

# Contract Document

---

## SECURITY AND SAFETY SERVICES FOR METROBUS SYSTEM IN LAHORE (GAJJUMATTA TO SHAHDARA)

---



### THE PUNJAB MASSTRANSIT AUTHORITY Government of the Punjab

5<sup>th</sup> Floor, Arfa Software Technology Park (ASTP)

346-B, Main Ferozpur Road, Lahore, Pakistan.

Phone: +92 42 99028000 Fax: +92 42 9923 2541

URL: [www.pma.punjab.gov.pk](http://www.pma.punjab.gov.pk)



## **Important:**

- This Request for Proposal ('RFP') does not constitute a binding agreement or an offer or invitation by the Punjab Masstransit Authority (PMA) to any party other than the qualified Bidders to submit the Bids. The principle purpose of this RFP is to provide the Bidders with information that shall form the basis of their proposals or bids. This RFP contains the minimum requirements and information desired by the Authority. The contents hereof may be supplemented by the Authority as it deems appropriate. Each Bidder may conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information given in this RFP to its satisfaction. The Authority makes no representation or warranty and shall incur no liability under any law, rules or regulations as to the accuracy, reliability or completeness of the RFP. The Authority may, at its sole discretion but without being under any obligation to do so, update, improve or supplement the information in this RFP.
- Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without valid documentary evidence, supporting documents and various requirements mentioned in the Bidding Documents are liable to be rejected at the initial stage. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny. It is intimated that no objection/revision/supplement shall be entertained regarding the terms and conditions of the Bidding Documents submitted by the Bidder.
- This Bidding Process will be governed under Punjab Procurement Rules, 2014, as amended from time to time; and instructions of the Government of the Punjab (GoPb) received during the completion of the Operation.
- The Bidder is advised to obtain for himself, at his own cost and responsibility, all information that may be necessary for preparing the Bid and entering into a Contract for execution of the Works/facility. This shall include but not be limited to the following:
  - o Relevant laws, rules, and regulations of Pakistan including Income Tax and Sales Tax laws/rules
  - o Customs duties and other import taxes applicable in Pakistan
  - o Information regarding port clearance facilities, loading and unloading facilities, storage facilities, transportation facilities and congestion at Pakistan seaports.
  - o Investigations regarding transport conditions and the probable conditions which will exist at the time the Equipment will be actually transported.

## Table of Contents

1.	Invitation to Bid.....	4
2.	Bidding Details Instruction to Bidders.....	4
3.	Headings and Titles .....	5
4.	Notice.....	5
5.	Tender Scope.....	5
6.	Contract Type and Duration.....	7
7.	Services Required.....	7
8.	Key Service-level Parameters.....	20
9.	Payments.....	21
10.	Tender Cost .....	21
11.	Examination of the Tender Document .....	21
12.	Amendment of the Tender Document.....	21
13.	Preparation / Submission of Tender .....	21
14.	Tender Price .....	23
15.	Tender Security .....	24
16.	Tender Validity .....	24
17.	Modification / Withdrawal of the Tender .....	24
18.	Opening of the Tender .....	24
19.	Clarification of the Tender by the Client .....	25
20.	Correction of Errors / Amendment of Tender.....	25
21.	Rejection / Acceptance of the Tender.....	25
22.	Acceptance Letter (Letter of Intent) .....	26
23.	Performance Security.....	26
24.	Redressal of Grievances by the Client.....	26
1.	AGREEMENT.....	29
2.	RECITALS.....	29
3.	COVENANT: .....	30
4.	ANNEXES TO THE AGREEMENT: .....	30
5.	SERVICES REQUIRED:.....	30
6.	KEY SERVICE-LEVEL PARAMETERS.....	30
7.	SIGNING OF THE AGREEMENT .....	31
I.	GENERAL CONDITIONS OF CONTRACT .....	32
8.	CONTRACT.....	32
9.	CONTRACT DOCUMENTS AND INFORMATION .....	32
10.	CONTRACT LANGUAGE.....	32
11.	PATENT RIGHTS AND RIGHTS TO THE CONTENTS OF THE PROGRAM .....	32
12.	INSURANCE.....	32
13.	PAYMENT .....	32
14.	CONTRACT PRICE.....	33
15.	CONTRACT AMENDMENT .....	33
16.	ASSIGNMENT / SUBCONTRACT .....	33
17.	EXTENSIONS IN TIME FOR PERFORMANCE OF OBLIGATIONS UNDER THE CONTRACT .....	34
18.	LIQUIDATED DAMAGES (LD).....	34
19.	FORFEITURE OF PERFORMANCE SECURITY .....	34
20.	TERMINATION FOR DEFAULT .....	34
21.	TERMINATION FOR INSOLVENCY .....	35
22.	TERMINATION FOR CONVENIENCE .....	35
23.	FORCE MAJEURE .....	35
24.	DISPUTE RESOLUTION .....	35
25.	STATUTES AND REGULATIONS .....	35
26.	TAXES AND DUTIES.....	36
27.	CONTRACT COST .....	36
28.	AUTHORIZED REPRESENTATIVE .....	36
29.	WAIVER .....	36
	SCHEDULE-A, SPECIAL STIPULATIONS.....	37
	ANNEXURES .....	40
	<b>Annexure-B: Format for Covering Letter .....</b>	<b>46</b>
	<b>Annexure-C: Financial Proposal Submission Form (Part of Financial Bid Envelope) .....</b>	<b>47</b>
	<b>Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.....</b>	<b>48</b>
	<b>Annexure-G: Undertaking.....</b>	<b>52</b>
	<b>Annexure-I: Scope of Work of Corridor Pole Light/ Under Flyover Flood Lights and Allied Works ...</b>	<b>53</b>

## 1. Invitation to Bid

**Punjab Masstransit Authority, Government of the Punjab (GoPb) invites financial bids for providing Security and SECURITY AND SAFETY SERVICES FOR METROBUS SYSTEM IN LAHORE (GAJJUMATTA TO SHAHDARA).**

The Tender Number is **PMA-TNDA-LMBS-L1-Sec/02/2024**

### 1.1. Tender Reserve Price

The Reserve Price for this Tender is PKR **37,420,494/-** per month, excluding Sales Tax on Services.

The Estimated Contract Price can be calculated according to the following Formula: -

#### Contract Price

= Monthly Rate x 12 x Contract life in years

= **37,420,494 x 12 x 3 = PKR 1,347,137,784/-**

It may be noted here that the total contract value can only be estimated based on the aforementioned formula due to possible variation in Minimum Wage Rate during the currency of the contract.

### 1.2. PPRA Rules to be followed

Punjab Procurement Rules 2014, as modified from time to time, will be strictly followed. These may be obtained from PPRA's website:

<http://ppra.punjab.gov.pk/downloads>

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules 2014.

### 1.3. Type of Bidding

As per Rule 38(2)(a), Single Stage - Two Envelopes Procedure shall be followed.

## 2. Bidding Details Instruction to Bidders

All bids must be accompanied by a Demand Draft / Pay Order of PKR. 500,000 (Five Hundred Thousand Rupees Only) as Tender security in favour of "MASSTRANSIT AUTHORITY NON-FARE REVENUE (NFR) FUND ACCOUNT" issued by a scheduled bank allowed carrying financial transactions in PAKISTAN. Clause 15 gives details on Tender Security. The bids along with the Demand Draft / Pay Order, Tender Forms, Affidavits, etc., must be dropped in Tender Box placed at the Office of the **Punjab Masstransit Authority, 5<sup>th</sup> Floor, Arfa Software Technology Park (ASTP), Lahore, PAKISTAN, on or before 1100 hours on 22<sup>nd</sup> March, 2024.** In case of official holiday on the last day of bid submission, the next working will be treated as closing date at the same time i.e. 1100 Hours. The bids will be publicly opened in the Committee Room of the **Punjab Masstransit Authority, 5<sup>th</sup> Floor, Arfa Software Technology Park (ASTP), Lahore at 1130 hours on 22<sup>nd</sup> March, 2024.** Bidders in case of any queries for seeking clarifications regarding the specifications of the services may send their queries in writing at the office of **Punjab Masstransit Authority, 5<sup>th</sup> Floor, Arfa Software Technology Park (ASTP), Lahore, PAKISTAN,** or email to the designated address on or before **12:00 PM on 18<sup>th</sup> March, 2024.** The queries asked by the prequalified bidders will be made public by uploading on PMA official website and shall be deemed as part of the RFP. All queries shall

be responded to within due time. No query shall be responded if received after the prescribed date & time. The bidders must submit their bids on the basis of complete fulfilment of requirements. Failure to meet this condition will cause disqualification of the bidders. The bidders shall submit bids which comply with the Bidding Document. Alternative bids will not be considered. The contact details for all correspondence in relation to this bid is as follows:

**Email:** [Imran\\_979@yahoo.com](mailto:Imran_979@yahoo.com)

**Punjab Masstransit Authority**

5<sup>th</sup> Floor, Arfa Software Technology Park (ASTP), Lahore, PAKISTAN

Bidders should note that all queries should be communicated to the above contact in writing or via email at the above stated address. Bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated. Client will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids. As authority competent to accept the tender, Client reserves the right to cancel the tender, or reject all bids prior to acceptance of bid as per PPRA Rule 35.

### **3. Headings and Titles**

In this document, headings and titles shall not be construed to be part thereof or be taken into consideration in the interpretation of the document and words importing the singular only shall also include the plural and vice versa where the context so requires.

### **4. Notice**

**4.1.** In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Bus Service Provider and the Client, the same shall be:

4.1.1 in writing;

4.1.2 issued within reasonable time;

4.1.3 served by sending the same by courier or registered post or by hand to their principal office in Pakistan or such other address as they shall notify for the purpose; and

4.1.4 The words "notify", "certify", "order", "consent", "approve", "instruct", shall be construed accordingly.

### **5. Tender Scope**

5.1. Punjab Masstransit Authority, GoPb, invites/requests Proposals (hereinafter referred to as "the Tenders") **for the Security and Security and Safety Services for Metrobus System in Lahore (Gajjumatta to Shahdara)**, as outlined in this document.

### **SALIENT FEATURES OF THE PROJECT**

- Total length of the corridor from Gajjumata to Shahdara is approximately 27 Km.

- Two lane - limited access corridor (10m wide). Access is controlled by fenced barrier along the curb sides. Intersections are at Nishter Station, Naseerababd Station, Kalma Station, Timber Station, Niazi Station and Ravi Bridge.
- Portion from Canal to Bhati Station is elevated (8.3 Km)
- Portion from Niazi Station till start of Ravi Bridge is Mixed traffic zone.
- Total 27 Stations having average inter-distance of 1 km. Each station has two platforms each with three (03) docking bays except MAO College station which has five (05) docking bays. 18 numbers of stations are at-grade while 9 stations are elevated.
- The access to the stations is grade-separated. Pedestrian bridge is used for station access except Kalma, Canal, Qartaba and Azadi Stations where station access is through pedestrian underpasses. One additional underpass is near Ichra station used for road crossing. This underpass contains shops owned by PMA which are currently being used as stores.
- MAO, Qartaba and Canal stations have multiple accesses (at least four).
- The pedestrian bridges and underpasses are used for stations access as well as road crossing.
- There are total 100 escalators. At-grade stations have 4 escalators each. Elevated stations have 2 escalators each, except Qartaba, Canal and MAO where number of escalators are 10, 10 and 4 respectively. There is no escalator installed at Azadi and Kalma Chowk stations.
- There are total 664 Platform Sliding doors in the system. Each platform has three (03) docking bays except MAO which has five (05) docking bays while each bay has four (04) sliding doors.
- There are 1300-1500 light poles 500-600 flood lights along the corridor to make it well lit when required.
- Station power is backed up by 100 KVA and 200 KVA gensets whose fueling is done during non-operational hours (11:00 PM – 5:30 AM).
- Bus Operational hours are from 6:15 AM to 11:00 PM according to the prevalent schedule and is subjected to change when desired by the Authority.
- There are station amenities such as water coolers, water motors, washrooms, ticket booths, Ticket Vending Machines, Announcement System, Surveillance Cameras, Passenger Information screens, gensets, transformers, turnstiles etc. Washrooms, water motors and transformers are located outside the stations at varying accessible distances from the stations.
- Automated Fare Collection (AFC): Two types of electronic fare media are used i.e. token and smart card which are validated at turnstiles before entering into the platforms
- Intelligent Transportation System (ITS) at intersections providing Metrobus Signal Priority.
- 64 Articulated air conditioned buses (total capacity 160 per bus)
- Terminal stations i.e. Shahdara and Gajjumatta have bus turnarounds and bus parking space

- Operations is monitored and controlled through Command & Control Center located in Arfa Karim Software Technology Park (ASTP), 5<sup>th</sup> Floor, Ferozpur Road, Lahore

**The prospective bidders are urged to study the scope of work provided in Section 7 of RFP and carryout site visits to actually assess resource requirements.**

## **6. Contract Type and Duration**

The Contract will be for Security and Security and Safety Services for Metrobus System in Lahore (Gajjumatta TO Shahdara).

**Contract Duration:** 3 years, extendable up to further 2 years based on mutual consent of both parties.

**Sponsorship of Operation:** Punjab Masstransit Authority– GoPb

**Technical Evaluation:** Punjab Masstransit Authority, GoPb.

**Contract Signing:** Formal Contract will be signed between the lowest evaluated bidder, and the Client (Punjab Masstransit Authority, GoPb).

## **7. Services Required**

Contractual obligations Roles and Responsibilities shall be as under:

### **7.1. Client Responsibilities**

7.1.1.Undertake and complete a competitive and transparent bidding process to select the successful bidder.

7.1.2.Follow PPRA Rules 2014, as revised from time to time, and procedures for bidding process to ensure transparency and economically efficient outcome.

7.1.3.Advertise the project to initiate the procurement process and conduct evaluation of bids (technical and financial) submitted against this tender document.

7.1.4.Be responsible for the conduct and functioning of all staff employed in the PMA. The PMA staff shall provide efficient services, polite and courteous behaviour towards Service Provider, and passengers. The Client shall be liable for any misconduct or unreasonable offense of its employees and shall take prompt and appropriate action.

7.1.5.Attempt to grant timely approvals and documents when required.

7.1.6.Implement the Service Level Agreement and levy penalties in case of deficiencies in performance.

7.1.7.Make payments to the Security Service Provider on monthly basis subject to Clause 13 of the Contract.

### **7.2. SCOPE OF WORK FOR SERVICE PROVIDER**

The Service Provider shall provide security and safety services in the MBS Territory (Refer to the definition), details of which are provided in subsequent sections.

#### **7.2.1. GENERAL REQUIREMENTS**

The Service Provider shall:

- 7.2.1.1 Provide, render and ensure Security Services as assigned by the Authority on round-the-clock basis, 24 hours per day, 7 days per week including Sundays and holidays. The Service Provider shall be required to perform all necessary security services and duties as outlined in this Scope of Work. Unless directed by Authority the requirements of this Scope of Work

shall continue uninterrupted despite strikes, threats of strikes or walkouts, terrorist activities, emergencies, and adverse weather conditions or disasters (natural, deliberate, or accidental).

- 7.2.1.2 Be a guarantee company, shall have good name, standing, requisite experience, expertise and professional reputation for performing similar job/ assignment and should not be on the defaulters or negative list of any statutory / regulatory body / authority.
- 7.2.1.3 Supply all the staff and resources necessary to complete the duties of this contract. The staff shall include sufficient female security staff as per Authority's directions. The Service Provider will carry out the work in a professional manner and to the satisfaction of this authority and will perform all services with qualified staff. The Service Provider shall maintain adequate resource backup to guard unattended posts, to replace guards, and to respond to any untoward situation.
- 7.2.1.4 Be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Security Services. The Service Provider or its personnel shall not at any time do, cause or permit any nuisance at the site / do anything which shall cause unnecessary disturbances or inconvenience to the users at LMBS Stations/PMA Center. The Service Provider shall provide appropriate and necessary management and supervision for all of his employees and shall be solely responsible for instituting and invoking disciplinary action against employees not in compliance with Authority's rules and regulations, and instructions.
- 7.2.1.5 Ensure that regular supervision is maintained over all working personnel acting upon and responding to performance concerns. It is his responsibility to see that all security tasks/activities are properly coordinated with the MBS operations and where required the Service Provider must modify staff assignments.
- 7.2.1.6 Ensure that it has proper License / permission, authorization, approval and consent including registrations, all applicable permits including all statutory and regulatory approvals from the concerned authorities, wherever applicable, in order to perform security services.
- 7.2.1.7 Obtain compliance with all the Applicable Laws, Rules and Regulations, which are applicable to the Service Provider or personnel deployed by him and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation.
- 7.2.1.8 Understand and accept the fact that the Authority reserves the right to modify this coverage as deemed appropriate to meet its needs.
- 7.2.1.9 Abide by all the rules and regulations laid down by the Authority.
- 7.2.1.10 Recognize and respond to security threats or breaches. Identify/locate areas for improvement of security mechanism for prevention of theft/damage/misuse of PMA assets

- 7.2.1.11 Recognize and respond (including evacuation) to emergency situations and safety hazards such as fire, power outages, medical emergencies, accidents, short circuits.
- 7.2.1.12 Maintain log of all security violations and report occurrences to the Authority as quickly as possible considering the nature of the violation. Service Provider will compile and submit the formal report of all incidents as per agreed format and according to the schedule defined by the Client. The information of critical/emergency/important events shall be passed to the Authority without any delay.
- 7.2.1.13 Monitor and provide information about public events or other activities in the geographic area that may impact LMBS Operations.
- 7.2.1.14 Appoint authorized representative and ensure his/her presence at short notice when required by the Authority.
- 7.2.1.15 Not sub-contract any of its responsibilities contained in this Agreement to any sub agent or subcontractor without prior written permission of the Authority, and if Authority gives such written permission (which permission may be of a general or specific nature), it shall not be construed as waiver of any accrued rights and / or liabilities and the Service Provider shall be fully responsible for all acts and omissions of its sub-contractors or sub agents.
- 7.2.1.16 Be responsible for the confidentiality of the information. The Service Provider shall take and must have mechanisms and means to ensure adequate precautions to protect the privacy and confidentiality of all data and Confidential Information pertaining to the security plans, in relation to this Agreement or the Security Services. Neither the Service Provider nor any of his employees/agents shall discuss nor disclose verbally or in writing any information regarding any of the internal security operations with any uninvolved persons or agencies without prior written approval from the Authority.
- 7.2.1.17 Be responsible for the medical and accidental insurance of its staff, payment of all dues like social security, EOBI, group insurance, etc. The Authority shall not accept any responsibility of the designated security personnel in the event of death, injury, disablement or illness that may take place while performing/executing the contract. Any compensation or expenditure towards the treatment of such injury or loss of life shall be sole responsibility of the Service Provider.
- 7.2.1.18 Be responsible to get all his staff deployed/engaged at LMBS registered with EOBI and PESSI as per Law. The Service Provider shall furnish all or specific record of its employees' registration, as well as, contribution(s) made to EOBI and PESSI at any point of time as directed by the Authority during the Contract life.
- 7.2.1.19 Ensure that it does not engage or continue to engage any person with criminal record / conviction or otherwise undesirable persons and shall bar such person from participating directly or indirectly in the provision of Security Services.
- 7.2.1.20 Ensure that all Security Personnel shall have received basic mandatory training for providing firefighting, emergency evacuation and first aid to save human lives in different

types of untoward situations. Such trainings shall also be provided to the staff on quarterly basis and the Service Provider shall submit the verifiable record to the Authority, accordingly.

- 7.2.1.21 Safeguard moveable and immovable PMA property against theft, damage and misuse. Damage shall include setting up of banners, posters, advertisements, graffiti etc. without Authority's permission.
- 7.2.1.22 Conduct proper checking throughout duty hours and during patrolling, especially at the change of shift. The Service Provider shall immediately inform the Client and the Control Room in case an abnormality is observed, follow the instructions passed from the Client directly or through Control Room and provide feedback accordingly until the matter is normalized.
- 7.2.1.23 Be liable to penalty/replacement cost for any loss incurred or suffered / any damage caused to movable or immovable property of the Client, on account of delayed, deficient or inadequate Security Services, interruption in the Security Services or overall operations for reasons directly and solely attributable to the Service Provider. In case of any loss as described in this clause, the Client will conduct an inquiry associating a representative of the Service Provider to determine the liability. The verdict of the Client will be final and shall be acceptable to the Service Provider. The liability of replacement cost determined in this regard will be in addition to penalties for non-performance under the contract.
- 7.2.1.24 Be liable to penalty if the Security Services are found to be deficient, sub-standard and not as per the terms and conditions of the Agreement; upon review of the security services
- 7.2.1.25 Agree to remove from the site, whenever required to do so by the Authority, any employee considered by the Authority to be unsatisfactory or undesirable, within the limits of any applicable scope.
- 7.2.1.26 Ensure that all male and female staff is deployed and provided with days off from work as per prevalent Labour Laws and notifications issued by the Labor Department.
- 7.2.1.27 Ensure that no female staff is performing an overtime duty in any case.
- 7.2.1.28 Ensure hiring, training and administration of motivated and professional employees that meet or exceed the Authority's expectations. All security personnel shall be sufficiently trained to perform their regular assigned duties vis-à-vis to deal with any type of emergency situation. A basic training session shall be attended by all security personnel, which must be conducted in-house or from a recognized training school, prior to their deployment in Metrobus system. No security personnel shall be deployed without fulfilling basic training course throughout the contract period. All security personnel shall carry the task specific instruction set in English or Urdu, as appropriate, which must be produced on site if asked by PMA. The training records shall also be produced if desired by PMA. Need based training sessions shall also be designed and conducted for security staff on periodic basis to improve their knowledge and skills. PMA may identify the weaknesses in performance and

accordingly may give directions to conduct additional training to overcome the weakness. In such situation, the Service Provider shall be obligated to execute the directions within prescribed time.

7.2.1.29 Provide all information required by the Client to facilitate ground check/security clearance from the related Government agencies of all its personnel.

7.2.1.30 Ensure that all security staff must wear specific uniform. The Service Provider shall provide seasonal uniforms, weather-appropriate protective gear and all necessary tools to his staff to carryout continuous performance of contract requirements. The color and style of uniforms will be selected by the Authority from different options provided by the Service Provider. Following shall be mandatory part of uniform: -

- a. Security personnel rank identity on his uniform-shoulder
- b. Waist Belt
- c. Belt-case to carry necessary equipment required to perform security duties and his/her personal items.
- d. An umbrella and rain coat for performing duty in tough weather conditions.
- e. Official Cap
- f. Approved monograms on uniform
- g. Whistle and nightstick/baton for security personnel deputed at stations and corridor
- h. Long collar polished shoes
- i. Properly displayed ID card

Color faded and torn-off uniforms shall be unacceptable and penalized accordingly.

7.2.1.31 Ensure that staff appearance is influential and creates a good image of MBS. Their appearance shall set a good example. The Service Provider shall ensure that guard personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene, bearing, uniform, and equipment. Male security personnel must maintain proper shave/trimmed moustaches/trimmed beard.

7.2.1.32 Ensure all guards are provided with the appropriate identification. The identification shall include display of valid security company ID, containing a picture of the officer, at all times while in the facility as part of their uniform requirements.

7.2.1.33 Ensure that all Security Guards assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere with the performance of his/her duties including good vision without color blindness. They should possess good physique, necessary skills, knowledge, expertise and experience to satisfy the requirements of the security work involved. They should not be suffering from any contagious/major diseases.

7.2.1.34 Ensure that the age limit of security guard is restricted between 18 to 55 years. The Service Provider shall check all necessary credentials for provision of the quality services.

7.2.1.35 Ensure that none of his personnel report in drunken state or consume drugs, prohibited substances, etc., while on duty.

- 7.2.1.36 Ensure that security personnel are at all times, be polite, courteous, respectful and responsive to passengers, Authority officers, other Service Providers etc.
- 7.2.1.37 Ensure that no security personnel leave premises assigned, unless properly relieved by the next security personnel. The security posts/places shall not be left unmanned at any time during the period of the contract.
- 7.2.1.38 Be responsible to send a replacement officer immediately, without jeopardizing the security; if the assigned officer does not report on time or leaves the assigned post due to any issue whatsoever.
- 7.2.1.39 Ensure that the Security Personnel check and lock all doors/access points during non-operational hours, inspect all areas by turning on a minimum number of lights, check for open windows, running or dripping water; or any other abnormality
- 7.2.1.40 Take appropriate action to preclude or minimize loss and render reports of all incidents, accidents, property damage, and maintain all records in connection with the duties and responsibilities of the security force. They shall comply with inspection rounds requirements.
- 7.2.1.41 Facilitate the Client to inspect its services at any time.
- 7.2.1.42 The Service Provider shall maintain all records in connection with the duties and responsibilities of its personnel.
- 7.2.1.43 Ensure that Duty Rosters, Roles / Responsibilities, Emergency Contact Numbers of nearby hospitals and police stations, SOPs to handle certain emergencies, KPI charts, Performance Measurement Instruments, Training Modules, etc. are properly displayed at all stations.
- 7.2.1.44 Ensure presence of its representative in Command and Control Center in all three shifts (morning, evening, night) along with a back-up arrangement. Control Room Operator shall be at least a graduate or above from a recognized university with strong written and oral communication skills. He/she will act as an interface between the Client and the Service Provider to deal with real time operational issues.
- 7.2.1.45 Appoint a senior level officer who will act as a liaison between the Client and the Service Provider to resolve/address management level issues. He shall be responsible for the preparation of all operational and emergency procedures custom designed for each individual post. These SOPs shall be reviewed and updated from time to time.
- 7.2.1.46 Furnish, operate and maintain half duplex real time UHF/VHF radio based uninterrupted/trouble free and efficient wireless communication system for teams positioned at stations, corridor, PMA Center and patrolling based on single base station. The possession of authorized frequency shall be the responsibility of Service Provider. Adequate number of handsets (Walky-Talky) should be provided to the security personnel including at least Resident Station Managers. Also three hand-sets shall be provided to the designated officials of the Client to establish efficient communication system. The base station for

wireless communication shall be located within PMA Center. The Service Provider shall furnish and install a UPS of sufficient power capacity as backup for the base station. In addition, all the handsets provided shall have an extra battery for emergency backup. The Service Provider shall man the base station through an operator who must be present round-the-clock to broadcast or communicate any specific instructions from the Client, and maintain a record. In addition, the key responsible staff of Service Provider including Stations Managers shall also be provided with Cellular/GSM smart phones and sufficient balance as a backup for smooth and efficient communication.

- 7.2.1.47 Meet and comply with any directions regarding any inefficiency or resource deficiency as communicated by the Client.
- 7.2.1.48 Timely attend and resolve passenger complaints at PMA Helpline, through web interface provided by the Client.
- 7.2.1.49 Timely respond to the issues related to security matters identified/highlighted by Authority at ITMIS dashboard.
- 7.2.1.50 Ensure timely payments of his staff salaries in accordance with all applicable laws to avoid any possibility of agitation/strike by staff resulting in disturbance in Metrobus operation. The payments of Service Provider's staff shall not be linked or communicated as to be linked with early release of contractual payments from PMA. Any agitation/strike from Service Provider's staff due to aforementioned reasons may result in penalties or termination of contract along with recovery of revenue if any, as per decision by PMA.
- 7.2.1.51 Ensure that the Service Provider does not impart false information to his staff regarding PMA. Any such endeavor of falsifying information may result in penalties or termination of contract as decided by PMA.

7.2.1.52 The bid value shall be adjusted in case of a change in Base Minimum Wage Rate considered as PKR 33,806/-, as per notification of Government of Punjab effective after 23.01.2024; according to the following criteria: -

$$R_n = \text{Bid value} \times F$$

Where: -

$$R_n = \text{Revised Bid value}$$

$$F = (A \times B) + (1-A)$$

$$A = 0.5932 + (0.3784 \times B) - (0.2114 \times B^2) + (0.0415 \times B^3)$$

$$B = \text{New Minimum Wage Rate} / 33,806$$

- 7.2.1.53 The Client shall incrementally handover the stations and the Metrobus Corridor to the successful bidder at time and date of Client's convenience by intimating the Service Provider in writing. In case of partial handing over of the stations, the payment shall be made on pro-rata basis based on number of stations secured.

## 7.2.2 REQUIREMENTS FOR MBS TERRITORY

The Service Provider shall provide security and safety services by deploying adequate number of male and female guards to:

- 7.2.2.1 Control, guard and curb unauthorized access of pedestrians and vehicles to MBS Corridor and MBS stations.
- 7.2.2.2 Safeguard and protect PMA stores and items therein in Ichhra Underpass, in line with the Client's directions.
- 7.2.2.3 Effectively patrol the corridor from outside with sufficient frequency or inside as per directions of the Authority round the clock to prevent trespassing, theft, vandalism, sabotage, and to catch culprits, etc. The Service Provider is bound to submit electronic verifiable evidence of patrolling along with monthly invoice or as and when desired by the Client and shall be penalized if frequency observed is found insufficient or not as per his commitment. The cases of theft shall be dealt as per Clause 7.2.1.23. It is clarified that the primary objective of patrolling shall be to control and prevent theft. The patrolling vehicles will be in compliance with the following requirements: -
  - a. The Service Provider shall be responsible for all maintenance / repair and replacement of such vehicles.
  - b. Each patrolling vehicle shall have the Authority logo prominently displayed at all times and shall be equipped with 360 degree beacon light with siren arrangement.
  - c. The patrolling vehicles shall be equipped with Geo Positioning System (GPS). The Service Provider shall provide web based interface to the Client to track the vehicles online. The system must be able to generate reports including online and offline tracking, distances travelled with time, average speeds, stop time and location for at least past 45 days. The interface and format of the reports shall be approved by the Client. The payment on account of rendering security and safety services through patrolling shall be subject to the evidence through web based interface.
- 7.2.2.4 Be responsible to provide a monitoring vehicle not less than 1300 CC sedan car, not manufactured prior to 2023, along with a dedicated driver and sufficient fuel for inspection and monitoring of security services and other arrangements at LMBS stations. The Service Provider shall be responsible for comprehensive maintenance of the vehicle from an authorized 3S dealer. The Service Provider is authorized to substitute the vehicle with an equivalent or superior model, whether on a temporary or permanent basis. Nevertheless, any withdrawal of the vehicle except prior approval of PMA.
- 7.2.2.5 Be responsible to submit biweekly reports of all PMA assets and ancillary facilities installed alongside the LMBS corridor including but not limited to the current situation of pole lights, cables, LESCO meters, Transformers, washroom facilities, water motors, sewerage, steel fence, paint/rusting, fiber glass sheets, concrete structures, signal poles, a theft, vulnerability etc according to the prescribed format.

- 7.2.2.6 Enforce passengers' code of conduct and PMA Rules/Regulations in true spirit. The Service Provider may be delegated powers to impose and collect prescribed fines/challans from offenders who trespass the MBS corridor or travel without ticket or carry-out any other act that is under non-compliance of Authority's rules and regulations. The Service Provider shall deposit the fines in Bank Account designated by PMA and submit deposit slips along with fine details within the time duration prescribed by PMA. The same information shall be forwarded to the PMA Control Room without delay. The challan/fine books provided by PMA shall remain in possession of the Service Provider who shall be held responsible in case of any mishandling including but not limited to wrong/improper entry, entry with cuttings, missing slips, slips not in sequence etc. The service provider shall also be responsible to immediately report when a challan book is completed/finished and obtain a new one in replacement.
- 7.2.2.7 Hold, retain and handover those committing criminal activity or theft to police, launch application for FIR against the criminal or the crime, and follow up accordingly. In addition to it, the service provider shall remain responsible to register an FIR as and when directed by the Client on behalf of PMA.
- 7.2.2.8 Maintain a minimum inventory of required equipment for efficient performance of security duties/responsibilities. The Service Provider shall be responsible for furnishing all labor, uniforms, flashlights, batteries, whistles, cellular phones / communication devices, chargers, metal detectors, night sticks, batons and other related equipment to comply with their scope. All unarmed guards, shall be equipped throughout their duty hours with at least night sticks and whistles and any additional equipment to perform their particular duty including but not limited to flashlights during night shifts, metal detectors for scanning etc.
- 7.2.2.9 Equip the security staff at all stations with Red-Tape and at least 28 inches Traffic Diverging Cones in sufficient quantity for the safety and smooth running of Metrobus operation during any kind of special circumstances. Security staff shall also furnish and deploy such instruments including but not limited up to 22 sets of movable road barriers of standard size (8'-10') at intersection points and tyre killers to block the corridor during any emergency situation as per directions of the Client.
- 7.2.2.10 Be responsible for providing and maintaining the required transportation service needs of its staff.
- 7.2.2.11 Not enter MBS territory without valid permission issued by the Authority.
- 7.2.2.12 Be responsible for complete operation, maintenance including supply, installation / replacement, filling / refilling and inspection of all firefighting equipment already installed at 27 LMBS stations and prepare a report on daily basis for subsequent submission to the Client. The details of firefighting equipment installed are as under: -

Sr. No	Item	Quantity
1	Hallatron-1 cylinder type -2kg	39
2	Dry Chemical Powder cylinder type - 4kg	110
3	CO <sub>2</sub> cylinder type – 3/5kg	90
4	Aqueous Film Forming Foam cylinder type – 10 lit	53

The Service Provider will carry out the O&M of firefighting equipment as under: -

- a. Ensure that all firefighting equipment is fully functional
- b. Provide preventive / routine maintenance and corrective / forced maintenance.
- c. Maintain all accessories including but not limited to the labels, stickers, fitting brackets, hooks, safety pins, hose pipes, handles, etc. to maintain the useful life in accordance with the guidelines prescribed by The National Fire Protection Agency (NFPA).
- d. Resolve all faults within 24 hours except those which require a work order as mentioned in 7.2.2.12 (e). Resolution time of a fault is defined as time between intimation of fault by PMA and confirmation of its resolution by Service Provider. The process shall be managed through ITMIS.
- e. Timely inform the requirements of supply, installation / replacement, filling / refilling of cylinders to Client accordingly within 24 hours. Submit a proposal along with price to the Client for consideration. The Client after acceptance of the proposal submitted will issue a work order with defined completion timelines for strict adherence. After work completion, the Service Provider shall submit invoice for reimbursement on the basis of current MRS Rates where applicable and on the basis of market rates for Non-MRS items along with all the required details. For clarity of this clause, the reimbursement shall not include accessories as mentioned in 7.2.2.12 (c).
- f. Theft cases will be dealt according to the Clause 7.2.1.23. It is clarified that supply / replacement / repair of all parts in case of theft shall be carried out by the Service Provider completely at his own risk and cost and within timelines shared by the Client.
- g. The Service Provider shall make all necessary arrangements for testing & inspection of firefighting equipment and shall assist the Client in obtaining a fitness Certificate from concerned Civil Defence or Rescue 1122 Department within the given timeline.
- h. Failure to comply with the requirements of O&M of firefighting equipment shall entail penalties as per Service Level Agreement.

7.2.2.13 Be responsible for complete operation and maintenance (O&M) of pole lights of the entire corridor and flood lights of the elevated section of the corridor. The lights will be handed over to the Service Provider incrementally with parts installed and in fully functional condition. The handing over documents will include list of all the parts. This section of the Contract shall be applicable only to those lights which will be handed over to the Service Provider. The Service Provider will carry out the O&M of lights as under: -

- i. Ensure that all lights are fully functional and well lit during the scheduled hours.

- j. Provide preventive / routine maintenance and corrective / forced maintenance. Prepare and submit schedule for preventive/corrective maintenance to Client for approval before start of O&M.
- k. All the O&M activities carried out by the Service Provider shall be in strict compliance to the requirements provided in Annex-O.
- l. Resolve all faults within 24 hours except those which require part replacements. Resolution time of a fault is defined as time between intimation of fault by PMA and confirmation of its resolution by Service Provider. The process shall be managed through ITMIS.
- m. Provide maintenance reports/Log sheets as per format and time line defined/approved by Client. Format/Time Line of reports may be changed as per requirements by the Client.
- n. Timely identify the part replacement required and inform Client accordingly within 24 hours. Submit a proposal along with price to the Client for consideration. The Client after acceptance of the proposal submitted will issue a work order with defined completion timelines for strict adherence. After work completion, the Service Provider shall submit invoice for reimbursement on the basis of current MRS Rates where applicable and on the basis of market rates for Non-MRS items along with all the required details.
- o. Theft cases will be dealt according to the Clause 7.2.1.23. It is clarified that supply / replacement / repair of all parts in case of theft shall be carried out by the Service Provider completely at his own risk and cost and within timelines shared by the Client.
- p. Failure to comply with the requirements of O&M of lights shall entail penalties as per Service Level Agreement.
- q. Upon conclusion of the Contract, the Service Provider shall hand back the equipment in well maintained and operational condition with complete inventory as per initial handing over / taking over documents.

7.2.2.14 In addition to patrolling as detailed in Clause 7.2.2.3, be responsible to appoint Eight (8) male staff \ (each in morning and evening shifts) to act as a Quick Response Staff during operation hours and Four (4) during night shift at designated points of the LMBS Corridor to. This staff shall be professionally trained from Punjab Emergency Service (RESCUE 1122) and other departments dealing with civil defence matters. The core responsibility of this staff will be to respond all kind of emergency / untoward situation within 10 minutes or as directed by the Authority. The Service Provider shall equip all such staff with the necessary equipment, communication devices, medicine, instruments according to the recommendations of the RESCUE 1122. The Service Provider will be responsible to submit the initial training, as well as, periodic training record of QRS staff on quarterly basis to the Authority.

7.2.2.15 Appoint one security officer at every Metrobus Station to act as a Resident Station Manager (RSM) during operation hours which includes morning and evening shifts. In addition, the

Service Provider shall ensure active presence of guards on each station in the following manner: -

- a. at least Ten (10) male security personnel and Four (4) female security personnel in morning shift at stations with multiple platform access including Canal, Qartaba and MAO station (3 Nos).
- b. at least Ten (10) male security personnel and Four (4) female security personnel in evening shift at stations with multiple platform access including Canal, Qartaba and MAO station (3 Nos).
- c. at least Six (6) male security personnel and two (2) female security personnel in morning shift at stations with single platform access (24 Nos).
- d. at least Six (6) male security personnel and two (2) female security personnel in evening shift at stations with single platform access (24 Nos).
- e. at least three (3) male security personnel during night shift at all stations (24 Nos) except Canal, Qartaba and MAO stations where at least five (5) male security personnel shall be deployed during night shift.

It is clarified that the contractual responsibilities of the Service Provider cannot be reduced and the minimum specified quantity of security personnel shall not be construed as a waiver from any obligation mentioned in this contract. The Service Provider shall remain fully responsible for all contractual requirements and in case a need emerges for additional resources, the Service Provider shall deploy the same to meet the gap. The Service Provider may withdraw/re-deploy security personnel over and above the minimum requirement with prior approval of the Client. The RSM and his team of male and female security persons shall undertake the tasks as detailed below:

They shall:

- i. prevent theft of public property at stations. All cases of theft shall be dealt as per Clause 7.2.1.23.
- ii. watch /guard the station and monitor all services and activities at the station during the duty hours. In case an abnormality is observed, they shall inform the Client (Control Room), immediately. The RSM shall take necessary measures/actions at his own or as per Client's directions to counter the problems without any delay. The RSM shall keep updated list of all emergency services, including but not limited to police, nearest hospital(s), fire brigade, rescue service, department of civil defense, bomb disposal squad, etc. The RSM shall be responsible in resolving all types of conflicts at a particular station.
- iii. carry-out body check of passengers if required. They shall screen / inspect baggage carried by passengers (with metal detector) at least once before the passengers enter the platform (or if required at any other location within LMBS territory) to identify and prevent entry of hazardous material that can compromise security. In addition, they must suppress and remove invaders, demonstrators and unauthorized entrants.

- iv. Manage Passenger Queues and discipline at Station Ticket Booths, Turnstiles and Passenger Sliding Doors on Platforms. They must report any considerable delays in ticketing operations to the Control Center, manage male and female passenger queues; guard platforms; ensure that passengers enter and exit from platforms by scanning valid fare media only; control entry and exit in the buses; provide assistance and guidance to the passengers as and when requested; facilitate specially challenged persons in boarding, occupying seat and alighting on priority basis; assist driver in clearance of all gates of a bus efficiently; resolve emergency passenger issues if any.
- v. keep and maintain proper record of visits of vendors/contractors and repair/maintenance jobs of an asset/property of PMA that can be verified/checked by the Client at any time. Prior to giving permission to a vendor/contractor to do repair/maintenance job at a specific location of LMBS Corridor / Stations, they must verify that those seeking entry are in possession of a valid entry letter issued by PMA.
- vi. evacuate the passengers from the bus at the end of each trip.
- vii. conduct a detailed search/screening of a bus at route terminal after completion of the trip and report to the Control Room in case an unattended baggage is found left in the bus
- viii. turn ON/OFF station lights, corridor lights, fans and other electrical/electronic equipment including electric motors and water coolers as per direction from PMA. They shall prevent misuse of all electric/electronic equipment, and promptly inform control room in case a malfunction of lighting/ electrical/ electronic systems is observed. They shall also prepare and submit Station-wise functional reports on daily basis as per the designated format pertaining to Escalators, Water Coolers, water filters, Electric motors/pumps, Passenger Sliding Doors, Station lights, corridor lights, fans, washrooms and related items, Gensets, Civil works requirements such as painting, fixing, pavement conditions or any other required by PMA.
- ix. maintain a fully equipped First-Aid Box at all stations in compliance to the recommendations of RESCUE 1122 to deal with minor level injuries or other emergency requirements.
- x. maintain a log-book to record each incident that occurs at LMBS Stations and corridor, as per agreed format with PMA. The log book of a particular station shall remain in possession of Station Security Manager. Formal report of all incidents shall be submitted on daily, weekly and monthly basis or any other schedule decided by the Client. Such incidents shall include but not limited to criminal activities, protests, damage/theft/loss of property, malfunction of electronic/electric equipment, delay or stoppage in ticketing operations, Bus breakdown, accidents, physical assaults, fire, unexpected rush, protest, vandalism or any other situation affecting operations etc.

- xi. Prevent unauthorized selling in the station. Prohibit beggars at station especially on staircases, escalators and access points and surrounding tough paved areas of stairs and escalators.
- xii. Respond immediately to passengers or support staff in case they require assistance.
- xiii. Fully safeguard the corridor, stations and its ancillary facilities so as to against theft/damage/misuse. All types of maintenance activities shall be conducted as per agreed SOPs between Security Service Provider and relevant contractors. In case of any dispute in SOPs or implementation of SOPs, the PMA verdict shall be final.

### 7.2.3 REQUIEMENTS FOR PMA CONTROL CENTER

The Security Service provider shall:

- 7.2.3.1 Dedicate and deploy at least Ten (10) guards for PMA office only. Their roles and responsibilities shall include general office work and/or any other task assigned by PMA. This staff shall be paid at least 25% over and above the minimum wage rate notified by the GoPb.

### 7.2.4 STAFF DEPLOYMENT SCHEDULE BASED ON MINIMUM REQUIREMENTS

Sr. No	Description	Morning Shift	Evening Shift	Night Shift
1	Senior Liaison Officer / Authorized Representative	As required in the scope of work		
2	Resident Station Managers per Station (Stations = 27)	1	1	0
3	Guards per station having platforms with multiple access (Stations = 3)	14 (10 Male, 4 Female)	14 (10 Male, 4 Female)	5
4	Guards per station having platforms with single access (Stations = 24)	8 (6 Male, 2 Female)	8 (6 Male, 2 Female)	3
5	Guards at Ichra Underpass	1	1	1
6	Guards at Nishter Intersection	2	2	2
7	Guards at Gulab Devi Intersection	2	2	2
8	Guards at Kalma Intersection	2	2	2
9	Guards at Timber Intersection	2	2	2
10	Guards at Niazi Intersection	1	1	1
11	Guards at Ravi Bridge Both ends	2	2	2
	Guards at both Terminals	2	2	2
12	Guards at PMA Office	4	4	2
13	Control Room Staff / Wireless operator	1	1	1
14	QRS Staff	8	8	4
15	GPS Trackable Corridor Petrolling	With sufficient frequency to avoid theft, damage, unauthorized advertisement etc.		
16	Suitably skilled staff for O&M of corridor pole lights and under bridge flood lights	Sufficient number to comply with the requirements.		

## 8. Key Service-level Parameters

In case of non-performance of the Service Provider for scope of work/responsibility or its obligation, fines shall be charged as defined in **Annexure-A**.

## **9. Payments**

The Client shall make payments as per Clause 13 of the Contract.

## **10. Tender Cost**

The Bidder shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Client shall in no case be responsible / liable for those costs / expenses.

## **11. Examination of the Tender Document**

The Bidder is expected to examine the Tender Document, including all instructions and terms and conditions.

## **12. Amendment of the Tender Document**

- 12.1. The Client may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s).
- 12.2. The Client shall notify the amendment(s) to all prequalified security firms.
- 12.3. The Client may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender, in which case all rights and obligations of the Client and the Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

## **13. Preparation / Submission of Tender**

- 13.1 The Bidder is not allowed to bid for partial procurement of services or part of the services.
- 13.2 The Tender and all documents relating to the Tender, exchanged between the Bidder and the Client, shall be in English. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Tender.
- 13.3 The Tender shall be submitted accompanied by the prescribed Forms, Annexes, Documents, required evidences etc. which shall be typed, completely filled in, stamped and signed by the Bidder or his Authorized Representative. In case of copies, photocopies may be submitted.
- 13.4 The Financial Proposal shall contain the following documents:
  - 13.4.1. Financial Proposal Submission Form (**Annexure-C**)
  - 13.4.2. Price Table (**Annexure-D**)
  - 13.4.2. Original Tender Security
- 13.5 The Technical Proposal shall contain the following documents **properly tagged serial wise**:
  - 13.5.1. Power of Attorney (**Annexure-F**)
  - 13.5.2. Valid NOC issued from Home Department, Punjab (In case of JV, Applicable to all members).
  - 13.5.3. Active Tax Payer (In case of JV, applicable to all members)
  - 13.5.4. Undertaking for non-blacklisting (**Annexure-G**)
  - 13.5.5. Affidavit (**Annexure-H**)
  - 13.5.6. Copy of Tender Security.
- 13.6 The Bidder shall follow the instructions laid down as under:

13.6.1 The Bidder shall seal the Original Technical and Financial Proposals in two (2) separate envelopes duly marked as under:

**Envelope No. 1-A: Original Technical Proposal for**

Tender Name. [Name of Tender]

[Name of the Client]

[Address of the Client]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

**Envelope No. 1-B: Original Financial Proposal for**

Tender Name. [Name of Tender]

[Name of the Client]

[Address of the Client]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.6.2. The Bidder shall seal the Duplicate Technical and Financial Proposals (separately) in an envelope duly marked as under:

**Envelope No. – 2-A: Duplicate Technical Proposal for**

Tender Name. [Name of Tender]

[Name of the Client]

[Address of the Client]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

**Envelope No. – 2-B: Duplicate Technical Proposal for**

Tender Name. [Name of Tender]

[Name of the Client]

[Address of the Client]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.6.3. The Bidder shall again seal the sealed envelopes of Original Proposals and the Duplicate

Proposals in an outer envelope, duly marking the envelope as under:

Envelope No. (1+2): Tender for

Tender Name. [Name of Tender]

Strictly Confidential

Open on [Last Date of submission of the Tender]

[Name of the Client]

[Address of the Client]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.6.4. The Tender shall be mailed through a registered courier or hand-delivered to reach at the Client's office before the closing date and time (last day of application). Any Bid received by the Employer after the deadline prescribed in Clause 2 shall be returned unopened to such Bidder. Delays in the mail, delays of person in transit, or delivery of the Bid to the wrong office shall not be accepted as an excuse for failure to deliver the Bid at the proper place and time. It shall be the Bidder's responsibility to determine the manner in which timely delivery of his Bid is accomplished.

13.6.5. This is made obligatory to affix authorized signatures with official seal on all original and duplicate (copies) documents, Annexures, copies, certificates, brochures, literature, drawings, letters, forms and all relevant documents as part of the bids submitted by the Bidder. Noncompliance with the same may cause the rejection of bid at the time of opening.

## **14. Tender Price**

14.1. The quoted price shall be:

14.1.1. Best / final / fixed and valid until completion of all obligations under the Contract and is subjected to adjustment only as per Clause 7.2.1.52.

14.1.2. In Pak Rupees (PKR);

14.1.3. Is inclusive of all applicable taxes as per Laws of the Government of Pakistan, but shall be exclusive of Sales Tax on Services which shall be added by the Client over and above the offered amount, as applicable/required under the relevant Tax Laws, to arrive at the Contract Price. Accordingly, the Contract Price shall be subject to adjustments for change in rate of Sales Tax on Services as and when applicable.

14.2. If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.

14.3. The price hereby quoted by the Bidders would cover the whole scope of services for the contract period.

## **15. Tender Security**

- 15.1. The Bidder shall furnish the copy of tender Security as part of the technical bid envelope, failing which will cause rejection of bid; as under:
  - 15.1.1 Demand Draft / Pay Order, issued by a scheduled bank operating in Pakistan, in the name of the Client;
  - 15.1.2 A sum of PKR Five Hundred Thousand only, (PKR 500,000/-);
  - 15.1.3 Have a validity period of at least 270 days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is earlier.
- 15.2. The proceeds of the Tender Security shall be forfeited by the procuring agency, on the occurrence of any / all of the following conditions:
  - 15.2.1 If the Bidder withdraws the Tender during the period of the Tender validity specified by the Bidder on the Tender Form; or
  - 15.2.2 If the Bidder does not accept the corrections of his Total Tender Price; or
  - 15.2.3 If the Bidder, having been notified of the acceptance of the Tender by the Client during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.
  - 15.2.4 If the Bidder fails to provide the performance security in stipulated timeframe or format.
- 15.3. The Tender security shall be returned to the technically unsuccessful Bidder with unopened/sealed financial bid, as well as to the unsuccessful bidders following the financial bid opening procedure. The Tender Security shall also be returned to the successful Bidder on furnishing the Performance Security

## **16. Tender Validity**

The Tender shall have a validity period of **Two Hundred and Seventy days (270) days** from the last date for submission of the Tender. The extension of Tender validity period will be pursuant to PPRA Rule 28 and PPRA notification dated 22<sup>nd</sup> March 2019.

## **17. Modification / Withdrawal of the Tender**

- 17.1. The Bidder may, by written notice served on the Client, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.
- 17.2. The Tender, withdrawn after the deadline for submission of the Tender and prior to the Expiration of the period of the Tender validity, shall result in forfeiture of the Tender Security.

## **18. Opening of the Tender**

- 18.1. Tenders shall be opened, at the given place, time and date, in the presence of the Bidder(s), if available, for which they shall ensure their presence without further invitation.
- 18.2. The Bidder's name, modifications, withdrawal, security, attendance of the Bidder and such other details as the Client may, at its exclusive discretion, consider appropriate, shall be announced and recorded.
- 18.3. No Bidder or its representative shall be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during tender opening meeting at given time and location.

## **19. Clarification of the Tender by the Client**

The Client shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Bidder(s). No change in the price or substance of the Tender shall be sought, offered or permitted except as required to confirm the corrections of ambiguities / conflicting statements / arithmetical errors discovered in the Tender. Acceptance of any such correction is solid discretion of the Client.

## **20. Correction of Errors / Amendment of Tender**

20.1. The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:

20.1.1. If there is a discrepancy between the amount in figures and the amount in words for the Total Tender Price entered in the Tender Form; the amount in words, shall govern.

20.2. The Bidder shall state the Tender Price for the payment terms outlined in the Conditions of Contract which will be considered for the evaluation of the Tender.

## **21. Rejection / Acceptance of the Tender**

21.1 The Client shall have the right, at his exclusive discretion, to accept a Tender (lowest evaluated bid), reject all tender(s), cancel / annul the Tendering process at any time prior to award of formal Contract, and without thereby incurring any liability to the Bidder and the decision of the Client shall be final.

21.2 The Tender shall be rejected if:

21.2.1 It is substantially non-responsive; or

21.2.2 it is submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or

21.2.3 It is incomplete, un-sealed, un-signed, printed (hand written), partial, conditional, Alternative, late (by more than 59 seconds subject to Pakistan Standard Time); or

21.2.4 It is subjected to interlineations / cuttings / corrections / erasures / overwriting; or

21.2.5 The Bidder submits more than one Tenders; or

21.2.6 The Bidder refuses to accept the corrected Total Tender Price; or

21.2.7 The Bidder has conflict of interest with the Client; or

21.2.8 The Bidder tries to influence the Tender evaluation / Contract award; or

21.2.9 The Bidder engages in corrupt or fraudulent practices in competing for the Contract award.

21.2.10 There is any discrepancy between bidding documents and bidder's proposal i.e. any Non-conformity or inconsistency or informality or irregularity in the submitted bid.

21.2.11 The Bidder submits any financial conditions as part of its bid which are not in conformity with tender document.

21.2.12 The financial bid is found defective and inadequate to support the Scope of Work in letter & spirit and comply to the laws of Pakistan, the financial bid shall be rejected. Subsequently, the Bid Security will be forfeited.

## **22. Acceptance Letter (Letter of Intent)**

The Client shall, send the Acceptance Letter (Letter of Intent) to the successful Bidder, prior to the expiry of the validity period of the Tender, which shall be made part of the formal contract.

## **23. Performance Security**

23.1 The successful Bidder shall furnish Performance Security as under:

- 23.1.1 Within ten (10) working days (with extension if any by the Client) of the receipt of the Acceptance Letter from the Client;
- 23.1.2 In the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document or in another form acceptable to the Client;
- 23.1.3 Denominated in Pak Rupees;
- 23.1.4 Have a minimum validity period of one year from the date of Award Notification or until the date of expiry of yearly support period.
- 23.1.5 The successful Bidder shall submit a Bank Guarantee of 10% of the annual contract value for a period of **three (3) years**, on a yearly basis, with an undertaking to renew the Bank Guarantee before the end of each year on yearly basis, five (5) days before the expiry period of the submitted bank guarantee.
- 23.1.6 The proceeds of the Performance Security shall be payable to the Client, on occurrence of any / all of the following conditions:
  - 23.1.6.1 If the Service Provider commits a default under the Contract;
  - 23.1.6.2 If the Service Provider fails to submit the bank guarantee for the next year five (5) days before the expiry of already submitted bank guarantee in stipulated timeframe.
  - 23.1.6.3 If the Service Provider fails to fulfil any of the obligations under the Contract
  - 23.1.6.4 If the Service Provider violates any of the terms and conditions of the Contract.

23.2 The Service Provider shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the Bidder within thirty working days after the expiry of its validity on written request from the Service Provider.

## **24. Redressal of Grievances by the Client**

- 24.1. The Client shall constitute a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
- 24.2. Any bidder feeling aggrieved by any act of the Client after the submission of his bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the bid evaluation report.
- 24.3. The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

- 24.4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.
- 24.5. Any bidder not satisfied with the decision of the committee of the Client may follow the process mentioned vide Statutes and Regulations.

**TERMS & CONDITIONS OF THE  
CONTRACT FOR THE SECURITY SERVICES FOR METROBUS  
SYSTEM IN LAHORE (GAJJUMATTA TO SHAHDARA)**

**WILL BE SIGNED OFF BETWEEN PUNJAB MASSTRANSIT AUTHORITY,  
GOVERNMENT OF THE PUNJAB, AND THE SERVICE PROVIDER**

**Contract for**

**THE SECURITY AND SECURITY AND SAFETY SERVICES FOR  
METROBUS SYSTEM IN LAHORE (GAJJUMATTA TO SHAHDARA).**

Between

**PUNJAB MASSTRANSIT AUTHORITY**



And

**SUCCESSFUL BIDDER**

Dated:

## 1. AGREEMENT

### THE SECURITY AND SAFETY SERVICES FOR METROBUS SYSTEM IN LAHORE (GAJJUMATTA TO SHAHDARA)

This CONTRACT/ AGREEMENT is made on this \_\_\_\_\_ day of \_\_\_\_\_, 2024 (hereafter referred to as “**Agreement**”)

#### BY AND BETWEEN

Managing Director, Punjab Masstransit Authority (hereinafter referred to as “**PMA**”), Government of the Punjab (hereinafter referred to as “**The Client**”) which term shall, wherever the context so permits or requires, mean and include its successors-in-interest, nominees, legal representatives, executors, administrators, transferees, attorneys and permitted assigns

#### AND

[**Full legal name of Service Provider /Successful Bidder**] having its registered office at [**Address of Service Provider/Successful Bidder**] on the other part (hereinafter called the “**Service Provider**”) which expression shall include its successors-in-interest, legal representatives, executors, administrators, transferees, attorneys and permitted assigns. The Client and the Service Provider are hereinafter collectively referred to as the "Parties" and individually as the "Party"”.

## 2. RECITALS

WHEREAS,

- (a) The GoPb through the Client intends to spend a part of its budget / funds for making eligible payments under this contract. Payments made under this contract will be subject, in all respects, to the terms and conditions of the Contract in lieu of Security and Safety services as described in the contract;
- (b) The Client has requested the Service Provider to provide certain services as described in Tender Document; and

- (c) The Service Provider, having represented to the Client that it has the required professional skills, personnel technical and financial resources, has agreed to provide such services on the terms and conditions set forth in this Contract.

NOW THEREFORE, the Parties to this Contract agree as follows:

### **3. COVENANT:**

- 3.1 The Service Provider hereby covenants with the Client to supply services, in conformity in all respects with the provisions of the Contract, in consideration of the payments to be made by the Client to the Service Provider.
- 3.2 The Client hereby covenants with the Service Provider to pay the Service Provider, the Contract Price or such other sum as may become payable, at the times and in the manner, in conformity in all respects with the provisions of the Contract, in consideration of supply of the Services.

### **4. ANNEXES TO THE AGREEMENT:**

- 4.1 The following shall be deemed to form and be read and construed as part of this Contract:

- 4.1.1 The Tender Document/RFP
- 4.1.2 Bidder's Proposal
- 4.1.3 Acceptance Letter (Letter of Intent)
- 4.1.4 Terms and Conditions of the Contract
- 4.1.5 Special Stipulations
- 4.1.6 The Technical Specifications
- 4.1.7 Tender Form
- 4.1.8 Price Schedule
- 4.1.9 Affidavit(s)
- 4.1.10 Authorized Dealership / Agency Certificate
- 4.1.11 Performance Security
- 4.1.12 Service Level Agreement (SLA)

- 4.2 This Contract shall prevail over all other documents. In the event of any discrepancy / Inconsistency within the Contract, the above Documents shall prevail in the order listed above.

### **5. SERVICES REQUIRED:**

The scope of services is explained in section 7 of RFP

### **6. KEY SERVICE-LEVEL PARAMETERS**

Any breach of defined service levels will entail penalties which shall result in deductions in monthly payments to the Service Provider. Service Level Agreement (SLA) is further elaborated in Annexure-A of the RFP document.

**7. SIGNING OF THE AGREEMENT**

IN WITNESS whereof the Parties hereto have caused this Contract to be executed in accordance with the laws of **Pakistan** as of the day, month and year first indicated above.

For: **Punjab Masstransit Authority (PMA)**

For: **Legal Name of the Service  
Provider/Successful Bidder**

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Witnessed By:

Witnessed By:

**WITNESSES**

Signature \_\_\_\_\_

Signature \_\_\_\_\_

CNIC # \_\_\_\_\_

CNIC# \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

## **I. GENERAL CONDITIONS OF CONTRACT**

### **8. CONTRACT**

The Client shall, after receipt of the Performance Security from the successful Bidder, send the Contract provided in the Tender Document, to the successful Bidder. Within ten working days of the receipt of such Contract, the Bidder shall sign and date the Contract and return it to the Client.

### **9. CONTRACT DOCUMENTS AND INFORMATION**

The Service Provider shall not, without the Client's prior written consent, make use of the Contract, or any provision thereof, or any document(s), specification(s), drawing(s), pattern(s), sample(s) or information furnished by or on behalf of the Client in connection therewith, except for purposes of performing the Contract or disclose the same to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

### **10. CONTRACT LANGUAGE**

The Contract and all documents relating to the Contract, exchanged between the Service Provider and the Client, shall be in English. The Service Provider shall bear all costs of translation to English and all risks of the accuracy of such translation.

### **11. PATENT RIGHTS AND RIGHTS TO THE CONTENTS OF THE PROGRAM**

The Service Provider shall indemnify and hold the Client harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Service or any part thereof. The Client will hold the exclusive rights to the contents of this program.

### **12. INSURANCE**

The Service Provider shall provide such insurance as is sufficient to protect against their theft, damage or deterioration during course of the service, storage/transit to their final destination as indicated in this Contract. The Service Provider shall arrange and pay for the insurance of the vehicle, equipment or any such item to the place of destination and time, as required by the Client.

### **13. PAYMENT**

The procedure for payments to Service Provider shall be as under:

13.1. The Service Provider shall submit monthly Application for Payment (Invoice) to the Client; within first five Working days of the following month, in the prescribed form and on the quoted rates in the bid. The Application for Payment shall be accompanied by such invoices, receipts or other documentary evidence (if any) and as the Client may require; state the amount claimed; and set forth in detail, in the order of the Price Schedule, particulars of the Services provided, up to the date of the Application for Payment and subsequent to the period covered by the last preceding Certificate of Payment, if any.

13.2. The Client shall issue a Certificate of Payment, in the prescribed form, with a copy to the Service Provider, verifying the amount due, within seven (07) working days of receipt of an Application for Payment. The Client may withhold a Certificate of Payment on account of defects/shortcomings in the services provided. The Client may make any correction or

modification in a Certificate of Payment that properly be made in respect of any previous certificate; after giving an opportunity of clarification to the Service Provider.

13.3. The Client shall pay the amount verified in the Certificate of Payment within twenty one (21) days inclusive of seven days of issuance of Certificate of Payment. Payment shall not be made in advance. The Client shall make payment for the Services provided, to the Service Provider, as per Terms of the Contract, in Pak Rupees, through crossed cheque.

#### **14. CONTRACT PRICE**

14.1. The quoted price, in the financial bid, is inclusive of all applicable taxes, as per Laws of the Government of Pakistan, but is exclusive of Sales Tax on Services which shall be added by the Client over and above the quoted amount, as applicable/required under the relevant Tax Laws, to arrive at the Contract Price. Accordingly, the Contract Price shall be subject to adjustments for change in rate of Sales Tax on Services as and when applicable. Furthermore, in future, if the total incidence of taxes imposed on the Contractor increases above 10% of the rate that prevailed at the time of the signing of contract, the Service Provider and the Client shall settle the issue through mutual consultations/agreement. Same dispensation will apply if the incidence of tax reduces over the contract period.

14.2. The Service Provider shall not change the quoted price(s) in bid for the equipment and services provided and for other obligations discharged, under the Contract. Any adjustment for price from the prices quoted by the Service Provider in the Price Schedule shall be assessed as per the formula provided Clause 7.2.1.52 of the RFP document.

#### **15. CONTRACT AMENDMENT**

The Client, at any time, by written notice served on the Service Provider, may initiate, alter, amend, omit, increase, decrease or otherwise change the nature, quality, quantity and scope, of all / any of the Services / the Works, in whole or in part. The Service Provider shall, within ten working days of receipt of such notice, submit a cost estimate and execution schedule of the proposed change (hereinafter referred to as the Change), to the Client. The Service Provider shall not execute the Change until and unless the Client has allowed the said Change, by written order served on the Service Provider. The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change. No variation in or modification in the Contract shall be made, except by written amendment signed by both the Client and the Service Provider.

#### **16. ASSIGNMENT / SUBCONTRACT**

The Service Provider will not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Client's prior written consent. The Service Provider shall guarantee that any and all assignees / subcontractors of the Service Provider shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.

## **17. EXTENSIONS IN TIME FOR PERFORMANCE OF OBLIGATIONS UNDER THE CONTRACT**

If the Service Provider encounters conditions impeding timely performance of any of the obligations, under the Contract, at any time, the Service Provider shall, by written notice served on the Client, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Client shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Service Provider, extend the Service Provider's time for performance of its obligations under the Contract. The Client can give extension up to 30 days only. The time beyond this shall be considered as delay.

## **18. LIQUIDATED DAMAGES (LD)**

If and when applicable, liquidated damages (LD) shall be levied for delay start date of complete services and as directed by the Client as below:-

- Incomplete number of guard deployment at Stations = PKR 50,000 per day per station
- Other services as required in this RFP = PKR 20,000 per day

However, the amount so deducted shall not exceed, in the aggregate, the value of the performance security. The Liquidated Damages are attributable to such part of the Services as cannot, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s)

## **19. FORFEITURE OF PERFORMANCE SECURITY**

If the Service Provider fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Client may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Service Provider.

## **20. TERMINATION FOR DEFAULT**

If the Service Provider fails/delays in performance of any of the obligations under the Contract / violates any of the provisions of the Contract / commits material breach of any of the terms and conditions of the Contract, or engages in any illegal activities; where such failure/breach/illegal activity has a material adverse effect on the operations of this Project, the Client may, at any time, without prejudice to any other right or action / remedy it may have, by written notice served on the Service Provider, indicate the nature of the default(s) and terminate the Contract, in whole or in part; provided that the termination of the Contract shall be resorted to only if the Service Provider does not cure its failure / breach/ illegal activity, within twenty one (21) working days (or such longer period as the Client may allow in writing), after receipt of such notice.

If the Client terminates the Contract for default, in whole or in part, the Client may procure, upon such terms and conditions and in such manner as it deems appropriate, Services / Works, similar to those undelivered, and the Service Provider shall be liable to the Client for any excess costs for such similar Services / Works. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

## **21. TERMINATION FOR INSOLVENCY**

If the Service Provider, or any member in case of JV, becomes bankrupt or otherwise insolvent, the Client may, at any time, without prejudice to any other right or action / remedy it may have, by written notice served on the Service Provider, indicate the nature of the insolvency and terminate the Contract, in whole or in part.

## **22. TERMINATION FOR CONVENIENCE**

The Client may, at any time, by written notice of 60 days served on the Service Provider, terminate the Contract without any cause, in whole or in part.

## **23. FORCE MAJEURE**

- 23.1. Force majeure shall mean any event, act or other circumstances not being an event, act or circumstance under the control of the Client or of the Service Provider. Non-availability of materials/supplies or of import license or of export permit shall not constitute Force majeure. If by reasons of Force Majeure supplies or services cannot be delivered by the due delivery date then the delivery date may be extended appropriately by the Client keeping in view all the circumstances and requirements of the Client.
- 23.2. The Service Provider shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent of his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.
- 23.3. If a Force Majeure situation arises, the Service Provider shall, by written notice served on the Client, indicate such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **24. DISPUTE RESOLUTION**

- 24.1. The Client and the Service Provider shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- 24.2. If, after thirty working days, from the commencement of such informal negotiations, the Client and the Service Provider have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties. In case the Contractor decides to pursue arbitration through court, he/she will be required to submit a draft of 10% additional performance Guarantee in shape of demand draft/pay order in favour of employer for the duration of arbitration.

## **25. STATUTES AND REGULATIONS**

The Contract shall be governed by and interpreted in accordance with the laws of Pakistan. The Service Provider shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Client indemnified against all penalties and liability of any kind for breach

of any of the same. The Courts shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

## **26. TAXES AND DUTIES**

The Contractor shall be responsible for the payment, if any is required, of all Pakistani Income Tax, Duties any other taxes on income arising out of the Contract, and the financial bid mentioned in "Financial Proposal Submission Form"/"Price Table" shall be deemed to cover all such taxes.

## **27. CONTRACT COST**

The Service Provider shall bear all costs / expenses associated with the preparation of the Contract and the Client shall in no case be responsible / liable for those costs / expenses e.g. Contract Stamp duty charges etc.

## **28. AUTHORIZED REPRESENTATIVE**

- 28.1. The Client, or the Service Provider may, at their exclusive discretion, appoint their Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to signing on their behalf to legally bind them, and may, at any time, revoke such delegation.
- 28.2. The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Client, or the Service Provider
- 28.3. Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.
- 28.4. Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.
- 28.5. Notwithstanding above Clause, any failure of the Authorized Representative to disapprove Services or Works shall not prejudice the right of the Client to disapprove such Services or Works and to give instructions for the rectification thereof.
- 28.6. If the Service Provider questions any decision or instruction of the Authorized Representative of the Client, the Service Provider may refer the matter to the Client who shall confirm, reverse or vary such decision or instruction

## **29. WAIVER**

Failure of either party to insist upon strict performance of the obligations of the other party, under the Contract, shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

<b>SCHEDULE-A, SPECIAL STIPULATIONS</b>		
<b>For ease of Reference, certain special stipulations are as under:</b>		
		The Service Provider shall furnish the Tender Security as under:

**SPECIAL STIPULATIONS**

	<b>Tender Security</b>	<p>for the whole Tender;</p> <p>In the form of pay-order/ demand draft / CDR, issued by a scheduled bank operating in Pakistan, in the name of the Client, as per the format provided in the Tender Document or in form of Demand Draft / Pay-order drawn on a Scheduled Bank operating in Pakistan; for a sum of PKR. 500,000/-); denominated in Pak Rupees;</p> <p>Have a validity period of one hundred and eighty (270) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is earlier.</p> <p>The bidder will make copy of the Tender Security as part of its Technical Bid and original Tender Security as part of its financial bid.</p>
	<b>Performance Security</b>	<p>The successful Service Provider shall furnish Performance Security as under:</p> <p>within ten (10) working days (with extension if any by the Client) of the receipt of the Acceptance Letter from the Client;</p> <p>in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document or in another form acceptable to the Client;</p> <p>denominated in Pak Rupees;</p> <p>Have a minimum validity period of one year from the date of Award Notification or until the date of expiry of yearly support period.</p> <p>The Service Provider shall submit a Bank Guarantee for 10% of the annual contract value inclusive of adjustments (if any), for a period of three (3) years, on a yearly basis, with an undertaking to renew the Bank Guarantee before the end of each year on yearly basis, Five (5) days before the expiry period of the submitted bank guarantee. Subject to clause 23 of the RFP, the Client, after receiving new bank guarantee shall return the previous bank guarantee in lieu of Performance Security to the Service Provider.</p>
	<b>Signing of Contract</b>	<p>The Client shall, after receipt of the Performance Security from the successful Bidder, send the Contract provided in the Tender Document, to the successful Bidder. Within ten working days of the receipt of such Contract, the Bidder shall sign and date the Contract and return it to the Client.</p>
	<b>Start Security Services</b>	<p>Subject to handing-over of the stations on as and when basis but no later than 90 days from issuance of LOA</p>
	<b>Liquidated damages for failure/configuration of Services by the service Provider</b>	<p>If and when applicable, liquidated damages (LD) shall be levied as under:-</p> <ul style="list-style-type: none"> <li>• Incomplete number of guard deployment at Stations = PKR 50,000 per day per station</li> <li>• Other services as required in this RFP = PKR 20,000 per day</li> </ul> <p>However, the amount so deducted shall not exceed, in the aggregate, the value of the performance security. The Liquidated Damages are attributable to such part of the Services as cannot, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s)</p>
	<b>Legal Status to Work in Pakistan</b>	<p>The Bidder must be allowed and meet all conditions set forth by the GoPb to work with all concerned parties of the private, public, and Not for profit sectors.</p>

	<b>Contract Life</b>	Three (3) Years extendable for Further Two years upon mutual consent

# **ANNEXURES**

## **Annexure-A: Standard Monetary Deductions for Default/Non-performance of Services**

### **Scope:**

- The SLA describes target performance levels which the bidder shall aim to deliver for the Services outlined in this Contract. It also lists the procedures for managing unavailability of Services / negligence / inefficiency on part of the Service Provider, and associated penalties which will be applied if bidder fails to deliver any service performance targets in accordance with this Agreement including agreed Standard Operating Procedures during contract life (SOP).
- The Operator will be exempted from delays or slippages on SLA parameters arising out of delays in execution or due to delay in approval or review from the Client's side. Any such delays will be notified in writing.
- Each non-compliance shall be penalized according to the following formula and details given in Table below. The table also details additional penalties, subject to type of infraction

**Penalty Amount per Incident (PKR) = (P x Monthly Contract Value) / 10000**

- In case monthly penalties exceed 20% of the monthly contract value consecutively for 3 or more months, the Contract may be treated under the Clause 20 "Termination for Default"

Sr. NO	Description of Infraction and Other Fine Details (PKR)	Value of P for each occurrence
<b>PENALTIES RELATED TO GENERAL SECURITY REQUIREMENTS</b>		
1	Security staff found sleeping /dozing/in drunken state/doing personal work during duty hours.	0.5
2	Security Personnel without proper uniform and identification, Uniform is color-faded or torn-off, Uniform non-compliant with the uniform code defined in the scope of contract	1
3	Security Personnel found with unclean / untidy appearance, Improperly shaved, improperly trimmed moustaches and beard.	1
4	Security Personnel found in violation to the age criteria defined in the scope of contract. <i>(In addition to fine, Security Personnel(s) shall be immediately removed from site followed by replacement)</i>	30
5	Security Personnel not carrying minimum equipment to perform his/her task as defined in scope of the contract.	0.5
6	For delay exceeding 15 minutes in reporting outward and critical incidents including but not limited to robbery, theft, any use of fire arms, accidents resulting in injury or death, fire, short circuit, damage to infrastructure, lost property, vandalism, protests, fight, bus breakdowns, token shortage, any factor causing disturbance in operations etc.  <i>(In addition to the Fine, PKR 1000/- shall be charged for delay of each additional hour. Additional Penalty shall not exceed PKR 10,000/- )</i>	3
7	Formal Reports not submitted as per defined format and schedule  <i>(In addition to Fine, PKR 1000/- shall be charged for delay of each additional day. Additional Penalty shall not exceed PKR 10,000/-)</i>	0.5
8	Falsification of Facts and Information or breach of confidentiality of information/documents.  <i>(In case Clause 7.2.1.51 of RFP is invoked, penalty shall be replaced by 5% deduction from Monthly Invoiced Value)</i>	2
9	Security Personnel not able to produce specific work instruction issued to perform his/her particular task	0.3
10	It is found that Security Personnel is deputed without providing initial mandatory training  <i>(In addition to fine, Security Personnel(s) shall be immediately removed from site followed by replacement)</i>	30
11	Unable to provide Security Personnel records desired by PMA within the specified time.  <i>(In addition to Fine, PKR 500/- shall be charged for delay of each additional day. Additional Penalty shall not exceed PKR 5,000)</i>	30

12	PMA indicates an inadequacy/ insufficiency in a certain security function and directs Service Provider to meet the gap which he fails to comply within the specified time.  <i>(In addition to Penalty, PKR 500/- for delay of each additional day, until the gap is met)</i>	25
13	Failure to follow or acknowledge instructions issued by the Control Center or PMA / Misbehavior with PMA representative	0.5
14	Failure to arrange repairs of the damages to PMA Property caused by the Operator within the prescribed time frame.  <i>(In addition to Fine, PKR 1000/-shall be charged for delay of each additional day)</i>	10
15	Verbal or Physical ill-treatment with passengers/persons, impolite/disrespectful behavior with passengers/persons  <i>(In addition to fine, concerned Security Personnel(s) shall be immediately terminated followed by replacement)</i>	10
16	Any deliberate action intended to stop/impede/ resist PMA Operations  <i>(In addition to fine, concerned Security Personnel(s) shall be immediately terminated followed by his/her replacement. In case of strike resulting in disturbance (Curtailment/ missing of trips more than 1% of scheduled trips/ property damage, etc.) in operations, fine shall be replaced by 15% deduction from Monthly Invoiced Value and recovery of estimated revenue loss if any)</i>	30
17	Unauthorized access / trespassing	1
18	Any Security Personnel found with Criminal record  <i>(In addition to fine, concerned Security Personnel(s) shall be immediately terminated followed by replacement)</i>	20
19	Number of Security Complaints received per month at PMA Helpline are more than 20  <i>(In addition to Fine, PKR 500/- for each complaint exceeding 20)</i>	2
20	Unresolved Complaints at PMA Helpline Website for more than 2 days. Each unresolved complaint shall be treated as separate incident for penalty	0.3
21	Unable to launch application / FIR in concerned Police Station as per directions from PMA	0.5
22	Security Equipment missing / non-functional or not able to perform its intended use, inadequate in number a) Wireless Handset b) Metal Detector c) Whistle/Baton/Nightstick d) Flashlights e) Others included in the contract	a) 1 b) 1 c) 0.5 d) 0.3 e) 0.1
23	Wireless Communication System down wholly or partially  <i>(Factor P shall be further multiplied by number of hours of downtime, expressed as whole numbers. In case of continues downtime more than one day, the monthly payment on this account shall be deducted )</i>	20
24	Security Personnel involved in any kind of fraudulent activity  <i>(In addition to Fine, concerned Security Personnel(s) shall be immediately terminated followed by replacement)</i>	10

25	Any act/instance which is non-conforming to Authority's Rules/Regulations/defined scope of work, and agreed SOPs <i>(Factor P shall be further multiplied by X ranging from 1 to 100 depending on the sensitivity of the incident)</i>	0.5
26	A theft incident takes place due to the negligence on the part of security service provider. <i>(In addition to fine, the cost of replacement of the stolen items with same specifications shall be recovered from the security service provider. In case the quantum of replacement costs due to the theft incidents exceeds 25% of Performance Guarantee, the Contract may be treated under the Clause 20 "Termination for Default")</i>	10
<b>PENALTIES RELATED TO SECURITY OF CORRIDOR AND STATIONS</b>		
27	Security staff found at stations not as per minimum number specified in the contract. Each deficient number shall be treated as separate incident for penalty	1
28	Improper checking / scanning of baggages and Persons	1
29	Improper Queue Management and lack of discipline at Ticket Booths.	1
30	Improper Queue Management and lack of discipline at Platform entry and exit Turnstiles	1
31	Unable to apprehend persons entering in Platform or traveling without valid fare media	10
32	Improper Control and lack of discipline in boarding and alighting of passengers.	1
33	Improper clearance of doors resulting in increased Metrobus station stay time due to negligence of staff deployed.	0.5
34	Despite the request of Metrobus Driver, unable to control passenger boarding's, causing bus overloading and/or passenger discomfort.	0.5
35	Not facilitating persons with disabilities in boarding, alighting and seat occupancy	5
36	Security clearance of buses not performed at end of each trip	1
37	Corridor Patrolling Frequency observed is insufficient or not as per commitment Failure of the web based interface in tracking patrolling vehicles online/offline and generating required reports. The issue is not resolved within 24 hours.	10

38	Patrolling bikes used are not in good condition Missing or improper PMA Logo, Missing or improper or non-functional 360 Degree Beacon Light and siren arrangement.	2
39	Turning On/Off of Corridor and Station lights, electrical motors, water coolers or other if any, is not found as per schedule or directions given by PMA, OR It is observed that resources are being wasted <i>(Recovery In case of any equipment malfunction due to improper handling)</i>	1
40	Improper maintenance of Incident and other log books at a particular Station	1
41	Station Security Manager found absent from his duty.	5
42	Security Personnel (s) found absent from their duty including Control room representative, Wireless Base Station Operator and dedicated staff for PMA Office	1
43	Cellular devices carried by Security Personnel (s) including Control room representatives, Wireless Base Station Operator, dedicated staff for PMA Office and Station Managers are found in non-working condition due to any reason whatsoever	1
44	Mishandling of Challan/Fine books, log registers at stations. This shall include but not limited to wrong/improper entry, cuttings, pages torn off, slips missing, delay in submission of old and issuance of new challan book etc. <i>(Also recovery of estimated revenue loss if any)</i>	1
<b>PENALTIES RELATED TO O&amp;M OF FIRE FIGHTING EQUIPMENT, CORRIDOR POLE LIGHTS AND UNDER BRIDGE FLOOD LIGHTS</b>		
45	Fault is not rectified within 24 hours or within the time specified in work order <i>(In addition to Fine, PKR 1000/-shall be charged for delay of each additional day not exceeding PKR 10,000/- per instance)</i>	1
46	Improper routine maintenance	1
47	Failure to submit reports as per prescribed format and schedule	1
48	Replaced / Installed parts are of inferior quality than specified in the contract. <i>(In addition, immediate replacement with parts as per specifications and timelines defined by PMA. Delay in timelines will be subjected to additional penalties from PKR 1000/- to 20,000/- as per Client's decision )</i>	5

**Annexure-B: Format for Covering Letter**

To  
(Name and address of Client)

**Sub:** \_\_\_\_\_.

Dear Sir,

- a) Having examined the tender document and Appendixes for the \_(Insert title of assignment)\_, we, the undersigned, in conformity with the said document, offer to provide the said items on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.
- b) We undertake, if our proposal is accepted, to provide the items/services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the Client Department / Office.
- c) We agree to abide by this proposal for the period of \_\_\_\_ days (as per requirement of the Operation) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- d) We agree to execute a contract in the form to be communicated by the (insert name of the Client), incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.
- e) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.
- f) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in bidding.
- g) We would like to clearly state that we qualify for this work as our company meets all the pre-F criteria indicated on your tender document. The details are as under:

\_\_\_\_\_  
Authorized Signatures with Official Seal

**Annexure-C: Financial Proposal Submission Form (Part of Financial Bid Envelope)**

**Financial Proposal Submission Form (Part of Financial Bid Envelope)**

[Location, Date]

To (Name and address of Client / Client)

Dear Sir,

We, the undersigned, offer to provide the (Insert title of assignment) in accordance with your Request for Proposal dated (insert date) and our Technical Proposal. Our attached Financial Proposal is for the sum of PKR (insert amount in words and figures). This amount is inclusive of all applicable taxes as per Laws of the Government of Pakistan, but is exclusive of Sales Tax on Services which shall be added by the Client over and above the offered amount, as applicable/required under the relevant Tax Laws, to arrive at the Contract Price. Accordingly, the Contract Price shall be subject to adjustments for change in rate of Sales Tax on Services as and when applicable.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the clauses 19 and 20 of RFP.

We also declare that the Government of Pakistan / Punjab has not declared us or any Sub-Service Providers for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

We understand you are not bound to accept any Proposal you receive.

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant.

Date:

**Annexure-D: Price Table**

**Technically qualified bidders with minimum value of “X” will be considered successful.**

Sr. No.	Item	Price on Monthly basis (PKR)
1	SECURITY AND SAFETY SERVICES FOR METROBUS SYSTEM IN LAHORE (GAJJUMATTA TO SHAHDARA)	X

Notes to the Price Table:

- 1) *No advance payments will be made. Contract Payment will be made on monthly basis*
- 2) *The quoted price is inclusive of all applicable taxes as per Laws of the Government of Pakistan, but is exclusive of Sales Tax on Services which shall be added by the Client over and above the offered amount, as applicable/required under the relevant Tax Laws, to arrive at the Contract Price. Accordingly, the Contract Price shall be subject to adjustments for change in rate of Sales Tax on Services as and when applicable*
- 3) *Lowest value of “X” will determine the successful bidder, provided mandatory requirements are met and bidder has qualified technical evaluation successfully.*

Date \_\_\_\_\_

Place \_\_\_\_\_

Signature of authorized person

Name:

(Company Seal)

\_\_\_\_\_  
In the capacity of  
Duly authorized by

**Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.**

**BREAKUP OF PRICE TABLE**

Sr.No.	Item / Description	Qty	Price Per Month (PKR.)	
			26 Days	30/31 Days
01	Security and Safety Services through <b>Senior Liaison Officer /Authorized Representative</b>	<b>01</b>		
02	Security and Safety Services through <b>Resident Security Managers</b> at Station	<b>54</b>		
03	Security and Safety Services through <b>Guards</b> deployed at Stations	<b>555</b>		
04	Security and Safety Services through <b>Guards</b> deployed at PMA Centre	<b>12</b>		
05	Security and Safety Services through <b>Guards</b> deployed at Intersections and Ichhra Underpass	<b>36</b>		
06	Security and Safety Services through <b>Guards</b> deployed at both Terminals	<b>06</b>		
07	Security and Safety Services through <b>Control Room Representatives</b>	<b>03</b>		
08	Security and Safety Services through <b>Quick Response Staff (QRS).</b>	<b>20</b>		
09	Security and Safety Services through <b>Patrolling Staff</b>	<b>12</b>		
10	EOBI Contribution (as per law)			
11	PESSI Contribution (as per law)			
12	Security and Safety Services through GPS traceable patrolling <b>Bikes</b>	<b>06</b>		
13	Security and Safety Services through <b>Bikes</b> for Quick Response Staff (QRS).	<b>04</b>		
14	Security and Safety Services through <b>Monitoring Vehicle.</b>	<b>01</b>		
15	Operation and maintenance of <b>wireless uninterrupted/trouble free and efficient Communication System.</b>			
16	Operation and maintenance of <b>Cellular Communication System.</b>			
17	Operation, maintenance and Refilling of <b>Fire Fighting equipment</b> (as per RFP Clause7.2.2.12)			
18	Security and Safety Services through metal detectors, batons, , traffic diverging cones, road barriers, staff trainings, road blockers, emergency lights, sticks, whistles, red-tapes, etc. and any other equipment required in RFP.			
19	Uniform for Security Staff			
<b>Total</b>				<b>X</b>

**Annexure-E: Instructions for preparation of power of attorney**

- a) To be executed by an authorized representative of the bidder.
- b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- c) Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
- d) In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

**Annexure-F: Format of Power-of-Attorney**

**POWER OF ATTORNEY**

(On a Legal / Revenue Stamp Paper of PAKISTAN / of the bidder's country in the relevant value OR on the bidder's letter head officially signed and stamped)

We (name of the company and address of the registered office) do hereby appoint and authorize Mr. / Ms. (full name and residential address) bearing Pakistan's Computerized National Identity Card (CNIC) no. (Complete CNIC No.) who is presently engaged with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the Operation) in response to the tenders invited by the (name of the Client) including signing and submission of all documents and providing information/responses to (name of the Client) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this \_\_\_\_ day of \_\_\_\_\_ 20\_\_

For \_\_\_\_\_

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

**Annexure-G: Undertaking**

**UNDERTAKING**

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information / documents.

Dated this \_\_\_\_ day of \_\_\_\_\_ 20\_\_

Signature

(Company Seal)

\_\_\_\_\_  
In the capacity of

Duly authorized to sign bids for and on behalf of:

**Annexure-H: Affidavit**

**AFFIDAVIT**

**Integrity Pact**

We \_(Name of the bidder / supplier)\_ being the first duly sworn on oath submit, that Mr. / Ms. \_\_\_\_\_ (if participating through agent / representative) is the agent / representative duly authorized by \_(Name of the bidder company)\_ hereinafter called the Service Provider to submit the attached bid to the \_(Name of the Client)\_. Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the \_(Name of the Client)\_ any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining Operations implementations, reporting violation of the contract specification or other forms of non-compliance.

\_\_\_\_\_  
Signature & Stamp

Subscribed and sworn to me this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
Notary Public

**Annexure-I: Scope of Work of Corridor Pole Light/ Under Flyover Flood Lights and Allied Works**

1. The service provider is responsible for the operation and maintenance of complete corridor pole/flood lights from source end Light Control Panel (LCP). If any corridor light of LMBS becomes non-operational then the Service Provider will check/maintain/troubleshoot the complete circuit to make lights operational as soon as possible. In case, if new lights/cables/accessories/civil works required then service provider will intimate to the Client and request for issuance of work order. PMA representative will verify the faulty/missing parts/accessories before issuance of work order. After completion of works the PMA representative will verify the quality/standards of executed works by Service provider. The details of existing specifications/standards of cables/accessories/parts are as under:-

**Specifications**

	Supply, installation, testing, commissioning and replacement of the following items of work (unless specifically stated otherwise) including all material, labour, tools, accessories, etc. required for proper completion of each item as per specifications, drawings and as directed by the Engineer (Client).
1	Supply and installation/termination of Low Voltage grade cable 600/1000V PVC/PVC unarmoured Cu. Conductor cable with cable glands and lugs pulled in prelaidd U-PVC/GI conduits at surface mounted/underground/corridor pole to pole /along structure or surface of wall or cable trays or laid direct including all installation and operational accessories as required for proper completion, as per technical specifications, drawings and as directed by the Engineer of size : 4 core 16mm2.
2	Supply and installation/termination of Low Voltage grade 450/750V PVC Cu. conductor cable (green/yellow) with cable glands and lugs on prelaidd U-PVC/GI conduits at surface mounted/underground/corridor pole to pole /along structure or surface of wall or cable trays or laid direct including all installation and operational accessories as required for proper completion, as per technical specifications, drawings and as directed by the Engineer of size : 1 core 16mm2.
3	Supply and installation of 3-core 2.5 mm2 PVC insulated and PVC overall sheathed 600/1000 Volt grade copper cable (stranded conductor).
4	Supply and installation of 06 Amp MCB, SP, RC=6KA (Corridor pole lights junction boxes)
5	Supply and installation of PVC line up connectors 16 mm2 (Corridor pole lights junction boxes)
6	Supply and installation of DIN RAIL channel strip (6 inch length) (Corridor pole lights junction boxes)
7	G.I (Galvanized) Pole Junction Box Cover with hinges and welding works as per existing design and specifications.
8	G.I (Galvanized) Pole Junction Box Lock Strip with accessories as per existing design and specifications.

9	<p>Supplying, installation and commissioning of LED Cobra-head Luminaries of specified wattage and lumens conforming to IP66 &amp; IK08 or above Philips/Osram/Thorn or equivalent with corrosion resistant die casted Aluminum housing, silicon gasket in special groove, UV stable &amp; scratch resistant synthetic materials, thermally hardened glass complete with LED Chip (Philips Lumiled/Cree/Nichia/Osram make or equivalent), programmable LED driver (Harvard/TCI/Lumotech/ Philips/ VOSSLOH Schwabe/ Lightech make or equivalent), minimum 10kV surge protection rating i/c the cost of all accessories/components required for proper operation, fully flexible for future upgradation and easy replacements for maintenance purposes, bucket elevator charges as approved and directed by the Engineer Incharge. <b>120 Lm/Watt. 90 Watt with 10800 Lumens.</b></p>
10	<p>Supplying, installation and commissioning of LED Cobra-head Luminaries of specified wattage and lumens conforming to IP66 &amp; IK08 or above Philips/Osram/Thorn or equivalent with corrosion resistant die casted Aluminum housing, silicon gasket in special groove, UV stable &amp; scratch resistant synthetic materials, thermally hardened glass complete with LED Chip (Philips Lumiled/ Cree/Nichia/Osram make or equivalent), programmable LED driver (Harvard/TCI/Lumotech/Philips/VOSSLOH Schwabe/Lightech make or equivalent), minimum 10kV surge protection rating i/c the cost of all accessories/components required for proper operation, fully flexible for future upgradation and easy replacements for maintenance purposes, bucket elevator charges as approved and directed by the Engineer Incharge. <b>120 Lm/Watt. 120 Watt with 14400 Lumens.</b></p>
11	<p>Supplying, installation and commissioning of LED Cobra-head Luminaries of specified wattage and lumens conforming to IP66 &amp; IK08 or above Philips/Osram/Thorn or equivalent with corrosion resistant die casted Aluminum housing, silicon gasket in special groove, UV stable &amp; scratch resistant synthetic materials, thermally hardened glass complete with LED Chip (Philips Lumiled/Cree/Nichia/Osram make or equivalent), programmable LED driver (Harvard/TCI/Lumotech/Philips/VOSSLOH Schwabe/Lightech make or equivalent), minimum 10kV surge protection rating i/c the cost of all accessories/components required for proper operation, fully flexible for future upgradation and easy replacements for maintenance purposes, bucket elevator charges as approved and directed by the Engineer Incharge. <b>120 Lm/Watt. 180 Watt with 21600 Lumens.</b></p>
12	<p>Supplying, installation and commissioning of LED Cobra-head Luminaries of specified wattage and lumens conforming to IP66 &amp; IK08 or above Philips/Osram/Thorn or equivalent with corrosion resistant die casted Aluminum housing, silicon gasket in special groove, UV stable &amp; scratch resistant synthetic materials, thermally hardened glass complete with LED Chip (Philips Lumiled/Cree/Nichia/Osram make or equivalent), programmable LED driver (Harvard/TCI/Lumotech/Philips/VOSSLOH Schwabe/Lightech make or equivalent), minimum 10kV surge protection rating i/c the cost of all accessories/components required for proper operation, fully flexible for future upgradation and easy replacements for maintenance purposes, bucket elevator charges as approved and directed by the Engineer Incharge. <b>120 Lm/Watt. 250 Watt with 30000 Lumens.</b></p>

13	Supply and installation of Road Lighting LED Luminaries Flood lights contempo BVP260 LED102/CW 108W , Izeta IZQ-LED 90W (Make Indal), Gothard LED 100-120 Watts (Make Thorn) or equivalent suitable for M-2 & M-3 roads of wattage suitable for the project requirements, fully IP 66 with corrosion resistant die cast aluminum housing, silicon gas kit, thermally hardened glass complete with LED drivers, surge protection and all accessories/components required for the proper operation of the system. The luminaries shall be fully flexible for future upgrades and easy replacements for maintenance purposes. Contractor to submit lighting design calculation to determine the adequacy of the wattage and should adjust the number of LEDs/wattage as per project lighting requirements. <b>Including crane/bucket elevator charges.</b>
14	Supply and installation of Class D U-PVC pipe/conduit at surface level /underground with clamping and hanging arrangement with all accessories including bends, nut, bolts and washers for horizontal / vertical run of cable along wall, structure, corridor pole to pole/along the structure, trenches, floor etc, suitable for laying multi-core cables. Conduit Size: 2" <b>i/d (50mm).</b>
15	Supply and installation of G.I Flexible pipe / conduit (PVC coated) with all accessories (Pull Box, Inspections Box, bends, saddles, nut, bolt, washers, welding of sockets, nipples and check nuts) for underground/ at surface/horizontal, corridor pole to pole bends/ vertical run of cable including all installation and operational accessories as required for proper completion, as per technical specifications and as directed by the engineer of following sizes: 2" <b>i/d (50mm).</b>
16	Complete Civil works required in the form of underground trench (depth up to 12") for laying of HT/LT cables/conduits and back filling with cement mortar/concrete 1:1.5:3. Use zero size crush and similar road color powder for smooth work along surface edge of jersey barrier of corridor.(At Grade)
17	Civil works required to cover the U-PVC conduit under tuff tiles by digging, breaking of concrete, back filling with concrete and re-fixing of tuff tiles as per previous level complete with all respects along surface edge. (At-elevated)
18	Use/Arrange/rent charges of crane for maintenance/dismantle of pole lights/ under bridge flood lights. Height upto 15 meters. Job duration is 06 hours. Only crane rent is included and excluding Lights maintenance.
19	Door Lock for Electrical distribution panel.
20	Gasket for Panel Doors
21	Repair the single panel door with required welding works.
22	Preparing surface and painting with Matt/Glossy high chemical resistant/hardwearing Polyurethane paint (Epoxy Paint) by sprayer/Brushy/c the cost of Primer coat, all material and labour complete in all respects as approved and directed by the Engineer Incharge.
a	Priming Coat
b	Each and subsequent Coat
23	Road Lighting control panel with angle iron frame clad 14 SWG, sheet steel enclosure having high quality powder coated paint, color RAL 7033. The LCP shall be completed with incoming and outgoing MCCBs, Cu bus bar, magnetic contactors, photo-electric switches, meters, indication lights, construction with IP 54 protection class, door, locking arrangement etc. and all other accessories as required for quality work.
	1 No. Incoming 160 Amp.(Adj.) TP, MCCB, 36KA
	2 No. Outgoing 63 Amp, TP MCCB, 25KA (Bus station)

3 No. Outgoing 20 Amp. TP MCCBs, 16KA
2 No. Spare 20Amp. TP MCCBs, 16KA
2 No. 75 Amp magnetic Contactor
2 No. 32 Amp Magnetic Contactor
2 No. Spare 32 Amp. Magnetic Contactor
3 No Photo electric switch (01 spare)
1 No. Ampere meters 0-100 Amp with selector switch (04 position) and CT of 100/5 Amp.
3 No. Indication Lights
1 No. Voltmeter with fuse and 7 position selector switch
3 Ph, N & earth copper bus bars
Internal wiring & line-up terminals etc.
brass cable glands/accessories
Auto-Manual-OFF (3 position switches for operation in auto(with photocell) and normal (manual mode)
Panel steel grid painted along with locking arrangement
IP 54 panel shall be weather proof, dust proof with studded and shade arrangement on top.

2. Service provider will use ITMIS software to note downtime for complaint resolution of tickets and/or any other equivalent method if required by the Client.
3. All the complaints will be resolved within 24 hours if work order is not required.
4. Installation, maintenance of (3-phase/1-Phase) Electric Supply underground/ over ground wiring/cabling Circuit, Circuit breaker, Line up connector, pipes/conduits (end to end) starting from main LCP (Light Control Panel) to all junction boxes/ corridor pole lights/ under bridge flood lights to make them operational in all aspects.
5. Maintenance of complete connections of junction boxes for corridor pole lights circuit consisting of proper cable connections, testing, fixing, tagging/marking, dismantling, and cleaning of pole junction box and its components. It includes checking of circuit breaker/ proper fitting and cable termination at line up connectors.
6. The service provider will provide tagging for each pole as per directions of the Client.
7. Maintenance, checking, testing, fixing, tagging/marking, shifting, dismantling, proper supply connections termination, inside/outside cleaning of each corridor LED pole light and under flyover flood light.
8. Complete checking of bolt/nuts and foundation of corridor poles and tight the loosened nut/bolts if required.
9. Complete maintenance of Light Control Panel (LCP) as per given specifications.
10. The service provider will give following under-taking after installation of new goods/material: -

*All the works has been performed as per existing specifications, adopting all standard and safety and security measures for the electrical system. At any stage, if it is found that the installed cables/accessories/related goods are not conforming to existing standard/specifications, the Service provider will be held responsible and liable to punitive action as desired by the Client. Repetition of the same act may result in forfeiture of Performance Guarantee or termination of the Contract on default.*

**OPERATION AND MAINTENANCE REPORTS**  
**Corridor Track Pole Lights (LMBS) Daily**

Sr.No	Site Name Corridor Lights	Shahdrah Side					Gajjumatta side					Remarks
		Total TS	OPS	Non-OPS	Fallen	Missing	Total TG	OPS	Non-OPS	Fallen	Missing	
1	Shahdrah yard	4					4					
2	Shahdrah to Ravi Toll Plaza	16					16					
3	Ravi Tool Plaza to Niazi Ravi Bridge)	10					23					
3	Niazi Chowk to Timber Market	24					24					
4	Timber Market to Azadi Chowk	16					17					
5	Azadi Chowk to Bhatti Chowk	25					28					
6	Bhatti Chowk to Katchehry	18					20					
7	Katchehry to Civil Secretariat	20					19					
8	Civil Secretariat to MAO Collage	35					26					
9	MAO Collage to Janazgah	30					34					
10	Janazgah to Qartaba Chowk	18					18					
11	Qartaba Chowk to Shama	34					33					
12	Shama to Ichhra	25					24					
13	Ichhra to Canal	41					41					
14	Canal to Gaddaffi	24					23					
15	Gaddaffi to Kalma Chowk	21					22					
16	Kalma Chowk to Model Town	18					18					
17	Model Town to Naseer abad	37					37					
18	Naseer abad to Ittefaq	22					22					
19	Ittefaq to Qainchi	52					49					
20	Qanchi Station to Ghazi Chowk	22					21					
21	Ghazi Chowk to Chungi Amar sidhu	16					16					
22	Chungi Amar sidhu to Kamahan	24					25					
23	Kamahan to Attari Saroba	29					29					
24	Attari Saroba to Nishter Colony	31					31					

25	Nishter Colony to Youhanna Abad	19					19					
26	Youhanna Abad to Dullu Khurd	22					22					
27	Dullu Khurd to Gajjumatta	22					22					
	Gajjumatta Yard	8					8					
<b>Total</b>		683					691					
		<b>Total</b>	<b>1374</b>									

Under Fly-Over Track Flood Lights (LMBS) Daily											
Site Name	Shahdarah Side					GajjuMatta Side					Remarks
	Total	Ops	Non-ops	Fallen	Missing	Total	Ops	Non-Ops	Fallen	Missing	
Azadi Chowk to Bhatti Chowk	10					10					
Bhatti Chowk to Azadi Chowk	7					7					
Katchehry to Bhatti Chowk	18					18					
Civil Secretariat to Katchehry	34					36					
MAO Collage to Civil Secretariat	32					29					
Janzagah to MAO	34					36					
Qartaba Chowk to Janazagah	18					18					
Shama to Qartaba Chowk	30					30					
Ichhra to Shama	26					26					
Ichhra to Canal	46					46					
Canal To Qaddafi	5					5					
Kalma Chowk Flood Lights	17					17					
<b>Total</b>	277					278					
	<b>Total</b>	<b>555</b>									

Daily Complaint Log Book											
Sr. No.	Station Name	Station Code	Incident/Fault	Complaint Start Date	Complaint Start Time	Status	Complaint Resolve Date	Complaint Resolve Time	Complaint Resolution verified by	Compiled by	Remarks
1											
2											
3											

Work Order Record (Daily)										
Sr. No.	Work Order No.	Station Name	station ID	Contract Price Table Item No.	Part Name	Unit	Qty	Unit Price (PKR)	Cost without Tax (PKR)	Cost Inclusive Taxes (PKR)
1										
2										
3										

Preventive Maintenance of (LCP) Light Control Panel (Monthly)								
Sr.No	Electrical Panel Name	Complete Maintenance for Electrical Distribution Panels	Cleaning for dust , Grease and Moisture	Insulation test Between all live parts of panel equipment with Digital Multimeter.	Checking physical condition of Distribution Panel (door, lock and proper foundation grouting)	LT cable terminations with glands/lugs.	Proper Panel wiring Connection	Panel rod type earthing
1	LCP							
2	LCP							

Corridor portion Name :						
Maintenance for Corridor LED pole and Flood Lights (Monthly)						
Sr.No	Pole #	Maintenance of Pole junction Box and it's all components	Complete checking and maintenance for pole/flood lights	Tagging of corridor poles for lights	Complete checking and maintenance Underground/over ground open cables/wiring/conduits as per scope of work.	Checking of pole foundation and nut/bolts
1						
2						
3						

**Typical Handing over Taking Over form**

<b>PUNJAB MASSTRANSIT AUTHORITY</b>																		
<b>HANDING OVER TAKING OVER OF ELECTRIC POLE LIGHTS (At Grade)</b>																		
<b>Track Location:</b>		<b>Qainchi to Ittefaq</b>												<b>Conduct</b>				
<b>Track Side:</b>		<b>T.S</b>												<b>ed Date:</b>				
<b>Pole Accessories</b>																		
<b>Pole #</b>	<b>Junction Box</b>			<b>Breaker (6Amp)</b>		<b>Line Up Connector 16 MM2</b>				<b>Chan nel Strip</b>	<b>Cable 16mm2</b>				<b>Cable 2.5mm 3/C</b>		<b>Light</b>	
	<b>Cover</b>	<b>Lock</b>	<b>Strip</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>		<b>4/C</b>		<b>1/C</b>		<b>IN</b>	<b>OUT</b>	<b>IN</b>	<b>OUT</b>
	<b>Status</b>			<b>Status</b>		<b>Status</b>				<b>Status</b>	<b>Existing</b>	<b>New</b>		<b>Existing</b>	<b>New</b>		<b>Status</b>	<b>Status</b>
											<b>IN</b>	<b>OUT</b>	<b>IN</b>	<b>OUT</b>	<b>IN</b>	<b>OUT</b>		
<b>Status</b>																		
1																		
2																		
<b>CHECKED BY</b>				<b>HANDED OVER BY</b>						<b>TAKEN OVER BY</b>								
Name				Name						Name								
Designation				Designation						Designation								
Sign				Sign						Sign								
Date				Date						Date								

**PUNJAB MASSTRANSIT AUTHORITY**

**Inventory Status Sheet (Monthly)**

<b>Track Location:</b>	Qainchi to Ittefaq	<b>Conducted Date:</b>
<b>Track Side:</b>	T.S	

**Pole Accessories**

Pole#	Junction Box			Breaker (6Amp)		Line Up Connector 16 MM2				Channel Strip	Cable 16mm2				Cable 2.5mm 3/C		Light			
	Cover	Lock	Strip	1	2	1	2	3	4		4/C		1/C		IN	OUT	IN	OUT		
	Status			Status		Status				Status	Existing		New		Existing		New		Status	Status
	IN		OUT		IN		OUT		IN		OUT		IN		OUT					
Status											Status		Status		Status					
1																				
2																				

**Annexure-H: Corridor Pole Lights/ Under Flyover Flood Lights Inventory Detail (Estimated)**

<b>Sr.No</b>	<b>Item</b>	<b>Unit</b>	<b>Qty.</b>
1	4 core 16 mm <sup>2</sup> cable (Pole to pole cable spans)	No.	1620
2	1 core 16 mm <sup>2</sup> cable (pole to pole cable spans)	No.	1629
3	3 core 2.5 mm <sup>2</sup> cable inside hole for pole/flood lights	No.	1672
4	06 Amp MCB, SP, RC=6KA	No.	2336
5	PVC line up connectors 16 mm <sup>2</sup>	No.	4746
6	DIN RAIL channel strip	No.	1187
7	Complete pole junction box with cover, lock and strip	No.	1214
8	Corridor pole with lights	No.	1274
9	Bridge lights under elevated portion	No.	555
10	Road Lighting control panel with angle iron frame clad 14 SWG, sheet steel enclosure having high quality powder coated paint, color RAL 7033. The ICP shall be completed with incoming and outgoing MCCBs, Cu bus bar, magnetic contactors, photo-electric switches, meters, indication lights, construction with IP 54 protection class, door, locking arrangement etc. and all other accessories as required for quality work.	No.	27
	1 No. Incoming 160 Amp.(Adj.) TP, MCCB, 36KA		
	2 No. Outgoing 63 Amp, TP MCCB, 25KA (Bus station)		
	3 No. Outgoing 20 Amp. TP MCCBs, 16KA		
	2 No. Spare 20Amp. TP MCCBs, 16KA		
	2 No. 75 Amp magnetic Contactor		
	2 No. 32 Amp Magnetic Contactor		
	2 No. Spare 32 Amp. Magnetic Contactor		
	3 No Photo electric switch (01 spare)		
	1 No. Ampere meters 0-100 Amp with selector switch (04 position) and CT of 100/5 Amp.		
	3 No. Indication Lights		
	1 No. Voltmeter with fuse and 7 position selector switch		
	3 Ph, N & earth copper bus bars		
	Internal wiring & line-up terminals etc.		
	brass cable glands/accessories		
	Auto-Manual-OFF (3 position switches for operation in auto(with photocell) and normal (manual mode)		
	Panel steel grid painted along with locking arrangement		
IP 54 panel shall be weather proof, dust proof with studded and shade arrangement on top.			