



سوئی ناردرن گیس
Sui Northern Gas

SNGPL Transmission Office, Gadwal
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Tel : +92-51-4511152, 55 & 56
Fax : +92-51-4539530
www.sngpl.com.pk

Reference: ADMIN: KOHAT-T: 4.16 (J)

Dated: 01-07-2026

M/s. _____

Dear Sir,

INVITATION TO BID FOR PROVISION OF JANITORIAL SERVICES
TENDER ENQUIRY NO. ADMIN: KOHAT-T: 4.16(J)
CLOSING DATE 01-07-2026

Enclosed please find following documents of invitation to bid for provision of janitorial Services (for a period of one (01) year, extendable with mutual consent at our **Transmission Office, S.N.G.P.L. Rawalpindi Road Near Zahid Floor Mill Bahadar Kot Kohat (KPK)** on one stag-two envelopes basis.

- | | | | |
|----|-----------------------------------|---|----------------|
| 1. | Technical Bid | - | |
| | a) Evaluation Criteria | - | Annexure-A-I |
| | b) Questionnaire | - | Annexure-A-II |
| | c) Work Experience | - | Annexure-A-III |
| | d) Undertaking | - | Annexure-A-IV |
| 2. | Financial Bid | - | |
| | a) Schedule of Requirement | - | Annexure-B |
| | b) List of jobs to be carried out | - | Annexure-B-I |
| | c) Terms and Conditions | - | Annexure- B-II |

Please submit your firm and irrevocable bid as per our schedule of Requirement. You may like to visit our following office(s)/ locations before submission of bid for any clarification.

Your bid should be valid for at least 90 days from the date of its submission. Bids received with shorter Validity may be considered as "NON-RESPONSIVE". SNGPL may; however, request for extension in Validity of bids without any change in quoted rates and other terms and conditions. Provision of janitorial Services must conform to the "Schedule of Requirement".

Terms and Conditions must be taken into consideration before submitting your bid, which will become Part for the Contract in case the Contract is awarded to you.

Your quotation should be prepared in duplicate and both copies of the quotation will be addressed and Forwarded to: -

**“EXECUTIVE OFFICER ADMIN, SNGPL TRANSMISSION OFFICE,
RAWALPINDI ROAD NEAR ZAHID FLOOR MILL BAHADAR KOT KOHAT (KPK)”**

Both technical and financial bids must be enclosed in separate sealed envelopes; must bear the words Technical & Financial Bid; sealed in an outer envelope. Both the inner and outer envelopes must bear the words “CONFIDENTIAL” and “TENDER FOR PROVISION OF JANITORIAL SERVICES. TENDER ENQUIRY NO. ADMIN: KOHAT-T: 4.16(J). Office received by Telex / Tele Fax / E-mail will not be accepted.

Bids / quotations should be received in this office on or before **01-07-2026 by 10:00 hours**. In case of holiday(s) falling on the date of tender opening, tender will be opened at the same time on the next working day. It will be the responsibility of the bidders to deliver the bids before the closing day & time. The Company does not take responsibility whatsoever for the collection of the bids from any Agency. You or your authorized agent with authorization letter may attend the tender opening. Bids / quotations received after opening the Tender will not be entertained.

Quotations submitted should not have any over-writings. Additional signatures must authenticate all deletions / cuttings. Quotations carrying over-writing without authentication may not be accepted.

No bidder will be permitted to alter his bid after the bids have been opened. The Company neither bound itself to accept the lowest or any particular tender, nor will be responsible to pay the expenses or losses, which may be incurred by any bidder in the preparation / deposit of his bids.

We reserve the right to increase/decrease the tender quantities/ requirements or cancel this enquiry in whole or in part before tender opening should our requirement change in the meantime. After tender opening, the quantities / items / labour etc. as mention in the schedule of requirement may be increased / decreased by 15 percent. However, decrease beyond 15 percent shall be subject to concurrence by successful bidder.

Canvassing is strictly prohibited by any bidder at any stage of the tender evaluation. Any infringement will lead to disqualification of his bid.

Financial bids of technically responsive bidders will be opened in the presence of their representatives.

In case the contract is awarded to you, you will be required to execute the contract strictly in accordance with its terms and conditions. In case any of the terms and conditions of the contract is violated, SNGPL reserves the right to cancel the contract in whole or part thereof as necessary.

Each bidder along with his bid must supply all the details, clarifications and breakup of clientage. No subsequent clarification would be sought.

The contract awarded as a result of this tender must be duly acknowledged by the Chief Executive of the respective Agency or his authorized representative, whose name must be advised to SNGPL in the bid. Rates on Schedule of Requirement (Annexure - B) must be filled in and submitted along with documents duly signed and stamped. Likewise, Schedule of Requirement (Annexure-B), List of General Material Required (Annexure-BI), List of Jobs to be Carried Out (Annexure-BII), Terms and Conditions (Annexure-BIII) should also be submitted with the bid duly signed and stamped.

If you have any queries as to the meanings of any portion of these documents or any additional information is required, please contact to **Mr. Mir Qadir Khan Officer (Admin)**, at **Transmission Office S.N.G.P.L Rawalpindi Road near Zahid Floor Mill Bahadar Kot Kohat (KPK)** on phone numbers **0333-5206013**.

Yours faithfully,
SUI NORTHERN GAS PIPELINES LIMITED



WAQAS SALEH
EXECUTIVE OFFICER ADMINISTRATION

SNGPL, Transmission Office,
Rawalpindi Road near Zahid Floor Mill Bahadar Kot Kohat (KPK)

Note:

1. Tender documents Fee is Rs.2500/-, in the shape of valid CDR/Bank Draft/Demand draft/Pay Order in SNGPL favor must be submitted in hard form at undersigned office address either before tender opening or with the Bid. Those bidders who failed to submit the tender documents fee by the above deadline, their bids shall not be announced / considered and will be disregarded.
2. Since the tender is processed on PPRA EPAD, hence all bidders are advised to upload their bids on the EPADS per PPRA requirements along with submission of their bids in hard form at undersigned office address mandatorily. Failure to adhere to the above will lead to non-announcement/consideration of the bid.
3. Bid must accompany the bid bond/security of the required amount in SNGPL favor in the shape of CDR/Bank Draft/Demand draft/Pay Order / Bank Guarantee and must be submitted in hard form at undersigned office address by the deadline. Bidders are required to submit bid bond/security of the above total value Rs.150,000/- and the bid bond in EPADS should match with the original one submitted in hard form. Failure to adhere to the above and submission of bid bond by short amount will lead to non-announcement/consideration of the bid. Kindly also upload the scanned copy of your Bid Bond/security along with your bid on the EPADS.

Please read the tender documents carefully and follow the instructions therein for tender participation and Bid submission.

SUI NORTHERN GAS PIPELINES LIMITED
TECHNICAL EVALUATION CRITERIA FOR THE PROVISION OF
JANITORIAL SERVICES

Evaluation criteria to judge technical ability of firms are divided into two sections i.e. Evaluation Criteria and Questionnaire.

Firm securing less than 70% marks in Technical Evaluation will not be considered technically responsive and its Financial Bid will not be opened.

TECHNICAL EVALUATION CRITERIA
FOR PROVISION OF JANITORIAL SERVICES

Technical Evaluation Criteria is divided into two sections i.e. Part 'A' (Screening Scheme) and Part 'B' (Evaluation Marking Scheme). Answers to all questions are compulsory.

Part 'A' Screening Scheme: -

Question from serial 1 to 10 in the attached Questionnaire (Annex - A-II) are Critical and positive affirmation to each of the same is mandatory. A reply, which does not satisfy the requirement of questions, may disqualify the Firm for further consideration. A Firm passing through Part-A shall further be evaluated in detail as per criteria specified in part 'B' (A-II). All such firms who do not qualify Part 'A' shall not enter in the next phase of evaluation.

Each Company must have an experience of at least 3 years of providing efficient janitorial Services to Government Departments / Semi Govt. / Multi-National Organizations / Large Scale Companies of national repute preferably at their Head Quarters. Application(s) received from any Parties / Firms having less than three (3) years of experience will not be considered for qualification.

Part 'B' Evaluation Marking Scheme

Firms securing at least 70% marks out of total marks (i.e. 60) will stand qualified and all those firms securing less than 70% will not be eligible for opening financial bid.

NOTE:

1. The bidders securing below 70 percent will not be considered technically responsive.
2. In pursuance of clause 18 of PPRA rules, if any applicant provides false information he will be subject to disqualification. Hence all documentary evidence submitted by applicants must be correct & genuine.
3. All the information provided shall be supported with documentary evidence duly signed & stamped, otherwise no credit/points will be given.
4. Successful applicants (meeting passing criteria) will be eligible for opening financial Bids.

SUI NORTHERN GAS PIPELINES LIMITED

QUESTIONNAIRE

TECHNICAL EVALUATION OF JANITORIAL FIRMS

Part-A (Screening Scheme) Critical Factors

S #	CONTENTS	REMARKS	
		Documents attached	
	CRITICAL FACTORS	Yes	No
1	Name & Address of your firm (please enclose a valid copy of Registration certificate).		
2	The Firm has an experience of at least 3 years of providing quality Janitorial Services to Government Department/ Semi Govt. Organizations/ Multi National Organizations/ Large scale Companies of national repute preferably at their Multi storied offices. The bidder must have successfully executed similar type of Janitorial Contract for at Least One Year during the Last three years for a Multi-Storied Office building measuring not less than 75,000 Sq. Ft. covered area. The detail of experience is required as per format attached as Annex-A-III along with Certificates.		
3	Name(s) and address of bankers along with bank statement of your firm's account for last six months.(please attach certificate from your Bankers stating Financial position of your firm)		
4	Detail of any Legal Dispute including arbitration/litigation etc. involving your firm, if yes please provide name & address of the firm with name of focal person.		
5	Undertaking on non-judicial stamp paper of Rs.100/- that the firm was never black listed by any of the Government or Semi Government/ Multinational Organization (As per format attached as Annex-A-IV).		
6	The firm should provide Undertaking in writing that in case of award of any Contract for Janitorial Services, they will provide Experienced, Trained, Medically Fit personnel, who are not more than 40 years of age.		
7	The firm should provide Undertaking in writing that they will abide by all prevailing Government/Labour Laws, Rules & Regulations.		
8	The firm will also provide Monthly Salary Disbursement Certificate , Confirming that they had paid monthly services bill on 6 th of each month.		
9	Please confirm that in case of an award of a contract you will arrange to provide a performance Bond not less than 10% of the total contract amount.		
10	In case award of Contract please confirm the responsibilities to ensure HSE measures as per SNGPL HSE procedures, in view of the environmental health safety laws and rationalize which are available at www.sngpl.com.pk .		

Signature: _____

Firm's Stamp: _____

SUI NORTHERN GAS PIPELINES LIMITED

TECHNICAL EVALUATION CRITERIA
OF JANITORIAL FIRMS

(Evaluation Marking Scheme) Less Critical Factors

S. NO.	CONTENTS	Marking Scheme	Remarks
11	Please tick (as applicable to your firm and attach a copy of relevant documents as mentioned against each. i) Sole Proprietorship Registration Certificate & Copy of NIC ii) Partnership _____ attach copy of partnership deed. iii) Limited Company _____ (copy of Memorandum & Articles of Public or Private Association).	2 6 10	
12	Name(s) of your Operational Branches/Offices in Pakistan if any, giving their complete address and telephone numbers with focal person name and date of establishment. _____	2 marks for each branch subject to maximum of 10 marks	
13	Detail of professional Equipments/ Machinery related to Janitorial works(List to be provided with Machinery related to Janitorial Works(List to be provided with Machine Title & Capacity) The equipment so declared may be examined by SNPK at any time during business hours.	10	
14	List if Existing Clients for the last 3 calendar years i.e.2023-2025 mentioning their Name, Address, Telephone No, and Focal Person. Marking based on covered area will be awarded as per details in Annex-A-III copy attached.	30	
Certified that the above particulars are correct. In case any information given above is found to be in correct, we shall be fully responsible for the consequences, which may include cancellation of our request for prequalification			

Signature: _____

Firm's Stamp: _____

UNDERTAKING

We M/s. _____, hereby undertake and declare that we have never been Blacklist by any Government/Semi Government / Multi-National Organizations or Companies /Firms.

In case of wrong information submitted by us, Sui Northern Gas Pipelines Limited has right to disqualify us and terminate the Contract, even if it has been awarded.

Signature: _____

Name: _____

Designation: _____

Stamp: _____

**FINANCIAL
SCHEDULE OF REQUIREMENT**

ITEM NO	DESCRIPTION OF WORK	UNIT	QUANTITY (NOS.)	RATE PER UNIT	TOTAL AMOUNT Rs.
1	<p>Provision of Janitors Duty hours from Monday-Saturday 7am – 4pm. (01 hours is included for lunch) for 06 days a week on monthly basis. Provision of 10 Nos. Janitors for during the month 02 Janitors shall be provided/remain standby on Sunday out of above 10 Nos Age of Janitors 18- 50 years. 02(two) set of uniform for each Janitors including cap and shoes will be provided at commencement of contract. No gender restriction would be applied and Female Janitors may utilize for Female Wash Rooms. <u>Deployment location of Janitors</u> Kohat (T)/office building/Transit area</p>	Nos.	(10)		
2	Provision of (01) No. Supervisor of Janitorial staff, for 08 hours' duty on 06 days a week on monthly basis, having suitable educational background experience and uniform including shoes. etc.	Nos.	(01)		
3	Cost of Material List Attached as Annexure-B-Sheet-II	Per Month	-		
4	Service Charges and applicable rates including Statutory payments such as EOBI, Social Security, Income Tax	Per Month	-		
5	Total Cost Per Month without PST	Per Month	-		

Important Notes:

1. Evaluation of Financial Bids will be carried out on the basis of "Total Cost per Month Excluding PST" (i.e. Item No 5 filled in Gray above)
2. Bidder must quote the salary of janitorial staff as per labour laws and instructions / notifications of Federal & Provincial Government regarding minimum wages. Quotation will be rejected if salary quoted is less than the notified minimum wages at the closing date of tender enquiry.
3. The required Janitorial Material for each commencing month should be provided by the Contractor till 25th of proceeding month to the Janitorial Supervisor, which would be checked by our Admin Officer and supply sheet will be counter signed accordingly.
4. Contractor will provide an undertaking on stamp paper worth Rs. 100/- with his bid documents that he will abide by all prevailing Government / Labor Law's rules and regulations including payment of EOBI, Social Security and minimum wages along with evidence.
5. Payment of minimum wages to Janitorial staff as per labour laws and instruction / notifications of Federal and Provincial Government will be implemented / ensured by Contractor with provision of evidence.
6. Contractor will also provide monthly Staff Salary Disbursement Certificate, confirming that he had paid salary to his all staff deployed at all locations on or before 5th of each succeeding month before submitting his monthly bill.
7. Any Additional Services of Janitorial Workers / Supervisors required after office hours and on Sunday / Holydays will be paid extra on account of Overtime daily on prorated basis as per actual overtime sheet. Similarly, in case of absence of the Said Janitorial Staff deployed at our sides, deduction will be made on prorated basis from the Contractors bill.
8. The Contractor must maintain sufficient stock of all items required for Janitorial services. Substandard material and services would be liable to deduction of bill on prorated basis/ market rates.
9. At the time of monthly invoice / bill processing, PST will be added as per applicable rates and contractor will submit PST invoice along with monthly bill, accordingly.
10. Income Tax will be deducted at source from monthly bills as per Government's applicable rates.

Seal & Stamp of Bidder.

LIST OF GENERAL MATERIAL FOR TRANSMISSION, OFFICE (PER MONTH)

ITEM NO	DESCRIPTION OF WORK	UNIT	QUANTITY (NOS.)	RATE PER UNIT	TOTAL AMOUNT Rs.
1.	Soft Broom (800 grams each good quality)	Nos.	08		
2.	Provision of Twisted loop Dust Mops (Commercial Grade)	Nos.	03		
3.	Provision of Twisted loop Wet Mops (Commercial Grade)	Nos.	10		
4.	Large size rough Towel for wet moping	KG	15		
5.	Toilet rolls 2 ply good quality	Nos.	150		
6.	Soap Lux or equivalent (115 gm).	Nos.	60		
7.	Liquid Soap (Lifebuoy or equivalent)	ltrs	40		
8.	Roomi Fresheners (Tiki)	Nos.	50		
9.	Disposable plastic bags for kitchen dustbins and wash room dustbins.	KG	07		
10.	Dusters fine for glasses (18"x18")	Nos.	25		
11.	Phenyl liquid (Bottle of 2.5 ltr)	Bottle	15		
12.	Broom hard (600 grams each good quality)	KG	05		
13.	Sweep Acid (500 ml)	Bottle	20		
14.	Acid	LTR	10		
15.	Wipers commercial grade	Nos.	08		
16.	Commode Brush	Nos.	15		
17.	Glass cleaner Glint (Kiwi or equivalent) bottles	Nos.	06		
18.	Vim Powder (1 Kg. each packet)	KG	15		
19.	Surf 1 KG each packet	KG	15		
20.	Refilling of automatic CFC FREE air fragrance spray.	No.	08		
21.	Brass or metal polish (200ml) Bottle/Kiwi.	No.	03		
22.	Wax Polish	KG	01		
23.	Window glass cleaning wiper	No.	08		
24.	Waste lifting plastic tray.	No.	08		
25.	N-FOLD TISSUES (Rose Petal or Equivalent) packet per month.	Nos.	150		
26.	Automatic Spray (air fragrance) Machine (Once per Contract Period)	No.	08		
27.	Plastic Dust/Garbage Bins for all washrooms & Kitchen (Once at commencement of the contract)	Nos.	13		

CONTRACTOR

IMPORTANT NOTES: -

- The required *Janitorial Materials* for each commencing month should be provided by the Contractor till 25th of proceeding month to the Janitorial Supervisors, which would be checked by our Admin Officer and the *supply sheet* will be counter signed accordingly.
- Contractor will provide us undertaking on stamp paper of Rs.100/- with his bid documents that he will abide by all prevailing Government / Labor Law's rules & regulations.
- Contractor will also provide monthly Staff Salary Disbursement Certificate, confirming that he had paid salary to his all staff deployed at our all locations on of each month before submitting his monthly bill.
- Any Additional Janitorial Worker/Supervisor required on Sunday or Holidays will be paid extra on account of Overtime/daily on prorated basis as per actual overtime sheet. Similarly, in case of absence of the said Janitorial Staff deployed at our sites, deduction will be made on prorated basis from the Contractors bill.
- The Contractor must maintain sufficient stock of all items required for janitorial services of quality standard. Substandard material and services would be liable to deduction of bill on prorated basis/market rates.

GENERAL CONDITIONS

- i) Suppliers shall render necessary information in their quotations regarding environmental aspects and associated environmental impacts on environment of the product/ material/ item/ services supplied by them. Stages of transportation, delivery, storage, operations, maintenance, safe disposal method etc. as applicable need to be included.
- ii) The machinery / equipment should have environment friendly systems.
- iii) The material / equipment must be protected adequately and appropriately against environmental effects during transportation.
- iv) Suppliers shall render necessary information regarding risks and opportunities associated with machinery / equipment / product / material / item / services provided by them.

Seal & Stamp of Contractor

SUI NORTHERN GAS PIPELINES LIMITED
LIST OF JOBS TO BE CARRIED OUT

1. **Jobs to be done on daily basis: -**

- a. Cleaning, swabbing and mopping of the entire office premises including corridors, stair cases, offices, ablution area and using phenyl where necessary.
- b. Vacuum cleaning of all the carpets by heavy duty electric vacuum cleaners. Vacuum cleaning of carpet in mosque shall be done by Muslim worker to be provided by contractor.
- c. Cleaning and washing thoroughly all toilet commodes, urinals, wash basins, kitchens and paper baskets using a branded material such as vim etc.
- d. Mopping at the car parking and motorcycles stand at main building and two side area of parking.
- e. Collection, storage and disposal of garbage at proper place.
- f. Cleaning of all side passages inside and outside the Office building.
- g. Sprays of good quality/ smell air-freshener will be made in office rooms.
- h. Spray of disinfectants such as use of phenyl will be made in the toilets / urinal in order to kill insects and germs.
- i. Placing of naphthalene balls and air-freshener (Tikki type such as Roomi etc.) in each wash room to avoid smell.
- j. spot cleaning whenever required in the office premises.
- k. Any other work relating to Janitorial Services on time to time basis.
- l. Placing of N-FOLD Tissues and Liquid Soap in Washrooms provided by us.
- m. Removal of drain blockage inside building.
- n. Washing/cleaning of Trash cans/bins
- o. Cleaning the inside of walls including stairs, lobby etc.
- p. Cleaning of view mirrors

2. **Jobs to be done on fortnightly basis: -**

- a. Cleaning of all glass windows, ventilators, partitions and blinds within the entire building with proper cleaning material.
- b. Cleaning of all electrical fittings/shades, switch boards, fire extinguisher,
- c. Mosquito spray of good quality and fragrance.
- d. Cleaning of blinds / window's glass / panels.

3. **Jobs to be done on monthly basis: -**

- a. Wax polishing of marble floors/stairs with machines.
- b. Cleaning and polishing of all metal fittings in the premises.
- c. Cleaning of false ceiling through proper equipment as and when required.

Note- Penalties would be imposed on account of non-performance of different jobs as elaborated her under:

<u>Violation</u>	<u>Penalty</u>
1. Non wearing of uniform by any janitor	Rs. 100/- per janitor per day
2. Non wearing of shoes by any janitor	Rs. 100/- per janitor per day
3. Noncompliance of job to be done on daily basis	Rs. 100/- per janitor per day
4. Noncompliance of job to be done on fortnightly/ monthly basis.	Rs. 1000/- per janitor per month
5. Material not provided or not found present	Rs. 300/- per complaint (if complaint is not resolved within 01 hour)

The work is to be carried out as per Schedule of Work, Annexure-B, within stipulated period and as per Company's Admin officer instructions.

TERMS AND CONDITIONS

1. Contractor is required to submit their firm and irrevocable offer in Pak Rupees against this tender which must be based on provision of Janitorial Services conforming to the terms & conditions and Schedule of Requirement.
2. Sui Northern Gas Pipelines Limited reserves the right to reject any or all bids which do not meet the intent of our requirement or where there is evidence of lack of competition or where the lowest bid exceeds the cost estimated by an amount which in the opinion of Sui Northern Gas Pipelines Limited is sufficient to justify such a cause.
3. Your offer must remain valid for a period of **90 days** from the date of opening of bids. Bids received with shorter validity may be considered as non-responsive and may not be considered for evaluation and comparison.
4. SNGPL may, however, request for extension of validity of bids without any change in quoted price and other terms and conditions. The contractor(s) may refuse to extend validity of their bid beyond their quoted validity.
5. While tendering your quotation, the present trend in the rate of material/goods in the market should be kept in mind. No request for increase in price due to market fluctuations in the cost of material/goods and services will be entertained.
6. Copies of valid registration certificates of **Social Security & EOBI** are essentially required.
7. **BID BOND**
 - a) Every Contractor shall furnish, bid bond of **Rs: 150,000/-** in the form of Bank Draft/ Pay Order/ CDR issued in favor of SNGPL. Any bid, which is not accompanied by the requisite bid security will not be read out at the time of tender opening and will be considered as **NON RESPONSIVE**.
 - b) This bid bond will serve as a guarantee in case the bidders subsequently either withdraw, or unilaterally modify, or alter their bid after opening of the bids and / or fail to accept the contract awarded to them. Bid Bond will be retained until the Firm furnish the required Performance Bond equivalent to 10% of total value of contract on award of the contract. SNGPL reserves the right to retain the Bid Bond of the next lowest bidder, until it enters into contract or until 120 days after bid opening, whichever is earlier. **The cost of the above bond shall be borne by the Contractor.**
 - c) The bid bond may be forfeited if the bidder either withdraws its bid during the period of bid validity specified by the bidder or fails to sign the Contract or refuse to furnish Performance Bond.
8. **PERFORMANCE BOND / GUARANTEE**
 - a) Within 15 days of award of contract, the Service Provider firm shall furnish "**Performance Bond Guarantee**" in the form of Bank Draft / Pay Order / Bank Guarantee for an amount of **10% percent of total value of contract**. The proceeds of the Security performance shall be payable to SNGPL as compensation for any loss resulting from the Firm's / Agency's failure to complete its obligations under the contract.
 - b) The Firm / Agency will undertake to indemnify the SNGPL of all actual losses that it will suffer in respect of loss occasioned or resulting directly from the negligence of its Janitorial staff. The entire loss will be recovered through performance bound / monthly bills.
 - c) The Performance Bond / Guarantee will be discharged by SNGPL within three months after expiry of the contract.

CONTRACTOR

- d) The Performance Bond Guarantee will be discharged after the expiry of services has been delivered indicated in the contract. SNGPL shall promptly notify the Contractor in writing of any claim arising out of performance of the contract. Upon receipt of such notice, the Contractor shall, with all reasonable speed, settle the claims. If the Contractor having been notified, fails to fully settle the claim within a week's time, the SNGPL may proceed to take such remedial action as may be necessary at the Contractor's risk and expense and without prejudice to any other rights which the SNGPL may have against the Contractor under the contract, including partial or complete forfeiture of the Performance Bond Guarantee.
- e) In the event of services is found not in conformity with criteria provided in this tender enquiry, the Contractor will provide replacement and shall also pay all costs / expenses and damages incurred by SNGPL.
- f) Nothing contained herein shall be construed to limit the Contractor's obligations and liabilities with regard to the performance of the contract.

9. FORCE MAJEURE

- a. "Notwithstanding any provision to the contrary contained for damages or be deemed in default of the provision of the agreement for failure to perform or delay in the performance of obligations assumed by such party pursuant here to in-so-far as the said affected party can clearly establish that its performance has been prevented or delayed by Force Majeure. A "Force Majeure" event shall mean any event or circumstance or combination of events or circumstances that is beyond the reasonable control of a party which or effect of which materially and adversely affects the performance by that party of its obligations under or pursuant to this Agreement; provided, however, that such material and adverse effect could not have been prevented or overcome in whole or in part by the affected party through the exercise of diligence and reasonable care. "Force majeure Event" hereunder shall comprise each of the following event or circumstances but only to the extent that each satisfies the above requirements. Force Majeure Event shall include but not limited to: -
- i. Natural disaster includes but not limited to cyclones, earthquakes, floods etc.
 - ii. Strikes (other than among the "Contractor's" or civil employees) or other industrial disturbances which prevent either of the parties from performance of their obligations under this Agreement".
 - iii. Act of state i.e. Governmental Law and/or regulation; decree, or judgment of court of competent jurisdiction; failure of any governmental entity to act.
 - iv. Act of enemy i.e. act of war, blockade, riots, fire, terrorist activity etc.

If a party wishes to claim relief by reason of force Majeure, it shall within 7 days of its occurrence serve written notice of occurrence of such a Force Majeure on the party through registered post or any other courier service. The two parties shall consult each other and agree upon the measures to be taken. As soon as the Force Majeure ends, the affected party shall promptly resume performance of its obligation under the agreement and intimate the other party about this. If the force Majeure event persists for the period of 3 months, the Company shall be entitled to termination of this agreement.

- b. SNGPL is not liable to the "Contractor" for any damage or loss caused by Force Majeure directly or indirectly.
- c. In case of Force Majeure SNGPL for any reason whatsoever will pay no idle time claim.

CONTRACTOR

10. CONFLICT OF INTEREST

- a. Service Provider Agency/Firm warrants that it is not aware of any conflict of interest with respect to the Tender/Contract.
- b. Service Provider Agency/Firm warrants that it does not know of or have reasons to believe that any employee of SNGPL or such employee's dependents have legal or beneficial interest in the business of Service Provider Agency/Firm.
- c. SNGPL agrees that Service Provider Agency/Firm shall be informed of the evidence relied upon by SNGPL in support of the breach of any warranty and shall afford the Service Provider Agency/Firm a reasonable opportunity to explain or to present evidence pertinent to the issue before SNGPL disqualify the Agency/Firm or reject its bid.

11. ARBITRATION

"The Parties shall use their best efforts to amicably settle all the disputes arising out of or in connection with the Agreement or its interpretation. Any difference or dispute arising out of or in connection with the Agreement between the "Company" and the "Contractor" which cannot be amicably resolved shall be referred to Arbitration in Lahore, Pakistan to two Arbitrators, one to be appointed by each party of such dispute. Fee of the Arbitrator appointed by the Company shall be paid by the "Company" and fee of the Arbitrator appointed by the Contractor shall be paid by the "Contractor". In case of the judgment of the said Arbitrators being at variance, the matter shall be referred to an Umpire who shall be appointed by both said Arbitrators. The Umpire shall be a retired Judge of a High Court or the Supreme Court of Pakistan. Fee of the Umpire shall be paid half by the Company and half by the Contractor. The Arbitration shall be conducted under the provisions of the Arbitration Act, 1940.

The Agreement shall be governed under the laws of Pakistan and the arbitration language shall be English.

During the course of arbitration, "Contractor" shall not suspend the performance of its responsibilities and obligations under the Agreement unless authorized by the "Company" to do so".

12. TERMINATION OF CONTRACT

The Company shall be entitled to terminate this Agreement: (1) if the contractor violates any provision of this Agreement or any provision of law, rules and regulations applicable to it: or (2) if the Company determines that it is in the Company's interest or the public interest to terminate the Agreement.

- a. In any case, the Company may terminate without assigning any reason and shall give one-month notice in writing to the Contractor.
- b. In case of termination by the Company due to a breach of contract or violation of law by the Contractor, the Company shall give the Contractor a "Warning" and an opportunity to remedy the breach of contract or violation of law within 15 days of notice. If the Contractor fails to take remedial action with 15 days of the notice to the satisfaction of the Company, the Company shall provide a second "Warning" and further 15 days to remedy the breach. Upon expiry of the second warning period the Agreement shall stand terminated.
- c. In case the Contractor wishes to terminate this Agreement the Contractor shall give 90 days' advance notice in writing for termination of this Agreement and provide reasons for doing so.
- d. If the Contractor fails to give 90 days' notice period, SNGPL shall be entitled to confiscate/ enforce each the security deposit/ performance bond of the janitorial company.

CONTRACTOR

13. Blacklisting: In case of any consistent breaches of contract, violation of law, of fraudulent or corrupt practices by the Contractor, the Company shall be entitled to blacklist the Contractor, temporarily or permanently in accordance with law and the Company procedure and mechanism.

14. PAYMENT

- a) The Company will make payment of bills within 30 days upon receipts from janitorial firm through Crossed Cheque.
 - b) Bills in duplicate duly verified by nominated executive should be submitted on **1st of the subsequent month**. Any delay in submitting the bill will result in corresponding delay in payment for which contractor will be responsible.
 - c) Except as otherwise expressly provided in the Contract all "Taxes" including but not limited to, income tax, stamp duty, toll taxes etc. imposed upon the Contractor, its assignee or any of their employees in connection with the Contract by Federal or Provincial Government shall be on account of the Service Provider Agency. Firm / Agency shall indemnify Company against any liability in respect of such taxes.
 - d) All direct taxes, levies, charges, dues or contributions payable to Government, local Authority or any Corporation etc. shall be paid by the "Contractor", being his sole liability.
 - e) General Sales Tax will be applicable as per law.
 - f) **Janitorial firm will be obligated to pay the salaries to all the janitorial staff at all locations of SNGPL by 5th of the subsequent month without depending on the clearance of monthly bills from SNGPL.**
 - g) Payment of minimum wages to Janitorial staff as per labour laws and instructions/ notifications of Federal and Provincial Government will be implemented / ensured by Contractor for which evidence will have to be provided.
 - h) Contractor will provide an undertaking on stamp paper worth Rs. 100/- with his bid documents that he will abide by all prevailing Government / Labor Law's rules and regulations including payment of EOBI, Social Security and minimum wages along with evidence.
 - i) Contractor will also provide monthly Staff Salary Disbursement Certificate, confirming that he had paid salary to his all staff deployed at all locations on or before 5th of each succeeding month.
- 15.** The successful contractor, on whom contract will be placed, shall be bound to provide the services strictly in accordance with the terms and conditions of the contract. In case of failure to comply with any of the terms and conditions of the contract SNGPL reserves the right to stop future business dealing with them and de-list their names from the list of Company's approved suppliers, in additions to levy of other penalties as per terms of contract.
- 16.** Period of the contract shall be initially for **One Year**, which may be extended further for period of one year on existing terms and conditions/rates as per mutual agreement of both parties.
- 17.** The contractor shall pay salaries to janitorial staff through documented channels i.e. banks accounts/ electronic means by 5th of the succeeding month. SNGPL shall reserve its right to ask for provision of evidence of payment of salaries to janitorial staff to its satisfaction, if so required during the currency of contract.
- 18.** In case of Contract, the Contractor shall be sole responsible for payment of Social Security & EOBI etc. for the workers engaged against the contract. However, the Company may ask the Contractor to provide copies of duly paid Challans of Social Security & EOBI for Workers / janitors engaged against the Contract.
- 19.** Collection, storage and disposal of hazardous and non-hazardous waste at proper place as per procedure.
- 20.** The contractor shall depute/provide trained, medically fit workers/janitors. The workers including supervisors so provided should have National Identity Card.

21. The workers including supervisors must wear proper & clean uniform with shoes during the duty hours/time.
22. The contractor shall arrange training of the workers.
23. The contractor shall provide High Quality Janitorial Services as per requirement of the Company.
24. It is contractor responsibility to take measures as per general procedure of HSE in view of the Environmental Health safety laws and regulations, which is available at www.sngpl.com.pk
25. To ensure that contractor obtains 3rd party insurance to cover such incidents.
26. The contractor will obtain third party insurance cover for its manpower against work related accidents involving injuries / fatalities.
27. The contractor will provide portative gear to its workers to avoid accident resulting in injuries / fatalities.
28. The contractor will not with hold any part of salary, benefits property or documents of his personal in order to force such personal to continue and he will not have engaged in or support human trafficking.
29. All terms & conditions of tender documents are integral part of this contact.
30. The contractor shall be liable to pay compensation to his staff / labour in case of any major injury disability and fatality category wise as under.

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| a. In case of major injury (Injury leading to Temporary Disablement) | Payment of ½ of the monthly wages till the recovery of temporary disablement or for a maximum period of one year, whichever is less. |
| | Payment of 1/3 of the monthly wages till the recovery of chronic ill health / disease or for a maximum period of 5 years, whichever is less |
| b. In case of Disability (Permanent) | Rs.500,000/- |
| c. Fatality | Rs.500,000/- |

Failure to compliance against HSE initiative at operational sites will lead to blacklisting of a contractor through following disciplinary actions.

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| e. 1 st Violation | Warning Letter |
| f. 2 nd Violation | Deduction of Rs.5000/- |
| g. 3 rd Violation | Deduction of Rs.20,000/- |
| h. 4 th Violation | Blacklisting as per procedure mentioned in clause No.13. |

GENERAL

Any other duty assigned on daily / monthly / quarterly basis to carry out your contractual obligations.

CONTRACTOR

Signature / Stamp

Designation