



TENDER DOCUMENT

For

“HIRING THE SERVICES OF JANITORIAL FIRM”

For Trade Development Authority of Pakistan (TDAP), Karachi

March 2022

Trade Development Authority of Pakistan
MINISTRY OF COMMERCE, GOVERNMENT OF PAKISTAN
Block-A, 5th Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi-75350
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1. BACKGROUND:-

Trade Development Authority of Pakistan (TDAP), invites sealed bids under Rule No. 36(a) of Public Procurement Rules, 2004 from the experienced and a reputable “**Janitorial firms**” registered with Income Tax and Sales Tax Departments for providing janitorial services at TDAP Headquarters at Finance and Trade Centre, Shahrah-e-Faisal, 3rd, 5th & 8th Floors, Block-A and its office premises at Old CCI&E Building near Civic Centre.

2. SCOPE OF SERVICES

TDAP intends to hire the services of experienced and reputable Janitorial Firm for a period of three (03) years. The successful bidder (s) will be required to provide cleaning and janitorial services of all the office premises as mentioned above and will take all possible efforts to maintain the level of cleanliness as per satisfaction and requirement of TDAP during the period of agreement. The firm will be required to deploy such number of janitorial staff for and such time and supply such number/quantity of material as detailed in the TORs enclosed herewith this document at **Annex-I**.

3. INSTRUCTIONS TO THE BIDDER:-

- 3.1 All the bidders will be required to submit the following documents with their bids:
 - a. Copy of Proof of Proprietorship/ Partnership/ Corporation
 - b. Copy of Proof of date of formation/Incorporation of the firm
 - c. List of Employees along with their CVs duly verified by the firm
 - d. List of relevant experience as per evaluation criteria along with documentary proof of the same duly verified by the firm
 - e. The list of Clients both from public and commercial/private sectors may be attached.
 - f. Copies of STRN & NTN Certificates
 - g. Bank Statement of the firm for the last year (January – December 2021)
- 3.2 The Authority will verify and counter check the above documents and information provided by the firm and the representative of the Authority may physically visit the offices
- 3.3 The bids will be considered as non-responsive in case of non-completion or mis-declaration.
- 3.4 Bidders will furnish the information regarding experience of similar work over the last five year with major clients
- 3.5 All the contractors/bidders are advised to visit the site before quoting the rates otherwise any claim of extra rates will not be entertained. The rates must be inclusive of all taxes.
- 3.6 An affidavit to the effect that the firm is not blacklisted and is not in litigation with any organization / department, private or public may also be furnished.
- 3.7 Incomplete bids will be considered as non-responsive bids and will be rejected.
- 3.8 TDAP reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award as per PPRA rules, without thereby incurring any liability to the Bidders

3.9 The Bidders are hereby informed that the TDAP shall deduct Income Tax & Sales Tax at the rate prescribed under the tax laws of Pakistan, from all payments of successful Bidder.

3.10 The bids should be quoted in Pak Rupees inclusive of all applicable taxes. The bids will be treated as final and must be valid for sixty (60) days.

4. Procedure of Competitive Bidding

Single Stage – Two envelope procedures, as per rule no. 36 (b) of Public Procurement Rules, 2004, will be followed as per following:

- I. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal.
- II. The envelopes shall be marked as “**FINANCIAL PROPOSAL**” and “**TECHNICAL PROPOSAL**” in bold and legible letters to avoid confusion;

5. Financial Bid

The Financial bids can be submitted on the prescribed pro forma attached enclosed with the tender document at **Annex-II**. Financial Bid may be filled, signed and stamped by the Firm/ its representative. Bid Security of 2% may be attached with the financial bid.

6. Submission and opening of Bids

Bids complete in all respect along with all the requisite document and information can be submitted on or before **10th May, 2022** on 11.00 a.m. Bill of Quantities (BOQs) along with the PO/DD of bid security amount of 2% for three years bid duly filled and signed & stamped by the firm may be submitted in a separate envelope as per Competitive bidding procedure of Single-Stage Two Envelope as per Rule 36 (b) of PPRA. The bids will be opened on the same date at 11.30 a.m. on the address given in the tender notice as per Rule No. 28 (2) of PPRA 2004.

7. Bid Security

All the Bidders are required to submit 2% bid amount of the actual bid (i.e. 2% Bid Security against their bid amounts of three years bid) in form of Pay Order/ Demand Draft/ Banker’s Cheque and in favor of TDAP, Karachi with the sealed proposal as per Rule No. 25, Public Procurement Rules, 2004. Bids without bid security will be rejected.

8. Acceptance of Bids

The eligible bidders fulfilling all the required specifications, quantity and criteria as per TORs and quoting the best competitive bids will be declared successful and will be awarded the work accordingly. A formal agreement will be executed by both the parties (i.e. TDAP & Successful bidder).

9. Performance Guarantee

The Successful bidders will be required to furnish a performance guarantee of 02 % of contract amount. The performance guarantee will be confiscated if the successful bidder (s) fails to provide the required services as per TORs.

10. Service Period

The services are required for a period of three (03) years upon the satisfaction of the Competent Authority. In case of unsatisfactory performance, the service of firm will be terminated at any time with one-month prior notice.

11. Payment Schedule

TDAP will make the payments on or after 15th of every month subject to submission of bill (s) by the firm on or before 3rd of each month. Payment will be made through cross cheque to the firm on its postal address through courier.

TERMS OF REFERENCES (TOR) FOR JANITORIAL SERVICES

1. The successful bidder will be required to provide the janitorial services at TDAP Headquarters at Finance and Trade Centre, Shahrah-e-Faisal, 3rd, 5th & 8th Floors, Block-A and its office premises at Old CCI&E Building near Civic Centre.

2. The firm will be required to deploy such numbers of janitorial staff for such time period along with required materials and equipment as necessary for carrying out a detailed cleaning and maintaining proper level of cleanliness as described by TDAP. The following men and material may be arranged and provided for making all necessary arrangements;

a. Human Resources:

The successful bidder will be required to deploy such number of personnel as Janitorial Staff to provide satisfactory services for the following premises:

S. #	Area / Floor	Area
1	Third Floor	16000 Sq.ft. approx.
2	Fifth Floor	16000 Sq. Ft. approx.
3	Eighth Floor	8000 Sq. Ft. approx.
4	Old CCI&E Build	5000 sq. ft. approx.

I. WORKING HOURS

- Supervisor & Janitorial Staff will arrive well before office hours and will ensure cleanliness of all the area thirty (30) minutes prior to usual office timings.
- In case of emergency / urgency, TDAP may ask the janitorial staff for early arrival/ late departure for which no extra payment shall be made.
- The supervisor will report to the caretaker for the arrival and departure.
- A daily duty roster will be maintained by the Supervisor for the hourly deployment of janitorial workers to monitor and assess their performance which will be submitted to TDAP accordingly.

II. JOBS OF JANITORIAL STAFF

- Sweeping / mopping of all the floors and offices thirty (30) minutes before the office timings.
- Dusting of the office equipment and furniture.
- Cleaning of the premises after each hour till office closing with perfumed phenyl.
- Cleanliness of bathrooms before the office timing and after a regular interval during office hours.
- Vacuum cleaning of all the carpeted rooms twice a week.
- Inside cleaning of all the glasses installed at rooms / corridors, blinds and exhaust fans twice a week

III. JOBS OF THE SUPERVISOR

- To ensure the presence of all the staff.
- To ensure the availability of material/ equipment required for the purpose.
- To ensure cleanliness of the general office premises and bathrooms.
- He will be responsible for making a duty roster on daily basis for the hourly duty of janitorial staff deputed on the washrooms/ floors. The daily roster will be verified by the

Caretaker/ Executive Officer who will give his remarks in the roster on the performance of the Janitorial staff regarding cleanliness of the area/ rooms and bathrooms etc.

- Supervisor will provide the details of the all the deputed janitorial staff/any change in the staff to TDAP's Caretaker.
- In case of change of janitorial staff, the supervisor will inform TDAP about it well in advance and will submit CNIC's of the new staff.

b. SUPPLY OF MATERIAL

The Janitorial firm will supply following material of standard quality for better cleanliness:

- All kinds of cleaning equipment including Sweeping Brush, Mop / Duster, Vacuum Cleaner, Liquid Soap Dispenser, garbage bucket with disposable plastic bags (plastic bags to be invariably changed every day).
- All the lavatory accessories including liquid soap, toilet tissue rolls (both Face and hand) and other sanitary materials like phenyl, Surf, Acid & etc.
- Supervisor will ensure the availability of stock of all the materials (as mentioned above) at least for a period of one month. The stock will be physically checked and verified by the caretaker of TDAP.
- Supervisor will ensure timely replacement of old/expired material.

c. GENERAL INSTRUCTIONS

- In case of poor service, TDAP may impose cash penalty on the firm up to the extent of 25% of its monthly payment of Janitorial Services.
- In case the job is not performed as per terms of contract and / or requisite material / manpower is not deputed / employed by the firm and / or any hindrance is created in smooth performance of the job TDAP may engage, at its sole discretion, any other contractor for the job performance and any extra amount in this regard will be recovered from the dues / security deposit of the firm.
- During the job in case of any type of breakage, damage or theft done by any Janitorial Staff, TDAP will recover the loss from the security deposit / dues of the firm.
- In case of any strike / emergency, the firm will ensure presence of minimum number of staff required for the cleanliness of the area / offices.
- To avoid the leakage of business secrecy, TDAP shall have the right to check credentials of supervisor and Janitorial staff. If, at any stage, it is found that any official secret, whatsoever, is leaked out because of Janitorial staff, the sole responsibility for such leakage of secrecy will be that of the firm and the matter will be brought before the Director General (MS) whose decision in this behalf shall be final.
- The successful firm will provide complete bio-data of each member of their Janitorial Staff and deposit an attested copy of each one's CNIC with TDAP.
- The successful firm will provide uniform to the Janitorial Staff who will be bound to perform their duties in proper uniform.
- The successful firm will ensure strict compliance of Government rules on the rights and privileges of skilled / unskilled employees including their minimum wages / pay as fixed by the Government and will be solely responsible for and liable to legal action, which the concerned Government department may like to take, in case of any breach or violation of the said rules.

S.no	Parameters against which technical evaluation shall be done	Scoring brackets	Total points allocated
1	<u>Company Profile</u>		<u>30</u>
1.1	<u>Years of Experience:</u>		<u>10</u>
	≤ 2 year	00	
	≥ 3 ≤ 4 years	03	
	≥ 5 ≤ 7 years	05	
	≥ 8 ≤ 10 years	07	
	≥ 11 years	10	
1.2	<u>Profile of total Janitorial and Landscaping projects executed by the firm (excluding sub - contractors/ special contract firms):</u>		<u>20</u>
	≥ 1 ≤ 3 projects, each costing less than Rs. 3 million, in any one of the fields related to Janitorial, Landscaping or workforce management (like outsourced HR)	5	
	≥ 4 projects, costing less than Rs. 3 million, in any one of the fields related to Janitorial, Landscaping or workforce management (like outsourced HR) but no projects to the credit beyond Rs. 5 million	7	
	≥ 1 ≤ 3 projects, each costing beyond Rs. 3 million (in addition to any or none costing less than Rs. 5 million), in any one of the fields related to Janitorial, Landscaping or workforce management (like outsourced HR)	11	
	≥ 4 ≤ 8 projects, each costing beyond Rs. 3 million (in addition to any or none costing less than Rs. 5 million), in any one of the fields related to Janitorial, Landscaping or workforce management (like outsourced HR)	15	
	≥ 9 projects, each costing beyond Rs. 3 million (in addition to any or none costing less than Rs. 5 million), in any one of the fields related to Janitorial, Landscaping or workforce management (like outsourced HR)	20	
2	<u>Relevant Experience of Management and Team / Employees</u>		<u>30</u>
2.1	<u>Relevant experience and Qualifications of team/ employees proposed for the assignment</u>		<u>15</u>

	Qualifications of proposed managerial staff not related to engineering or management works but $\geq 2 \leq 4$ year experience in project Janitorial / Landscaping management and maintenance jobs, on average amongst employees	2	
	Qualifications of proposed managerial staff related to engineering or management works with $\geq 2 \leq 4$ year experience in project management and maintenance jobs, on average amongst employees	10	
	Qualifications of proposed managerial staff related to engineering works with ≥ 7 year experience in project management and maintenance jobs, on average amongst employees.	15	
2.2	<u>Operations, management and maintenance projects done so far</u>		15
	≤ 3	5	
	$\geq 4 \leq 6$	7	
	$\geq 7 \leq 9$	10	
	≥ 10	15	
3.	<u>Proposed Work Plan</u>		20
	Conformity of the proposed work, deployment, Janitorial and Landscaping plan to the Schedule of requirements		
	In accordance with ITB Clause 14.2 the item by item commentary of the goods and services offered by the bidder do not conform to the Schedule of Requirements of TORs.	0	
	In accordance with ITB Clause 14.2 the item by item commentary of the goods and services offered by the bidder partially conform to the Schedule of Requirements or TORs	10	
	In accordance with ITB Clause 14.2 the item by item commentary of the goods and services offered by the bidder fully conform to the Schedule of Requirements or TORs.	20	
	Total Score (Hundred)	100	

Technical Evaluation Minimum Passing Score 70

(To be separately sealed along with Bid Security)**Name of the firm:****FINANCIAL BID**

S.No.	Description	Qty	Rate (Rs.) /month/Inclusive of all Taxes	Total (Rs.) for three (03) Years/ Inclusive of all Taxes
1.	Supervisor	1		
2.	Janitorial Staff	11		
3.	Nurse Maid (Ayah)	1		
4.	Material	Lump-sum		
	Total Bid Value (inclusive of all taxes)			
	2% Bid Security for three Years			

Important Note: The bidders must quote the wages of unskilled labor keeping in view the existing Government policy of minimum wages as declared in the last budget session and as per the existing labor laws. The employer reserves the right to reject any financial bid considered to be under quoted in violation to the Government rules approved during the last budget on wages and in the labor laws.

All prices must be quoted in Pak Rupees and shall be inclusive of all applicable taxes (i.e. SST, GST, Income Tax etc.)

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