or toxic substances / hazardous liquid, etc.
- 3.7.2 Contractor / Supplier / Concessionaire must ensure no waste water is discharged that violates NEQS.

3.8 BIOLOGICAL / CHEMICAL / RADIOACTIVE HAZARDS

- 3.8.1 Some CAA operations may involve the use of biological, chemical, or radioactive material that can be hazardous to persons or property, if not handled or disposed safely. Contractors / Suppliers / Concessionaire will mark the areas where work with biological, chemical, or radioactive materials is being performed with proper signs.
- 3.8.2 The Contractor / Supplier / Concessionaire shall not disturb damage or otherwise handle any suspected asbestos containing material.
- 3.8.3 The Contractor / Supplier / Concessionaire shall not sweep, dust, vacuum or mop dust / debris which are the product of a suspected asbestos containing material. The Contractor / Supplier / Concessionaire shall also not pick up or throw away any suspected asbestos-containing waste or trash.
- 3.8.4 Sand blasting, grinding, drilling, brazing, scraping, polishing of floors and other dust emitting surfaces will be done by persons wearing appropriate PPEs.

3.9 HAZARDOUS MATERIALS AND HAZARD COMMUNICATION

- 3.9.1 Hazardous materials shall not be handled or used by the Contractor / Supplier / Concessionaire without providing training to the concerned employees.





HSE MANUAL FOR CAA CONTRACTORS, SUPPLIERS & CONCESSIONAIRES

- 3.9.2 No solvents, paints, or similar flammable, toxic, or irritating materials shall be used in CAA premises / areas under the jurisdiction of CAA unless specifically authorized by CAA.
 - 3.9.3 Adequate ventilation shall be maintained when paints or solvents are used.
 - 3.9.4 Flammable solvents and materials shall be used with extreme caution.
 - 3.9.5 It shall be ensured that flammable paints and solvents are isolated and stored in approved locations, if inside the building.
 - 3.9.6 The Contractor / Supplier / Concessionaire shall submit an inventory of all hazardous chemicals / liquids / materials that are brought on-site or sold to CAA. These should be accompanied by MSDS.
 - 3.9.7 The Contractor /Supplier / Concessionaire shall also ensure that all containers that are brought on site for the storage of hazardous chemicals (e.g., gas, paint, etc.) are labeled and inspected for correctness.
 - 3.9.8 The Contractor / Supplier / Concessionaire shall remove at earliest all hazardous chemicals that it brings on-site when work involving a specific hazardous chemical has been completed.
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Chapter 4

SPECIFIC SAFETY REQUIREMENTS

4.1 CONFINED SPACE ENTRY

- 4.1.1 Contractor / Supplier / Concessionaire will obtain Confined Space Entry Certificate before entering / working in confined spaces. If during the course of work, the Contractor / Supplier / Concessionaire encounters a confined space that has not been previously identified by the CAA, it must immediately bring the space to the attention of the CAA's authorized / designated official(s), and delays entry until the space is examined by the CAA's authorized / designated official
- 4.1.2 When CAA and Contractor / Supplier / Concessionaire personnel are working in or near confined spaces, the Contractor / Supplier / Concessionaire shall coordinate all operations, with likely-to-be-affected CAA personnel before entry.
- 4.1.3 Prior coordination shall also be required on entering a confined space with or without a CAA employee

4.2 LOCK-OUT / TAG-OUT (WHERE APPLICABLE)

- 4.2.1 As part of CAA's Electrical Isolation / De-Isolation permit requirement, standard locks and tags are used to control the start-up of equipment that is being serviced or maintained by its employees. At no time shall the Contractor / Supplier / Concessionaire or its employees override any locks or tags that they encounter during the performance of their work.
- 4.2.2 The Contractors / Suppliers / Concessionaires are responsible for developing, implementing and maintaining their own Lock-out / Tag-out Program.
- 4.2.3 The Contractor / Supplier / Concessionaire shall submit a copy of its Lock-out / Tag-out Program to the CAA's authorized / designated official(s) before the start of any work.

4.3 GENERAL ELECTRICAL SAFETY

- 4.3.1 Temporary electrical connection(s), where required, shall be obtained from CAA as per the prescribed procedure only.
- 4.3.2 Only qualified electricians are permitted to work on electrical systems and equipment that use or control electrical / power.
- 4.3.3 Electrical tools or equipment shall not be operated in wet areas or areas where potentially flammable dusts, vapors, gases, or liquids are present, unless specifically approved.
- 4.3.4 Should a circuit breaker or other protective device "trip," it is to be ensured that a qualified electrician checks the circuit and equipment and corrects problem before resetting the breaker. Moreover, there should always be a provision for safety isolation of the circuit where needed
- 4.3.5 Barriers and post warning signs shall be erected to ensure that the non-authorized personnel stay clear of the work area.
- 4.3.6 Hazards (lack of protective guards or covers, damaged equipment, etc.) shall be reported to the CAA's authorized / designated official(s) immediately.
- 4.3.7 Electrical boxes, switch gear, cabinets, or electrical rooms shall not be left open when not directly attended.
- 4.3.8 It shall be ensured to insulate energized parts when have been removed or doors are closed. Use of cardboard, plywood or other flammable to cover energized circuits is prohibited.
- 4.3.9 Proper grounding / earthing and arc quenching, where required, shall be ensured.





4.3.10 The size of the cable / conductor should match with the actual on-site requirement.

4.4 COMPRESSED GAS CYLINDERS

The following measures must be taken for the protection of persons and property:

- 4.4.1 All the cylinders brought in by the Contractors / Suppliers / Concessionaires shall have valid test certificates performed by a certified testing agency.
- 4.4.2 Pressure and leak testing shall invariably be carried out and documented in all jobs associated with compressed gas or liquid handling.
- 4.4.3 Valve protection caps must be in place when compressed gas cylinders are transported, moved, or stored.
- 4.4.4 Cylinder valves must be closed and valve covers must be replaced when work is complete and when cylinders are empty or moved.
- 4.4.5 Compressed gas cylinders must be secured in an upright position in a welding cart or to a solid object (using chains, straps, or a rigid retaining bar).
- 4.4.6 Compressed gas cylinders must be secured on an approved carrier while being transported.
- 4.4.7 Cylinders shall be kept at a safe distance or shielded from welding or cutting operations. Cylinders shall not be placed where they can contact an electrical circuit.
- 4.4.8 It shall be ensured to keep oxygen and flammable gas regulators in proper working order and a wrench in position on the acetylene valve when in use.
- 4.4.9 If a leak develops in a cylinder and it cannot be immediately corrected, the cylinder shall be moved to a safe location outside the building / away from the location of work.
- 4.4.10 Cylinders must not be taken into or stored in confined spaces.
- 4.4.11 Empty & filled cylinders must be kept separately.
- 4.4.12 Hoses and regulators must not be stored in unventilated or closed containers or areas.

4.5 WELDING, CUTTING AND BRAZING

The Contractors / Suppliers / Concessionaires shall ensure the following:

- 4.5.1 Obtain PTW.
- 4.5.2 Inform CAA's authorized / designated official(s) prior to the start of any welding / cutting / brazing work.
- 4.5.3 Remove combustible materials from the area before beginning work.
- 4.5.4 Install anti flashback (safety / check) valves in both the oxygen / acetylene hoses at the regulator.
- 4.5.5 Shield adjacent areas with welding partitions.
- 4.5.6 Persons involved are adequately trained in using portable fire extinguishers.
- 4.5.7 Have a second person trained in basic firefighting as standby with an approved fire extinguisher for welding and cutting operations.

4.6 CRANES AND RIGGING

- 4.6.1 Each crane or hoist brought onto CAA property must have a valid inspection testing performed by a certified testing agency.
- 4.6.2 The operator is responsible for the proper placement of the crane in relationship to the load to be handled and the landing area so as to obtain the best rated lift capacity, and the installation and maintenance of crane swing radius protection.
- 4.6.3 All operators must possess a valid crane / hoist operating / driving license as applicable.





4.7 FITNESS

- 4.7.1 Suppliers / Contractors / Concessionaires shall ensure that all their personnel working in CAA premises are medically fit to perform their assigned tasks.
- 4.7.2 If requested by CAA, Contractors / Suppliers / Concessionaires shall provide the fitness / health certificates of their employees.

4.8 DRIVING

- 4.8.1 All Contractors' / Suppliers' / Concessionaires' vehicles while in CAA premises or performing CAA duties shall adhere to speed limits (applicable in that particular zone), and also comply with all other traffic and road safety regulations of CAA.
- 4.8.2 The drivers should be in possession of valid driving license.
- 4.8.3 All Contractor / Supplier / Concessionaire vehicles should have:
 - 4.8.3.1 Standard seat belts. The seat belts should be neat and clean and in proper working condition.
 - 4.8.3.2 Standard fire extinguisher.
 - 4.8.3.3 Standard first aid box.

4.9 INDEMNITY

Suppliers / Contractors / Concessionaires shall keep harmless and indemnify Pakistan CAA against all losses, damages, injuries, death of any person, claims, actions, third party action arising out of acts and omissions by their employees/ personnel or non-compliance with the terms and conditions as stated herein and/or any applicable laws and regulation. Contractor shall take clearance with concerned offices before handing / taking over the area to be restored on the same condition(s) as was/were before start of work (as per contract agreement).

