

Tender Notice for Janitorial Services

Technology Upgradation and Skill Development Company (TUSDEC) has been established by the Ministry of Industries and Production, Government of Pakistan to upgrade technology and skill of strategic industrial clusters.

TUSDEC wishes to engage reputed companies for the Janitorial services at head office in Lahore and its projects/Offices.

“Technical and Financial proposals for providing the janitorial services should be clearly written with all the terms and conditions.”

Each bidder shall submit 2% earnest money on annual amount of financial proposal submitted in the shape of pay order or bank draft in favor of TUSDEC.

The Bidding document carrying all the details can be downloaded from TUSDEC website www.tusdec.org.pk and PPRA Website www.ppra.org.pk

Sealed Tenders duly completed must reach **TUSDEC, State Cement Corporation Building Kot Lakhpat, Lahore on or before April 04,2018 @ 15:00**. Quotations will be opened on the same date at **15:30** hrs in the presence of bidders or their authorized representatives who wish to attend.

Submission of any false statement/documents shall disqualify the bidder.

**HR and Administration Department.
Technology Upgradation & Skill Development Company
(TUSDEC)
State Cement Corporation Building, Kot Lakhpat, Lahore
Tel : 042-111-000-143 Fax : 042-35121658**

To: Prospective Bidders

Subject: Invitation to bid for provision of Janitorial Services at TUSDEC & its Projects

Technology Upgradation and Skill Development Company (TUSDEC), through this Request for Proposal (RFP), intends to invite duly registered janitorial services providing companies to participate in the process for selection of a company that can provide Janitorial Services to TUSDEC and its projects across Pakistan.

The RFP specifies eligibility requirements, scope of services, proposal submission time-lines and other necessary information for competitive biddings. For successful participation, all bids must comply with all instructions given in the attached RFP document.

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1. TUSDEC- HIRING OF JANITORIAL SERVICES

TUSDEC, (The Company) wishes to engage and invites proposals from the reputed companies having at least 05 years' experience in providing janitorial services in its Head office Lahore and its projects across Pakistan as per the guidelines described in this RFP.

2. TUSDEC INTRODUCTION

Technology Upgradation and Skill Development Company (TUSDEC) has been established by Ministry of industries and Production, Government of Pakistan to upgrade technology and skill of strategic industrial clusters.

3. SCOPE OF SERVICES

The Janitorial Services will cover (as per Scope of Services & Tender Specifications) as negotiated and agreed by both the parties. As part of the Company's requirements, Administration department outsource the janitorial services for purpose of this Request for Proposal (RFP) is to provide the same. The selected janitorial services companies shall include the provision of the following:

The scope of services of contractors shall broadly be as follows, but not only limited to:

(A) DAILY EXCEPT HOLIDAYS

- a) Wet mop all un-carpeted floors, hallways stairs, landings and stairways and make them look clean at all times.
- b) Clean and vacuum clean all carpets and rugs.
- c) Dust all furniture, equipment partitions and windows ledges.
- d) Clean and disinfect all toilets, wash basins, tabs and sinks and make the toilets look clean and dry at all times.
- e) Clean the grass plots, car parking sheds and roads within boundaries of TUSDEC
- f) Empty all waste receptacles and clean ash trays.
- g) Disposal of garbage / waste including that of the canteen and sewerage pipes / gutters at an approved LMC points.
- h) Replace all the plastic linens
- i) Sweep and clean waste disposal area

- j) Scrub clean all the area
- k) Damp mop and buff marble tiles surface
- l) Buff brush all polished surface
- m) Special wax treatment of wood

- n) Floor maintenance / carpeted Surface to include
 - a) Vacuum clean all the surface
 - b) Spot clean makes and spoilage
 - c) Shampoo Carpet

- o) Dusting and Polishing
 - a) Dust Furniture
 - b) Vacuum clean cloth upholstery
 - c) Vacuum clean blinds
 - d) Vacuum clean dust of wall and ceilings
 - e) Dust books and shelves

- p) Cleaning of Windows and Glazing portions

- q) Janitorial
 - a) Wash, clean and empty all refuse bins
 - b) Booming cleaning of car parking
 - c) Washing and Cleaning of bath rooms
 - d) Maintenance and cleaning of Drains

- r) Provisions of white well-known branded soap in all bathrooms, liquid soap and bath room white fine quality well-known brand tissue papers/rolls.

- s) Washing of bath rooms towels

- t) Provision of at least fifty (50) plants, upkeep and maintenance of these plants and proper replacement whenever required

(B) AS REQUIRED

- a) Wax and buff all mosaic floors using approved methods
- b) Marble floors
- c) Clean all walls, tube lights and remove spider webs
- d) Dust all visible pipes and ducts
- e) Clean and wash to roof

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- f) Clean and polish metal/brass work
- g) Clean all sign boards

- h) Clean and disinfect underground and overhead water tanks (bi-annually)
- i) Clean all blinds every fortnight
Cleaning of air-conditions and washing of filters (as required)

(C) STAFF REQUIRED

The firm / company initially will provide total seven (07) no of Janitors and (01) supervisor out of which five (05) Janitors and one (01) supervisor will be deputed in the premises of TUSDEC in Head Office Lahore, one (01) Janitor in its NIDA office Lahore and one (01) Janitor for its NIDA office Sialkot to maintain the janitorial services.

4. INSTRUCTIONS TO BIDDERS

4.1 Bidding Procedure

- a) The bidding procedure as given in PPRA Rules i.e. **Single Stage - Two envelope procedure**, will be followed in this RFP. Technical Proposal' and 'Financial Proposal' be submitted in two separate sealed envelopes as a bid for this RFP.
- b) Proposals must include the complete name and address of bidder's registered national firm and the name, mailing address, and telephone number of the person the Company should contact regarding the proposal.
- c) A copy of the certificate of incorporation or charter or an equivalent document for proof of registration of the bidding entity must be attached with the proposal.
- d) Furthermore, provision of a documentary proof of the competent and authorized signatory on behalf of the entity to enter into contract with the company is mandatory at the time of proposal submission.
- e) Proposals must confirm that the bidder will comply with all provisions in this RFP.
- f) Proposals must be signed by a company officer empowered to bind the executing agency.
- g) Bidders must provide comprehensive narrative statements that illustrate their understanding of the requirements of the Bid.

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- h) Bidders must understand that their qualification for consideration for award of the contract depends upon their ability to deliver all services as illustrated in Section 3 “Scope of Services” and as per Tender Specifications described.
- i) Proposals submitted against RFP should provide straightforward, concise information that satisfies the requirements of this RFP. Emphasis should be placed on completeness, clarity of content and conformance with given instructions and requirements of this RFP.
- j) **Modified Proposals:** Bidders may only submit one proposal for evaluation. Any alternate or modified proposal submitted after due date will not be acceptable. The Company reserves the right to add terms and conditions during contract negotiations.
- k) List of present **corporate** clients with complete information like contact person with complete address (This information is required for feedback from the present and previous corporate clients.)
- l) Financial Proposal will contain:
 - o The company will provide total seven (07) no of Janitors and (01) supervisor out of which five (05) Janitors and one (01) supervisor will be deputed in the premises of TUSDEC in Head Office Lahore, one (01) Janitor in its NIDA office Lahore and one (01) Janitor for its NIDA office Sialkot to maintain the janitorial services. Financial proposal must contains the details of amount of supervisor and janitors including all Govt. applicable taxes in lump-sum amount.
 - o The quoted rates shall be inclusive of all taxes clearly mentioning the bid price.
 - o Bid Security at **2% of annual amount** of quoted price in shape of PO/DD in favor of TUSDEC
 - o Proposals must be received no later than 03:00 P.M. PST on Date_____via courier, postal mail or by hand are acceptable.
 - o A bidder’s failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be accepted for evaluation.

4.2 Return Mailing Address, Contact Person, Telephone, Fax Number and deadline for receipt of Proposals

<u>ATTENTION:</u> HR and Administration Department TUSDEC State Cement Corporation Building Kot Lakhpat Lahore	<u>CONTACT PERSON</u> Muhammad Omer Imtiaz Admin/Accounts Officer Ph: +92-042-111-000-143 Ext-213 Fax: +92-42-35121658 <u>E-mail:</u> Omer.imtiaz@tusdec.org.pk
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4.3 Time Line of Bidding Process:

Sr.#	Activity	Dates
1	RFP issue date	March 20, 2018
2	Proposal submission dead line	April 04,2018 @ 15:00
3	Opening of BIDs (in presence of applicants, who choose to appear, at State Cement Corporation Building Kot Lakhpat, Lahore	April 04,2018 @ 15:30

The table given above represents the Company's best estimate of the schedule that will be followed. If a component of this schedule, such as the opening date, is delayed, the rest of the schedule will be shifted by the same number of days.

4.4 Payment Terms:

TUSDEC shall pay the contract amount per month in lump-sum to the contractor. The contractor shall be responsible to submit invoice on monthly basis and the payment will be made within 10-15 days of the submission of invoice. All the payments under this agreement shall be made after deduction of the applicable taxes.

Contractor shall also be responsible to pay the salaries to its janitorial staff timely and their salaries will not be associated with the payment of contractor.

All costs associated with the contract must be stated in Pak Rupees. Under no condition will the TUSDEC be liable for the payment of any interest charges or taxes associated with the cost of the contract.

4.5 Right of Rejection

The Company reserves the right to refrain from making an award if it determines that to be in its best interest. Incomplete proposals will not be entertained and no documents/proposals shall be accepted after due date and time.

The Company reserves the right to reject any or all applications as per PPRA rules.

5 BID EVALUATION CRITERIA, CONDITIONS AND PROCESS

1. Only those bids will be evaluated which will successfully meet the mandatory criteria given as follows:
 - i. Firm / Company's profile. Name, address, phone, fax, e-mail address and contact Person.
 - ii. Evidence of minimum five (05) years of experience of underwriting Janitorial Provider's business in Pakistan
 - iii. Proof of financial stability.
 - iv. Copies of Income Tax and Sales Tax registration certificates
 - v. Copy of Certificate of Incorporation or Registration or equivalent
 - vi. List of existing clients with name and contact persons, telephone numbers and addresses with detail of any other additional / exclusive benefits/services which the company deems appropriate of its qualification.
 - vii. List of lost clients in past two years.
 - viii. List of equipment's offered
 - ix. List of staff, number of employees in the firm / company.
 - x. Brochures and other quoted documents
 - xi. Affidavit (on stamp paper) that the Bidder has not been blacklisted or debarred by Public Procurement, Government, Semi-Government, Private, Autonomous body or any other international organization.

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- xii. Bid Security at 2% per annum of quoted price in shape of PO/DD in favor of TUSDEC. The Bid security should not be included in Technical Proposal.

A bidder's failure to include these items in the proposal may cause the proposal to be determined as non-responsive and the proposal may be rejected.

2. The Final assignment award will be on the basis of combined technical and financial score in the following manner:

Proposal	Weight
Technical	70%
Financial	30%
Total	100%

3. Technical evaluation criteria can be seen at **Annexure A**.
4. The final score of technical bid will be added to the financial score and final award of contract decision will be based on total of technical score plus financial score.
5. The bidders must demonstrate that they have the capacity to provide Janitorial services in timely and efficient manner.

5.1 Selection - Evaluation Process

- 1 An evaluation committee will review all proposals in detail that are received to determine the extent to which they comply with RFP document requirements and as per the evaluation criteria enclosed in **Annexure A**.
- 2 Proposals that fail to meet material RFP document requirements may be rejected.
- 3 Proposals containing false or misleading statements regarding requirement of RFP documents may be rejected.

5.2 Evaluation Criteria

Annex-A

Sr. #	Evaluation Criteria	% Age (Approx)
1	Janitorial Services being offered as per the Scope of Services and Specifications.	(60)
2	Year of experience (Minimum 05 years relevant experience)	
3	Fumigation Services to be offered (How many times will fumigate office including washrooms within one year)	
4	Present Number of Corporate clients. (Minimum 05 number of corporate clients)	
5	Number of plants offered (Minimum 50 Plants are required with best quality)	
6	Number of equipment's offered (Minimum 02 Vacuum cleaning machines, (01) floor polishing machine and (01) fumigation machine with material/medicine is required). List of equipment's may also attached with the RFP.	
7	Cities in which the services are being offered. Required locations are Lahore, Karachi, Sialkot, Peshawar, Quetta, Hyderabad, Lesbella.	
8	Statement of undertaking on stamp paper that the firm / company is not black listed or debarred from any organization	(40)
9	GST certificate and Company Registration Certificate with relevant incorporation authority.	
10	Financial soundness certificate from a scheduled bank and last three years financial statements.	
11	Agreements with existing and previous clients.	
12	Replacement time (No of days in which the Janitor may be arranged in case of previous left / terminate.)	
13	List of staff, No of employees work in the firm / company	
Total Marks		100

6 Other Terms and Conditions

The period of the contract will be initially for one year and any subsequent extension/renewal(s), hereof, in writing subject to such rates as mutually agreed between the parties. The rests of details of the agreement find in Annexure-A

7 Annexure-A (Draft Terms of Agreement)

AGREEMENT OF JANITORIAL SERVICES

This agreement is made in Lahore on _____

BETWEEN

Technology Upgradation and Skill Development Company, a company incorporated u/s 42 of the Companies Ordinance 1984 having its Registered Office at State Cement Corporation Building, near Lahore Race Club, Kot Lakhpat, Lahore hereinafter called the “**TUSDEC**” (which expression wherever the context so admits shall include and mean its successors and assigns) through its Chief Executive Officer of the one part

AND

M/s _____ having its registered office at _____ through its Managing Director namely Mr. _____ (hereinafter called the “**Contractor**”) of the second part.

(TUSDEC and Contractor will hereinafter jointly be referred to as the Parties.)

WHEREAS

1. TUSDEC desire the Contractor to provide Janitorial Services and indoors plants at its Head Office located at State Cement Corporation Building, Kot Lakhpat, Lahore and at its projects/offices located at different places all over Pakistan.
2. The Contractor is a partnership firm engaged in the business of providing Janitorial Services in the country and has agreed with TUSDEC to provide Janitorial Services in the TUSDEC’s premises on the terms and conditions as set out in this agreement.

NOW, THEREFORE, IT IS HEREBY AGREED BETWEEN THE PARTIES AS FOLLOWS:-

Technology Upgradation and Skill Development Company - TUSDEC

1. This agreement shall be deemed to be effective and in force from the _____ and shall continue in fact, unless and until it is determined in accordance with the provision hereinafter appearing.
2. The Contractor shall on and from date mentioned in clause (1) operate and maintain Janitorial Services in respect of TUSDEC's premises address/location as follows and any other location as per the request from TUSDEC.

State Cement Corporation Building Near Lahore Race Course Club, Kot Lakhpat, Lahore

3. The contractor initially will provide total five (05) no of Janitors and (01) supervisor which will be deputed in the premises of TUSDEC in Head Office Lahore to maintain the janitorial services.
4. TUSDEC shall pay the Contractor amount of _____ per month in lump sum to the Contractor. The Contractor shall be responsible to submit invoice on monthly basis and the payment will be made within 10-15 days of the submission of invoice. All the payments under this agreement shall be made after deduction of the applicable taxes.
5. TUSDEC can make addition and deletion in Janitorial staff during the contract period. Any addition will be provided by the contractor on the same contract fee as provided above.
6. The term of the Agreement will be for one year starting from _____ or any renewal(s), hereof, in writing subject to such rates as mutually agreed between the parties.
7. This agreement will be in force for a period of one (01) year and may be terminated at any time, during this period or any extension thereof by either party by giving at least one month's prior notice in writing.
8. TUSDEC will not provide any accommodation, conveyance, uniform or food etc. to the Janitorial personnel deployed at TUSDEC or any location.
9. The contractor will provide the Janitorial staff to the TUSDEC if required for some emergency or temporary purpose on the fee as mutually agreed.
10. The contractor will provide the list of its employees to TUSDEC along with details which include the Bio-Data of each janitorial staff member, copy of CNIC and one photograph, police report / character certificate. In case the contractor changes the janitor or supervisor it will inform the TUSDEC at least one week prior to such change and will provide the above-mentioned details.
11. The contractor will provide list of all equipment deployed/placed for Janitorial services purpose and upon the termination of this agreement the Contractor shall be permitted to remove all its equipment which may have been placed by it upon the premises.
12. **OTHER CONDITIONS**
 - Janitorial staff provided by the contractor to work for Contractors shall be under the administrative control of the TUSDEC

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- The janitors/supervisor to be provided by the contractor will be skilled, competent appropriately equipped and uniformed.
- The contractor shall abide by the TUSDEC's rules and regulations. He will abide by Pakistani laws that may be applicable and enforced from time to time concerning to this agreement.
- The TUSDEC has the right to inspect and test all services mentioned in this agreement
- The equipment's / accessories and all materials such as vacuum cleaner, polishing grinder, scrubbing brush, commode brush, cleaning brush, brooms, bleaching powder, dusters, mops, wax polish, naphtha line balls, perfumed phenyl, soap, liquid soap, tissue papers and other items shall be supplied by the contractor at his own cost.
- The contractor shall be obligated to remove any employee (provided by the contractor) from duty if desired by the TUSDEC.
- Frequent change of supervisors and janitors will not be accepted. However, any change will be made after the consultation of the administration department.
- Attendance register of deployed staff shall be maintained under the supervision of administration department.
- The contractor will be responsible for presence of required number of workers and in case of shortage, a fine of Rs. 500/- per day per worker will be imposed on contractor.
- Timeline is based on daily working time spent by the staff of _____ at TUSDEC. Timing will be 8-5 PM from Monday to Friday.
- If the _____ fails to provide services during prescribed time of services, the Earnest Money/Security will be forfeited and contract may be cancelled. The CDR of the successful firm will be retained as security and will be returned after completion of contract period.
- The following penalties will be charged in case of absences or late coming of janitor.

Case	Penalty
Absent	Deduction of Rs. 500/- per Janitor per day
Late Coming	Deduction of Rs. 250/- per Janitor per day

- Income tax and GST (if applicable) will be deducted in accordance with the provision of Government Rules amended time to time.
- _____ and its deputed staff shall be responsible to maintain confidentiality of information, documents and records in any form.
- That if any dispute, controversy or question be raised between parties at any time as to the construction, interpretation or compliance or non-compliance of the Agreement or as

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to any matter or things of whatsoever nature arising hereunder or in connection herewith shall first be settled through negotiation between the parties, failing which the dispute shall be referred to Chief Executive Officer - TUSDEC for arbitration.

- TUSDEC rules discourage appointment of relatives at its premises. However, this would be the responsibility of the contractor to ensure that no relatives/blood relations of any of Janitorial staff or TUSDEC and its projects employees are appointed for Janitorial services at TUSDEC.

- All contractor staff shall:
 - Be courteous at all times to follow instructions of the occupants
 - Arrive at the work site promptly at the scheduled time, equipped with materials necessary to complete the job
 - Be clean and neatly dressed.

- The contractor and its Staff shall not be allowed:
 - Smoke at the work site.
 - Arrive at the work site under the influence of alcohol
 - Drink alcoholic beverages on the job
 - Use any of the bathrooms, except the one specifically designated for this purpose.
 - indulge in discussions or arguments

- The arbitration proceeding shall be carried out as per the law of arbitration as applicable in Pakistan and the venue for Arbitration shall be at Lahore.

13. SCOPE OF WORK

The scope of services of contractors shall broadly be as follows, but not be limited to:

(A) DAILY EXCEPT HOLIDAYS

- u) Wet mop all un-carpeted floors, hallways stairs, landings and stairways and make them look clean at all times.
- v) Clean and vacuum clean all carpets and rugs.
- w) Dust all furniture, equipment partitions and windows ledges.
- x) Clean and disinfect all toilets, wash basins and sinks and make the toilets look clean and dry at all times.
- y) Clean the grass plots and roads within boundaries of TUSDEC
- z) Empty all waste receptacles and clean ash trays.
- aa) Disposal of garbage/waste including that of the canteen and sewerage pipes/gutters at an approved LMC points.
- bb) Replace all the plastic linens
- cc) Sweep and clean waste disposal area
- dd) Scrub clean all the area
- ee) Damp mop and buff marble tiles surface

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- ff) Buff brush all polished surface
- gg) Special wax treatment of wood
- hh) Floor maintenance/carpeted Surface to include
 - a) Vacuum clean all the surface
 - b) Spot clean makes and spoilage
 - c) Shampoo Carpet
- ii) Dusting and Polishing
 - a) Dust Furniture
 - b) Vacuum clean cloth upholstery
 - c) Vacuum clean blinds
 - d) Vacuum clean dust of wall and ceilings
 - e) Dust books and shelves
- jj) Cleaning of Windows and Glazing portions
- kk) Janitorial
 - a) Wash, clean and empty all refuse bins
 - b) Booming cleaning of car parking
 - c) Washing and Cleaning of bath rooms
 - d) Maintenance and cleaning of Drains
- ll) Provisions of soap in all bathrooms, liquid soap (where installed) and bath room tissue papers
- mm) Washing of bath rooms towels
- nn) Provision of at least fifty (50) plants, upkeep and maintenance of these plants and proper replacement if required

(B) AS REQUIRED

- a) Wax and buff all mosaic floors using approved methods
- b) Marble floors
- c) Clean all walls, tube lights and remove spider webs
- d) Dust all visible pipes and ducts
- e) Clean and wash to roof
- f) Clean and polish metal/brass work
- g) Clean all sign boards
- h) Clean and disinfect underground and overhead water tanks (bi annually)
- i) Clean all blinds every fortnight
- j) Cleaning of air-conditions and washing of filters (as required)

(C) ADDITIONAL SERVICES

If some additional services are required by the TUSDEC for work on holidays and in emergency, the same shall be provided by the contractor on the terms and conditions as may be mutually agreed.

This amount shall include any and all expenses of the contractors incurred in the performances of his services under this Agreement including:

- Equipment and materials required for cleaning and wax polishing
- Disposal of garbage at approved LMC points
- Profit and tax liability of the contractors

Technology Upgradation and Skill Development Company - TUSDEC

IN WITNESS WHEREOF the parties hereto have executed these presents at Lahore on the date and year first shown above written.

For and on behalf of

For and on behalf of

By: _____

By: **TUSDEC**

Name: _____

Name: _____

Title: _____

Title: _____

Signature: _____

Signature: _____

CNIC No.:

Witness:

Witness:

Name: _____

Name: _____

CNIC No: _____

CNIC No: _____

Signature: _____

Signature: _____

