



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan

Telephone (021) 9203866-85 Fax (021) 9203796

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RFQ No	CSA4885SZR	
DATE	22.06.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100017106

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

07.07.2026

BY
(Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith Rs. _____ EARNEST MONEY %
PO/DD NO. _____

Title: Operational Services Required for Company Operated Outlet Sites for Central & North Region

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<u>Punjab PSO Riasat FS Lahore</u>	<u>PSO House</u>				
1.01	<u>Administration / Accountancy Services</u> (02) Services		<u>MON</u>	12		
1.02	<u>Operational Services Cash/Credit Handling</u> (02) Services		<u>MON</u>	12		
1.03	<u>Operational Services-Refueling/Traffic</u> (19) Services		<u>MON</u>	12		
1.04	<u>Janitorial Services</u> (02) Services		<u>MON</u>	12		
1.05	<u>Cash Management Services</u> Annexure A PSO Riasat FS Lahore		<u>MON</u>	12		
2	<u>M/s Palai Service Area North</u>	<u>PSO House</u>				
2.01	<u>Administration / Accountancy Services</u> (01) Service		<u>MON</u>	12		
2.02	<u>Operational Services Cash/Credit Handling</u> (01) Service		<u>MON</u>	12		
2.03	<u>Operational Services-Refueling/Traffic</u> (10) Services		<u>MON</u>	12		
2.04	<u>Janitorial Services</u> (02) Service		<u>MON</u>	12		
2.05	<u>Cash Management Services</u>		<u>MON</u>	12		
3	<u>M/s Daniyal Petroleum</u>	<u>PSO House</u>				
3.01	<u>Administration / Accountancy Services</u> (02) Service		<u>MON</u>	12		
3.02	<u>Operational Services Cash/Credit Handling</u> (02) Service		<u>MON</u>	12		
3.03	<u>Operational Services-Refueling/Traffic</u> (21) Services		<u>MON</u>	12		
3.04	<u>Janitorial Services</u>		<u>MON</u>	12		



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3.05	(01) Service Cash Management Services		MON	12		
4	M/s BTR	PSO House				
4.01	Administration / Accountancy Services		MON	12		
4.02	(02) Service Operational Services Cash/Credit Handling		MON	12		
4.03	(02) Service Operational Services-Refueling/Traffic		MON	12		
4.04	(20) Services Janitorial Services		MON	12		
4.05	(01) Service Cash Management Services		MON	12		
<p>"AGREEMENT FOR OPERATING COMPANY OWNED RETAIL OUTLETS</p> <p>This Agreement for Operating Company Owned Retail Outlets (the "Agreement") is made on this _____ of _____ 2026 at _____</p> <p>~BY AND BETWEEN~</p> <p>Pakistan State Oil Company Limited, a public limited company incorporated and functioning under the laws of Pakistan having its registered Office at PSO House, Khayaban-e-Iqbal, Clifton, Karachi <(>,<)> (hereinafter referred to as the "Company", which expression, unless repugnant to the subject or context, shall mean and include its successors-in-interest and permitted assigns) of the First Part;</p> <p>AND</p> <p>_____, a private/public limited company incorporated and functioning under the laws of Pakistan, having its registered office at</p>						



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	<p>_____ through Mr. _____, holding CNIC No. _____, (hereinafter referred to as the "Operator" which expression shall mean and include its successor-in-interest and permitted assigns), of the Other Part;</p> <p>The Company and the Operator are hereinafter collectively referred to as the "Parties" and individually as the "Party".</p> <p>RECITLES WHEREAS</p> <p>A.,The Company owns [03] Retail Outlets details whereof is mentioned in the Annexure-A hereof;</p> <p>B.,The Company desires to run and operate the said Retail Outlets through some Operator. In this regard the Company floated a tender on _____ for the procurement of said Services;</p> <p>C.,In response to the said tender the Operator submitted his bid which was determined to be the most advantageous bid, therefore, the Company desires to award this Agreement to the Operator subject to the terms and conditions as mentioned herein.</p> <p>NOW THEREFORE THE PARTIES AGREE AS FOLLOWS:</p> <p>Article 1: Definitions:,,</p> <p>1.1., "Agreement" means this Agreement entered into between the Company and the Operator, as may be amended in writing from time to time with mutual consent of both the Parties;</p> <p>1.2., "Business Day" means any day other than Saturday, Sunday or any other holiday which is announced by the Federal Government as public holiday.</p> <p>1.3., "Facilities" means the depots, installations and warehouses of the Company from Petroleum Products are supplied to the Retail Outlets for</p>					



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	<p>sale to the customers;</p> <p>1.4., "Petroleum Products" means and includes motor gasoline, High Speed Diesel, Lubricants and any other product which the Company desires to be sold to the customers at the Retail Outlets. The term Petroleum Product means anyone of them;</p> <p>1.5., "Retail Outlets" means the petrol pumps owned by the Company which are more particularly described in Annexure-A hereof and the terms Retail Outlet means anyone of them; and</p> <p>1.6., "Manual" means the Procedures, guidelines & Standards of the Company regarding operations of Retail Outlets, which may be amended, in writing, from time to time. For ease of the Parties, a copy of Manual is attached herewith as Annexure-B.</p> <p>Article 2: Scope of Services:</p> <p>The Operator shall be solely responsible for the comprehensive day-to-day operation and management of the Company's designated Retail Outlets, and shall render all operational, administrative, supervisory <><> financial, reporting and janitorial services required to ensure efficient, safe, and customer-centric functioning of the premises.</p> <p>1., Administrative / Accountancy Services</p> <p>a), Retail Outlet Operations & Supervision. The operator shall</p> <p>., Ensure uninterrupted, efficient and cost-effective operations of the Retail Outlets;</p> <p>., Maintain staff schedules, manage attendance and shift rotations, and ensure continuous presence of an operational resource at each site</p> <p>., Handle grievance resolution and ensure that high standards of customer service are maintained.</p> <p>., Supervise forecourt staff to ensure safe, efficient fuel dispensing;</p>					



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	<p>assist when required and address customer service issues promptly.</p> <p>".,Coordinate with Company representatives for inspections, product supply, reporting, and site-specific operational needs.</p> <p>".,Ensure proper housekeeping, cleanliness, and overall upkeep of fuel and non-fuel facilities at the Retail Outlet.</p> <p>".,Monitor the physical condition of site infrastructure and equipment <(>,<)></p> <p>ensuring prompt reporting and follow-up for any maintenance issues.</p> <p>".,Train site staff on SOPs, customer service standards, personal hygiene, and use of PPE, ensuring safety protocols are followed at all times.</p> <p>".,The Operator shall ensure that its employees/staff shall exercise due care while handling the Company's premises, equipment and assets.</p> <p>b),,Reporting & Compliance. The operator shall</p> <p>".,Ensure accurate display of product prices and promotional materials in accordance with Company guidelines.</p> <p>".,Ensure smooth supply of the Petroleum Products to the public as supplied by the Company from the Facilities.</p> <p>".,Ensure compliance with HSE policies, including proper shunting procedures, fueling of 2- and 3-wheelers, tank lorry decantation, and mandatory PPE usage at all times.</p> <p>".,Not do or permit to be done on the Retail Outlets, any act or thing which may endanger the grant or validity of license/approval under the authority of which the Petroleum Products are stored or sold at the said Retail Outlets.</p> <p>c),,Product Handling & Quality Control. The operator shall</p> <p>".,Ensure stock management including timely requisition of product(s) from concerned Facilities of the Company. Safe custody and security of the available Petroleum Products shall be the sole responsibility of the Operator.</p> <p>".,Maintain accurate inventory records, ensuring stock reconciliation (opening stock, receipts, sales by cash/electronic means, closing stock <(>,<)></p>					



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	<p>and variances).</p> <p>","Receive, decant and dispense Petroleum Products of the Company as per standard operating procedure of the Company which is available in the Manual. The Operator shall not adulterate the Petroleum Products supplied by the Company and at all times shall take necessary measure and precautions to ensure that said products are kept free from water <(>,<)></p> <p>dirt and other impurities and are received from the Facilities in accordance with the applicable laws and best industrial practices;</p> <p>","Ensure that no petroleum products other than those supplied by the Company are stocked, sold, or marketed from the Retail Outlet.</p> <p>","The Operator shall be responsible for and shall bear the risk for all Petroleum Products delivered to the Retail Outlets by the Company from the time of delivery thereof into the storage tanks of the respective Retail Outlets.</p> <p>","Not supply any Petroleum Products from the storage tanks of the Retail Outlets except into fuel tanks of motor vehicles coming for the purchase of such Petroleum Products at the said Retail Outlets.</p> <p>d)","Accounting & Documentation. The operator shall</p> <p>","Maintain complete bookkeeping in accordance with the CORO Manual and ensure daily updates to the CORO Accounting System without delay.</p> <p>","Ensure accurate record-keeping and safe custody of all financial documents related to Retail Outlet operations, including deposit slips <(>,<)></p> <p>invoices, bills, credit/debit card slips, and bank deposit receipts.</p> <p>Also ensure proper processing, reconciliation, and daily settlement of electronic payments (e.g., credit/debit cards, PSO fuel cards) through the POS system, with complete supporting documentation.</p> <p>","Ensure timely daily, weekly, and monthly reporting to the Company through designated focal persons of the Operator for each Retail Outlet. This includes preparation and submission of all required sales and operational reports, as well as any additional reports requested by the Company from time to time. The focal person of the Operator at each retail outlet shall also provide to the Company:</p>					



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	<p>(a),,Quantitative reconciliation (i.e. Opening stock, receipts from the Company, Sales through cash, Sales through electronic payment system <(>,<)> closing stock and variation thereof if any;</p> <p>(b),,Sales reconciliation with the payment deposited in Company's bank account(s);</p> <p>(c),,Tank gauge reading and meter readings;</p> <p>(d),,Entries in CoRo Accounting System on regular basis without delays;</p> <p>(e),,Daily Gain/Loss Reports;</p> <p>(f),,Sample handling duly signed and stamped.</p> <p>(g),,Tank lorry decantation record;</p> <p>(h),,The compliance of all ISO Audit Requirements; and</p> <p>(i),,Any other information that the Company may require from the Operator to satisfy itself that operations of the Retail Outlets are being conducted effectively and efficiently as per terms of this Agreement.</p> <p>2.,,Operational Services Operational services at the retail station shall be divided into the following key sub-functions, all aimed at ensuring forecourt efficiency, safety, and customer satisfaction. Each of these sub-functions is essential to the seamless operation of the Retail Outlet. The Service Operator shall ensure that trained and courteous personnel are deployed at the forecourt to deliver these services in line with company standards and safety protocols.</p> <p>a),,Cash or Credit Card Handling Services (Forecourt Level)</p> <p>","Accurately handle cash transactions at fuel dispensing units Issue proper receipts for each transaction in accordance with company SOP.</p> <p>","Accept cash, credit/debit cards, or fleet cards at the forecourt where applicable and ensure proper issuance of system-generated receipts for each transaction.</p> <p>","Ensure cash collected aligns with fuel dispensed; report discrepancies if any immediately to the supervisor.</p> <p>","Maintain proper record of sales, ensure safe custody of cash till it is deposited or handed over at end of each shift.</p>					



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	<p>".,Safeguard all payment-related equipment (e.g., card machines, POS devices).</p> <p>".,In case of fraudulent transactions, if any, through credit/debit and/or PSO fuel cards, the amount will be recovered from the Operator's pending bills, performance guarantee or via cheque payment unless it is proved to the satisfaction of the Company that said fraudulent transaction took place due to the gross negligence or willful misconduct of Company's employee(s).</p> <p>b)„Refueling Services / Traffic Guiding Services Fuel attendants shall:</p> <p>".,Dispense fuel safely, efficiently, and accurately as per customer requests & company SOPs.</p> <p>".,Handle dispensing nozzles with care, ensuring compliance with all Health, Safety & Environment (HSE) guidelines during fueling operations.</p> <p>".,Maintain cleanliness around dispensing areas, promptly addressing and cleaning any minor spills to prevent safety hazards.</p> <p>".,Clean customer windshields as part of the Company's value-added service offering, ensuring it is performed efficiently without causing delay to fueling operations.</p> <p>".,Actively promote and facilitate the sale of lubricants and other ancillary products, contributing to the overall performance of the Retail Outlet.</p> <p>".,Adhere to all safety protocols and operational standards, embodying the Company's WOW philosophy to consistently deliver a premium-><- customer-centric service experience.</p> <p>".,Engage in courteous and professional customer interaction, addressing queries and offering minor assistance to ensure a seamless and welcoming service environment.</p> <p>".,Guide incoming vehicles to available fueling bays to optimize throughput.</p> <p>".,Prevent congestion during busy periods and assist in managing vehicle queues.</p> <p>".,Direct heavy vehicles appropriately and ensure they do not block site access.</p>					



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	<p>".,Support safety by ensuring smooth vehicle flow and preventing accidents.</p> <p>".,Assist customers, especially elderly or differently-abled drivers, in positioning vehicles.</p> <p>3.,, Janitorial Services: The operator shall</p> <p>".,Ensure cleanliness and hygiene in all areas of the petrol station including:</p> <p>o.,,Forecourt and fuel dispensing areas</p> <p>o.,,Washrooms and customer service areas</p> <p>o.,,Office and staff restrooms</p> <p>".,Regular garbage disposal and upkeep of waste bins.</p> <p>".,Perform periodic deep cleaning activities and pest control (if included in scope).</p> <p>".,Keep cleaning supplies stocked and maintained.</p> <p>4.,,Cash Management Services (Mainly cash van facility): The operator shall</p> <p>".,Sell Company's Petroleum Products at the prices and as per given Manual of the Company on the basis of either cash or electronic payment method approved by the Company from time to time.</p> <p>".,Deposit daily collections as per the company's defined process and timelines.</p> <p>".,Maintain cash books and reconciliation sheets.</p> <p>".,Report any discrepancies or irregularities immediately to the designated company official.</p> <p>_____</p> <p>General Scope and operator obligations: The Operator shall:</p> <p>2.1.,,Not have any interest in the said Retail Outlets except as stated herein. The Operator shall not sell, mortgage, hypothecate, charge</p>					



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	<p><(>,<)> assign, transfer, grant any license, or otherwise deal with the said Retail Outlets and the equipment installed thereon, to any person, firm or company, nor allow anyone to use the same except his duly authorized employees for the sole purpose of fulfilling the obligations of the Operator under this Agreement.</p> <p>2.2.,Fully perform his responsibilities assigned to him by the Company <(>,<)> if any, under this Agreement in respect of Non-fuel Retail (NFR) businesses at the Retail Outlets. These NFR business includes, but not be limited to Tyre shop, Shop Stop/Convenience Stores, Service Station <(>,<)> ATM, Quick Service Restaurants, any franchise etc. It is clarified that the Company may at its own discretion either appoint any operator to run the NFR business or it may carry on any such business on its own.</p> <p>2.3.,Not raise any objection on to engagement of any person by the Company to run the CNG / EV / LPG facility at the Retail Outlets.</p> <p>2.4.,be responsible to pay the Company via cheque payment or amount will be deducted from the Operator's bills in the event of any Losses of Retail Outlets, embezzlement/misappropriation/mishandling of cash / stocks / asset by the employees / staff of the Operator, deputed at that Retail Outlets.</p> <p>2.5.,shall withdraw all his services from the Retail Outlets upon the expiry and/or early termination of this Agreement and handover vacant peaceful possession of the Retail Outlets together with all equipment <(>,<)> fittings, fixture, machinery, records, books and cash to the Company, so that the new operator may take over the Retail Outlets free from all obligations/liabilities. Any outstanding amount against the Operator highlighted during reconciliation will be forthwith paid by the Operator</p>					



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	<p>to the Company failing which the Company may at its sole discretion deduct the said amount from the performance guarantee, pending bills or any other amount of the Operator pending with PSO.</p> <p>2.6.,,Accept the same service rate in case of adding any new Retail Outlet in Annexure A of this Agreement. However, number of services may vary with the increase/decrease of Retail Outlets sales and/or of nozzles (irrespective of being quardro/dual units). The number of Retail Outlets may increase over and above the line items amounting to less or maximum to 10 (anticipated count not fixed) and should be charged only from effective operational date of respective Retail Outlet.</p> <p>2.7.,,be fully responsible for all the actions of his staff at the Retail Outlets including but not limited to the theft, fraud, embezzlement, or misappropriation of cash, Petroleum Products or any other assets of the Company. The Operator shall ensure the efficient operations of the Retail Outlets and his representative at the Retail Outlets shall follow the relevant instructions of the Company regarding safety, security and dressing.</p> <p>2.8.,,shall ensure that all his personnel deployed at the Retail Outlets are in proper uniform, possess valid Computerized National Identity Cards (CNICs), and have undergone police verification/clearance. No individual shall be assigned duties without completion of these formalities.</p> <p>Article 3: Term: Unless otherwise terminated earlier in accordance with clause 12.1, this Agreement shall remain in force for a period of one (01) year commencing from _____.</p> <p>Article 4: Indemnity: 4.1.,,The Operator shall keep the Company, its management, employees</p>					



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	<p><(>,<)> consultants, contractors, staff etc. fully safe, harmless and indemnified from and against all liabilities, actions, suits<(>,<)> proceedings and claims that may arise in connection with the services or the operation of the Retail Outlets undertaken by the Operator hereunder. The Operator shall also indemnify the Company, its management, employees, consultants, contractors etc. from and against any other party (including the Operator's workers/staff/ employees) whether directly or indirectly relating to the subject matter of this Agreement. The Operator shall also indemnify the Company, its management and employees from any third party's claim, actions, suits, or proceedings including but not limited to the customers in respect of any incident occurred at the Retail Outlets, which may result into damage/loss/injury to life and/or property of such third party due to any negligent act/commission/omission of the staff of Operator. The Operator shall exclusively pay all claims/compensation to other persons and/or third party for damage/injuries caused by any of its workers during the course of his employment with the Operator at the Retail Outlets.</p> <p>4.2.,The Operator shall at all times keep the Company fully safe<(>,<)> harmless and indemnified against all actions, suits, proceedings<(>,<)> claims, losses, damage, accident, fire, injury, fatality and demands made against the Company by any person, firm or entity/ governmental authority in respect of operation of the Retail Outlets under this Agreement.</p> <p>Article 5: Indenting Procedure (Fuel & Lubes): The indenting procedure shall be in line with the Manual attached herewith.</p> <p>Article 6: Operational Variation: 6.1.,It is understood and agreed between the Parties that normal</p>					



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Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED		
	ON (Date)	07.07.2026	BY (Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Operational Services Required for Company Operated Outlet Sites for Central & North Region

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	<p>operational loss /gain in the quantity of the Petroleum Products may occur due to nature of such products and/or weather conditions.</p> <p>6.2.,The Operator shall be responsible to report the loss/gain position of each fuel station to the Company on daily basis.</p> <p>6.3.,Normal operational loss/gain in stock shall be to the account of the Company. However, any operational loss in stock beyond the following limits shall be treated as loss and will be to the account of the Operator:</p> <p>"HSD,,,,= 0% "Petrol & HOBC,,= 0.3% of sales "Lubes,,,,= 0%</p> <p>The Parties understand that such excess losses are generally indicative of product mishandling, procedural lapses, or potential fraudulent activity, and will be subject to recovery from Operator by the Company.</p> <p>6.4.,Reconciliation of loss/gain position of the stock on each Retail Outlet shall be carried out on daily basis, however, any recovery from the Operator under Article 6.3 above shall be made, from the Operator's monthly bills, on the basis of cumulative reconciliation of loss/gain position of each Retail Outlets at the end of each month for the respective Petroleum Product. In case of unit malfunctioning, sales from that particular unit(s) shall be suspended immediately by the Operator and the Company will be informed immediately to repair the malfunctioning of equipment or replace the same, if needed.</p> <p>6.5.,The Operator shall not transfer any lubes stock of any Retail Outlet to any other Retail Outlet without written approval from the Company.</p> <p>6.6.,In case of loss beyond acceptable limits, the Operator shall make good all such losses to the entire satisfaction of the Company. In this</p>					



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	<p>regard the Company may deduct any amount from the pending bills or the Operator or encash and forfeit its performance guarantee.</p> <p>Article 7: Standards:</p> <p>7.1.,The Operator shall provide high standard of services at the Retail Outlets as more particularly described in the Annexure-B i.e. Manual. The Operator shall faithfully observe and comply with all the requirements/services as detailed in the Manual including but not limited to the Administrative services, Accountancy service, Operational Services, Janitorial Services and Cash Management Services , etc. The Operator shall also comply with all the directions, instructions and policies of the Company as and when communicated to the Operator for the purpose of compliance.</p> <p>7.2.,The Operator shall employ sufficient number of his own capable attendants/personnel to provide uninterrupted and efficient services required as per the preceding paragraph and this Agreement. The Operator shall alone be responsible to authorize, allow or appoint any number of persons with relevant competencies and qualification after due diligence, which may be required to fulfill the obligations under this Agreement. The Operator shall alone be responsible to authorize, allow or appoint any number of persons, which may be required to perform the obligations of Operator under this Agreement on behalf of the Operator. The Operator shall pay the salary and remuneration, and exercise control and supervision of the attendants/personnel appointed by him to discharge his obligations hereunder. The Company shall have no connection or interference whatsoever with the persons so appointed <(>,<)> allowed or authorized and kept by the Operator in relation to this Agreement. The staff of the Operator shall work under the exclusive control and supervision of the Operator and shall be required to be available at the Retail Outlets every day and at all days. The Operator shall share a list of names of his attendants/personnel working at Retail Outlets with the Divisional Manager Commercial Sales of the concerned Division of the Company. Any change of attendants/personnel at</p>					



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	<p>any Retail Outlet by the Operator shall be immediately notified to the relevant Divisional Manager Commercial Sales of the concerned Division of the Company.</p> <p>7.3., Workforce deployed by the Operator must correspond with the number of product dispensing points, and/or, Sales of the particular outlet <(>,<)> customer flow and required level of customer service standards at each Retail Outlet for which the Operator shall provide a detailed break up to ensure smooth and uninterrupted operational activity at the Retail Outlets. In case due to any additional Services for enhancing sales or if Dispensing Units/points at any particular Retail Outlet are added or decreased keeping in view the sales/customer flow at any Retail Outlet and Company's business needs, the Operator will be required to deploy additional services / or decrease services as per business requirement (irrespective of quadro/dual unit), for which Operator will be entitled to charge additional service charges for those particular services or reduce the service charges, as the case may be. However, if there is any need of reduction in services, then an equivalent service cost shall be deducted from the Operator. The rate of providing the services would remain the same (fixed) but the count of services may vary, as per business requirements/needs of the Company, which shall be communicated to the Operator by the Company on as and when required basis.</p> <p>7.4., The workers employed by the Operator shall be the Operator's employees who shall be responsible for their number, terms and conditions of services and any other liability, which accrue under the law of the land. Such workers shall not be in any manner considered or pose to be the employees of the Company for any purpose and the Company shall not be liable towards them on any account whatsoever. The Operator shall be the sole authority to regulate his employees/ personal timings <(>,<)> work, appointment, discharge, terminate, layoff, retrench, take disciplinary action, dismiss etc. in relation to this Agreement.</p>					



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	<p>7.5.,The Operator shall ensure that nozzles on both side of the DU at a Retail Outlet are simultaneously operatable and all the requisite resources are made available in this regard by the Operator.</p> <p>7.6.,If the Services of the Operator at any Retail Outlet are found to be non-complied by the Operator, the Company reserves the right to impose penalties as a deduction from the monthly service charge of that Retail Outlet as follows: 1% deduction if the non-compliance is not rectified within the time intimated by the Company. In case it is not complied within stipulated Turn Around Time (TAT) then it will be counted as 1st instance. Subsequent to this, 2% deduction of monthly service charge on 2nd instance will be applicable and so on. 3% penalty on 3rd instance and then maximum 5% penalty on any instance after that in case compliance is not ensured by Operator. The Operator understands that the Company shall be the sole judge to determine as to whether the Services provided by the Operator are satisfactory or non-complied.</p> <p>Timeframe for Turnaround (TAT) Priority 2 Days Important / Crucial 4 Days Mediocre / Average 7 Days</p> <p>7.7.,In case of increase/decrease in Operator's expenses due to fueling points/dispensing units/nozzles and or traffic guiding services at any fueling station etc. the Company shall be at liberty to review the expense heads quarterly and if justified, may be adjusted accordingly.</p> <p>7.8.,Indirect Government taxes and levies will be subject to revision by the Company as per the prevailing rates of the Federal/Provisional Governments.</p> <p>7.9.,The Operator shall follow appropriate/required procedure for Handing/taking over of the operations of Retail Outlets from one shift to another shift of his staff.</p>					



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	<p>Article 8: Status of Operator and Operator's Employees:</p> <p>8.1.,The workers/staff/labor employed by the Operator shall exclusively be the Operator's own employees, who shall be responsible for their number, working hours, hiring, firing and all other terms and conditions in relation to their service with the Operator and the Operator shall also be responsible for any other liability relating to his employees <(>,<)> which may accrue under the law of the land from time to time. Such staff/employees shall not be in any manner considered or pose to be the employees of the Company for any purpose and the Company shall not be liable towards them on any account whatsoever. The Operator shall be the sole authority to regulate his employee's/personnel timings, work<(>,<)> appointment, discharge, terminate, layoff, retrench, take disciplinary action, dismiss etc. in relation to the operations undertaken by the Operator provided that laws of the land are followed. The Operator may install electronic attendance system at the Retail Outlets at his own cost and expense for monitoring purpose of his employees.</p> <p>8.2.,The personnel employed by the Operator to perform its obligations under this Agreement shall be the Operator's employees for all intents and purposes. No relationship of employer and employee shall be deemed to exist between the Operator's employees and the Company due to any reason whatsoever.</p> <p>8.3.,The Operator undertakes the responsibility to observe all the applicable labor laws of the Federal and Provincial Governments with respect to his employees working at the Retail Outlets. If there be any default, contravention, difference, dispute or any matter arising or claims so arise relating to any right or benefit allowed or available to the employees/persons/personnel of the Operator, the same shall be claimed from and paid/allowed by the Operator. The Operator shall maintain the requisite records with respect to the compliance of laws relating to the benefits of his workers.</p>					



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	<p>8.4.,The Operator shall solely be responsible for:</p> <p>a),,Appointments & terminations of its employees;</p> <p>b),,Supervision & control of its employees;</p> <p>c),,Salaries, any other remunerations and benefits to his staff/employees like Gratuity, Group Life Insurance, Medical Assistance <(>,<)></p> <p>Leaves, workmen's compensation, Employees Old Age contribution (EOBI) <(>,<)></p> <p>social security contributions, education cess etc.;</p> <p>d),,The deductions of any taxes or levies under any laws in relation to its employees;</p> <p>e),,Any act or omission by its employees, which may result in any loss or damage to the Company or any other party;</p> <p>f),,Compliance by the Operator and its employees with all applicable laws of the land which inter alia includes Labour Laws, Weights <(>&<)> measure, labour welfare department laws, Minimum wages ordinance/notifications, Environmental laws & OGRA rules <(>&<)> standards;</p> <p>g),,Any liabilities, fines, penalties & legal cost incurred due to incompliance of 8.3 (f) shall be borne by the Operator. The operator shall directly pay such amount to the relevant authority at the earliest and within due time so that no partial or complete downtime occurs.</p> <p>h),,Maintaining Insurance cover for its employees as required by the Company and any Local Laws;</p> <p>i),,Maintaining records of its employees as required under any local</p>					



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	<p>laws or regulations;</p> <p>j),,Conduct and maintain complete documentation, particularly perform security checks / background police verifications of every deputed personnel and shall ensure continuous monitoring and vigilance over the performance of its staff working at the Retail Outlets for an on behalf of the Operator.</p> <p>k),,Compliance with all laws of the land as revised from time to time which are necessary or relevant for the performance of this Agreement by the Operator.</p> <p>l),,Provision of necessary training to its staff deputed for effective customer services at the Retail Outlets.</p> <p>m),,Maintaining quality of customer services, neatness/cleanliness of its deputed staff & forecourt area and wash rooms at all times and all the requisite resources are made available in this regard by the Operator. In case of any complaint received through any quarter regarding customer services or cleanliness of the Retail Outlets(>,<)> landscaping or washrooms, the Operator shall be sole responsible for the consequences of the said complaint and shall also ensure prevention of such occurrence in future. Shortage of cleaning services/material at all Retail Outlet will not be accepted and it is the sole responsibility of the Operator to keep cleanliness on the Retail Outlet. The Operator shall make available sufficient quantities of cleaning materials at every Retail Outlet.</p> <p>n),,The Operator shall also bear all the losses incurred by the Company due to negligent, intentional or unintentional act/ omission / commission of any illegal or unlawful act by any of its staff / representative in relation to the Retail Outlet.</p> <p>o),,If there are more than -05 customer services complaints received through Company's TaaLuq or through any other source in a month of a</p>					



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	<p>particular Retail Outlet, without prejudice to the rights available to the company under the law and other provisions of this Agreement<><> company shall have the right to deduct 10% from the Operator's service charges against the relevant service through the bill of subsequent month of that particular Retail Outlet. The Operator shall be fully responsible for any accident fatal or otherwise caused to the Company and/or any third party, while executing the work by himself, his staff and /or his representatives under this Agreement. In all such cases <><> compensation payable to the claimant shall be to the Operator's account and the Operator shall keep the Company absolutely indemnified and hold it harmless from and against any such responsibilities.</p> <p>p),,The Operator shall pay its employees/staff the monthly wages as per government's latest notification maximum by 1st week of each month <><> whether the contractors previous bill is processed and paid or not. Contractor will not link his staffs' salaries to payment from the company.</p> <p>q),,The Operator shall also require to send billing invoice to the Company by 1st week of each month. Including proof of statutory benefits and payment invoices of EOBI, SESSI, ESSI etc.</p> <p>8.5.,,It is specifically agreed and understood that the relationship between the Company and the Operator is restricted and confined in respect of rendering services under this Agreement only and no agency or employee-employer relationship exists nor shall be deemed to exist between the Operator and the Company.</p> <p>8.6.,,Neither the Operator is an employee of the Company nor any of the staff/personnel employed by the Operator in relation to this Agreement shall be deemed to be the employee/workman of the Company in any manner whatsoever.</p>					



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	<p>8.7.,,The Operator specifically undertakes that it shall not engage/hire/employ any child below the age of eighteen (18) years or an adult above the age of sixty (60) years, while discharging its obligations under this Agreement.</p> <p>Article 9 Security:</p> <p>9.1 The Operator fully acknowledges that any embezzlement/fraud done by any of the Operator's deputed personnel/staff shall exclusively be borne by the Operator and the Operator shall be liable and responsible to pay to the Company to make good any loss in this respect. If the amount of Performance guarantee, submitted by the Operator, is found insufficient to discharge the financial obligations of the Operator, the Company shall have the right to withhold/recover any such amount from the pending bills of the Operator and it shall be without prejudice to the rights available to the Company under this law for the time being inforce.</p> <p>9.2 The Operator shall also be liable to pay to the Company any such amount outstanding against the Operator hereunder, which is recoverable from the Operator under this Agreement, which is not covered herein above.</p> <p>9.3 The Company shall also have the right to utilize the performance guarantee of the Operator in its normal course of business, for which the Operator shall not be entitled to claim any interest amount thereon.</p> <p>9.4 The Company shall have the right to recover any outstanding amount from the Operator by availing remedies available under the law, if he fails to pay the same to the Company in normal course.</p> <p>Article 10 Observance of Law:</p> <p>10.1 The Operator shall be directly responsible for the strict observance of the Petroleum Act, 1934, Petroleum Rules, 1937 and all</p>					



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	<p>other enactments/legislations in force at present or made applicable in future relating to business of Retail Outlets and all other laws of the land and the rules, regulations and/or directions and instructions of the Company from time to time applicable and conveyed to the Operator. The Operator shall also comply with all applicable labour laws and amendments made therein from time to time, either by Federal or Provincial Government and in case of any violation thereof the Company reserves its right to take appropriate action against the Operator including but not limited to imposing penalty, recovery from pending bills and forfeiture of security deposit in case of noncompliance of this Agreement by the Operator.</p> <p>10.2 Should the Operator or any of its workers fail to comply with any of the provisions of the law of the land or the rules, regulations <(>,<)> directions and instructions prescribed by the Company in this behalf and in consequence thereof the Company is called upon to pay any penalty under the law of the land by any legal authority, the amount of such penalty relating to operation of the Retail Outlets shall be paid by the Operator or recovered from the Operator if it is paid by the Company. However, any amount/ penalty/ arrears relating to its staff shall be paid by the Operator directly to the relevant department/authority.</p> <p>Article 11 Jurisdiction:</p> <p>11.1 This Agreement shall be governed and construed in accordance with the laws of Islamic Republic of Pakistan. It is specifically agreed that in case of any claim and/or dispute(s) arising out of this Agreement <(>,<)> the Courts at Karachi shall have the exclusive jurisdiction to try and entertain any such claim/suits/disputes.</p> <p>Article 12 Safekeeping:</p> <p>12.1 The Operator shall be fully responsible for the security, custody</p>					



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	<p>and safekeeping of the Company's equipment, Petroleum Products, cash and other properties. The Operator shall make good to the Company any loss caused to the Petroleum Product, property, cash and/or the equipment of the Company at the Retail Outlet due to the negligent handling by him or any of his workers/staff/representative.</p> <p>12.2 The Operator shall carry out all the instructions given by the Company from time to time in connection with the operations of the Retail Outlets as listed in the Manual.</p> <p>12.3 The Operator shall ensure that full and proper quantity is delivered to the customers from the dispensing unit(s) installed by the Company on the Retail Outlets and the Company shall not be responsible for any claim against the Company for any loss, damage, cost, charges or expenses which the Operator may at any time suffer by reason of the dispensing units delivering wrong measure/quantity or by reason of the Motor Spirit or High Speed Diesel Oil becoming contaminated in any manner. If at any time the dispensing unit shall be delivering wrong quantity or shall develop any other defect, Operator shall forthwith report such defect in writing to the Company and shall not operate the defective dispensing unit(s) and or any other equipment and its auxiliaries any further until the defect is remedied by the Company.</p> <p>12.4 The Operator shall not sale the Petroleum Products at the Retail Outlets which are acquired from a source other than the Company. The Operator shall also make sure that Petroleum Products shall be sold to the customers at the Retail Outlets as per the price notified by Oil and Gas Regulatory Authority from time to time. In case of overcharging, the Operator shall be fully responsible to the Company and the regulatory authorities. In case if any penalty is imposed on the Company for selling the short measurement of Petroleum Products or overcharging is done from the customers at the Retail Outlets, the Operator shall be liable to pay the amount of such penalty to the concerned authority through PSO. In case the Company is forced to pay the amount of penalty</p> <p><(>,<)></p>					



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	<p>applicable on the Operator under this Article, the Operator shall reimburse the said amount of penalty to the Company failing which the Company shall be entitled to deduct the requisite amount from the pending bills of the Operator or the Company may encash the performance guarantee of the contractor to the extent of such amount of penalty.</p> <p>Article 13 Termination:</p> <p>13.1 Notwithstanding anything to the contrary contained herein, the Company may at its sole discretion terminate this Agreement by giving one (01) month advance written notice to the Operator for such termination. On the termination of this Agreement by the Company, the Operator shall not be entitled to any compensation on account of such termination. However, any termination under this Article shall be without prejudice to the rights accrued in favour of the Company, prior to such termination.</p> <p>Provided further that termination by the Company in consequence of violation of any term & condition of this Agreement, fraudulent activities or any other adverse action of the Operator or its employees or representatives shall be immediate and in such an event, no prior notice would be required.</p> <p>Article 14 General Provisions:</p> <p>14.1 That no advertisement or notice shall be displayed by the Operator in or upon any Retail Outlet or any part thereof to which the approval of the Company has not been previously given in writing and that the Company shall have the right at all times to display its own advertisement and / or advertisement of any other entity to which the Company is under any contractual relationship relating to any non-fuel retail activities in or upon any part of the said Retail Outlets.</p> <p>14.2 The Company shall have the exclusive right to give any part / portion of the Retail Outlet to any other entity for establishing CNG /</p>					



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	<p>EV/ LPG sales and non-fuel retail business activities. It is understood and agreed between the Parties that earnings of such business activities shall be distributable between the Company and the respective entity as per their contractual arrangements and no sharing shall be given to the Operator in this respect.</p> <p>14.3 The Manuals, as amended from time to time by the Company, shall be treated as integral part of this Agreement. Further, contents of the Manuals are in addition and not in derogation to the terms and conditions of this Agreement. However, if there is any inconsistency or conflict between the provisions of this Agreement and those of the Manual, the stipulations contained in this Agreement shall prevail to the extent of such conflict.</p> <p>14.4 Manual may be revised by the Company from time to time under intimation to the Operator and the Operator shall be duty bound to comply with the amended Manual.</p> <p>14.5 The Operator shall be liable for any damage caused due to leakage of any information and misplacement of any paper or file by its deputed personnel.</p> <p>14.6 Nothing in the Agreement shall constitute or be deemed to constitute the Operator or its personnel as the representatives of the Company or constitute or be deemed to constitute the operator as an agent of the Company for any purpose whatsoever and the Operator and/or its personnel shall have no authority or power to bind the Company or to contract in the name of or to create any obligation or liability against the Company in any way or for any purpose whatsoever. Further, the Operator shall not incur any liability on behalf of the Company or make any Contract binding upon the Company or give or make or purport to give or make any statement, commitment, warranty or representation on behalf of the Company to any person and in any manner whatsoever. The Operator shall always be deemed to be an independent Contractor and all Services rendered hereunder shall be done so in this capacity exclusively.</p>					



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REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100017106

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

07.07.2026

BY
(Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

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	<p>14.7 The Operator shall, to the fullest extent as permitted under the law, indemnify, defend and hold harmless to the Company, its officers <(>,<)> employees, agents, and representatives, from and against any and all losses, costs, penalties, fines, damages, claims expenses (including attorney's fees) or liabilities arising out of, resulting from, or in connection with the services contemplated by this Agreement.</p> <p>14.8 The Company shall have the exclusive right either to add or delete any Retail Outlets from the scope of this Agreement at any stage under intimation to the Operator and the Operator's service charges for those Retail Outlets under this Agreement shall be adjusted/ amended accordingly.</p> <p>14.9 In case of inclusion of any new Retail Outlet under this Agreement <(>,<)> fixed service charges of that Retail Outlet will be based on its sales projection (equivalent / nearest sales volume of Retail Outlet already operating under this Agreement).</p> <p>14.10 The rate of adding a new Retail Outlet will remain fixed based on the number of nozzles (irrespective of being quadro/dual units). The number of Retail Outlets may increase over and above the line items amounting to less or maximum to 10 (anticipated count and is variable and not fixed).</p> <p>Article 15 Pricing & Payment:</p> <p>15.1 In consideration of the services performed and subject to the satisfactory discharge of obligations by the Operator under this Agreement, the Company shall make payments line item-wise, based on the actual services acquired and verified at each Retail Outlet.</p> <p>15.2 Each activity must be properly logged for billing purposes and duly</p>					



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	<p>signed by the respective CORO Incharge. The Operator shall submit the compiled and signed activity logs along with the invoice.</p> <p>15.3 The payment for each service shall be inclusive of all applicable Federal, Provincial, and Local Taxes/Levies/Cesses. The Operator shall have no further claims, demands, or charges of any nature on the Company beyond the agreed consideration, and no additional material or non-material benefits shall accrue to the Operator under this Agreement.</p> <p>Article 16 Compliance:</p> <p>The Operator will:</p> <p>16.1 Operate/run the Retail Outlets, and any other business permitted by the Company uninterruptedly at each Retail Outlet in an efficient<(>,<)> proper and safe manner, with regard to the Petroleum Products stored at the said Retail Outlets;</p> <p>16.2 Comply with the Company's instructions with regard to the safety and security of each Retail Outlet, as set out in the Manual;</p> <p>16.3 Comply with all health, safety and environmental requirements as per the prevalent laws and as in the Manuals or as required in any instructions relating to the use of the Equipment. In this regard the Operator shall make sure that necessary instructions are passed on to his employees working at the Retail Outlets.</p> <p>16.4 Ensure that all of the Operator's staff is aware of HSE standards and guidelines for necessary compliance;</p> <p>16.5 Ensure that the Operator and its staff fully observe and follow the Company's policies with regards to conditions at the Retail Outlets as may be notified by the Company to the Operator from time to time;</p> <p>16.6 The Operator shall be fully responsible for the conduct and behavior of his staff at the Retail Outlets. In case of any behavioural</p>					



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	<p>issue of his staff, the Operator shall immediately replace the services of the said person.</p> <p>16.7 Ensure that at the Operator's own cost, the Operator obtains and keeps in force any permit, certificate or other permit required under any health, safety, security and environmental legislation to operate the Retail Outlets hereunder as per the prevailing laws and regulations.</p> <p>16.8 The Company, at its own discretion may conduct health, safety <(>,<)> security or environmental audits or general compliance audits at each Retail Outlet and the Operator shall be responsible to immediately address all observations pointed out pursuant to such audit.</p> <p>16.9 The Operator shall indemnify the Company from and against any and all losses, damages, claims, expenses, fines and penalties arising out of the Operator's representations in this Agreement being untrue or arising out of the Operator's breach of any of its warranties<(>,<)> indemnities or undertakings given hereunder.</p> <p>Article 17 Arbitration:</p> <p>17.1 In case of any conflict or dispute arising out of this Agreement between the Parties, the matter shall be referred to arbitrator for its resolution under the provisions of the Arbitration Act, 1940 as amended from time to time. Both Parties shall nominate their respective arbitrators, who shall appoint an Umpire prior to start any arbitration proceedings. An award rendered by the majority of the arbitrators shall be final and binding on both the Parties. The cost of each arbitrator shall be borne by the respective Parties and the cost of Umpire shall be borne by both the Parties on equal sharing basis unless otherwise directed by the award. The place of arbitration shall be Karachi. The arbitration proceedings and the award shall be in English Language. The Courts at Karachi shall have the exclusive jurisdiction in relation to the matters pertaining to the Arbitration under this Agreement.</p>					



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	<p>Article 18 Representations and warranties of the Operator</p> <p>The Operator represents and warrants to the Company that:</p> <p>18.1.,the execution, delivery and performance of this Agreement have been duly authorised by all necessary corporate or other organizational actions on its part and do not violate or conflict with any law applicable to it, its organizational documents or any order or judgment of a court or other agency of government applicable to it or its assets;</p> <p>18.2.,its obligations under this Agreement are (subject to applicable insolvency and bankruptcy laws and general principles of equity) legally valid and binding obligations, enforceable in accordance with their terms; and</p> <p>18.3.,it has all necessary governmental, regulatory and other third-party permits, approvals, authorizations and licenses required in connection with the execution, discharge and performance of this Agreement.</p> <p>18.4.,it has the requisite experience and capabilities of discharging his obligation under this Agreement efficiently, safely and securely under the laws of Islamic Republic of Pakistan and has the power and authority to enter into this Agreement.</p> <p>The Operator shall also make sure, at its own cost and expense, that its representations and warranties given to the Company under this Article shall remain valid, binding, intact and enforceable at law during the currency of this Agreement.</p> <p>Article 19. Relationship of the Parties</p> <p>Nothing in this Agreement shall be deemed to constitute a partnership <(,<)></p> <p>joint venture or contract of employment between the Parties, nor constitute either Party the agent of the other. Neither Party shall act or describe itself as the other's agent, nor shall it make or represent</p>					



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	<p>that it has authority to make any commitment on the other's behalf. The Operator or any person performing any duties or engaged in any capacity by the Operator, is not an employee, agent or representative of the Company and shall not expressly or impliedly hold itself out to any third party as acting in such capacity.</p> <p>Article 20. Confidentiality</p> <p>20.1.,The Operator shall ensure that he and his employees, agents or representative do not, during the continuance of this Agreement and at any time after the termination of this Agreement howsoever caused<(>,<)> divulge any information in relation to Company's trade secrets<(>,<)> techniques, business or method of carrying on business.</p> <p>20.2.,The Operator shall maintain strict secrecy about the methods of the Company including the information manuals, if any, issued by the Company, any technical know-how, trade secrets, product information <(>,<)> market opportunities, advertising and publicity materials belonging to the Company, both during and after the currency of the Agreement.</p> <p>20.3.,The Operator and its authorized representative, agents<(>,<)> contractors, or other staff shall not disclose any Confidential Information which came to his knowledge under this Agreement to any other person or party.</p> <p>20.4.,The Operator shall take all steps necessary to ensure that the Operator's nominees, employees and agents also observe such requirements of secrecy as stipulated in the previous clause and shall cause such nominee, employees, or agents to enter into a secrecy agreement.</p> <p>For the purpose of this Agreement "Confidential information" means and includes (i) all written, visual or electronic information relating to the Company's business, projects, operations, activities or affairs whether of a technical and non-technical, commercial or financial nature</p>					



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	<p>or otherwise (including without limitation, reports, financial information, identities of actual or potential business partners or customers, business plans and proposals, economic data, market data <(>,<)> market research, designs, concepts, trade secrets, know how, processes and other technical or business information whether concerning the Company's business or the business of its clients) that is expressly identified as confidential which is disclosed or made available by the Company or any of its representative to the Operator or any of its representative, and (ii) the existence and contents of this Agreement. The Operator also agree that the Confidential Information shall include but not be limited to the one emanating, directly or indirectly, from the Company (or any form of its associated companies) and shall include any compilation of otherwise public information in a form not publicly known. The Confidential Information will not include the information which:</p> <p>(a),,is or becomes publicly available (other than as a direct or indirect result of any breach of this Agreement) and could be obtained by any person with no more than reasonable diligence at the time of disclosure;</p> <p>(b),,is known to the Operator before the date it is disclosed by the Company or its representative or is lawfully obtained by the Operator or its representative after that date, other than from a source which is connected with the Company and which, in either case, has not been obtained in violation of, and is not otherwise subject to, any obligation of confidentiality to the Company.</p> <p>(c),,the Operator can show that it was developed independently by the Operator prior to its disclosure by the Company;</p> <p>(d),,the Operator can show that it was made available to it by a third party, which the third party obtained or developed through lawful means;</p> <p>(e),,is approved for release by written authorization of the Company.</p> <p>Article 21. Severability</p> <p>Each of the rights and obligations contained in this Agreement shall be</p>					



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	<p>deemed to be distinct and severable so that if one or more of such rights and obligations shall be or be declared or become illegal, void or unenforceable, then the remaining rights and obligations shall (unless the effect is to frustrate the fundamental basis of this Agreement) continue in full force and effect.</p> <p>Article 22. Assignment/Sub-Letting</p> <p>The rights of Operator as granted by this Agreement, are personal in nature and shall not be assigned, transferred, sub-let, parted with or shared in any manner. Any assignment or transfer of its rights or sub-letting by the Operator shall result in forfeiture of all rights of the Operator without any further notice.</p> <p>Article 23. Previous Agreement</p> <p>This Agreement contains the entire agreement between the Parties relating to the subject matter hereof, and supersedes and replaces all negotiations, agreements, term-sheets, understandings, undertakings <(>,<)> representations, documents, minutes of meetings, letters and notices between the Parties (whether oral or written) prior to the date this Agreement is executed with respect to such subject matter.</p> <p>In witness whereof the parties each acting through its duly authorized representatives have executed this Agreement on the date first written above.</p> <p>On behalf of,,,,,,,,,On behalf of PAKISTAN STATE OIL COMPANY LIMITED,,the Operator</p> <p>***** Signatures,,,,,,,,,Signatures Name:,,,,,,,,,Name: Designation:,,,,,,,,,Designation:</p>					



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	Witness,,,,,,,,,,,,,Witness					
	1. _____,1. _____					
	2. _____,2. _____					
	Annexure A Retail Outlets: S No.,Division,,Outlet Name,,,,,,,,Location,, 1,,KPK,,,,M/s Palai Service Area North,,SWAT MOTORWAY,, 2,,ICT,,,,M/s Daniyal Petroleum,,,,Lehtrar Road 3,,ICT,,,,M/s BTR,,,,,,,,Bahria Town Phase 8 RWP,,					