

Higher Education Commission, Pakistan

Tender Notice

Hiring of Janitorial Services

Sealed tenders are invited from well established/reputed local (Islamabad/Rawalpindi) firms registered with Sales Tax Department for hiring of Janitorial Services on the HEC premises at Sector H-8 and H-9, Islamabad.

Interested firms may download the Tender Documents from www.hec.gov.pk or www.ppra.org.pk

All interested firms shall deposit Rs. 5000 (non-refundable) as Tender Documents fee in HEC Account No. 17427900133401, Habib Bank Limited, SRC Branch, Sector H-9, Islamabad. The bidders will have to provide their deposit slips to HEC at the time of bid submission. No bid shall be accepted without bank deposit slip.

Tenders must reach HEC Purchase Section, Executive Block Base H-9, Islamabad by 01:30 pm on or before October 13, 2020. All tenders should be accompanied by earnest money i.e., two per cent of the total bid value (inclusive of all taxes) in the form of a Bank Draft/Pay Order in favour of Deputy Director Accounts HEC. The bids will be opened on the same day at 2:00 pm at HEC Auditorium, H-9, Islamabad.

The HEC reserves the right to accept or reject any or all the tenders under PPRA rules.

Qayyum Azam
Deputy Director (Services)
Higher Education Commission
Sector H-9, Islamabad
Telephone: 051-90401509

Issued to: _____



Tender for Hiring of Janitorial Services
for HEC Premises at H-8
& CTC Building, H-9

Tender Document

“PPRA Rule 36 (b), Single Stage two envelope method”

HIGHER EDUCATION COMMISSION

H-9, Islamabad. (Pakistan)

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1. Invitation to Bid

The Higher Education Commission, Pakistan invites bids for Janitorial Services for HEC premises at H-8 and CTC building H-9, from well reputed local (Islamabad / Rawalpindi based) firms.

2. Instructions to bidders

2.1 General Instructions:

- a. The complete bids as per required under this tender document must be delivered must be delivered at Purchase Section Basement Executive Block, HEC, H-9, Higher Education Commission, Islamabad not later than 1:30 p.m. on last date of submission of bids i.e. **October 13, 2020**. Late bids shall not be considered. The Technical bids shall be publicly opened in the Meeting Hall of Auditorium Block at Higher Education Commission, Head Office, Sector H-9, Islamabad, at 2:00 p.m. on **October 13, 2020**.
- b. The Bidders shall be deemed to have satisfied themselves fully before Bid as to the correctness and sufficiency of its Bids for the contract and price/ cost quoted in the Bid to cover all obligations under this Bid Process.
- c. It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost will be permitted throughout the period of completion of the contract.

2.2 Language:

The Bid prepared by the Bidder as well as all correspondence and documents relating to the Bid shall be in English only.

2.3 Bid Currency:

Price/ Cost offered in the bid should be quoted in Pakistan Rupees only.

2.4 Bids submission requirements:

The objective of bid submission requirement is to provide bidders the information to submit their bid in response of this RFP according to RFP and in order/sequence as set forth in this document. Bidders must pursue following requirements for their proposals/bids.

- a. For this tender PPRA's Rule number 36(b) 'Single stage - two Envelope' procedure of open competitive bidding shall be adopted.
- b. Bids shall comprise of two envelope containing Technical & Financial Proposals and clearly may be labeled with the name, address and contact number of the bidding company, and also the Title of the Tender for which the bid is being submitted.

2.5 Mode of Submission of Bids:

- a. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal.
- b. Any proposal received by HEC after the deadline for submission of proposal prescribed in these documents will be returned unopened to bidder concerned. Delays in the mail

or courier, delays of person in transit, or delivery of a proposal to the wrong office shall not be accepted as an excuse for failure to deliver a proposal at the proper place and time. It shall be the bidder's responsibility to determine the manner in which timely delivery of his proposal will be accomplished either in person, by messenger or by mail.

2.6 Arbitration:

In case of any dispute, the matter will be referred to Executive Director – HEC, whose decision will be binding on both parties.

2.7 Sudden holiday:

If Government of Pakistan / HEC announced a public holiday on Tender opening date, Tender will be opened on next working day at same time given in the advertisement.

3. Selection Procedure:

Single stage – two envelope procedure.-

- 3.1 The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- 3.2 the envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;
- 3.3 initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;
- 3.4 the envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened;
- 3.5 the procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
- 3.6 during the technical evaluation no amendments in the technical proposal shall be permitted;
- 3.7 the financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- 3.8 after the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- 3.9 the bid found to be the "most advantageous bid" shall be accepted.
- 3.10 Conditional bid will not be accepted.

4. Earnest Money:

A bank draft equal to 2% of the total Bid Value should accompany the bid as part of financial proposal as earnest money drawn in favor of Dy. Director (Accounts), Higher Education Commission, Islamabad. The amount received as earnest money by the Firm will be refunded on submission of Security Money and signing of contract with successful bidder.

5. Bill of Quantities:

- 5.1 Rates are required to be quoted in the Bill of Quantities (BOQs) in the RFP Document.
- 5.2 All the Government taxes including GST must be included in the quoted rates. Separate claim in this regard will not be entertained from the Firm.
- 5.3 GST will be paid as per Government Rules.
- 5.4 BOQs must also be signed / stamped by the bidder.
- 5.5 Any alterations, deletions or overwriting shall be treated valid only if they are attested by the bidder.

6. Initial Scrutiny:

Initial Bid scrutiny will be held and the Bids will be treated as non-responsive, if:

- 6.1 Bid with incomplete information, subjective, conditional offers and partial offers.
- 6.2 Bid received without affidavit to the effect that the firm has not been blacklisted by any Organization / Department of Public sector etc.
- 6.3 Bid received without Financial Bid or opened Financial bid or earnest money.

7. Services Requirement:

- 7.1 The vendor shall be responsible to provide Janitorial Services at HEC premises at H-8 and CTC building at H-9, Islamabad, round the clock.
- 7.2 During events holidays i.e. Eidain, Ashura, Independence Day, Christmas, Easter etc., the company shall also provide janitors as per requirement of HEC.
- 7.3 Sweeping and cleaning of passage, main foyer, corridors, lawn, toilets, walk way and back side of the buildings.
- 7.4 The vendor should depute janitorial staff age wise not less than 20 and not more than 50 years.
- 7.5 Dusting and cleaning of all equipment, interior of the building which is under the use or idle including false ceiling, doors, windows walls, railings and glass etc.
- 7.6 Washing / cleaning of floors including decorative marble walls.
- 7.7 Cleaning and washing of toilets including commodes, urinals wash basins and use of proper disinfecting material like phenyl.
- 7.8 Disposal of all litter /garbage/debris from the office and building compound daily.

8. Mode of Payment:

- 8.1 Payment will be made monthly basis on satisfactory report.
- 8.2 The rates will be inclusive of all taxes including GST.
- 8.3 Income tax will be deducted & GST will be paid as per Government Rules.
- 8.4 All payments shall be made through cross cheque in the Pak Rupees.

9. Validity of Rates:

Rates will be valid for 90 days from the date of the opening of the Financial Bid.

10. Terms of Reference for work:

The contracting firm shall take over operations, management and maintenance of Janitorial Services the Higher Education premises at H-8 and CTC building at H-9 premises, Islamabad for a period of one year (extendable for another year on same Rate and terms & conditions). Details of jobs/ TORs of the assignment are as under:

a) Management & maintenance of janitorial services & facilities at HEC

- i. Cleaning, Janitorial services for all areas of H-8 and CTC building H-9 (including external façade). Garbage removal will be the responsibility of the Contracting firm. The contracting firm would be used the equipment / tools as per **Clause-18** during cleaning services.
- ii. Co-ordination with Operational and Maintenance staff of HEC for routine work and conduct of the events.
- iii. The firm, if found mis-using its services / presence at HEC, will be blacklisted. At-least three notices issued to the firm on such accounts will make grounds enough for termination of the contract and forfeiture of security money and black-listing of the firm and it could not be eligible for future dealings with HEC.

b) Working hours

- i. The General shift shall operate during normal working hours i.e. from 8:00 am to 6:00 pm (7 days of a week).
- ii. A Supervisor will be available and look after the cleanliness activities on each HEC building at H-8 and CTC building at H-9, Islamabad.
- iii. An emergency service operates 24 hours per day throughout the year.

11. Scope of Work and Deliverables:

HOUSE KEEPING SERVICES

Sr. No.	Description
1.	Provide House Keeping Services for External Areas, Rooms, Toilets, Internal Common Areas, Lobbies and other area within the vicinity. House Keeping activity includes but not limited to: <ol style="list-style-type: none">i. Daily continuous cleaning / mopping /sweeping of all floors, walls, handrails, main entrance, staircases, lobbies, walkways, glazed / Aluminum panels, Fire Hose Cabinet's etc. and other common areas.ii. Removal of cobwebs, cleaning of false ceiling of all toilets and common areas.iii. Supply and Maintenance of Dust Bins with garbage bag for all common areas shall be the responsibility of the contractor.

2.	The Contractor shall provide all branded cleaning materials i.e. detergents, liquid soap, air fresheners, Wood Spray for Table, toilet rolls and all necessary cleaning equipment / tools for the defined scope.
3.	The Contractor shall ensure that the washrooms are cleaned continuously on daily basis.
4.	The Contractor shall provide attendance report on daily basis.
5.	The Contractor shall be responsible for any damage to the property caused during cleaning and housekeeping.

GENERAL

- a) The Contractor shall adhere to the all policies and norms specified by the client.
- b) The Contractor shall certify that the resources provided are not addicted to drugs or alcohol.
- c) The Contractor shall adhere to all applicable laws including the labor laws and any other relevant law.
- d) The contractor shall ensure to hire staff for the said work not less than the age of twenty years and not more than fifty-five years.
- e) The contractor shall submit the copy of CNIC of their hired employees.

12. Schedule of required services on service level Agreement:

The schedule of the services would be as follows:

A. Daily basis

- i. Toilet washing/ cleaning on service level agreement.
- ii. Garbage removal.
- iii. Removal of garbage from baskets
- iv. Dusting of partition and skirting.
- v. Sweeping and cleaning of passage, main foyer, corridors, lawns toilets and walk ways.
- vi. Spraying disinfectants in toilets.
- vii. Electronic data of compliance to be sent to the office inherence on daily basis.
- viii. Floor mansion polishing.
- ix. Cleaning of drain pipes.

B. Weekly basis

- i. Cleaning of lights, switch-board and fans etc. records to be maintained
- ii. Cleaning / dusting of aluminum windows and door glasses. records to be maintained
- iii. Cleaning of false ceiling and air conditioner grills. records to be maintained
- iv. Washing / cleaning of dustbin Tray. records to be maintained
- v. Polishing of metal items in common area needs to be ensured and checked on weekly basis
- vi. Cleaning of all drain pipes and traps etc.

C. Occasionally / Requirement Basis

- i. Carpet washing (if any)
- ii. Sofa or Chairs washing

D. Inspection Committee / Buildings Focal Persons

- i. The Inspection Committee constituted by DG (Services) HEC will occasionally visit at any place and may submit report to Estate office to take action against the bad performance of the Janitorial firm.
- ii. During weekly inspection of cleanliness, Dy. Director Estate, Director Services or DG Services, may record the performance of the janitorial firm regarding cleanliness services. For unsatisfactory performance a penalty up to Rs. 10,000 shall be imposed
- iii. **Service Issue Escalation**
 - Stage 1
 - Fine up to Rs. 10,000/-
 - Stage 2
 - After 3 fines a formal warning will be given.
 - Stage 3
 - After 3 warnings the contract may be cancelled.

E. Service Level

This section defines the agreed target performance levels between Janitorial firm and HEC, for the provision of the service.

- i. Target Service Levels

For the Standard Services (in 12-A) which require a response to a breakdown, problem or customer request the customer's satisfaction with the service is often related to the speed of response and the time which elapses before the problem is fixed. Therefore Janitorial firm will aim to deal with these issues within the Target Response Times below.

Response Time means the time from receipt of the request by the Reception until an initial inspection and, where appropriate, temporary clean has been completed.

Completion Time means the time from receipt of the fault report by the Reception until the clean has been completed.

Working Hours means hours which are within the Core Working Hours (8.00 am and 6.00pm), and Working Days is construed accordingly.

Target Response Times

Category	Response Time Initial inspection and/or temporary clean		Completion Time
	In core hours	Outside core hours	
Emergency Cleaning e.g. Spillages or floods causing significant disruption or risks to health and safety	1/2 Hour	1 Hour	Depend on nature of problem
Non-urgent Cleaning Minor issues with no disruption or risk to Health and safety	N/A	N/A	4 Working Hours
Client Requested Work e.g. carpet and upholstery cleaning	1 working day	N/A	Within 2 days
Clean all Accessible External Glazed Surfaces	Monthly	Monthly	To agreed program

ii. Monitoring of performance

This section details how service levels will be monitored and how performance data will be provided to customers.

A set of Performance Indicators has been defined, and for each indicator performance will be monitored as per schedule given below.

Performance data will be used as a management tool within the Janitorial firm, to identify areas of strong and weak performance, provide information and guidance to the Janitorial staff, and support planning for future improvements.

Quarterly performance review meetings will be held with HEC Representatives, to provide an opportunity to:

- discuss actual performance versus target
- consider corrective actions where service is below the expected level
- consider any matters escalated to Stage 3
- consider fulfilment of the Customer's Responsibilities and any issues arising from this
- consider other relevant topics, including future requirements.

iii. Key Performance Indicator and Penalties

Sr. No.	Service Nature	Minimum Service Level	Monitoring Frequency	Measuring/ Monitoring Procedures	Minimum Acceptable Level and Penalty
1.	Attendance /Presence of Workers	The Service Provider shall ensure 100% attendance of workers daily in the field	Daily	Client shall monitor through field monitoring through its employees / representative	Failure to meet the KPI shall result in penalization of the Service Provider @ PKR 1000 / occurrence
2.	Provision of Uniform/ Jacket	The Service Provider shall provide Jackets (approved design) to all workers as defined in Tech. Specifications	Daily	Client shall monitor through field monitoring through its employees / representative on daily basis.	If worker found working without proper uniform, the Service Provider shall be penalized @ PKR 1000 / worker
3.	Provision of cleaning Equipment	The Service Provider shall provide equipment to all workers as defined in Tech. Specifications	Daily	Client shall monitor through field monitoring through its employees / representative on daily basis.	If worker found working without any of listed equipment related to services being performed Service Provider shall be penalized @ PKR 500 / /worker/equipment
4.	De-silting of Drains /Sewers	The Service Provider shall at least once in a month ensure the desilting of drains/sewers	monthly	Client shall monitor through field monitoring through its employees / representative.	Failure to meet the KPI shall result in penalization of the Service Provider @ PKR 1000 /occurrence
5.	Inspection	Dy. Director Estate, Director Services or DG Services, may record the performance of the janitorial firm once a week	Weekly		Failure to meet the KPI shall result in penalization of the Service Provider up to PKR 10,000/occurrence

F. Customer Responsibilities

- i. To report issues to Supervisor or representative staff of the Janitorial firm as soon as possible, especially if there is a risk to the health or safety of staff or visitors.
- ii. To inform the Supervisor or office of Janitorial firm as soon as possible if it appears that firm's staff or contractors are working in an unsafe way.
- iii. Not to remove or interfere with materials, equipment, signage or other items placed on site Janitorial staff.
- iv. To provide access promptly when cleaning is required in a space controlled (locked) by the customer
- v. To identify specialized or high value equipment which shouldn't be cleaned.

G. Management of Service Level Agreement

i. Governance and Review of Service performance

This Service Level Agreement will be reviewed on an annual basis, by Estate office representatives (normally Head of Administrative Services Division, Estate officer).

Checks will be made to ensure that key details are up to date including:

- scope of services within the SLA
- contact details for service provider

Actual performance levels will be reviewed, and target service levels will be adjusted if appropriate. If any changes are required, the Deputy Director of Estates will be asked to approve them.

13. General Terms & Conditions for agreement:

1. The janitorial workers will also perform Office Shifting and helping of Malis in cleanliness of lawns / gardens as per requirement.
2. The company would provide daily consumable items washing powder, vim, phenol liquid or tablet chemical for cleaning mop duster wiper, brush, mansion polish, brasso and glint etc.
3. The company should ensure that the schedule should be prepared on the basis of requirement in such a manner that all the services are efficiently carried out and the office remain clean and tidy all the time.
4. Janitors / Cleaners should be in distinct uniform bearing the name of the company_____.
5. Sanitary Workers will remain under the administrative control of HEC; however bidder will be responsible for payment of the salaries of Sanitary Workers. The Sanitary Workers will be bound to act according to the lawful instructions/ orders of HEC. In case of absence on working day, pay of sanitary worker will be deducted for the absent day.

6. Successful bidder will be responsible to make up the loss upto **Rs. 200,000/ (Two hundred thousand only)** - directly caused by the negligence / mishandling of any item of HEC by the Sanitary Worker of the company against single incident after depreciation cost. The matter will be investigated by the HEC and respective company (In case of any dispute, the decision of the ED HEC will be binding on both the parties).
7. Income Tax or any other tax imposed by the Government of Pakistan from time to time will be deducted from the bills of the respective company as per rules and no additional amount will be paid by the HEC. Rates quoted by firm should be inclusive of all taxes.
8. In case of leave/absence of Sanitary Workers from duty, the Sanitary Supervisor of company will be responsible for provision of suitable replacement during that period. If any Sanitary Workers is found unfit for duty, he will be replaced by vender immediately on the identification by HEC.
9. If the performance of the firm is not up to satisfaction of HEC then contract may be cancelled and awarded to some other party at the risk and cost of the firm.

14. Award of Contract

- i. The Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the "most advantageous bid" shall be accepted., provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- ii. The Procuring agency reserves the right at the time of contract award to increase or decrease, by 15% of original procurement, the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.
- iii. The Procuring agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders and in accordance with provisions of Public Procurement Rules 2004.
- iv. Prior to the expiration of the period of bid validity, the Procuring agency will notify the successful Bidder, to be confirmed in writing by registered letter to the vendor concerned, that its bid has been accepted.
- v. A formal agreement on stamped paper worth Rs. 100/- shall be executed between the HEC and the successful bidder.

15. Performance Guarantee

- i. The Contractor shall furnish performance Bank guarantee from any scheduled Bank of Pakistan of an amount of equal to 10% of Total Contract Value to the Employer within seven (7) days after receipt of Letter of Acceptance.
- ii. The proceeds of the performance security shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- iii. The Security Money will be discharged by the Procuring agency and returned to the Supplier on successful completion of the contract.
- iv. In response award letter issued by the HEC, the successful bidder will be bound to communicate its acceptance within one week. If the firm failed to response within given time,

the Commission deserves the right to forfeit earnest money provided by the firm and offer will be given to the 2nd ranked firm. The same Terms and conditions will be imposed on 2nd ranked firm as well.

16. Clarifications

Queries regarding this RFP shall be submitted in writing to:

Qayyum Azam
Dy. Director (Purchase)
Higher Education Commission,
H – 9, Islamabad
Phone: +92-51-90401509
Email: qazam@hec.gov.pk

Zaheer UI Haq Bajwa
Assistant Director (Estate)
Higher Education Commission,
H-9, Islamabad
Phone: +92-51-90401517
Email: zhaq@hec.gov.pk

17.Integrity Pact

DECLARATION OF FEES, COMMISSIONS AND BROKERAGE ETC. PAYABLE BY THE SERVICE PROVIDERS/CONTRACTORS OF SERVICES, SERVICES & WORKS

[the Seller/Service Provider/Contractor] hereby declares its intention not to obtain or induce the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Govt. of Pakistan) through any corrupt business practice.

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

[The Seller/Service Provider/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Govt. of Pakistan and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

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

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

18. Consumable items / tools & Machinery:

Consumable items

The following Cleanliness material and other items will have to manage/provide by the firm as per requirement on monthly basis.

1. Soap.	120 Lux 70-80 gm.
2. Dusters.	100 Nos.
3. Harpic.	40 Nos.
4. Surf (Best quality).	25 kg.
5. Wood Spray 650 ml	30 Bottles
6. Air Freshener Paradise Rose 300ml	60 Bottles
7. Acid for wash rooms & stains.	10 liter.
8. Brooms (Hard & Soft)	as per requirement.
9. Mops (best quality).	40 kg
10. Toilet Brush.	150 Nos.
11. Flash Pump.	05 Nos.
12. Manson Polish with Machine	05 Kg.
13. Insect killer Spray (best quality).	50 Nos.
14. Rat killer (best quality).	as per requirement.
15. Phenyl (Caroline or best quality).	200
16. Tissue Roll.	300
17. Mirror Cleaner Viper.	as per requirement.
18. Glint.	30 Nos.
19. Shovel	04 Nos.
20. Kangi	04 No.
21. Wheelbarrow.	03 Nos.

Note: The above material will remain in Store of Estate officer and will be issued with the signature of AD Estate.

Tools / Machinery

The following equipment / items will be provided and maintained by THE CONTRACTOR at the Site for fulfillment of the contract, at his own cost.

Sr. No.	Description of Equipment	Manufacturer	Qty.
01.	Hydraulic / Manual cleaning Equipment for glasses cleaning on height.	Branded and durable	01
02.	Floor Polishing Machine	Branded and durable	01
03.	Garbage Trolley	Branded and durable	01
04.	Mop trolley	Branded and durable	03
06.	Heavy duty Vacuum Cleaner	Branded and durable	01
07.	Any other relevant equipment necessary for smooth execution of job		As per requirement

Technical Evaluation Criteria

Mandatory Requirements:

SN	Bid Enclosures	Yes	No
1.	Income Tax (No. / Certificate) with Income Tax department (with active status)		
2.	General Sales Tax (GST) (No. / Certificate) with Sales Tax department (with active status)		
3.	An affidavit to the effect that the firm has not been blacklisted by any Organization / Department Private or Public sector etc.		

Sr. No.	Parameters against which technical evaluation shall be done	Scoring brackets	Total points allocated
1.	Years of Experience (Establishing of firm): (required firm registration certificate with any Federal or Provincial concerned department)		20
	≤ 2 years	0	
	≥ 3 ≤ 5 years	5	
	≥ 6 ≤ 8 years	10	
	≥ 9 ≤ 12 years	15	
	≥ 13 years	20	
2.	Experience of total Janitorial Services.		20
	Each annual contract amounting to Rs. 2 million & above upto Rs. 5 million, in the fields related to Janitorial, Lawn maintaining. One No. for each Contract, Maximum 10 Nos. Note: Photocopies of contracts / documentary proof required which may verified by the Technical Committee	10	
	Each contract amounting to over Rs. 5 million & above upto 7.5 million, in the fields related to Janitorial, Lawn maintaining. One No. for each Contract, Maximum 5 Nos. Note: Photocopies of contracts / documentary proof required which may verified by the Technical Committee	5	
	Each contract amounting to Rs. 7.5 million & above, in the fields related to Janitorial, Lawn maintaining. One No. for each Contract, Maximum 5 Nos. Note: Photocopies of contracts / documentary proof required which may verified by the Technical Committee	5	

3.	EOBI Registration		10
	Non provision of Certificate	0	
	Copy of valid Registration EOBI Certificate	10	
4.	Human Resource (Required a list of employees along with CNIC Nos.)		15
	Project Manager with experience in HR management/ Project management of at least 10 years or above	2	
	Two supervisors with minimum experience of 5 years each in similar capacity	3	
	≤ 40 Janitors	0	
	≥ 41 ≤ 75 Janitors	5	
	≥ 76 ≤ 100 Janitors	8	
	≥ 101 Janitors	10	
5.	Financial Strength (Required one year Bank Statement of annual Turnover for year 2018-19)		15
	Upto Rs. 2.5 million	8	
	Upto Rs. 4 million	10	
	Upto Rs. 6 million	12	
	Above Rs. 6 million	15	
6.	Verification of on-going Contracts (Committee will verify contracted sites)		20
	Firm Head / Sub Office at Islamabad / Rawalpindi	05	
	2 Public Sector ongoing Contracts will be visited by Technical Committee (as per list / addresses of offices provided by the vendor where company Janitors deployed)	10	
	1 Private Sector ongoing Contracts will be visited by Technical Committee (as per list / addresses of offices provided by the vendor where company Janitors deployed)	05	

Threshold: 70 marks out of hundred are required to pass Technical evaluation criteria.

***Contract will be awarded on Quality Cost based selection method.**

Weightage for Technical Score: 70%

Weightage for Financial Score: 30%

BILL OF QUANTITY (BOQ) FINANCIAL BIDS
(To be submitted in a separate sealed cover)

S. No	Description	Covered Area	No. of Floors	Rate per month	Annual Rate
1-	Hijra Manzil Building Minimum 2 Janitors are required	13,170 Sft	3		
2-	Office Extension / P&D Building Minimum 2 Janitors are required	5,240 Sft	2		
3-	C&T Building Minimum 2 Janitors are required	15,000 Sft	2		
4-	HRD Building Minimum 4 Janitors are required	50,713 Sft	4		
5-	N Block & Community Center Minimum 1 Janitor is required	9,500 Sft	1		
6-	CTC Building Minimum 3 Janitors are required	16,500 Sft	3		
7-	Two Houses Minimum 1 Janitor is required	6,000 Sft	2		
8-	H-9 Mosque & washrooms Minimum 1 Janitor is required	1500 Sft	1		
9-	H-8 Mosque & Canteen Area Minimum 1 Janitor is required		1		

(HEC may increase or decrease the required services / janitors under rules)

Total Bid Value: (In words) _____

Note: - Rates must be inclusive of all Government applicable Taxes including GST (No separate claim will be entertained)

Signature of the Bidder

Official Stamp

Scoring & Award of Contract Procedure

Technical Score:

- Technical Evaluation Marks Total 100 Points
- Qualification Threshold (for Financial Competition) 70%
- Marks obtained in Technical criteria will be included in Final aggregate weightage with the ratio of 70%.

Weight of the Technical Evaluation is 70% and firm's Score will be calculated using following Firm's Score =

$$\frac{\text{Marks Obtained by Firm in Technical Criteria (Annex-D)}}{\text{Total Max. Marks (Technical Criteria) 100}} \times 70 = \text{Technical Score}$$

Financial Score:

- Quality Cost Base Selection (QCBS) will be applied on Financial Bids
- Marks obtained in financial criteria will be included in Final aggregate weightage with the ratio of 30%.

Weight of the Financial Evaluation is 30% and firm's Score will be calculated using following Firm's Score =

$$\frac{\text{Marks Obtained by Firm in Financial Criteria (Annex-F)}}{\text{Total Max. Marks (Financial Criteria) 100}} \times 30 = \text{Financial Score}$$

Financial Score:

$$\text{Technical Score} + \text{Financial Score} = \text{Final score}$$

Note:

Contracts will be awarded to highest scoring firms under PPRA Rule 36 (b-ix) “the bid found to be the *[most advantageous bid] shall be accepted.