

Standard Bidding Document

Procurement of Services of a Firm for Janitorial & Allied Maintenance
Services at ZTBL Head Office & Other Allied Premises in Islamabad
(Non-Consultancy Services)

National

Single Stage-Two Envelope



July 13, 2026

*Zarai Taraqiati Bank Ltd (ZTBL) (Zarai Taraqiati Bank Ltd (ZTBL)), Unit Head
Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad.,
Islamabad Capital Territory
Phone: +92-344-544-4455, Email: head.gpu@ztbl.com.pk*

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PROCUREMENT NOTICE

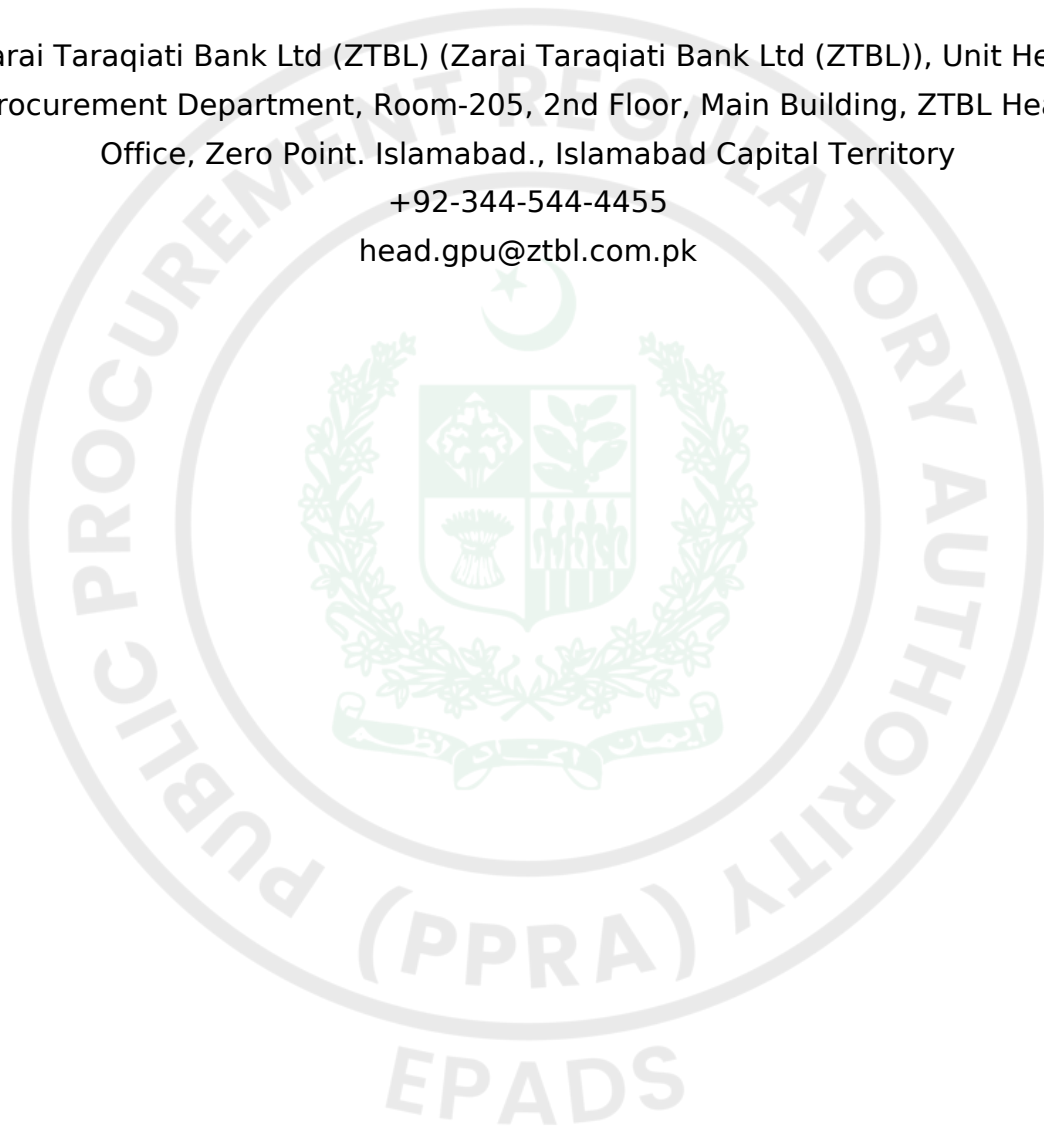
PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL))** has reserved Funds for the procurement planned for FY **2026-27**. The **Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the “**Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad**” with the reference of “**P55541**”
2. The **Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL))** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Banker's Cheque, Call at Deposit, Demand Draft** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **<https://epads.gov.pk/opportunities/federal/procurements/55541>**.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Wednesday, July 29, 2026 11:00 AM**. E-bids will be opened on the same day at **Wednesday, July 29, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the

new version of **EPADS v2.0**, may register themselves on <https://vendors.epads.gov.pk/>. A tutorial to explain the registration process is available at <https://www.youtube.com/watch?v=MNW6T38v7tc>

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL)), Unit Head
Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head
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head.gpu@ztbl.com.pk





Instructions to Bidders

A. Introduction

1. Scope of Bids

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. Source of Funds

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. Fraudulent & Corrupt Practices

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. Eligible Bidders

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. Qualification of the Bidder

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. Contents of Standard Bidding Document

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section VI Bidding Forms

Section VII Fraudulent & Corrupt Practices

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. Clarifications

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 7.6.1. evaluation & qualification criteria;
- 7.6.2. required scope of work or specifications;
- 7.6.3. all securities requirements;
- 7.6.4. tax requirements;
- 7.6.5. terms and conditions of bidding documents; and
- 7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. Amendment of Bidding documents

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. Documents Establishing Eligibility of the Services and Conformity to bidding documents

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. Documents Establishing Eligibility and Qualification of the Bidder

11.1. Pursuant to BDS, the bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. Form of Bid

12.1. The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.

13. Bids Prices

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. Price Adjustment

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.

15. Bids Currencies

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. Bid Validity Period

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. Bid Security or Bid Securing Declaration

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.

18. Alternative Bids by Bidders

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. Withdrawal, Substitution, and Modification of Bids

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. Format and Signing of Bids

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. Submission of Bids through EPADS v2.0 before Dead deadline

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004, The Procuring Agency is required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids in accordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. Opening of Bids

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who

choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline.

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. Confidentiality

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. Preliminary Examination of Bids

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. Examination of Terms and Conditions, Technical Evaluation

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS**, to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with **BDS**, it shall reject the bids.

27. Correction of Errors

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

27.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. Conversion to Single Currency

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. Evaluation of Bids

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6**;

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS**.

30. Determination of Most Advantageous Bids

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. Abnormally Low Financial Bids

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency -

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. Rejection of Bids

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. Single Responsive Bid

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. Arbitration

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. Criteria of Award

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. Procuring Agency's Right to reject All Bids

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. Notification of Award

45.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. Signing of Contract

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. Performance Guarantee

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

48. Corrupt & Fraudulent Practices

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. Constitution of Grievance Redressal

53.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee.

54. GRC Procedure

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

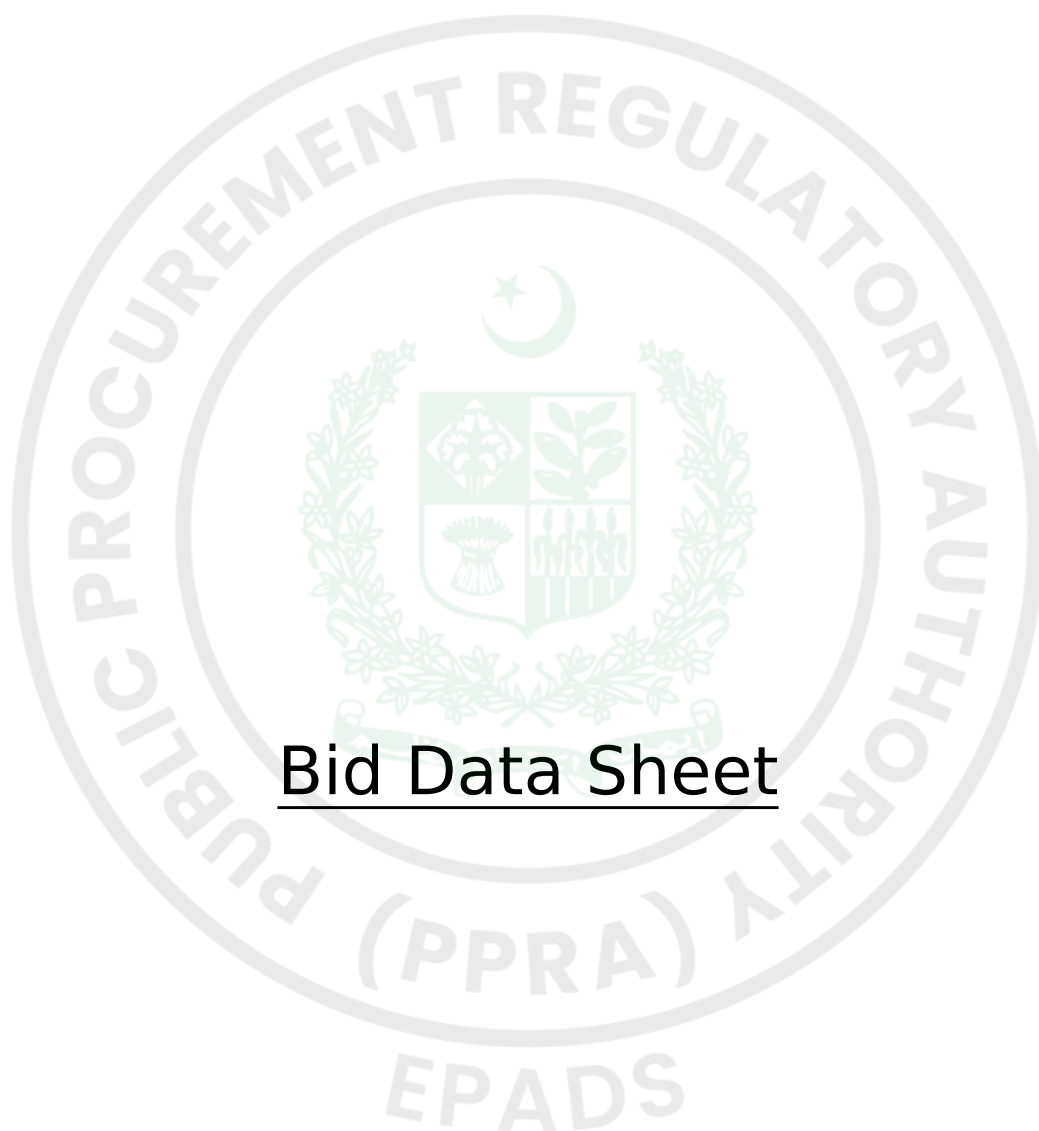
H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.





Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number

ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **Zarai Taraqiyati Bank Ltd (ZTBL) (Zarai Taraqiyati Bank Ltd (ZTBL))**

The subject of procurement is: **Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad**

Expected commencement date: **Thursday, October 1, 2026**

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P55541**

BDS Clause Number 3

JV/Consortium or Association Allowed: **No**

Number of JV/Consortium Members: **Nil**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Friday, July 24, 2026
Pre-Bid Meeting: Monday, July 20, 2026 03:00 PM
Venue: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad.

BDS Clause Number 5

Any addendum, in case issued, shall be published on **Zarai Taraqiat Bank Ltd (ZTBL) (Zarai Taraqiat Bank Ltd (ZTBL))** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid:

1. Proof of Registered office / store / workshop in Islamabad / Rawalpindi
2. Confirmation on the Company's letterhead that rates are quoted for 02 years (24 Months).

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **150 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Demand Draft**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for $90+28 = 118$ days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Wednesday, July 29, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day : **Wednesday**

Date: **Wednesday, July 29, 2026**

Time : **11:30 AM**

BDS Clause Number 19

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see *Evaluation Criteria*

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **2.00%**.

The Performance Guarantee shall be acceptable in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee, Demand Draft**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

Grievance against this procurement shall be submitted online on EPADS v2.0.



Eligibility Criteria

Bidder's Type	Required Registration
Any	FBR (NTN) FBR (GSTN)

Eligibility Criteria	Document
Bidding Firm should have existence in Pakistan for the last 05 years. (attach firm incorporation certificate)	Yes
Affidavit for not being blacklisted (Attach scanned copy) original shall be submitted with bid security to ZTBL Procurement department.	Yes
Undertaking on letter head of credit worthiness showing that the Company is financially sound to pay the salaries of deputed staff and other related expenses for 03 months.	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Technical Marks	100
Passing Marks	75
Technical Evaluation Criteria (Bidders are required to carefully select/mark their applicable range. Any incorrect declaration or misstatement will result in zero marks.)	
General experience from the date of incorporation/registration of the firm (Provide SECP Certificate/PEC Registration Certificate / NTN or any other Authority) (Quantitative)(Doc Required)	15
More than 10 Years (15)	
06 to 10 years' experience. (10)	
Up to 05 years' experience (5)	

Contracts in hand or completed (Past Six years) Janitorial Service. Experience in Building Janitorial (Provide Work Order / Contract Agreement / Satisfactory Certificates etc. Only those contracts shall be considered where the bidder has deployed at least 30 janitorial personnel under a single contract in one organization. (Quantitative)(Doc Required) 04 & above contracts (35) 03 Contracts (26) 02 Contracts (17) 01 Contracts (9)	35
Contracts in hand or completed (Past Six years) Building Maintenance Experience in Building Maintenance (Provide Work Order / Contract Agreement / Satisfactory Certificates etc. Only those contracts shall be considered where the bidder has deployed at least 12 maintenance personnel under a single contract in one organization. (Quantitative)(Doc Required) 04 & above contracts (30) 03 Contracts (22) 02 Contracts (15) 01 Contracts (7)	30

Financial Capabilities Average Annual Turnover in Millions: Audit Reports (or Bank Statements in case of Sole Proprietor Firm) should be attached of last three years till June 2026 (Quantitative)(Doc Required)	10
Above 15 million (10)	
10 Million to 15 Million (8)	
Up to 10 million (5)	
Availability of workshop In Rawalpindi & Islamabad (Quantitative)(Doc Required)	10



Required Services

Lot Title : Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad

Bid Security : 1200000 PKR

Position	Delivery Schedule	Quantity
Janitorial Supervisor	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 2/Qty	2/Qty
Sweepers	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 38/Qty	38/Qty

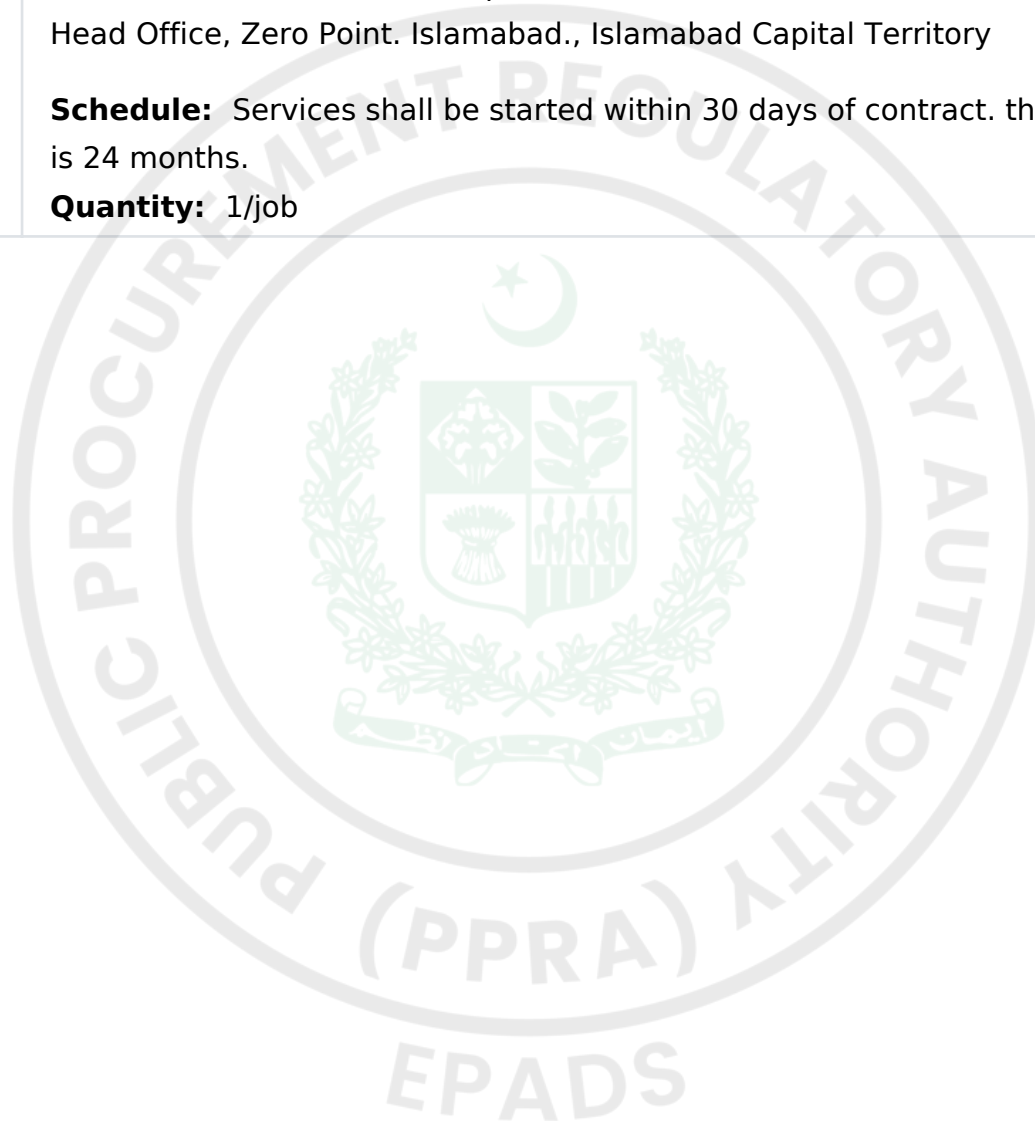
Position	Delivery Schedule	Quantity
Lady Sanitary Workers	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 2/Qty	2/Qty
Sanitary / Sewerage Cleaner Workers	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 3/Qty	3/Qty
Supervisor (DAE Civil) (HO/Colony)	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 2/Qty	2/Qty
Masons	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: 24 Months Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Industrial Electrician (DAE Electrical)	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 1/Qty	1/Qty
General Electrician	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 6/Qty	6/Qty
Plumbers	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 2/Qty	2/Qty

Position	Delivery Schedule	Quantity
Carpenters	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 2/Qty	2/Qty
Painter	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 6/Qty	6/Qty
Helper / Unskilled Labor	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 8/Qty	8/Qty

Position	Delivery Schedule	Quantity
Gardener / Maali	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 6/Qty	6/Qty
Welder	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 1/Qty	1/Qty
Lift Operator	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 2/Qty	2/Qty

Position	Delivery Schedule	Quantity
Services (Equipment, Machinery & Tools)	Address: Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory Schedule: Services shall be started within 30 days of contract. the contract period is 24 months. Quantity: 1/job	1/job



Related Services :

Yes

Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad

Position	Related Services
Sweepers	liquid hand wash, brooms, phenyl, Roomi Tiki, cleaning acids, wipers, shovels, wheelbarrows, buckets

Services Specifications

Lot Title : Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad

Position: Janitorial Supervisor

Specifications / Requirements:

Zarai Taraqati Bank Limited (ZTBL) is a premier specialized financial institution dedicated to the development and growth of Pakistan's agriculture sector through the provision of financial services and knowledge-based technical assistance since 1952.

ZTBL intends to engage the services of a professionally qualified and experienced firm for the provision of Janitorial and General Maintenance Services at its designated premises. The contract shall initially be awarded for a period of two (02) years, with the option of extension for one or more further periods on the same terms and conditions, subject to satisfactory performance of the Contractor, mutual agreement of the parties, and approval of the competent authority.

The prospective bidders shall quote their rates for the complete contract period of two (02) years in accordance with the requirements, scope of work, and terms and conditions specified in these bidding documents.

Locations

The successful Contractor shall provide comprehensive Janitorial and General Maintenance Services at the following ZTBL-owned or occupied premises:

-ZTBL Head Office, Zero Point, Islamabad

· 13-Storey Building (Approximate Covered Area: 11,000 sq. ft.)

· 8-Storey Annex Building (Approximate Covered Area: 9,000 sq. ft.)

Zarai Taraqati Bank Limited (ZTBL) is a premier specialized financial institution dedicated to the development and growth of Pakistan's agriculture sector through the provision of financial services and knowledge-based technical assistance since 1952.

-ZTBL Residential Colony, G-7/2, Islamabad

· 72 B-Type Flats

· 72 C-Type Flats

· 24 F-Type Flats

-ZTBL Sports Club and Medical Centre-II, G-7/2, Islamabad

-ZTBL Farm and Staff College, Murree Road, Islamabad

-President Camp Office, Islamabad (Premises hired by ZTBL)

Note: The Bank reserves the right to add, remove, or change the place(s) of duty and deployment of services during the currency of the Contract, subject to its operational requirements. The Contractor shall provide the required services at such locations without objection and in accordance with the terms and conditions of the Contract.

Janitorial services.

The Contractor shall provide adequate janitorial staff to ensure the daily cleaning and maintenance of all offices, washrooms, corridors, staircases, lobbies, common areas, glass surfaces, furniture, fixtures, carpets, and other assigned locations. The scope of work shall include sweeping, mopping, dusting, vacuuming, cleaning and disinfecting washrooms, collection and disposal of waste, replenishment of consumables, removal of stains and spills, periodic deep cleaning, floor scrubbing, polishing, carpet shampooing, and any other housekeeping activities necessary to maintain a clean, hygienic, safe, and presentable working environment at all times. The Contractor shall ensure that all cleaning activities are carried out using appropriate equipment, approved cleaning materials, and in accordance with the standards, schedules, and instructions issued by the Employer.

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The cleaning services shall cover all locations including all internal and external areas of the premises, such as front lawns, landscaped areas, roads, walkways, driveways, parking areas, and the front, rear, and side surroundings of the buildings including but not limited to all offices, floors, washrooms, halls, corridors, staircases, reception areas, lobbies, meeting rooms, daycare and common rooms for females, and any other spaces designated by the management from time to time. The Janitorial Staff shall ensure that all such areas are maintained in a neat, orderly, and sanitary condition at all times.

The details of the required services are as follows:

2.1 Clean and Disinfect Sinks (on Daily Basis): Completely clean and disinfect all exposed surfaces of the sink. A nonabrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture will present a clean, bright shiny appearance and will be free of all visible soil, streaks, oily smudges, residue cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets; will be free of streaks, spots, stains, etc. Inoperable or broken fixtures will be reported immediately on maintenance work request form. Different cloths, sponges, brushes and scouring pads will be used to clean the sinks than those used for cleaning the commodes and urinals.

2.2 Clean and Disinfect Toilets (on Daily Basis).

i. Completely scrub clean and disinfect all exposed surfaces (inside and out) of the toilets and urinals, paying particular attention to areas under the rim and water inlet orifices. A nonabrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material will be removed from the urinal drain trap.

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ii. Thoroughly scrub the surfaces of the urinal drain not covered by water. A special set of sponge, cloths, scouring pads and brushes will be maintained and used only for cleaning the urinals and toilets. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures will present a clean, bright shiny appearance and will be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped up toilets will be plunged to free the obstruction. Only if the obstruction cannot be dislodged completely will be reported on maintenance work request along with other inoperable or broken fixtures. This should be done on daily basis. Inoperable stalls will have ""Out of Order"" signs placed on the doors. Waterless urinals shall also have cartridges changed and fluid replaced per manufacturers maintenance specifications."

2.2 De-scale Toilets- As Needed: Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals as needed to maintain a clean, uniform, bright shiny appearance.

2.3 Spot Clean Walls, Partitions (on Daily Basis): Clean partition walls, frames, partition doors, walls surrounding the urinal and toilet. To remove any nonpermanent stains, spots, streaks and graffiti, Use a cloth or sponge dampened with a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning, the surface will have a uniform appearance free from dust, lint, streaks, stains, and writing/notices.

2.4 Clean Floor Drain (on Daily Basis): Remove all built-up deposits, embedded, etc. from the grate of the drain. After wet mopping the floor, empty the remaining germicidal detergent down the floor drain daily. This will not only disinfect the drain but also will seal the trap. After cleaning, the drain and grate will be free of odor and built-up deposits.

2.6 Mop and Disinfect Floor (on Daily Basis): After mopping the entire floor with a germicidal detergent, the floor will have a uniform appearance free of spots, spills, stains, dirt, oily film, mop strings, standing water, etc. Dispose of the remaining detergent solution by pouring it down the floor drain.

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2.7 Clean/Polish Glass, Mirrors, Doorplates and Kick Plates (on Daily Basis). Clean all glass surfaces, mirrors, doorplates, kick plates, partitions, and other reflective or metallic fixtures using approved cleaning agents. After cleaning, all surfaces shall be free from dust, fingerprints, smudges, stains, watermarks, streaks, adhesive residues, and other visible marks, leaving a clean, polished, and presentable appearance.

2.8 Rooms/Hall. Thoroughly clean all rooms, halls, meeting rooms, conference rooms, reception areas, and other assigned spaces by dusting furniture, fixtures, windowsills, partitions, and accessible equipment, removing litter, emptying waste bins, arranging furniture where required, and ensuring proper sanitation of frequently touched surfaces. After cleaning, all areas shall be neat, hygienic, well-organized, free from dust, cobwebs, stains, spills, unpleasant odors, and other visible dirt, maintaining a clean and professional working environment at all times.

2.9 Daily Dust/Wet Mop and/or Sweep/ Non-Carpeted Floors The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. All areas under chairs, trash receptacles, desks and other furnishings, which are accessible, will be cleaned as well. Desk chairs will be placed back at desks and training room chairs will be arranged after cleaning. After cleaning, surfaces including corners, abutments and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.

2.10 Daily Spot Clean Glass Doors/Partitions, Remove Stains Clean partition walls, window frames, partition doors, walls. To remove any nonpermanent stains, spots, streaks and graffiti, use a cloth or sponge dampened with a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning the surface will have a uniform appearance free from dust, lint, streaks, stains, and writing/notices.

2.11 Carpeted Rooms. Daily Mop/sweep to remove dust, dry soil, and other surface debris Weekly, vacuum, spot clean carpeted surfaces. The services provider/ Contractor will arrange vacuum cleaners of appropriate capacity/power.

Zarai Taraqiati Bank Limited (ZTBL) is a premier specialized financial institution dedicated to the development and growth of Pakistan's agriculture sector through the provision of financial services and knowledge-based technical assistance since 1952.

2.12 Stairs/Hallway/cement concrete pavements, paths, drains and metaled roads. Daily Dust/Wet Mop and/or Sweep The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. After cleaning, surfaces including corners, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills and washing with water when required with approved detergent/chemicals etc.

2.13 Other janitorial services

In addition to the routine housekeeping services, the Contractor shall perform the following duties as and when required by ZTBL:

2.13.1 Window, Exterior Surface, and High-Level Cleaning: Clean windows, floor-to-ceiling glass panels, aluminium frames, false ceilings, and adjacent concrete surfaces up to a building height of 165 feet (approx.) using appropriate equipment, access systems, cleaning agents, and safety measures. All cleaned surfaces shall be free from dust, stains, cobwebs, watermarks, and other visible deposits.

2.13.2 Interior and Exterior Glass Cleaning: Clean the interior and exterior surfaces of all door and window glass using suitable glass-cleaning solutions and equipment approved by ZTBL. Upon completion, all glass surfaces shall be clear, streak-free, and free from fingerprints, smudges, dust, stains, and watermarks.

2.13.3 Floor Washing and Polishing: Carry out comprehensive washing, scrubbing, and polishing of all applicable floor surfaces using suitable mechanized equipment, approved cleaning chemicals, and polishing materials whenever required by ZTBL. The finished floor shall be clean, hygienic, slip-resistant, and free from stains, dirt, and residue.

2.13.4 Carpet deep Cleaning: Perform deep cleaning and washing of carpets and upholstery using appropriate carpet and upholstery cleaning machines and approved cleaning chemicals as and when required. After cleaning, carpets shall be free from dust, stains, odors, and embedded dirt, with minimal moisture remaining.

Zarai Taraqiati Bank Limited (ZTBL) is a premier specialized financial institution dedicated to the development and growth of Pakistan's agriculture sector through the provision of financial services and knowledge-based technical assistance since 1952.

2.13.5 Waste Paper Shredding: Provide and maintain heavy-duty (commercial- 150 L and above) paper shredder machines in both the Main Building and Annex Building for shredding waste paper. The Contractor shall ensure the shredded paper is properly collected, pelletized or bundled, and stacked at designated locations in accordance with ZTBL's instructions and applicable waste management procedures.

Position: Sweepers

Specifications / Requirements:

Same as per details given in scope of work for Janitorial supervisor.

Position: Lady Sanitary Workers

Specifications / Requirements:

Same as per details given in scope of work for Janitorial supervisor.

Position: Sanitary / Sewerage Cleaner Workers

Specifications / Requirements:

Same as per details given in scope of work for Janitorial supervisor.

Position: Supervisor (DAE Civil) (HO/Colony)

Specifications / Requirements:

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

Required Experience: with 5-10 years of experience in building Maintenance and Janitorial Systems preferably in Operation/Maintenance particularly in high-rise buildings. Additional Degree is preferable.

3. Water Features and Hardscape Cleaning

3.1 Cleaning of Pools, Cascades, Fountains, and External Hardscape Areas: The Contractor shall carry out pressure washing of external paved areas, including fountains, cascades, pools (where applicable), driveways, car porches, and areas surrounding pots and planters on a quarterly basis, particularly after the rainy season, or as directed by ZTBL. The Contractor shall also clean the tiles, fittings, fixtures, and associated surfaces of cascades, pools, and fountains of all shapes and sizes at least once every week using approved detergents, chemicals, and suitable equipment. Upon completion, all surfaces shall be free from algae, moss, dirt, stains, debris, scaling, and other deposits, ensuring a clean, hygienic, and aesthetically pleasing appearance. The Contractor shall use appropriate tools and access equipment to safely clean surfaces at any required height.

3.2 To operate and keep functional / workable the heavy duty pumps of fountain and falls daily or as and when required.

4. Plumbing Services.

Water Supply and Sanitary Duties

4.1 Operation & Maintenance of European, Eastern Waste Commodes, Wash Basins, Urinals, Kitchen Sinks, Toilet Paper Holders, Towel Rails, Showers, Muslim Showers, Floor Drains, Flush Tank of any type, G.I. Pipes of all sizes (cold/hot) including specials, C.I. Pipes (Soil/Waste) including specials, R.C.C Pipes (Soil/Waste) including specials, M.S. / G.I. Gas Pipes including Specials and PPRC/uPVC Pipes including specials of all sizes.

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

4.2 Operation & Maintenance of Electric Filtration plants/Water Pumps/bore pumps installed in Head Office/ZTBL Colony G-7/2, Islamabad/ staff college/ view point and premises defined by ZTBL at Islamabad. The Pumps have to be operated round the clock or as and when required to ensure that un-contaminated water is being supplied and all motors and parts associated with the pump must be maintained closely and necessary repairs must be carried out immediately.

4.3 Water level and underground water tank/overhead water tank be checked daily. Cleaning/ disinfection of underground water tank/overhead water tank must be on quarterly basis or as required as per instructions of the Engineer Incharge.

4.4 Sanitary ware and other accessories installed in bathroom, shower room and kitchen must be kept in good and working condition and broken / defective damaged or otherwise faulty items should be repaired or replaced immediately.

4.5 All manholes, internally and externally, must be inspected on weekly basis to ensure that all are clear and free from blockages, where these are blocked or are-likely to be blocked these are to be cleaned out and flushed through with high pressure water or any other appropriate arrangement at contractor cost.

4.6 The main CDA sewerage lines must be checked monthly or when required to ensure that they are not choked or are not likely to be choked. The Contractor will arrange their cleaning and free from blockage from CDA at contractor cost.

4.7 A survey of all the plumbing / sanitary ware / sewerage / electrical system will be carried out weekly/as & when required for its necessary repair.

Emergency Services

4.6 In case of water flooded in basement or anywhere, the Contractor will make necessary arrangement to drain out the water sludge and the necessary Temperature & Pressure required for the purpose will be arranged at their own.

Note: Each floor has its own janitorial cart/trolley which carries all cleaning equipment.

5. Facility Management Services

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

Gas Water Heater / Burner / Heater etc.

5.1 All hot water heaters must be checked / inspected daily to ensure their satisfactory performance.

5.2 The hot water heaters / gas burners / cooking range must be serviced twice a year/as & when required but any necessary repairs be carried out promptly as and when they are identified during the inspection.

Kitchen Equipment Maintenance:

5.3 (Fast food, Canteen, President's Chamber, pantry) All equipment, Deep Freezers, Refrigerators, Ovens, Gas Appliances Machines etc. and burners must be inspected thoroughly on weekly basis to ensure their satisfactory function. In case of any major repairs or replacement of parts seems necessary, the expenditure will be borne by the bank.

6. Storm Water Drainage & Roof Drainage Maintenance Services

6.1 Main rain water lines must be checked and cleaned regularly on weekly basis. The roof drainage, gutter and down pipes must be cleaned weekly or before indication / prediction of rains.

7. Water Quality Testing Services / Environmental Testing Services

7.1 Water Testing: A sample of the fresh water pumped out from the Tube Wells / CDA source and internal water supply / water tap must be provided for its testing on Bank expenses as and when required or annually.

8. Carpentry & Metal Fabrication Services

Aluminum, Steel and Woodwork

8.1 Repair of doors / Main Entry / Gates, windows, shutters, aluminum/glass/wooden doors and glazed partitions of any type including accessories complete in any floor at any height

8.2 Repair / fixing by replacing the defective / damaged false ceiling of any type, the false ceiling sheets / necessary material required will be supplied by ZTBL.

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

8.3 Minor repair of chairs, tables, sofa sets, wooden / steel almirah cabinet etc. including welding and petty items

8.4 Fixing of glass pane to windows/doors/partitions or where required upto any height at any floor

8.5 Repair / fixing of door closer of any type at any height

8.6 To check blinds (channel, roller, weights etc.) for any types/material carefully and ensure its satisfactory functioning and arrange necessary repairs.

8.7 In case of cleaning / washing of blinds which will be arranged by the ZTBL, the removal / refitting of blinds will be done by the Contractor/services provider

9. Painting, Polishing & Surface Finishing Services

Painting Works

9.1 Painting of walls / ceilings / doors / windows at any height where needed or as desired by the Engineer In-charge

9.2 Enamel painting of C.I. / G.I pipes, HVAC plant / equipment / pipes / accessories, fire cabinets, exterior electric poles, fittings / fixtures as and when needed

9.3 Brasso / polishing to the metal works / surface / planters / vases, wooden fittings, logo etc. as and when needed in any floor at any height

10. Civil Maintenance & Masonry Services

10.1 Repair of all types of minor masonry / marble / glazed tiles works up to any floor at any height

10.2 Preparation of manhole cover and repair of damaged manhole when needed or as per instructions of the Engineer In-charge

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

10.3 Repair of damaged plaster and filling of cracks / joints with appropriate material provided by the Bank in any floor at any height

10.4 Application of appropriate material / bitumen over roof or wall in case of leakage at any floor at any height or as desired by the Engineer In-charge

10.5 Repair of footpath / drive way / floor of any type at any height

10.6 Filling / excavation / cutting where required

11. Electrical Systems Operation, Preventive Maintenance & Repair Services

Electrical System / Installations

11.1 To keep intact and satisfactory operation and routine service / cleaning of the following Electrical items / systems:

i. All Exhaust / Ceiling / Pedestal / Bracket Fans/ Desert Cooler / Tube Lights / Sockets / Control Switch / Main Switch of all type, Electric Water Heater & Cooler etc.

11.2 Main Electric Boards in Central A.C. Plant / Control Room, Sub Main Panel at floor and Air Handling Unit

11.3 Diesel operated generators and allied equipment, checking / testing / removal of defects of generating sets (550 KVA, 200 KVA, 125 KVA, 100 KVA, 12.5 KVA, 0.8 Power Factor, 415 volts, 3 phase 4 wires, 50 Hz), including control cum automatic transfer switch with panel, fuel oil pump and other allied controls / switches etc.

11.4 Cleaning / overhauling and removing dust, dirt deposit and any foreign material including daily repair, maintenance, servicing / repair / replacement of any defective / damaged part / component of all light fittings / fixtures (inside and outside), lamp / tube lights, switch, socket, light and power plug, wiring main, sub main cable, earthing pits / system, circuit breakers, fuses, DB, switch board, H.T. normal panel, L.T. emergency panel, PFI plant, fire alarm system and their instruments, protections etc.

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

11.5 Annual servicing of equipment involving overhaul, repairs, testing & commissioning if required

11.6 Pump operator will be responsible for up keeping equipment for lifting of water to overhead water tank round the clock including day to day maintenance, monitoring of equipment and attending any complaint which arise on daily basis

11.7 Complete cleaning, washing, servicing, overhauling, Repair/Servicing electric water coolers, and oil changing and repair and replacement of any defective or damaged parts before start of summer season; replacement of parts will be provided by the Bank and contractor will ensure satisfactory working during the summer season or as and when required

11.8 The contractor will arrange daily inspection of street light (CDA); in case of any fault he will inform the concerned department for removal of fault

12. Transformer Inspection, Testing & Preventive Maintenance Services

Transformers

12.1 General cleaning of HV & LV Bushings

12.2 Check silica-gel of transformer and replace if required

12.3 Check oil temperature and oil level of transformer

12.4 Inform if any repair / replacement required for smooth operation

12.5 Inform if any Lab. Testing of transformer oil, moisture level test, dielectric strength test and other related test as and when required

Generator Set: Diesel Generator (DG Set) Operation, Maintenance & Servicing Services

The following checks have to be conducted: -

i. Oil pressure

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

ii. Oil level and coolant level

iii. Air cleaner indicator

iv. Exhaust temperature

v. Radiator louvers if any

vi. Check for leaks, noises & unusual vibration

vii. Oil sampling

viii. Identifying problems & any repairs or replacement, if required.

ix. General cleaning.

x. Fuel filling in the tanks.

xi. To run generator manually (on test) periodically check the working condition and charging the batteries.

xii. Voltage checking of batteries.

xiii. Maintain water level of batteries well in time.

xiv. Cleaning of batteries terminals and their lubrications.

xv. Change of engine oil and filters well in time as per manufacture instructions.

xvi. Generator set servicing as and when required. Contractor prepare/maintain check list for daily checkup.

13 HT/LT Electrical Panels & Switchgear Maintenance Services

High / Low Tension Panels

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

Visual Inspection, Cleaning of terminal contacts of Voltmeter, Ammeter, MDI & KVARH meters & calibration of all safety relay (Earth, over current / low voltage etc.) Coordination with IESCO through management for any variation / fluctuation

Change over switch must work freely to ensure commissioning of generator to take building load

To maintain daily record of voltage fluctuation and phases

Check tightness of the connections at bus bars

Check for tightness, cleaning & alignment of auxiliary contacts

Check for cleanliness and mark of spark of Dome Plug top

To note the number of tripping on all the main OCBs, ACBs, periodically and adopt their remedies

Check for mark of smoothness of contacting surface of fixed and moving contacts

Check for proper earthing and clear ground terminal

Check for tight connections at ACB / MCB / Fuse switches

Check for cleanliness of all contacts surfaces (Terminal)

Low Tension (LT) Distribution Network Maintenance Services

LT Distribution Network

Checking, inspection, cleaning and servicing of boost dusts, bus bar, trenching, plug-in boxes, cables, distribution and sub-distribution boards. It comprises:

Opening of bus tie ducts and rising mains and general cleaning and servicing and drying if required

Cleaning of contact points of plug-in boxes and separators

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

Removing of minor defects

Cleaning, servicing and replacement of parts as required of distribution and sub-distribution boards

Complete servicing, overhauling, cleaning, washing, repair, maintenance of all types of fans including repair and replacement of damaged / defective parts, wiring and allied electrical switch gear as directed by the Engineer In-charge.

Fire Protection Systems Operation, Inspection & Maintenance Services

Fire Fighting Equipment

To keep intact and satisfactory operational condition of Fire protection system, Fire Extinguishers, Fire alarm system, smoke detector, i/c flexible pipes, valves and attached accessories complete

In case of any mishap / fire the Contractor will assist to operate all the fire-fighting equipment and also inform Fire Brigade and related Departments accordingly

Performance Management, Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)

The Contractor shall perform all services under this Contract in accordance with the Key Performance Indicators (KPIs), Service Level Agreements (SLAs), Performance Standards, Inspection Criteria, Response and Resolution Times, and Reporting Requirements to be agreed between ZTBL and the successful Contractor. The KPIs and SLAs shall establish the measurable performance standards for all services covered under the Contract and shall be used by ZTBL to monitor, evaluate, and assess the Contractor's performance throughout the Contract period. Compliance shall be measured through routine and surprise inspections, attendance records, complaint registers, preventive maintenance records, service logs, inspection reports, and other documentary evidence maintained by the Contractor and verified by ZTBL.

ZTBL need Allied maintenance Services for the period of two years for which resources and machinery/equipments are required. The supervisor shall be responsible to supervise all the allied services. The detail KPIs shall be part of contract.

Failure to achieve the agreed KPIs or SLAs, repeated non-compliance with the prescribed performance standards, failure to maintain the required manpower or equipment, delayed response or resolution of complaints, or failure to comply with reporting requirements may result in issuance of notices, performance deductions, contractual penalties, withholding of payments, or any other remedies available to ZTBL under the Contract.

The detailed KPIs and SLAs shall be finalized and incorporated as an integral part of the Contract at the time of contract execution through mutual agreement between ZTBL and the successful Contractor. During this process, KPIs and SLAs may be added, modified, revised, or deleted to reflect the operational requirements of ZTBL, provided that such changes shall not alter the overall scope of work or reduce the minimum performance standards and service obligations prescribed in the bidding documents.

Position: Masons

Specifications / Requirements:

Menson Shall be responsible for the following: 10. Civil Maintenance & Masonry Services 10.1 Repair of all types of minor masonry / marble / glazed tiles works up to any floor at any height 10.2 Preparation of manhole cover and repair of damaged manhole when needed or as per instructions of the Engineer In-charge 10.3 Repair of damaged plaster and filling of cracks / joints with appropriate material provided by the Bank in any floor at any height 10.4 Application of appropriate material / bitumen over roof or wall in case of leakage at any floor at any height or as desired by the Engineer In-charge 10.5 Repair of footpath / drive way / floor of any type at any height 10.6 Filling / excavation / cutting where required

Position: Industrial Electrician (DAE Electrical)

Specifications / Requirements:

With 05 years of experience in Systems preferably in Operation/Maintenance particularly high rise buildings relevant in building Maintenance. Responsibilities: 11.1 To keep intact and satisfactory operation and routine service / cleaning of the following Electrical items / systems: i. All Exhaust / Ceiling / Pedestal / Bracket Fans/ Desert Cooler / Tube Lights /

Sockets / Control Switch / Main Switch of all type, Electric Water Heater & Cooler etc. 11.2 Main Electric Boards in Central A.C. Plant / Control Room, Sub Main Panel at floor and Air Handling Unit 11.3 Diesel operated generators and allied equipment, checking / testing / removal of defects of generating sets (550 KVA, 200 KVA, 125 KVA, 100 KVA, 12.5 KVA, 0.8 Power Factor, 415 volts, 3 phase 4 wires, 50 Hz), including control cum automatic transfer switch with panel, fuel oil pump and other allied controls / switches etc. 11.4 Cleaning / overhauling and removing dust, dirt deposit and any foreign material including daily repair, maintenance, servicing / repair / replacement of any defective / damaged part / component of all light fittings / fixtures (inside and outside), lamp / tube lights, switch, socket, light and power plug, wiring main, sub main cable, earthing pits / system, circuit breakers, fuses, DB, switch board, H.T. normal panel, L.T. emergency panel, PFI plant, fire alarm system and their instruments, protections etc. 11.5 Annual servicing of equipment involving overhaul, repairs, testing & commissioning if required 11.6 Pump operator will be responsible for up keeping equipment for lifting of water to overhead water tank round the clock including day to day maintenance, monitoring of equipment and attending any complaint which arise on daily basis 11.7 Complete cleaning, washing, servicing, overhauling, Repair/Service electric water coolers, and oil changing and repair and replacement of any defective or damaged parts before start of summer season; replacement of parts will be provided by the Bank and contractor will ensure satisfactory working during the summer season or as and when required 11.8 The contractor will arrange daily inspection of street light (CDA); in case of any fault he will inform the concerned department for removal of fault

12. Transformer Inspection, Testing & Preventive Maintenance Services 12.1 General cleaning of HV & LV Bushings 12.2 Check silica-gel of transformer and replace if required 12.3 Check oil temperature and oil level of transformer 12.4 Inform if any repair / replacement required for smooth operation 12.5 Inform if any Lab. Testing of transformer oil, moisture level test, dielectric strength test and other related test as and when required

Generator Set: Diesel Generator (DG Set) Operation, Maintenance & Servicing Services The following checks have to be conducted: - i. Oil pressure ii. Oil level and coolant level iii. Air cleaner indicator iv. Exhaust temperature v. Radiator louvers if any vi. Check for leaks, noises & unusual vibration vii. Oil sampling viii. Identifying problems & any repairs or replacement, if required. ix. General cleaning. x. Fuel filling in the tanks. xi. To run generator manually (on test) periodically check the working condition and charging the batteries. xii. Voltage checking of batteries. xiii. Maintain water level of batteries well in time. xiv. Cleaning of batteries terminals and their lubrications. xv. Change of engine oil and filters well in time as per manufacture instructions. xvi. Generator set servicing as and when required. Contractor prepare/maintain check list for daily checkup.

13. HT/LT Electrical Panels & Switchgear Maintenance Services High / Low Tension Panels 13.1 Visual Inspection, Cleaning of terminal contacts of Voltmeter, Ammeter, MDI & KVARH meters & calibration of all safety relay (Earth, over current / low voltage etc.) Coordination with IESCO through management for any variation / fluctuation 13.2 Change over switch must work freely to ensure commissioning of generator to take building load 13.3 To maintain daily record of voltage fluctuation and phases 13.4 Check tightness of the connections at bus bars 13.5 Check for tightness, cleaning & alignment of auxiliary contacts 13.6 Check for cleanliness and mark of spark of Dome Plug top 13.7 To note the number of tripping on all the main OCBs, ACBs, periodically and adopt their remedies 13.8 Check for mark of smoothness of contacting surface of fixed and moving contacts 13.9 Check for proper earthing and clear ground terminal 13.10 Check for tight connections at ACB / MCB / Fuse switches 13.11 Check for cleanliness of all contacts surfaces (Terminal)

14. Low Tension (LT) Distribution Network Maintenance Services LT Distribution Network 14.1 Checking, inspection, cleaning and servicing of boost dusts, bus bar, trenching, plug-in boxes, cables, distribution and sub-distribution boards. It comprises: 14.2 Opening of bus tic ducts and ris

Position: General Electrician

Specifications / Requirements:

Matric and diploma of vocational trainings at least 6 months with 05 years of experience in Systems preferably in Operation/Maintenance particularly high rise buildings building Maintenance. 11.1 To keep intact and satisfactory operation and routine service / cleaning of the following Electrical items / systems: i. All Exhaust / Ceiling / Pedestal / Bracket Fans/ Desert Cooler / Tube Lights / Sockets / Control Switch / Main Switch of all type, Electric Water Heater & Cooler etc. ii. The General Electrician shall be responsible for the operation, preventive maintenance, troubleshooting, repair, and installation of electrical systems and equipment within the Bank's premises. The scope of work shall include maintenance of internal electrical wiring, distribution boards, circuit breakers, switches, sockets, lighting fixtures, ceiling and exhaust fans, power outlets, earthing systems, and other electrical installations; replacement of defective electrical components; installation and repair of electrical fittings and accessories; identification and rectification of electrical faults; ensuring the safe and uninterrupted functioning of electrical systems; assisting in the maintenance of generators, UPS, and other electrical equipment as directed; maintaining electrical tools and equipment provided by the contractor; observing all applicable electrical safety procedures and using the prescribed Personal Protective Equipment (PPE); keeping the work area clean after completion of maintenance activities; and performing any other electrical maintenance-related duties assigned by the Bank's authorized representative within the scope of the Contract.

Position: Plumbers

Specifications / Requirements:

4. Plumbing Services. Water Supply and Sanitary Duties 4.1 Operation & Maintenance of European, Eastern Waste Commodes, Wash Basins, Urinals, Kitchen Sinks, Toilet Paper Holders, Towel Rails, Showers, Muslim Showers, Floor Drains, Flush Tank of any type, G.I. Pipes of all sizes (cold/hot) including specials, C.I. Pipes (Soil/Waste) including specials, R.C.C Pipes (Soil/Waste) including specials, M.S. / G.I. Gas Pipes including Specials and PPRC/uPVC Pipes including specials of all sizes. 4.2 Operation & Maintenance of Electric Filtration plants/Water Pumps/bore pumps installed in Head Office/ZTBL Colony G-7/2, Islamabad/ staff college/ view point and premises defined by ZTBL at Islamabad. The Pumps have to be operated round the clock or as and when required to ensure that un-contaminated water in being supplied and all motors and parts associated with the pump must be maintained closely and necessary repairs must be carried out immediately. 4.3 Water level and underground water tank/overhead water tank be checked daily. Cleaning/ disinfection of underground water tank/overhead water tank must be on quarterly basis or as required as per instructions of the Engineer Incharge. 4.4 Sanitary ware and other accessories installed in bathroom, shower room and kitchen must be kept in good and working condition and broken / defective damaged or otherwise faulty items should be repaired or replaced immediately. 4.5 All manholes, internally and externally, must be inspected on weekly basis to ensure that all are clear and free from blockages, where these are blocked or are-

likely to be blocked these are to be cleaned out and flushed through with high pressure water or any other appropriate arrangement at contractor cost. 4.6 The main CDA sewerage lines must be checked monthly or when required to ensure that they are not choked or are not likely to be choked. The Contractor will arrange their cleaning and free from blockage from CDA at contractor cost. 4.7 A survey of all the plumbing / sanitary ware / sewerage / electrical system will be carried out weekly/as & when required for its necessary repair. Emergency Services 4.6 In case of water flooded in basement or anywhere, the Contractor will make necessary arrangement to drain out the water sludge and the necessary Temperature & Pressure required for the purpose will be arranged at their own. Note: Each floor has its own janitorial cart/trolley which carries all cleaning equipment. 5. Facility Management Services Gas Water Heater / Burner / Heater etc. 5.1 All hot water heaters must be checked / inspected daily to ensure their satisfactory performance. 5.2 The hot water heaters / gas burners / cooking range must be serviced twice a year/as & when required but any necessary repairs be carried out promptly as and when they are identified during the inspection. Kitchen Equipment Maintenance: 5.3 (Fast food, Canteen, President's Chamber, pantry) All equipment, Deep Freezers, Refrigerators, Ovens, Gas Appliances Machines etc. and burners must be inspected thoroughly on weekly basis to ensure their satisfactory function. In case of any major repairs or replacement of parts seems necessary, the expenditure will be borne by the bank. 6. Storm Water Drainage & Roof Drainage Maintenance Services 6.1 Main rain water lines must be checked and cleaned regularly on weekly basis. The roof drainage, gutter and down pipes must be cleaned weekly or before indication / prediction of rains. 7. Water Quality Testing Services / Environmental Testing Services 7.1 Water Testing: A sample of the fresh water pumped out from the Tube Wells / CDA source and internal water supply / water tap must be provided for its testing on Bank expenses as and when required or annually.

Position: Carpenters

Specifications / Requirements:

8. Carpentry Services Aluminum/Glass/ Woodwork 8.1 Repair of doors /Main Entry/Gates, windows, shutters, aluminum/glass/wooden doors and glazed partitions of any type including accessories complete in any floor at any height 8.2 Repair / fixing by replacing the defective / damaged false ceiling of any type, the false ceiling sheets / necessary material required will be supplied by ZTBL. 8.3 Minor repair of chairs, tables, sofa sets, wooden / steel almirah cabinet etc. including welding and petty items 8.4 Fixing of glass pane to windows/doors/partitions or where required upto any height at any floor 8.5 Repair / fixing of door closer of any type at any height 8.6 To check blinds (channel, roller, weights etc.) for any types/material carefully and ensure its satisfactory functioning and arrange necessary repairs. 8.7 In case of cleaning / washing of blinds which will be arranged by the ZTBL, the removal / refitting of blinds will be done by the Contractor/services provider

Position: Painter

Specifications / Requirements:

Painting Works 9.1 Painting of walls / ceilings / doors / windows at any height where needed or as desired by the Engineer In-charge 9.2 Enamel painting of C.I. / G.I pipes, HVAC plant / equipment / pipes / accessories, fire cabinets, exterior electric poles, fittings / fixtures as and when needed 9.3 Brasso / polishing to the metal works / surface / planters / vases, wooden fittings, logo etc. as and when needed in any floor at any height

Position: Helper / Unskilled Labor

Specifications / Requirements:

The Labourer shall perform general manual work, including loading and unloading materials, shifting furniture and equipment, assisting skilled workers, handling tools and materials, cleaning work areas, removing debris, and carrying out any other manual tasks assigned by the Bank's authorized representative within the scope of the Contract.

Position: Gardener / Maali

Specifications / Requirements:

The Gardener /Mali shall be responsible for the routine maintenance and upkeep of all lawns, gardens, flower beds, landscaped areas, trees, shrubs, hedges, and indoor/outdoor plants within the Bank's premises. The scope of work shall include watering, mowing and trimming grass, pruning and shaping trees and shrubs, weeding, digging, hoeing, soil preparation, plantation and replacement of seasonal plants, application of fertilizers, pesticides, and insecticides (where provided by the Bank), removal and disposal of garden waste, cleaning of garden paths and landscaped areas, maintenance of flower pots and planters, monitoring the health of plants, and reporting any disease or pest infestation. The Gardener shall also maintain all gardening tools and equipment provided by the contractor, perform landscaping and beautification activities as directed by the Bank, ensure the proper upkeep of all green areas in a neat, healthy, and aesthetically pleasing condition, and carry out any other horticultural duties assigned by the Bank's authorized representative within the scope of the Contract.

Position: Welder

Specifications / Requirements:

The Welder shall be responsible for carrying out all routine welding, fabrication, repair, and maintenance works related to metal structures, steel fixtures, gates, grills, railings, doors, windows, frames, pipelines, tanks, and other metallic components within the Bank's premises. The scope of work shall include cutting, joining, repairing, fabricating, grinding, fitting, and installing metal parts using appropriate welding techniques and equipment, rectifying damaged or broken metal fixtures, ensuring proper alignment and finishing of welded joints, performing minor fabrication works as directed, maintaining welding tools and equipment, observing all safety procedures and using the prescribed Personal Protective Equipment (PPE), keeping the work area clean after completion of the job, and carrying out any other welding and metal fabrication-related duties assigned by the Bank's authorized representative within the scope of the Contract.

Position: Lift Operator

Specifications / Requirements:

Lift operator having 05 year experience of high rise/mixuse commercial buildings i.e experience in O/M, Emergency Evacuation, having sound knowledge of misc. Lift errors. The Lift Operator shall be responsible for the safe and efficient operation of passenger lifts, monitoring lift performance, reporting faults or malfunctions promptly, maintaining cleanliness of lift cabins, ensuring orderly use of lifts by occupants and visitors, coordinating with maintenance personnel during repairs, and performing any other duties assigned by the Bank's authorized representative within the scope of the Contract.

Position: Services (Equipment, Machinery & Tools)

Specifications / Requirements:

In addition to the manpower specified in the scope of work, the Contractor shall provide, install (where required), operate, maintain, repair and replace, at its own cost, all equipment, machinery, tools, tackles, PPE, accessories and transportation necessary for execution of the Scope of Work. The cost of all such items shall be deemed included in the rates quoted under "Price Schedule for Services (Other than Salaries/Wages)", and no separate payment shall be made by ZTBL. This shall include, but shall not be limited to: • Heavy-duty paper shredding machines (minimum 150L capacity) • Wet & dry vacuum cleaners • Carpet shampooing/extraction machines • Floor scrubbing and polishing machines • High-pressure jet/pressure washing machines • Water/sludge pumps • Janitorial trolleys • Mops, buckets, wringers, squeegees, brushes, wheelbarrows, shovels • Ladders, scaffolding, telescopic poles and high-level cleaning equipment • Hand tools and testing instruments required for maintenance works • PPE for all deployed staff

Scope of Work

SCOPE OF WORK (detailed document is attached in annexures)

1. Introduction

Zarai Taraqati Bank Limited (ZTBL) is a premier specialized financial institution dedicated to the development and growth of Pakistan's agriculture sector through the provision of financial services and knowledge-based technical assistance since 1952.

ZTBL intends to engage the services of a professionally qualified and experienced firm for the provision of Janitorial and General Maintenance Services at its designated premises. The contract shall initially be awarded for a period of two (02) years, with the option of extension for one or more further periods on the same terms and conditions, subject to satisfactory performance of the Contractor, mutual agreement of the parties, and approval of the competent authority.

The prospective bidders shall quote their rates for the complete contract period of two (02) years in accordance with the requirements, scope of work, and terms and conditions specified in these bidding documents.

Locations

The successful Contractor shall provide comprehensive Janitorial and General Maintenance Services at the following ZTBL-owned or occupied premises:

-ZTBL Head Office, Zero Point, Islamabad

- 13-Storey Building (Approximate Covered Area: 11,000 sq. ft.)
- 8-Storey Annex Building (Approximate Covered Area: 9,000 sq. ft.)

-ZTBL Residential Colony, G-7/2, Islamabad

- 72 B-Type Flats
- 72 C-Type Flats
- 24 F-Type Flats

-ZTBL Sports Club and Medical Centre-II, G-7/2, Islamabad

-ZTBL Farm and Staff College, Murree Road, Islamabad

-President Camp Office, Islamabad (Premises hired by ZTBL)

Note: The Bank reserves the right to add, remove, or change the place(s) of duty and deployment of services during the currency of the Contract, subject to its operational requirements. The Contractor shall provide the required services at such locations without objection and in accordance with the terms and conditions of the Contract.

2. SERVICES REQUIRED UNDER THE PROJECT (Detailed specifications are provided in the Scope of Work attached as Annexure)

Janitorial services.

The Contractor shall provide adequate janitorial staff to ensure the daily cleaning and maintenance of all offices, washrooms, corridors, staircases, lobbies, common areas, glass surfaces, furniture, fixtures, carpets, and other assigned locations. The scope of work shall include sweeping, mopping, dusting, vacuuming, cleaning and disinfecting washrooms, collection and disposal of waste, replenishment of consumables, removal of stains and spills, periodic deep cleaning, floor scrubbing, polishing, carpet shampooing, and any other housekeeping activities necessary to maintain a clean, hygienic, safe, and presentable working environment at all times. The Contractor shall ensure that all cleaning activities are carried out using appropriate equipment, approved cleaning materials, and in accordance with the standards, schedules, and instructions issued by the Employer.

The cleaning services shall cover all locations including all internal and external areas of the premises, such as front lawns, landscaped areas, roads, walkways, driveways, parking areas, and the front, rear, and side surroundings of the buildings including but not limited to all offices, floors, washrooms, halls, corridors, staircases, reception areas, lobbies, meeting rooms, daycare and common rooms for females, and any other spaces designated by the management from time to time. The Janitorial Staff shall ensure that all such areas are maintained in a neat, orderly, and sanitary condition at all times.

The details of the required services are as follows:

- 1. Clean and Disinfect Sinks (on Daily Basis):**
- 2. Clean and Disinfect Toilets (on Daily Basis).**
- 3. De-scale Toilets- As Needed:**
- 4. Spot Clean Walls, Partitions (on Daily Basis):**
- 5. Clean Floor Drain (on Daily Basis):**
- 6. Mop and Disinfect Floor (on Daily Basis):**
- 7. Clean/Polish Glass, Mirrors, Doorplates and Kick Plates (on Daily Basis).**

2.8 Rooms/Hall.

2.9 Daily Dust/Wet Mop and/or Sweep/ Non-Carpeted Floors

2.10 Daily Spot Clean Glass Doors/Partitions, Remove Stains Clean partition walls, window frames, partition doors, walls.

2.11 Carpeted Rooms.

2.12 Stairs/Hallway/cement concrete pavements, paths, drains and metaled roads.

2.13 Other janitorial services

2.13.1 Window, Exterior Surface, and High-Level Cleaning:

2.13.2 Interior and Exterior Glass Cleaning:

2.13.3 Floor Washing and Polishing:

2.13.4 Carpet deep Cleaning:

2.13.5 Waste Paper Shredding:

3. Water Features and Hardscape Cleaning

3.1 Cleaning of Pools, Cascades, Fountains, and External Hardscape Areas:

3.2 To operate and keep functional / workable the heavy duty pumps of fountain and falls daily or as and when required.

4. Plumbing Services.

Water Supply and Sanitary Duties

Emergency Services

4.6 In case of water flooded in basement or anywhere, the Contractor will make necessary arrangement to drain out the water sludge and the necessary Temperature & Pressure required for the purpose will be arranged at their own.

Note: Each floor has its own janitorial cart/trolley which carries all cleaning equipment.

5. Facility Management Services

5.1 Gas Water Heater / Burner / Heater etc.

5.2 Kitchen Equipment Maintenance:

6. Storm Water Drainage & Roof Drainage Maintenance Services

6.1 Main rain water lines must be checked and cleaned regularly on weekly basis. The roof drainage, gutter and down pipes must be cleaned weekly or before indication / prediction of rains.

7. Water Quality Testing Services / Environmental Testing Services

7.1 Water Testing: A sample of the fresh water pumped out from the Tube Wells / CDA source and internal water supply / water tap must be provided for its testing on Bank expenses as and when required or annually.

8. Carpentry & Metal Fabrication Services (Aluminum, Steel and Woodwork)

9. Painting, Polishing & Surface Finishing Services

10. Civil Maintenance & Masonry Services

11. Electrical Systems Operation, Preventive Maintenance & Repair Services

12. Transformer Inspection, Testing & Preventive Maintenance Services

13. HT/LT Electrical Panels & Switchgear Maintenance Services

14. Low Tension (LT) Distribution Network Maintenance Services

15. Fire Protection Systems Operation, Inspection & Maintenance Services

Fire Fighting Equipment

16. Performance Management, Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)

Manpower Required under the Project:

The above scope of work shall be subject to following procedure and terms & conditions:

17. Manpower Required under the Project:

The above scope of work shall be subject to following procedure and terms & conditions:

Sr.No	Post	MANPOWER
Janitorial Services		
1	Janitorial Supervisor	02
2	Sweepers	38
3	Lady sanitary worker	02
4	Sanitary / Gutter Worker	03

**Allied
Maintenance
Services**

5	Supervisor (DAE Civil) (HO/Colony) with 5-10 years of experience in building Maintenance and Janitorial Systems preferably in Operation/Maintenance particularly in high-rise buildings. Additional Degree is preferable.	02
6	Masons	01
7	Industrial Electrician (Diploma Holder) with 05 years of experience in Systems preferably in Operation/Maintenance particularly high rise buildings relevant in building Maintenance and Janitorial.	01
8	General Electrician Matric and diploma of vocational trainings at least 6 months with 05 years of experience in Systems preferably in Operation/Maintenance particularly high rise buildings building Maintenance and Janitorial.	06
9	Plumbers	02

10	Carpenters	02
11	Painter	06
12	Helper / Labor	08
13	Mali	06
14	Welder	01
15	Lift Operator Lift operator having 05 year experience of high rise/mixuse commercial buildings i.e experience in O/M, Emergency Evacuation, having sound knowledge of misc. Lift errors. Note: For proposed team, provide detailed CVs supported by experience letter, of the experts duly signed by the individual and the firm.	02

18. SERVICES REQUIRED OTHER THAN MANPOWER

1 SERVICES OTHER THAN MANPOWER (EQUIPMENT, MACHINERY & TOOLS ETC)

In addition to the manpower specified above, the Contractor shall provide, install (where required), operate, maintain, repair and replace, at its own cost, all equipment, machinery, tools, tackles, PPE, accessories and transportation necessary for execution of the Scope of Work.

This shall include, but shall not be limited to:

- Heavy-duty paper shredding machines (minimum 150L capacity)
- Wet & dry vacuum cleaners
- Carpet shampooing/extraction machines
- Floor scrubbing and polishing machines
- High-pressure jet/pressure washing machines
- Water/sludge pumps
- Janitorial trolleys
- Mops, buckets, wringers, squeegees, brushes, wheelbarrows, shovels
- Ladders, scaffolding, telescopic poles and high-level cleaning equipment
- Hand tools and testing instruments required for maintenance works
- PPE for all deployed staff

- The Contractor shall hire and make available and maintain the above level of Human Resource(s) with the requisite skills. Such Human Resource(s) will not be part of ZTBL by any means:
- The above staff shall remain present from 8:15 AM to 5:30 PM (Monday-Thursday) & 8:15 AM to 6:00 PM (Friday). The availability of staff as deputed initially will be ensured so on to avoid frequent replacement and presence on 14th August, 12 Rabi ul Awal & any other occasions as & when required.
- The Contractor shall provide complete Janitorial/maintenance staff for the Locations mentioned in the bidding document.
- The staff / skilled / professionals provided by the Contractor shall be to the entire satisfaction of the ZTBL Administration.

19. Standing Operating Procedures (SOPs) agreed between the parties shall be followed.

20. PAYMENT

21. WORKERS' COMPENSATION AND EOBI REGISTRATION

22. COMPLIANCE WITH THE ENTIRE REGULATORY REQUIREMENT (AS PER GOVERNMENT LAW)

23. CONTRACT VALIDITY AND RENEWAL

24. DELIVERY SCHEDULE:

25. PRICE SCHEDULED

- The bidders shall quote Total Rate for the entire project for a period of two (02) years in EPADS Version 2.0 under the Total Lot Price (PKR) field.

- The Bidders is responsible to ensure social security/EOBI/Insurance and monthly wages as notified by the Federal Govt of Pakistan.
- ZTBL require services on monthly basis. If any difference observed in the minimum wages of the manpower, the difference amount will be deducted from the price of Services.

Note:

The detailed Scope of Work of the project is provided in the Specification of Services and also in Annexure (Scope of Work). The successful bidder shall provide the required manpower for the execution of janitorial services. All cleaning materials and consumable items required for the performance of the services shall be supplied by ZTBL, while the successful bidder shall, at its own cost, provide all equipment, tools, and maintenance implements necessary for the execution of the services, including but not limited to high quality Heavy-duty paper shredding machines (minimum 150L capacity) • Wet & dry vacuum cleaners • Carpet shampooing/extraction machines • Floor scrubbing and polishing machines • High-pressure jet/pressure washing machines • Water/sludge pumps • Janitorial trolleys • Mops, buckets, wringers, squeegees, brushes, wheelbarrows, shovels • Ladders, scaffolding, telescopic poles and highlevel cleaning equipment • Hand tools and testing instruments required for maintenance works • PPE for all deployed staff and other related equipment. The Supplier shall be responsible for the proper handling, safe custody, and efficient utilization of all cleaning materials and consumable items issued by ZTBL and shall be fully accountable for any loss, theft, damage, misuse, or shortage of such materials during the contract period. The Contract shall remain valid for a period of two (02) years (24 months) and may be extended for further periods by mutual consent of both parties, subject to satisfactory performance and approval of the competent authority. Bidders are required to quote a single Grand Total Price for the entire contract period of two (02) years.

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		





General Conditions of Contract

A. General

1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. “Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.

2. Applicable Law

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. Language

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractor and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. Notices

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC.

5. Location

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in SCC.

6. Authorized Representatives / Authority of Member in charge

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the SCC.

B. Commencement, Completion, Modification, and Termination of Contract

7. Effectiveness of Contract

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the SCC.

8. Commencement of Services

8.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

9. Program schedule

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. Starting Date/Expiration Date

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

11. Entire Agreement

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. Modification

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. Force Majeure

13.1. Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. Extension of Time

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. Termination

14.1. By the Procuring Agency

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. By the Contractor

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. General

15.1. Standard of Performance

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. Law Applicable to Services

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. Conflict of Interests

16.1. Contractor Not to Benefit from Commissions and Discounts

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. Contractor and Affiliates Not to be Otherwise Interested in Project

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- 16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- 16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC**.

17. Insurance to be Taken Out by the Contractor

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. Contractor's Actions Requiring Procuring Agency's Prior Approval

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

- 18.1.1. appointing such members of the Personnel not provided by the Contractor;
- 18.1.2. changing the Program of activities; and
- 18.1.3. any other action that may be specified in the **SCC**.

19. Reporting Obligations

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. Liquidated Damages

20.1. Payments of Liquidated Damages

The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC**.

20.3. Lack of performance penalty

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. Performance Guarantee

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC**.

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC**.

22. Sustainable Procurement

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC**.

D. Contractor's Personnel

23. Description of Personnel

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. Removal and / or Replacement of Personnel

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. Change in the Applicable Law

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

26. Services and Facilities

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. Contract Price

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC.

28. Terms and Conditions of Payment

28.1. Payments will be made to the Contractor according to the payment schedule stated in the SCC and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. Quality Control Identifying Defects

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC.

30. Correction of Defects, and Lack of Performance Penalty

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. Settlement of Disputes Amicable Settlement

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. Dispute Settlement

32.1. Arbitration

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL)), Unit Head Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is: Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English**.

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL)), Unit Head Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory
+92-344-544-4455
head.gpu@ztbl.com.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL)), Unit Head
Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad.,
Islamabad Capital Territory
+92-344-544-4455
head.gpu@ztbl.com.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2.

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.01% to 10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 2.00% of the contract price in acceptable form of Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee, Demand Draft

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

Vendor shall provide verification certificates of deputed staff from concerned authorities as per ZTBL requirements.

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

- i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
- ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
- iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.
- iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.
- v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties.

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.





Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.: **P55541**

To: **Zarai Taraqati Bank Ltd (ZTBL) (Zarai Taraqati Bank Ltd (ZTBL)), Unit Head Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the ____ day of _____ 20____ between **Zarai Taraqiati Bank Ltd (ZTBL) (Zarai Taraqiati Bank Ltd (ZTBL))**, Unit Head Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory

(hereinafter called “the Procuring Agency”) of the one part and [name of Bidder] of [city and country of Bidder] (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Procurement of Services of a Firm for Janitorial & Allied Maintenance Services at ZTBL Head Office & Other Allied Premises in Islamabad (P55541)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and
8. [add here: any other documents]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

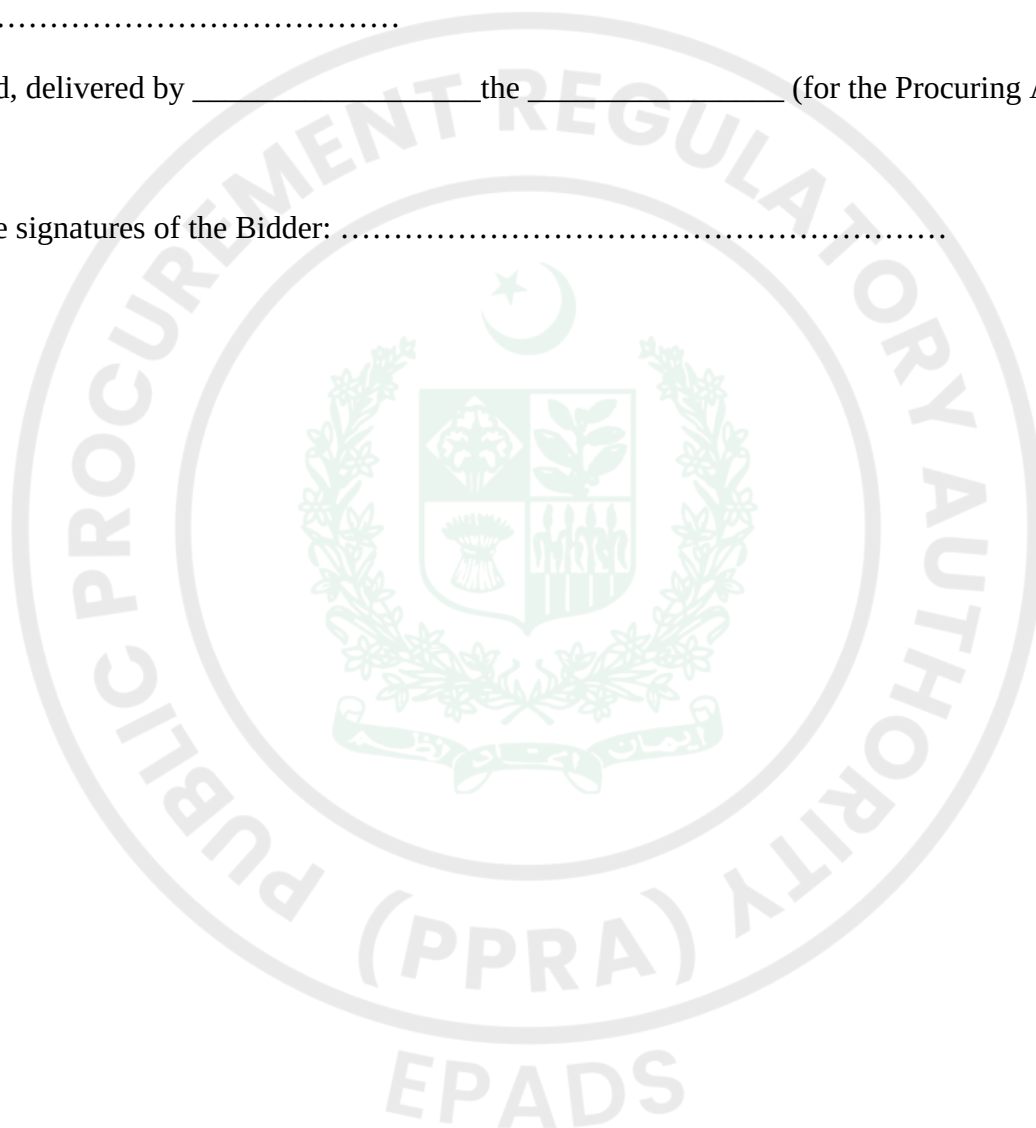
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

Integrity Pact

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

Contract

Number: Contract

Value: Contract Title:

Dated:

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

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

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

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.



Performance Guarantee Form

Performance Guarantee Form

To: **Zarai Taraqiati Bank Ltd (ZTBL) (Zarai Taraqiati Bank Ltd (ZTBL)), Unit Head Procurement Department, Room-205, 2nd Floor, Main Building, ZTBL Head Office, Zero Point. Islamabad., Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Undertaking for Acceptance of Scope of Services

We have inspected the buildings/premises of ZTBL against the scope of services, terms and conditions etc. given in the bid document.

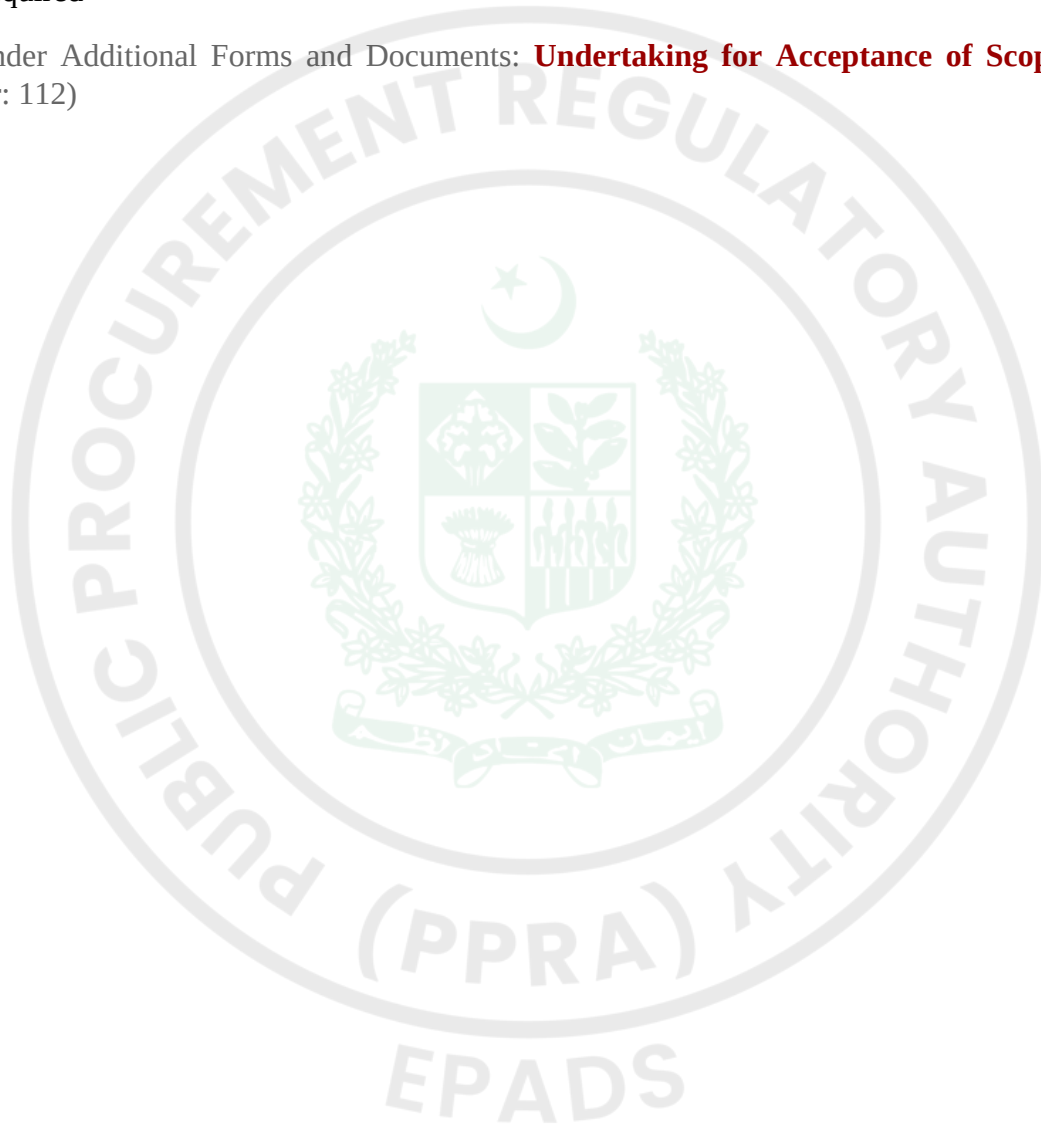
We meet the requirements given in the scope of services and other terms & conditions.

We hereby offer to execute the scope of services as stipulated in the bidding documents

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Undertaking for Acceptance of Scope of Services** (page number: 112)



Price of related items (Mention all the material of janitorial services required in scope of work)

The bidders are required to fill the table and mention all material of related services including but not limited to

01. liquid hand wash (black silk or equivalent): Liquid antibacterial hand wash, pH balanced, skin-friendly, supplied in 5 liter bottles, premium quality.

02. bamboo brooms (best quality): Natural bamboo grass broom with tightly bound handle, durable, suitable for indoor and outdoor sweeping.

03. phenyl: White/black disinfectant phenyl concentrate, effective against germs and odour, suitable for floor and washroom cleaning, supplied in 3 litre bottles.

04. Roomi Tiki: Naphthalene/urinal deodorizer tablets, long-lasting fragrance, effective insect repellent and odour control.

05. cleaning acids: Commercial-grade toilet cleaner/acid-based descaling solution for removal of hard water stains, rust, and mineral deposits, supplied in 1 litre bottles, suitable for ceramic and tiled surfaces.

06. wipers: Heavy-duty floor wiper with durable rubber blade (18-24 inches) and strong plastic/metal frame, compatible with standard handle.

These materials shall be stored securely in designated Bank storage areas. the payment of related material shall be used as per actual basis. ZTBL reserves the right to provide the material if the quoted prices are high or the quality of related material is not satisfactory. Prices of the related items will not be used for evaluation purpose.

Financial Table Inputs (Vendor)

Serial No.	Name of material	Unit Rate without tax	rate of tax	Unit rate with tax
------------	------------------	-----------------------	-------------	--------------------

+ Add Row



Price Schedule

A:PRICE SCHEDULED FOR JANITORIAL AND MAINTENANCE STAFF (Manpower Only) and

B:Price of all services (Equipment, Machinery & Tools etc)

the Contractor shall provide, install (where required), operate, maintain, repair and replace, at its own cost, all equipment, machinery, tools, tackles, PPE, accessories and transportation necessary for execution of the Scope of Work for the period of 02 years.

This shall include, but shall not be limited to:

- Heavy-duty paper shredding machines (minimum 150L capacity)
- Wet & dry vacuum cleaners
- Carpet shampooing/extraction machines
- Floor scrubbing and polishing machines
- High-pressure jet/pressure washing machines
- Water/sludge pumps
- Janitorial trolleys
- Mops, buckets, wringers, squeegees, brushes, wheelbarrows, shovels
- Ladders, scaffolding, telescopic poles and high-level cleaning equipment
- Hand tools and testing instruments required for maintenance works
- PPE for all deployed staff

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Price Schedule** (page number: 113)

Scope of Work

Information (Read-Only)

See Form Under Additional Forms and Documents: **Scope of Work** (page number: 114)





Procurement Forms

Past Experience and Completed Contracts

Experience in building Maintenance / Janitorial (Provide Work Order / Agreement / Satisfactory Certificates etc.No marks for projects completion older than 06years.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 131)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 132)

Current Contracts and Their Progress

Experience in building Maintenance / Janitorial (Provide Work Order / Agreement / Satisfactory Certificates etc.No marks for projects completion older than 06years.

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 134)

Financial Capacity and Net Worth Evaluation Form

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 135)

Average Annual Turnover

Average Annual Turnover in Millions: Audit Reports (or Bank Statements in case of Sole Proprietor Firm) should be attached of last three years till June 2026

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 137)





Additional Forms and Documents

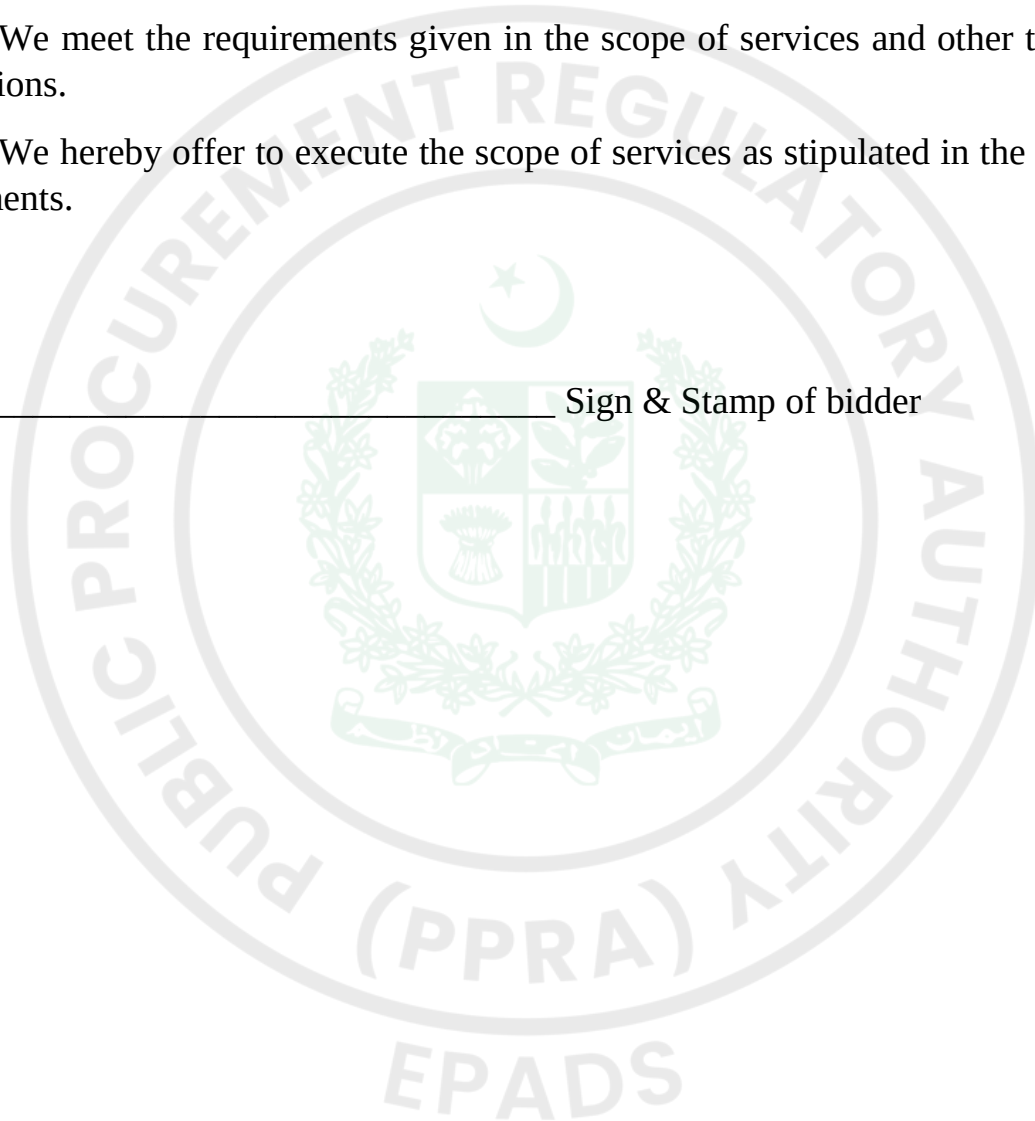
Undertaking for Acceptance of Scope of Services

We have inspected the buildings/premises of ZTBL against the scope of services, terms and conditions etc. given in the bid document.

We meet the requirements given in the scope of services and other terms & conditions.

We hereby offer to execute the scope of services as stipulated in the bidding documents.

Sign & Stamp of bidder



PRICE SCHEDULE

A. PRICE SCHEDULED FOR JANITORIAL AND ALLIED STAFF (Manpower Only)						
Sr. No	Description	Qty	Unit Rate	Taxes	Total Rate for One Month With Taxes	Total Rate for (02 Years) for the required quantities with taxes
1	Janitorial Supervisor	02				
2	Sweepers	38				
3	Lady sanitary worker	02				
4	Sanitary / Sewerage Cleaner Workers	03				
5	Supervisor (DAE Civil) (HO/Colony)	02				
6	Masons	01				
7	Industrial Electrician (DAE Electrical)	01				
8	General Electrician	06				
9	Plumbers	02				
10	Carpenters	02				
11	Painter	06				
12	Helper / Labor	08				
13	Gardener / Maali	06				
14	Welder	01				
15	Lift Operator	02				
TOTAL RATE FOR JANITORIAL AND ALLIED STAFF (MANPOWER SALARIES/WAGES & STATUTORY DUES) (A)						
B. PRICE SCHEDULED FOR SERVICES						
Sr. No	Description	Rate for one Month		Taxes	Rate for one Month with taxes	Total Rate for 02 Years
1	Price of all services (Equipment, Machinery & Tools etc.) required in the scope of work, other than salaries/wages.					
TOTAL RATE FOR SERVICES (B)						
C= GRAND TOTAL PRICE FOR THE ENTIRE PROJECT FOR TWO YEARS (C=A+B)						

Note:

- The bidders shall quote C = Grand Total Price for the entire project for a period of two (02) years (C = A + B) in EPADS Version 2.0 under the Total Lot Price (PKR) field.
- The Bidders is responsible to ensure social security/Eobi/Insurance/monthly salaries/wages for skilled/unskilled manpower notified by the Federal Govt of Pakistan. ZTBL require services on monthly basis. If any difference observed in the salaries of the manpower, the difference amount will be deducted from the price of Services.
- The bidders shall be solely responsible for any mathematical or arithmetical errors in their bid. The price breakdown is required solely for segregation and payment purposes. In case of any difference in this table and the total price quoted in EPADs for the whole lot in the Financial Proposal, the total price quoted in EPADs' price window shall be considered for award of contract as declared lowest by system.

SCOPE OF WORK

1. Introduction

Zarai Taraqati Bank Limited (ZTBL) is a premier specialized financial institution dedicated to the development and growth of Pakistan's agriculture sector through the provision of financial services and knowledge-based technical assistance since 1952.

ZTBL intends to engage the services of a professionally qualified and experienced firm for the provision of Janitorial and General Maintenance Services at its designated premises. The contract shall initially be awarded for a period of two (02) years, with the option of extension for one or more further periods on the same terms and conditions, subject to satisfactory performance of the Contractor, mutual agreement of the parties, and approval of the competent authority.

The prospective bidders shall quote their rates for the complete contract period of two (02) years in accordance with the requirements, scope of work, and terms and conditions specified in these bidding documents.

Locations

The successful Contractor shall provide comprehensive Janitorial and General Maintenance Services at the following ZTBL-owned or occupied premises:

-ZTBL Head Office, Zero Point, Islamabad

- 13-Storey Building (Approximate Covered Area: 11,000 sq. ft.)
- 8-Storey Annex Building (Approximate Covered Area: 9,000 sq. ft.)

-ZTBL Residential Colony, G-7/2, Islamabad

- 72 B-Type Flats
- 72 C-Type Flats
- 24 F-Type Flats

-ZTBL Sports Club and Medical Centre-II, G-7/2, Islamabad

-ZTBL Farm and Staff College, Murree Road, Islamabad

-President Camp Office, Islamabad (Premises hired by ZTBL)

Note: The Bank reserves the right to add, remove, or change the place(s) of duty and deployment of services during the currency of the Contract, subject to its operational requirements. The Contractor shall provide the required services at such locations without objection and in accordance with the terms and conditions of the Contract.

2. SERVICES REQUIRED UNDER THE PROJECT

Janitorial services.

The Contractor shall provide adequate janitorial staff to ensure the daily cleaning and maintenance of all offices, washrooms, corridors, staircases, lobbies, common areas, glass surfaces, furniture, fixtures, carpets, and other assigned locations. The scope of work shall include sweeping, mopping, dusting, vacuuming, cleaning and disinfecting washrooms, collection and disposal of waste, replenishment of consumables, removal of stains and spills, periodic deep cleaning, floor scrubbing, polishing, carpet shampooing, and any other housekeeping activities necessary to maintain a clean, hygienic, safe, and presentable working environment at all times. The Contractor shall ensure that all cleaning activities are carried out using appropriate equipment, approved cleaning materials, and in accordance with the standards, schedules, and instructions issued by the Employer.

The cleaning services shall cover all locations including all internal and external areas of the premises, such as front lawns, landscaped areas, roads, walkways, driveways, parking areas, and the front, rear, and side surroundings of the buildings including but not limited to all offices, floors, washrooms, halls, corridors, staircases, reception areas, lobbies, meeting rooms, daycare and common rooms for females, and any other spaces designated by the management from time to time. The Janitorial Staff shall ensure that all such areas are maintained in a neat, orderly, and sanitary condition at all times.

The details of the required services are as follows:

2.1 Clean and Disinfect Sinks (on Daily Basis): Completely clean and disinfect all exposed surfaces of the sink. A nonabrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture will present a clean, bright shiny appearance and will be free of all visible soil, streaks, oily smudges, residue cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets; will be free of streaks, spots, stains, etc. Inoperable or broken fixtures will be reported immediately on maintenance work request form. Different cloths, sponges, brushes and scouring pads will be used to clean the sinks than those used for cleaning the commodes and urinals.

2.2 Clean and Disinfect Toilets (on Daily Basis).

- i. Completely scrub clean and disinfect all exposed surfaces (inside and out) of the toilets and urinals, paying particular attention to areas under the rim and water inlet orifices. A nonabrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material will be removed from the urinal drain trap.
- ii. Thoroughly scrub the surfaces of the urinal drain not covered by water. A special set of sponge, cloths, scouring pads and brushes will be maintained and used only for cleaning the urinals and toilets. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures will present a clean, bright shiny appearance and will be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped up toilets will be plunged to free the obstruction. Only if the obstruction cannot be dislodged completely will be reported on maintenance work request along with other inoperable or broken fixtures. This should be done on daily basis. Inoperable stalls will have ""Out of Order"" signs placed on the doors. Waterless urinals shall also have cartridges changed and fluid replaced per manufacturers maintenance specifications."

2.2 De-scale Toilets– As Needed: Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals as needed to maintain a clean, uniform, bright shiny appearance.

2.3 Spot Clean Walls, Partitions (on Daily Basis): Clean partition walls, frames, partition doors, walls surrounding the urinal and toilet. To remove any nonpermanent stains, spots, streaks and graffiti, Use a cloth or sponge dampened with a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning, the surface will have a uniform appearance free from dust, lint, streaks, stains, and writing/notices.

2.4 Clean Floor Drain (on Daily Basis): Remove all built-up deposits, embedded, etc. from the grate of the drain. After wet mopping the floor, empty the remaining germicidal detergent down the floor drain daily. This will not only disinfect the drain but also will seal the trap. After cleaning, the drain and grate will be free of odor and built-up deposits.

2.6 Mop and Disinfect Floor (on Daily Basis): After mopping the entire floor with a germicidal detergent, the floor will have a uniform appearance free of spots, spills, stains, dirt, oily film, mop strings, standing water, etc. Dispose of the remaining detergent solution by pouring it down the floor drain.

2.7 Clean/Polish Glass, Mirrors, Doorplates and Kick Plates (on Daily Basis). Clean all glass surfaces, mirrors, doorplates, kick plates, partitions, and other reflective or metallic fixtures using approved cleaning agents. After cleaning, all surfaces shall be free from dust, fingerprints, smudges, stains, watermarks, streaks, adhesive residues, and other visible marks, leaving a clean, polished, and presentable appearance.

2.8 Rooms/Hall. Thoroughly clean all rooms, halls, meeting rooms, conference rooms, reception areas, and other assigned spaces by dusting furniture, fixtures, windowsills, partitions, and accessible equipment, removing litter, emptying waste bins, arranging furniture where required, and ensuring proper sanitation of frequently touched surfaces. After cleaning, all areas shall be neat, hygienic, well-organized, free from dust, cobwebs, stains, spills, unpleasant odors, and other visible dirt, maintaining a clean and professional working environment at all times.

2.9 Daily Dust/Wet Mop and/or Sweep/ Non-Carpeted Floors The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. All areas under chairs, trash receptacles, desks and other furnishings, which are accessible, will be cleaned as well. Desk chairs will be placed back at desks and training room chairs will be arranged after cleaning. After cleaning, surfaces including corners, abutments and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.

2.10 Daily Spot Clean Glass Doors/Partitions, Remove Stains Clean partition walls, window frames, partition doors, walls. To remove any nonpermanent stains, spots, streaks and graffiti, use a cloth or sponge dampened with a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning the surface will have a uniform appearance free from dust, lint, streaks, stains, and writing/notices.

2.11 Carpeted Rooms. Daily Mop/sweep to remove dust, dry soil, and other surface debris Weekly, vacuum, spot clean carpeted surfaces. The services provider/ Contractor will arrange vacuum cleaners of appropriate capacity/power.

2.12 Stairs/Hallway/cement concrete pavements, paths, drains and metaled roads. Daily Dust/Wet Mop and/or Sweep The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. After cleaning, surfaces including corners, abutments, and places accessible to the cleaning

equipment will be free of all visible soil, streaks, litter and spots caused by spills and washing with water when required with approved detergent/chemicals etc.

2.13 Other janitorial services

In addition to the routine housekeeping services, the Contractor shall perform the following duties as and when required by ZTBL:

2.13.1 Window, Exterior Surface, and High-Level Cleaning: Clean windows, floor-to-ceiling glass panels, aluminium frames, false ceilings, and adjacent concrete surfaces up to a building height of 165 feet (approx.) using appropriate equipment, access systems, cleaning agents, and safety measures. All cleaned surfaces shall be free from dust, stains, cobwebs, watermarks, and other visible deposits.

2.13.2 Interior and Exterior Glass Cleaning: Clean the interior and exterior surfaces of all door and window glass using suitable glass-cleaning solutions and equipment approved by ZTBL. Upon completion, all glass surfaces shall be clear, streak-free, and free from fingerprints, smudges, dust, stains, and watermarks.

2.13.3 Floor Washing and Polishing: Carry out comprehensive washing, scrubbing, and polishing of all applicable floor surfaces using suitable mechanized equipment, approved cleaning chemicals, and polishing materials whenever required by ZTBL. The finished floor shall be clean, hygienic, slip-resistant, and free from stains, dirt, and residue.

2.13.4 Carpet deep Cleaning: Perform deep cleaning and washing of carpets and upholstery using appropriate carpet and upholstery cleaning machines and approved cleaning chemicals as and when required. After cleaning, carpets shall be free from dust, stains, odors, and embedded dirt, with minimal moisture remaining.

2.13.5 Waste Paper Shredding: Provide and maintain heavy-duty (commercial- 150 L and above) paper shredder machines in both the Main Building and Annex Building for shredding waste paper. The Contractor shall ensure the shredded paper is properly collected, pelletized or bundled, and stacked at designated locations in accordance with ZTBL's instructions and applicable waste management procedures.

3. Water Features and Hardscape Cleaning

3.1 Cleaning of Pools, Cascades, Fountains, and External Hardscape Areas: The Contractor shall carry out pressure washing of external paved areas, including fountains, cascades, pools (where applicable), driveways, car porches, and areas surrounding pots and planters on a quarterly basis, particularly after the rainy season, or as directed by ZTBL. The Contractor shall also clean the tiles, fittings, fixtures, and associated surfaces of cascades, pools, and fountains of all shapes and sizes at least once every week using approved detergents, chemicals, and suitable equipment. Upon completion, all surfaces shall be free from algae, moss, dirt, stains, debris, scaling, and other deposits, ensuring a clean, hygienic, and aesthetically pleasing appearance. The Contractor shall use appropriate tools and access equipment to safely clean surfaces at any required height.

3.2 To operate and keep functional / workable the heavy duty pumps of fountain and falls daily or as and when required.

4. Plumbing Services.

Water Supply and Sanitary Duties

4.1 Operation & Maintenance of European, Eastern Waste Commodes, Wash Basins, Urinals, Kitchen Sinks, Toilet Paper Holders, Towel Rails, Showers, Muslim Showers, Floor Drains, Flush Tank of any type, G.I. Pipes of all sizes (cold/hot) including specials, C.I. Pipes (Soil/Waste) including specials, R.C.C Pipes (Soil/Waste) including specials, M.S. / G.I. Gas Pipes including Specials and PPRC/uPVC Pipes including specials of all sizes.

4.2 Operation & Maintenance of Electric Filtration plants/Water Pumps/bore pumps installed in Head Office/ZTBL Colony G-7/2, Islamabad/ staff college/ view point and premises defined by ZTBL at Islamabad. The Pumps have to be operated round the clock or as and when required to ensure that uncontaminated water is being supplied and all motors and parts associated with the pump must be maintained closely and necessary repairs must be carried out immediately.

4.3 Water level and underground water tank/overhead water tank be checked daily. Cleaning/ disinfection of underground water tank/overhead water tank must be on quarterly basis or as required as per instructions of the Engineer Incharge.

4.4 Sanitary ware and other accessories installed in bathroom, shower room and kitchen must be kept in good and working condition and broken / defective damaged or otherwise faulty items should be repaired or replaced immediately.

4.5 All manholes, internally and externally, must be inspected on weekly basis to ensure that all are clear and free from blockages, where these are blocked or are-likely to be blocked these are to be cleaned out and flushed through with high pressure water or any other appropriate arrangement at contractor cost.

4.6 The main CDA sewerage lines must be checked monthly or when required to ensure that they are not choked or are not likely to be choked. The Contractor will arrange their cleaning and free from blockage from CDA at contractor cost.

4.7 A survey of all the plumbing / sanitary ware / sewerage / electrical system will be carried out weekly/as & when required for its necessary repair.

Emergency Services

4.6 In case of water flooded in basement or anywhere, the Contractor will make necessary arrangement to drain out the water sludge and the necessary Temperature & Pressure required for the purpose will be arranged at their own.

Note: Each floor has its own janitorial cart/trolley which carries all cleaning equipment.

5. Facility Management Services

Gas Water Heater / Burner / Heater etc.

5.1 All hot water heaters must be checked / inspected daily to ensure their satisfactory performance.

5.2 The hot water heaters / gas burners / cooking range must be serviced twice a year/as & when required but any necessary repairs be carried out promptly as and when they are identified during the inspection.

Kitchen Equipment Maintenance:

5.3 (Fast food, Canteen, President's Chamber, pantry) All equipment, Deep Freezers, Refrigerators, Ovens, Gas Appliances Machines etc. and burners must be inspected thoroughly on weekly basis to ensure their satisfactory function. In case of any major repairs or replacement of parts seems necessary, the expenditure will be borne by the bank.

6. Storm Water Drainage & Roof Drainage Maintenance Services

6.1 Main rain water lines must be checked and cleaned regularly on weekly basis. The roof drainage, gutter and down pipes must be cleaned weekly or before indication / prediction of rains.

7. Water Quality Testing Services / Environmental Testing Services

7.1 Water Testing: A sample of the fresh water pumped out from the Tube Wells / CDA source and internal water supply / water tap must be provided for its testing on Bank expenses as and when required or annually.

8. Carpentry & Metal Fabrication Services

Aluminum, Steel and Woodwork

8.1 Repair of doors /Main Entry/Gates, windows, shutters, aluminum/glass/wooden doors and glazed partitions of any type including accessories complete in any floor at any height

8.2 Repair / fixing by replacing the defective / damaged false ceiling of any type, the false ceiling sheets / necessary material required will be supplied by ZTBL.

8.3 Minor repair of chairs, tables, sofa sets, wooden / steel almirah cabinet etc. including welding and petty items

8.4 Fixing of glass pane to windows/doors/partitions or where required upto any height at any floor

8.5 Repair / fixing of door closer of any type at any height

8.6 To check blinds (channel, roller, weights etc.) for any types/material carefully and ensure its satisfactory functioning and arrange necessary repairs.

8.7 In case of cleaning / washing of blinds which will be arranged by the ZTBL, the removal / refitting of blinds will be done by the Contractor/services provider

9. Painting, Polishing & Surface Finishing Services

Painting Works

9.1 Painting of walls / ceilings / doors / windows at any height where needed or as desired by the Engineer In-charge

9.2 Enamel painting of C.I. / G.I pipes, HVAC plant / equipment / pipes / accessories, fire cabinets, exterior electric poles, fittings / fixtures as and when needed

9.3 Brasso / polishing to the metal works / surface / planters / vases, wooden fittings, logo etc. as and when needed in any floor at any height

10. Civil Maintenance & Masonry Services

10.1 Repair of all types of minor masonry / marble / glazed tiles works up to any floor at any height

10.2 Preparation of manhole cover and repair of damaged manhole when needed or as per instructions of the Engineer In-charge

10.3 Repair of damaged plaster and filling of cracks / joints with appropriate material provided by the Bank in any floor at any height

10.4 Application of appropriate material / bitumen over roof or wall in case of leakage at any floor at any height or as desired by the Engineer In-charge

10.5 Repair of footpath / drive way / floor of any type at any height

10.6 Filling / excavation / cutting where required

11. Electrical Systems Operation, Preventive Maintenance & Repair Services

Electrical System / Installations

11.1 To keep intact and satisfactory operation and routine service / cleaning of the following Electrical items / systems:

- i. All Exhaust / Ceiling / Pedestal / Bracket Fans/ Desert Cooler / Tube Lights / Sockets / Control Switch / Main Switch of all type, Electric Water Heater & Cooler etc.

11.2 Main Electric Boards in Central A.C. Plant / Control Room, Sub Main Panel at floor and Air Handling Unit

11.3 Diesel operated generators and allied equipment, checking / testing / removal of defects of generating sets (550 KVA, 200 KVA, 125 KVA, 100 KVA, 12.5 KVA, 0.8 Power Factor, 415 volts, 3 phase 4 wires, 50 Hz), including control cum automatic transfer switch with panel, fuel oil pump and other allied controls / switches etc.

11.4 Cleaning / overhauling and removing dust, dirt deposit and any foreign material including daily repair, maintenance, servicing / repair / replacement of any defective / damaged part / component of all light fittings / fixtures (inside and outside), lamp / tube lights, switch, socket, light and power plug, wiring main, sub main cable, earthing pits / system, circuit breakers, fuses, DB, switch board, H.T. normal panel, L.T. emergency panel, PFI plant, fire alarm system and their instruments, protections etc.

11.5 Annual servicing of equipment involving overhaul, repairs, testing & commissioning if required

11.6 Pump operator will be responsible for up keeping equipment for lifting of water to overhead water tank round the clock including day to day maintenance, monitoring of equipment and attending any complaint which arise on daily basis

11.7 Complete cleaning, washing, servicing, overhauling, Repair/Service electric water coolers, and oil changing and repair and replacement of any defective or damaged parts before start of summer season; replacement of parts will be provided by the Bank and contractor will ensure satisfactory working during the summer season or as and when required

11.8 The contractor will arrange daily inspection of street light (CDA); in case of any fault he will inform the concerned department for removal of fault

12. Transformer Inspection, Testing & Preventive Maintenance Services

Transformers

12.1 General cleaning of HV & LV Bushings

12.2 Check silica-gel of transformer and replace if required

12.3 Check oil temperature and oil level of transformer

12.4 Inform if any repair / replacement required for smooth operation

12.5 Inform if any Lab. Testing of transformer oil, moisture level test, dielectric strength test and other related test as and when required

Generator Set: Diesel Generator (DG Set) Operation, Maintenance & Servicing Services

The following checks have to be conducted: -

- i. Oil pressure
- ii. Oil level and coolant level
- iii. Air cleaner indicator
- iv. Exhaust temperature
- v. Radiator louvers if any
- vi. Check for leaks, noises & unusual vibration
- vii. Oil sampling
- viii. Identifying problems & any repairs or replacement, if required.
- ix. General cleaning.
- x. Fuel filling in the tanks.
- xi. To run generator manually (on test) periodically check the working condition and charging the batteries.

- xii. Voltage checking of batteries.
- xiii. Maintain water level of batteries well in time.
- xiv. Cleaning of batteries terminals and their lubrications.
- xv. Change of engine oil and filters well in time as per manufacture instructions.
- xvi. Generator set servicing as and when required. Contractor prepare/maintain check list for daily checkup.

13. HT/LT Electrical Panels & Switchgear Maintenance Services

High / Low Tension Panels

- 13.1** Visual Inspection, Cleaning of terminal contacts of Voltmeter, Ammeter, MDI & KVARH meters & calibration of all safety relay (Earth, over current / low voltage etc.) Coordination with IESCO through management for any variation / fluctuation
- 13.2** Change over switch must work freely to ensure commissioning of generator to take building load
- 13.3** To maintain daily record of voltage fluctuation and phases
- 13.4** Check tightness of the connections at bus bars
- 13.5** Check for tightness, cleaning & alignment of auxiliary contacts
- 13.6** Check for cleanliness and mark of spark of Dome Plug top
- 13.7** To note the number of tripping on all the main OCBs, ACBs, periodically and adopt their remedies
- 13.8** Check for mark of smoothness of contacting surface of fixed and moving contacts
- 13.9** Check for proper earthing and clear ground terminal
- 13.10** Check for tight connections at ACB / MCB / Fuse switches
- 13.11** Check for cleanliness of all contacts surfaces (Terminal)

14. Low Tension (LT) Distribution Network Maintenance Services

LT Distribution Network

- 14.1** Checking, inspection, cleaning and servicing of boost ducts, bus bar, trenching, plug-in boxes, cables, distribution and sub-distribution boards. It comprises:
- 14.2** Opening of bus tie ducts and rising mains and general cleaning and servicing and drying if required
- 14.3** Cleaning of contact points of plug-in boxes and separators
- 14.4** Removing of minor defects
- 14.5** Cleaning, servicing and replacement of parts as required of distribution and sub-distribution boards
- 14.6** Complete servicing, overhauling, cleaning, washing, repair, maintenance of all types of fans including repair and replacement of damaged / defective parts, wiring and allied electrical switch gear as directed by the Engineer In-charge.

15. Fire Protection Systems Operation, Inspection & Maintenance Services

Fire Fighting Equipment

- 15.1** To keep intact and satisfactory operational condition of Fire protection system, Fire Extinguishers, Fire alarm system, smoke detector, i/c flexible pipes, valves and attached accessories complete
- 15.2** In case of any mishap / fire the Contractor will assist to operate all the fire-fighting equipment and also inform Fire Brigade and related Departments accordingly

16. Performance Management, Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)

16.1 The Contractor shall perform all services under this Contract in accordance with the Key Performance Indicators (KPIs), Service Level Agreements (SLAs), Performance Standards, Inspection Criteria, Response and Resolution Times, and Reporting Requirements to be agreed between ZTBL and the successful Contractor. The KPIs and SLAs shall establish the measurable performance standards for all services covered under the Contract and shall be used by ZTBL to monitor, evaluate, and assess the Contractor's performance throughout the Contract period. Compliance shall be measured through routine and surprise inspections, attendance records, complaint registers, preventive maintenance records, service logs, inspection reports, and other documentary evidence maintained by the Contractor and verified by ZTBL.

16.2 Failure to achieve the agreed KPIs or SLAs, repeated non-compliance with the prescribed performance standards, failure to maintain the required manpower or equipment, delayed response or resolution of complaints, or failure to comply with reporting requirements may result in issuance of notices, performance deductions, contractual penalties, withholding of payments, or any other remedies available to ZTBL under the Contract.

16.3 The detailed KPIs and SLAs shall be finalized and incorporated as an integral part of the Contract at the time of contract execution through mutual agreement between ZTBL and the successful Contractor. During this process, KPIs and SLAs may be added, modified, revised, or deleted to reflect the operational requirements of ZTBL, provided that such changes shall not alter the overall scope of work or reduce the minimum performance standards and service obligations prescribed in the bidding documents.

17. Manpower Required under the Project:

The above scope of work shall be subject to following procedure and terms & conditions:

Sr.No	Post	MANPOWER
Janitorial Services		
1	Janitorial Supervisor	02
2	Sweepers	38
3	Lady sanitary worker	02
4	Sanitary / Gutter Worker	03
Allied Maintenance Services		
5	Supervisor (DAE Civil) (HO/Colony) with 5-10 years of experience in building Maintenance and Janitorial Systems preferably in Operation/Maintenance particularly in high-rise buildings. Additional Degree is preferable.	02
6	Masons	01
7	Industrial Electrician (Diploma Holder) with 05 years of experience in Systems preferably in Operation/Maintenance particularly high rise buildings relevant in building Maintenance and Janitorial.	01
8	General Electrician Matric and diploma of vocational trainings at least 6 months with 05 years of experience in Systems preferably in Operation/Maintenance particularly high rise buildings building Maintenance and Janitorial.	06
9	Plumbers	02
10	Carpenters	02
11	Painter	06
12	Helper / Labor	08
13	Mali	06
14	Welder	01
15	Lift Operator Lift operator having 05 year experience of high rise/mixuse commercial buildings i.e experience in O/M, Emergency Evacuation, having sound knowledge of misc. Lift errors. Note: For proposed team, provide detailed CVs supported by experience letter, of the experts duly signed by the individual and the firm.	02

18. SERVICES REQUIRED OTHER THAN MANPOWER

1	SERVICES OTHER THAN MANPOWER (EQUIPMENT, MACHINERY & TOOLS ETC) In addition to the manpower specified above, the Contractor shall provide, install (where required), operate, maintain, repair and replace, at its own cost, all equipment, machinery, tools, tackles, PPE, accessories and transportation necessary for execution of the Scope of Work. This shall include, but shall not be limited to: Heavy-duty paper shredding machines (minimum 150L capacity)	
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	• Wet & dry vacuum cleaners • Carpet shampooing/extraction machines • Floor scrubbing and polishing machines • High-pressure jet/pressure washing machines • Water/sludge pumps • Janitorial trolleys • Mops, buckets, wringers, squeegees, brushes, wheelbarrows, shovels • Ladders, scaffolding, telescopic poles and high-level cleaning equipment • Hand tools and testing instruments required for maintenance works • PPE for all deployed staff	
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- The Contractor shall hire and make available and maintain the above level of Human Resource(s) with the requisite skills. Such Human Resource(s) will not be part of ZTBL by any means:
- The above staff shall remain present from 8:15 AM to 5:30 PM (Monday-Thursday) & 8:15 AM to 6:00 PM (Friday). The availability of staff as deputed initially will be ensured so on to avoid frequent replacement and presence on 14th August, 12 Rabi ul Awal & any other occasions as & when required.
- The Contractor shall provide complete Janitorial/maintenance staff for the Locations mentioned in the bidding document.
- The staff / skilled / professionals provided by the Contractor shall be to the entire satisfaction of the ZTBL Administration.

19. Standing Operating Procedures (SOPs) agreed between the parties shall be followed.

- Best quality janitorial material (decided by bank) of all types i.e. (shovel, wheelbarrow, mopping trolley, buckets, water dry pumps/sludge pumps etc.) shall be provided by the Contractor at his own cost and will be kept in the store/room to be provided by ZTBL. The security of that material shall be sole responsibility of the Contractor and in case of any loss or shortage due to any reason whatsoever, Bank shall not bear any liability whatsoever.
- The material required for repair work shall be provided by the ZTBL.
- In case the work and performance of the Firm is unsatisfactory then the Firm is liable for a fine/penalty as per rules settled and agreed in the contract agreement
- For the purpose of identification of security, the Contractor shall issue proper identity card to all his employees and workers, who may be from time to time, detained to work within the Bank's premises in connection with rendering of the agreed services.
- The Contractor shall be responsible for the settlement of the claim resulting from injury, burn or accident of any kind to his employees and workers, officers, agent advisors or any other person acting for and on his behalf in discharge of services.
- The agreement shall remain valid and enforceable for the period of two (02) years. The same shall be extendable for further periods subject to satisfactory performance and mutual consent of the both parties.

- If any loss or damage is caused to the ZTBL property by any unauthorized work, the Contractor shall be required to rectify the same to the satisfaction of ZTBL at his own cost.
- The Contractor shall also attend serious complaints of breakdown of any essential utility or dangerous situation round the clock.
- No escalation or increase in prices/costs on any account shall be entertained during the currency of this Contract. However, any increase or decrease in prices resulting directly from changes in applicable Government laws, rules, taxes, duties, statutory levies, or a duly established Force Majeure event, which materially affects the cost of performance, may be considered by the Bank on a case-by-case basis, subject to documentary evidence, approval of the Competent Authority, and execution of a formal contract amendment.
- All floors/stairs and common circulation areas etc. shall be kept spotless/clean at all times.
- The ZTBL, for the reasons to be recorded and conveyed, reserves the right to stop entry of any person deputed by the Contractor for performance of the contract.
- Water and electricity to be used for cleaning purpose shall be supplied by the ZTBL free of cost. However, Contractor shall arrange all sorts of Rubber/Plastic hoses and pipes required to make access of water to the specified cleaning areas.
- Monthly payments on lump-sum basis shall be made to the Contractor. A bill on printed form shall be submitted by the Contractor each month for all works executed in the previous month. The bill shall be verified by the concerned Officer of ZTBL before making the payment to the Contractor.
- The ZTBL shall deduct all the taxes at source under rules prescribed by Government of Pakistan and which fall under the jurisdiction of Federal Government.
- The ZTBL reserves the right to terminate this contract/agreement upon 30 days' notice in writing or till any suitable alternate arrangement is made by the ZTBL whichever is earlier. The Bank shall however, have the right to terminate the contract and forfeit security without any compensation if the Contractor fails to provide the services to the utmost satisfaction of the Bank or commits any other breach of its obligations under this agreement.
- In case of any exigency like holding of any meeting/official function, extra manpower shall be provided by the Contractor as required without any additional payment.
- In case of expiry of contract period, contractor will have to perform his duty on existing rates till finalization of awarding contract to other party or as desired by the Bank's Management.
- **WEARING OF UNIFORM:** The employees and workers of Contractor shall always wear proper and clean uniform provided to them by the Contractor at his own cost. For the purpose of identification, the uniform shall have permanently printed name/logo of Firm.

20. PAYMENT

- The Contractor shall be entitled for payment of services rendered on submission of the bill / sales tax invoice for payment
- The payment will be made against sales tax invoices duly supported by certificate authentication of services rendered as per scope specified in this Contract Agreement. Work completion certificate issued by the designated / authorized person(s) of the ZTBL shall be the proof of services rendered by the Contractor.
- If Contractor fails to carry out the repair maintenance or any other contractual work, on several intimations, bank will reserve the right to arrange the same, at reasonable market cost, and deduct such expenses from monthly payment
- In case of absence of any workers the proportionate Amount will be deducted from the monthly bill of the Contractor

- Monthly payments shall be made based on the satisfactory monthly performance report issued by the designated officer or project coordinator of ZTBL
- Payments shall be subject to deduction of all applicable taxes and any performance-related penalties, where applicable
- All payments shall be made in Pakistani Rupees (PKR)
- Payments will be processed against the submission of a valid invoice by the Supplier along with following documents:
 - Invoice with covering Letter, both duly signed and stamped by authorized officer
 - Attendance sheet of the workers daily and monthly duly verified by the officer in-charge.
 - Copy of any/all correspondence made with ZTBL or any other agency/person/organization during that month regarding this contract
 - Any other details/documents, if required by the ZTBL
 - Evidence/support of all claims in bills
 - List of deputed workers along with their cell numbers / CNIC number and present address
 - ZTBL reserves the right to partially withhold payment, providing documented justification for such partial payments.

21. WORKERS' COMPENSATION AND EOBI REGISTRATION

Contractor liable for payment of compensation to injured/deceased workers in case of any emergency or incident/registration with employees old-age institute: the contractor/firm liable for the settlement of the claim resulting from injury, burn or accident of any kind to his employees and workers, officers, agents, advisor or any other person acting for and on his behalf in discharge of services apart from registration of workers with employees old-age benefit institute where workers remained in employment and meets the laid down criteria.

22. COMPLIANCE WITH THE ENTIRE REGULATORY REQUIREMENT (AS PER GOVERNMENT LAW)

The contractor shall be responsible to comply with all applicable laws of the land to fulfill the regulatory payments under Labor Laws which includes but not limited to:

- The Contractor shall ensure that the net monthly salary, after permissible deductions, payable to each deployed employee shall not be less than the minimum wage prescribed by the respective Government from time to time.
- Ensure EOBI/Social Security registration of its resources and regular payment of contributions, included other than take home.
- Group Life and Medical Insurance
- Any other requirement as applicable under the relevant law
- Employees' Old-Age Benefits Institution (EOBI) of all the employees
- The contractor will have to provide the proof of EOBI within 15 days after award of Tender
- ICT Employees Social Security (IESSI) of all the employees
- The contractor will have to provide the proof of IESSI, EOBI within 15 days after award of Contract
- Contractor will submit receipts copy of the contributions made for IESSI/EOBI every month
- Any Claims of injuries, loss of limb or life of employee engaged by the firm/contractor
- For operations under this agreement or work connected directly or indirectly with the agreement shall be settled and paid by the firm. ZTBL will not be responsible for any compensation in this case

- Payment of Salaries should be made through ZTBL bank's transfer to the staff and Contractor will provide the proof through monthly statement to Head (Maintenance) for process of billing

23. CONTRACT VALIDITY AND RENEWAL

The contract shall be valid for two years and renewable on yearly basis on mutual consent of both parties' subject to satisfactory performance and issuance of addendum.

24. DELIVERY SCHEDULE:

- The Supplier shall commence provision of services within 30 days from the date of issuance of the Purchase Order.
- Upon delivery of services, the Supplier shall obtain an acknowledgment of receipt from the designated officer of ZTBL. The Supplier must submit the original acknowledgment document, duly signed and stamped by the authorized ZTBL representative, along with the corresponding invoice.
- if the Supplier fail to deliver reports or services within the stipulated timeframe, a penalty of 0.2% per week of the delayed service value may be deducted from the Performance Security deposit. This penalty is in addition to any operational penalties applicable during contract execution as specified under the Scope of Work.

25. PRICE SCHEDULED FOR MANPOWER AND SERVICES

A. PRICE SCHEDULED FOR JANITORIAL AND MAINTENANCE STAFF (Manpower Only)						
Sr. No	Description	Qty	Unit Rate	Taxes	Total Rate for One Month With Taxes	Total Rate for (02 Years) for the required quantities with taxes
1	Janitorial Supervisor	02				
2	Sweepers	38				
3	Lady sanitary worker	02				
4	Sanitary / Sewerage Cleaner Workers	03				
5	Supervisor (DAE Civil) (HO/Colony)	02				
6	Masons	01				
7	Industrial Electrician (DAE Electrical)	01				
8	General Electrician	06				
9	Plumbers	02				
10	Carpenters	02				
11	Painter	06				
12	Helper / Labor	08				
13	Gardener / Maali	06				
14	Welder	01				
15	Lift Operator	02				
TOTAL RATE FOR JANITORIAL AND ALLIED STAFF (MANPOWER SALARIES/WAGES & STATUTORY DUES) (A)						
B. PRICE SCHEDULED FOR SERVICES (Equipment, Machinery & Tools etc)						
Sr. No	Description	Rate for one Month		Taxes	Rate for one Month with taxes	Total Rate for 02 Years
1	Price of all services (Equipment, Machinery & Tools etc) required in the scope of work, other than salaries/wages.					
TOTAL RATE FOR SERVICES (B)						
C= GRAND TOTAL PRICE FOR THE ENTIRE PROJECT FOR TWO YEARS (C=A+B)						

Note:

- The bidders shall quote C = Grand Total Price for the entire project for a period of two (02) years (C = A + B) in EPADS Version 2.0 under the Total Lot Price (PKR) field.
- The Bidders is responsible to ensure social security/EOBI/Insurance/monthly salaries/wages for skilled/unskilled manpower notified by the Federal Govt of Pakistan. ZTBL require services on monthly basis. If any difference observed in the salaries of the manpower, the difference amount will be deducted from the price of Services.

- The bidders shall be solely responsible for any mathematical or arithmetical errors in their bid. The price breakdown is required solely for segregation and payment purposes. In case of any difference in this table and the total price quoted in EPADs for the whole lot in the Financial Proposal, the total price quoted in EPADs' price window shall be considered for award of contract as declared lowest by system.



Past Experience / Contracts

Contracts over <i>[insert amount]</i> during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination



Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

☐ Not debarred due to deviation from commitment of Bid Securing Declaration- ☐ Not debarred due to non-performance			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and PKR equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), US\$ PKR Equivalent (exchange rate)

<i>[insert year]</i>	<i>[insert amount]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Status of dispute: <i>[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</i>	<i>[insert amount]</i>
☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4. ☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), PKR Equivalent (exchange rate)
<i>[insert year]</i>	<i>[insert percentage]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Court/ arbitral award decision: <i>[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]</i>	<i>[insert amount]</i>

Current Contract Commitments / Works in Progress

Bidders and each member to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Current Contract Commitments					
No.	Name of Contract	Employer's Contact Address, Tel, Fax	Value of Outstanding Work [Current Eq. PKR]	Estimated Completion Date	Average Monthly Invoicing Over Last Six Months [Eq. PKR/month]
1					
2					
3					
4					
5					

Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: [insert full name]

Date: [insert day, month, year]

Joint Venture Member Name: [insert full name]

IFP No. and title: [insert IFP number and title]

Page [insert page number] of [insert total number] pages

1. Financial data

Type of Financial information in (currency)	Historic information for previous [insert number] years, [insert in words] (amount in currency, currency, exchange rate*, PKR equivalent)				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- ☐ Attached are copies of financial statements¹ for the *[number]* years required above; and complying with the requirements.

¹ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	Amount Currency	Exchange rate* (If applicable)	PKR equivalent
<i>[indicate calendar year]</i>	<i>[insert amount and indicate currency]</i>		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.