

TENDER DOCUMENT

For

**“HIRING THE SERVICES OF JANITORIAL FIRM”**

For Trade Development Authority of Pakistan (TDAP), Karachi

May 2023

Trade Development Authority of Pakistan

MINISTRY OF COMMERCE, GOVERNMENT OF PAKISTAN

Block-A, 5th Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi-75350

Tel: 021-99225807 Fax: 021-99206461

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**1.** **BACKGROUND:-**

Trade Development Authority of Pakistan (TDAP), invites sealed bids under Rule No. 36(b) 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&8thFloors, Block-A, its office premises at Old CCI&E Building near Civic Centre and TDAP Office at Phase-VI, DHA Karachi.

**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 TDAPduring 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:

1. Copy of Proof of Proprietorship/ Partnership/ Corporation
2. Copy of Proof of date of formation/Incorporation of the firm
3. List of permanent Employees along with their CVs duly verified by the firm
4. List of relevant experience as per evaluation criteria along with documentary proof of the same duly verified by the firm
5. The list of Clients both from public and commercial/private sectors may be attached.
6. Copies of STRN & NTN Certificates
7. Bank Statement of the firm for the last two years, 2021 and 2022.
8. 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.

3.2 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 lastfive 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 Incomplete bids will be considered as non-responsive bids and will be rejected.

3.7 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

3.8 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.

3.9 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:

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

**5. Technical Evaluation Process**

It is our intention to select the firm that presents the best combination of experience, capacity and competence to cater the needs of TDAP. TDAP will examine and review the documents submitted, call references. .

**EVALUATION CRITERIA**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no** | **Parameters against which technical evaluation shall be done** | **Scoring brackets** | **Total points allocated** |
| **1** | **Profile** |  | **40** |
| 1.1 | Years of Experience: |   | 20 |
|  | ≤ 2 year | 5 |   |
| ≥ 3 ≤ 6 years | 10 |   |
| ≥ 7 ≤ 10 years | 15 |   |
| ≥ 11 years | 20 |  |
| 1.2 | No. of Permanent Employees |  | 20 |
|  | ≥ 1 ≤ 3 | 05 |  |
|  | ≥ 4 ≤ 6 | 10 |  |
|  | ≥ 7 | 20 |  |
|  | **Clientage** |  | **40** |
| **2** | **Existing Clientage**  |  |  |
| 2.1 | Public Sector |  | 20 |
|  | ≥ 1 ≤ 3Clients | 10 |   |
| ≥ 4 Clients  | 20 |  |
| 2.2 | **Commercial Sector** |  | 20 |
|  | ≥ 1 ≤ 3 | 10 |  |
|  | ≥ 4  | 20 |  |
| **3** | **Relevant Experience of the firm** |  | **10** |
|  | 1 ≤ 4years | 05 |  |
| ≥ 5 year experience | 10 |  |
| **4** | **Financial Strength of the Firm** |  | **10** |
|   | Bank statements showing cash flow from Rs. 3 Millionto Rs. 5 Million per yearin the years 2021 &2022. | 5 |  |
| Bank statements showing cash flow of more than Rs. 05 million per year in the years 2021 & 2022. | 10 |   |
| Total  |  |

(Passing marks / score = 60%)

**6. 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% of the total bid amount (i-e three years bid) may be attached with the financial bid.

**7. Submission and opening of Bids**

Bids complete in all respect along with all the requisite document and information can be submitted on or before **Jun 08, 2023** on 11.00 a.m. Bill of Quantities (BOQs)along with the PO/DD of bid security of 2%of the total bid amount (i-e 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.

**8. Bid Security**

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

**9. Acceptance of Bids**

The eligible biddersfulfilling 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).

**10. Performance Guarantee**

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

**11. 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.

**10. Payment Schedule**

TDAP will make the payments within 20 working daysupon submission of invoice/bill along with supporting documents. Payment will be made through cross cheque to the firm on its postal address through courier.

11. The bidders must quote the wages of unskilled labor keeping in view the existing Federal 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 Federal Government rules approved during the last budget on wages and in the labor laws. Any increase in minimum wages by the Federal Government in subsequent budget sessions or on adhoc basis will be catered for by the EMPLOYER and adjustment will be made in the bid and monthly billing, accordingly, to bring up wages of the labor that fall below the latest minimum wage.

12. The contractor will in no way be allowed to pay wages lower than the standard Federal Government / labor rules (ceiling) to the labor. Any taxes, levies or profit of the firm should not affect the standard take home wages of the labor (to be explicitly quoted by the bidders in their bid). If the contractor does not pay the quoted wages to the labor (exact as per the Government rules as mentioned above), the EMPLOYER’s REPRESENTATIVE can, on receipt of complains, impose penalty on the contractor and make deductions in the monthly bills as he / she (EMPLOYER’s REPRESENTATIVE) deems necessary. Receipt of at-least three complains in this regard will be enough for making grounds for termination of the contract and blacklisting of the Contractor.

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**(Annex-I)**

**TERMS OF REFERENCES (TOR) FOR JENITORIAL 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& 8thFloors, Block-A, its office premises at Old CCI&E Building near Civic Centre and TDAP Office at Phase-VI, DHA Karachi.

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;

1. **Human Resources:**

The successful bidder will be required to deploy Fourteen (15) personnel as Janitorial Staff, as per following:

|  |  |  |
| --- | --- | --- |
| **S. #** | **Area / Floor** | **Janitorial Staff Required** |
| 1 | All Floors including Old CCI&E Building and DHA Phase VI TDAP Office premises. | **01 Supervisor** |
| 2 | Third Floor | 04 workers |
| 3 | Fifth Floor  | 03 workers |
| 4. | Eighth Floor | 02 workers |
| 5. | Day Care Center | 01 Nurse Maid (Ayah)  |
| 6 | Old CCI&E Build | 02 workers |
| 7 | TDAP Office Phase VI DHA | 02 workers |
| **Total** | **15** |

1. **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.
1. **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
1. **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 roaster 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.
1. **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.
1. **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 regards shall be final.
* The successful firm will provide complete bio-data of each member of their Janitorial Staff and submit 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 Federal Government rules on the rights and privileges of skilled / unskilled employees including their minimum wages / pay as fixed by the Federal 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.

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**Annex-II**

**(To be separately sealed along with Bid Security)**

**Name of the firm:**

**FINANCIAL BID**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No. | Description | Qty | Rate /month | Total for three (03) Years |
| 1. | Supervisor | 1 | Lump-sum for all staff |  |
| 2. | Janitorial Staff | 13 |
| 3. | Nurse Maid (Ayah) | 1 |
| 4. | Material | Lump-sum |  |  |
| 5. | Service Charges | Lump-sum |  |  |
|  | **Total Bid Value (inclusive of all taxes)** |  |
|  | 2% Bid Security to total bid (three years) |  |

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

Assistant Director (MSD)

**Trade Development Authority of Pakistan**

5th Floor, Block – A, Finance & Trade Centre, Shahrah-e-Faisal, Karachi

Tel: 021-99225807

Email: saifullah.panhwar@tdap.gov.pk

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