



Government of Pakistan

NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)

Ministry of Information Technology & Telecommunications

INVITATION FOR BIDS

Provision of Janitorial Services

Tender No. NITB-4(150)/2020

August 23, 2020

www.nitb.gov.pk

Plot no 24-B, Street No 6, Sector H-9/1, Islamabad



1. General Terms & Conditions

- 1.1. Initially the contract will be awarded for two (02) years, extendable on yearly basis subject to satisfactory performance.
- 1.2. Time for the Contractor's staff/personnel shall be from 0730 hrs to 1700 hrs. The Contractor shall ensure that its staff/personnel reach the NITB Office well on time to make sure that the cleaning activities are completed in all aspects before start of the office which is 0800 hours.
- 1.3. Uniformed staff/personnel of the Contractor shall provide cleaning services at the required NITB offices. 1.4. The contractor shall be responsible for providing uniforms to all the provided janitorial staff.
- 1.5. The Contractor shall provide trained staff/personnel for the services. The Contractor's staff/personnel shall use modern equipment/machinery for carrying out the Services.
- 1.6. The Contractor shall maintain sufficiently reasonable quantities of toiletries and ensure availability in stock at all times and no shortage is suffered by NITB during the term of this Contract. **Monthly roaster** of replacement will be placed at a prominent place in bathroom area and will be updated on each change by the supervisor in the presence of concerned NITB Assistant.
- 1.7. The Contractor shall depute a supervisor for NITB office for the supervision of the Services.
- 1.8. The Contractor shall ensure that the staff/personnel being provided bear good moral character. The Contractor shall be fully responsible for the conduct of its staff/personnel and will provide CNIC copies of the staff working under the contract at NITB premises.
- 1.9. The contractor will be responsible to manage the disposal of waste in an effective manner on daily basis. 1.10. The contractor will be responsible to provide all toiletries and cleaning material in sufficient quantities at all NITB locations covered under this contract. All cleaning equipment will also be arranged by contractor. 1.11. The contract may be terminated either by the NITB or the contractor by giving one month's notice.
- 1.12. The successful bidder will deposit a Performance Surety Bond / Cross cheque to the amount of PKR 50,000/- as security, which will be returned to Contractor on termination of contract if nothing is outstanding/due against the contractor.

2. About Bidders/Responding Organizations (ROs)

- 2.1. The Responding Organization (RO) must be registered with Sales Tax and Income Tax Department, should be in possession of a valid NTN certificate and RO must be on the Active Tax Payer List of FBR. Copies of the certificates must be provided with the bid document.
- 2.2. The RO must provide following on their letterhead:
 - a) Name of Organization
 - b) Location of Head office
 - c) Details of offices across Pakistan
 - d) Size of company (number of employees)
 - e) Number of years of being incorporated (at least last **02 years in existence**)
 - f) List of certified and dedicated Supervisors/Staff (where applicable)
- 2.3. The RO to provide information as per templates available at Annexure-I, Annexure-II, and Annexure-III.
- 2.4. The RO shall be responsible for payment of any duties/taxes etc. which are imposed by the Government of Pakistan (GOP). The bided price MUST be inclusive of all taxes. The RO is hereby informed that the Government shall deduct tax at the rate prescribed under the tax laws of



Pakistan, from all payments for services rendered by any responding organization who signs a procurement contract with the Government.

- 2.5. Financial capability and yearly growth rate (business revenue) of RO in past 02 years.
- 2.6. RO must provide value, size and nature of projects done in past 02 years at least with respect to quoted services/products.
- 2.7. RO must be in relevant business /supplies /services for last two (02) years at least.
- 2.8. RO should have successfully completed three (03) similar projects in size, nature and value.

3. Preparation of Bids

- 3.1. As per PPRA rules, Single Stage –Two envelope procedure will be used for the said procurement.
- 3.2. The bids shall be submitted in sealed package/packages in such a manner that the contents are fully enclosed and cannot be known until duly opened.
- 3.3. **Technical Proposal:** Envelope for Technical Proposal shall be marked **TECHNICAL PROPOSAL** "clearly" in bold and legible letters to avoid confusion. It must contain two (02) hard copies and two (02) soft copies of the technical proposal (each being physically separated, sealed and labelled as "Technical Proposal"). Each envelope should contain similar supporting documents.
- 3.4. **Financial Proposal:** Envelope for Financial Proposal shall be marked **FINANCIAL PROPOSAL** "clearly" in bold and legible letters to avoid confusion. It must contain two (02) hard copies and 02 soft copies of Financial Proposals sealed and marked separately.
- 3.5. **Soft copies of both Technical and financial proposals must be provided along with bid envelopes in inerasable format.** In case of any difference between hard and soft copy, the hard copy will prevail.
- 3.6. **Bid Bond/Security:** A Bid Bond in the shape of a Bank Draft/Pay Order in the name of Deputy Director (Admin), National Information Technology Board, equivalent to 2% exact amount of the total cost of the bid must be submitted along with the proposal.
- 3.7. The Bid Bond to be enclosed in a **SEPARATE ENVELOPE**, labelled as "**BID BOND**", and should be **SEALED. It must be ensured by the RO that bid bond should not be in the envelope of financial OR technical proposal. In the technical bid, RO must confirm on company's letter head that the Bid Bond is being submitted separately as required by NITB.**
- 3.8. RO should duly fill in and submit the **Bid Forms** (01, 02, 03, 04, 05)
- 3.9. RO may bid for one, any number or for all lots (if applicable).
- 3.10. RO shall submit an **Affidavit** that it is not blacklisted by any Federal, Provincial Public sector organization.
- 3.11. RO must provide at least three (03) performance and backup support certificates from the previous customers.
- 3.12. All bids and prices must remain valid for a period of **120 days** from the closing date of the submission of tender documents. However, the ROs are encouraged to state a longer period of validity of the bids.
- 3.13. The currency in the bids shall only be quoted in Pakistan Rupees (PKR).
- 3.14. Equipment/Items/Supplies should have three (**03**) years local warranty (where applicable), including parts and labour with onsite support.



- 3.15. The end user licenses, end user warranties and end user contracting support services will be in the name of Customer **which is National Information Technology Board (NITB) in our case**
- 3.16. All equipment/items should be supplied through verifiable distribution channels.
- 3.17. RO should clearly indicate the duration of delivery (MUST be within given timeframe) of items/equipment/services after the award of procurement contract.

4. Pre-Bid Meeting:

- 4.1. A Bidders' meeting will be held in the premises of National Information Technology Board (NITB), **at Plot no 24-B, Street No 6, Sector H-9/1, Islamabad. Phone: 051-9265054 on 23rd August, 2020 at 11:00 AM.**
- 4.2. All queries relating to Tender Notice should be e-mailed to jamil.rahman@nitb.gov.pk at least three (03) days before the meeting. Answers to the submitted queries shall be given on priority basis in the meeting.

5. Submission of Bids

- 5.1. Bids shall be delivered by hand or courier in a **SEALED CONFIDENTIAL COVER** and must reach to **Assistant Director (Admin)** National Information Technology Board (NITB), Plot no 24-B, Street No 6, Sector H9/1, Islamabad (Phone: 051-9265054) on or before the last date indicated in Tender Notice i.e. **23rd August, 2020 at 11:00 am. BIDS/PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.**
- 5.2. All bids submitted after the time prescribed in tender notice/documents shall be rejected and returned without being opened.

6. Opening, Evaluation and Rejection of Bids

- 6.1. Technical bids will be opened on the same date at NITB (above mentioned address clause 5.1) at **11:30 AM** in front of bidder sort their representatives' who May choose to be present.
- 6.2. Details of technical specifications required by NITB are attached at Annexure-II. Initial evaluation/screening will be done as per Annexure-I; whereas, technical evaluation as per Annexure-II. ROs should provide all details in required templates as provided under:
 - a) Annexure-I for Initial Screening
 - b) Annexure-II for technical evaluation (technical proposal envelope)
 - c) Annexure-III for financial evaluation (financial proposal envelope).
- 6.3. Date and time for the opening of the Financial Bids, after thorough technical evaluation of the bids, shall be communicated to the technically qualified bidders only, whereas the Financial bids of technically disqualified bidders shall be returned un-opened. In this connection, see PPRA Rule: 36(b) in general and PPRA Rule: 36-b (viii) in particular.
- 6.4. The procuring agency shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders in attendance shall sign an attendance sheet.
- 6.5. NITB may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
- 6.6. NITB shall incur no liability, solely by virtue of its invoking sub-rule (1) towards suppliers or contractors who have submitted bids or proposals.



6.7. In the above case notice of the rejection of all bids or proposals shall be given promptly to all suppliers or contractors that submitted bids or proposals.

7. Disqualification and Blacklisting of suppliers and contractors

- 7.1. NITB shall disqualify a supplier or contractor if it finds, at any time, that the information submitted by him concerning his qualification as supplier or contractor was false and materially inaccurate or incomplete.
- 7.2. Suppliers and contractors who either consistently fail to provide satisfactory performances or are found to be indulging in corruptor fraudulent practices shall face permanent or temporary bar, from participating in procurement proceedings.

8. Acceptance of Bids and Award of Procurement Contract

8.1. Acceptance of Bid and Award Criteria

The bidder after qualifying through the given criteria in **Annexure-I** and **Annexure-II** will be called in for opening of financial proposal/bid. In financial opening the lowest bidder will be selected as per PPRA rules, if not in conflict with any other law, rules, regulations or policy of the Government of Pakistan, shall be awarded the procurement contract, within the original or extended period of bid validity.

8.2. Procuring Agency's Right over quantities at the time of Award

The Procuring Agency reserves the right at/after the time of award of procurement contract to increase or decrease, the quantity of goods up to 15% as originally specified in the Annexure-II without any change in unit price or other terms and conditions. Payment will be made for the items actually delivered as per rate (per unit) provided by the bidder.

8.3. Notification of Award

8.3.1. Prior to the expiration of the period of bid validity, the Procuring Agency shall notify to the successful Bidder in writing that the bid has been accepted.

8.3.2. The notification of award shall constitute the formation of the Contract between the Procuring Agency and the successful Bidder.

8.3.3. The enforcement of the Contract shall be governed by Rule 44 of the PPRA-

8.4. Signing of Contract

8.4.1. After the notification of award, the Procuring Agency shall send the successful Bidder the Contract Form/Document

8.4.2. The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document.

8.4.3. If the successful Bidder, after completion of all codal formalities shows an inability to sign the Contract then its Bid Security shall stand forfeited and the firm may be blacklisted and de-barred from future participation, whether temporarily or permanently. In such situation the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.

8.4.4. The Bid Security submitted by the successful bidder at the time of submitting its bid shall



be returned to the Bidder upon signing of contract, successful delivery of goods, furnishing of the performance/bank guarantee and confirmation of the performance/bank guarantee by the NITB with the Bank of the successful bidder.

9. Performance Guarantee

- 9.1. The successful Bidder shall be required to deposit in the form of a Bank Guarantee, a Performance Bond upon execution of the procurement contract, a sum equivalent to **ten** percent (**10%**) of the total procurement Cost, on the Form and in the manner prescribed by the Procuring Agency. This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and shall be kept valid from the date of issue, and should cover the warranty period after all contractual obligations have been fulfilled.
- 9.2. Failure to provide a Performance Guarantee by the successful Bidder is a sufficient ground for annulment of the award and forfeiture of Bid Security. In such event the Procuring Agency may award the contract to the next lowest evaluated bidder or call for new bid



ANNEXURE-I
Evaluation Criteria

Bids evaluation shall be subject to 100% compliance to the following criteria for Vendors qualification:

SR. NO.	GENERAL TERMS AND CONDITIONS COMPLIANCE	CLAUSE	YES/NO
1	The Responding Organization (RO) must be registered with Sales Tax and Income Tax Department , should be in possession of a valid NTN certificate and RO must be on the Active Tax Payer List of FBR. Copies of the certificates must be provided with the bid document.	2.1	
2	Financial capability and yearly growth rate (business revenue) in past 02 years	2.5	
3	RO must be in relevant business/supplies for at least last two (02) years.	2.7	
4	RO should have successfully completed three (03) similar projects in size, nature and value.	2.8	
5	A bid bond, in the shape of a Bank Draft/Pay Order in the name of Deputy Director (Admin), National Information Technology Board, equivalent to 2% of the total cost of the bid must be submitted along with the proposal.	3.6	
6	RO shall submit an Affidavit that it is not blacklisted by any Federal, Provincial Public sector organization.	3.10	
7	RO must provide at least three (03) performance and backup support certificates from the previous customers.	3.11	



ANNEXURE-II

Technical Evaluation

SR. NO	JOB DESCRIPTION/WORK	
01	Market Presence	
02	Financial Soundness	
03	Key Personals	
04	Experience of Janitorial Management Services (One Window Solution)	
05	Quality Assurance: Health, Safety & Environment, Policies & Procedures	
06	Weekly Maintenance plans	
07	Daily, Weekly, Monthly Progress Reports Formats	



Annexure III

Financial Proposal

STAFF PLANNING ALONG WITH MONTHLY SERVICE CHARGES ALL INCLUSIVE

SR.NO	CATEGORY	REQUIREMENT
01	Sanitary Supervisor	01
02	Sanitary Workers	05 (4 Male 1 Female)
03	Gardeners	01
04	Material/support attendant	01
05	Monthly visits of Quality Assurance Manager with QA	Minimum 04 per month
06	Monthly cost of the daily usable cleaning material, instrument and equipment	Per set of bath rooms per month along with the operational area along with the set of bathrooms

Note:

1. The Janitors staff should have 3 x **Karacher B-90R Classic BP Pack Brush Cleaning Machine** from their own stock for cleaning.
2. The Janitors shall wear specified uniform (provided by the firm) all times, as approved by NITB and to be provided by the Contractor.
3. Number of bath room sets and the adjacent operational areas along with number of the human resource can be changed according to the requirement of the NITB.
4. Material will be checked and if required be replaced on daily basis and updated roaster, duly signed by the concerned Assistant of NITB, in this regard will be placed at prominent places in the bath room areas.
5. Services will be provided 12 hours /Day, excluding holidays.

Total Employees =

Total Service Charges Including =

All Taxes apply as per rule =



SCOPE OF WORK

JANITORIAL SERVICES

DAILY SERVICES.

1. Cleaning of glass windows, ventilators, partition glasses, panels, planters, paper and waste baskets
2. On daily basis Employer's furnished window cleaning systems.
3. Cleaning swabbing and mopping the entire contracted premises.
4. Cleaning of all side passages
5. Complete dusting of offices and inside of the building
6. Spray of air fresher and insecticide
7. Daily vacuum cleaning (where required) and three monthly washing and shampooing of all carpets with latest equipment. (where required)
8. Cleaning of all bathrooms and toilets 4-5 times a day. All bathrooms/toilets must be neat, clean, dry, tidy and hygienic
9. Collection and disposal of all trash bins of the whole office.
10. Brush clean all dust – scrub floor tiles with an approved liquid detergent solution – wash down thoroughly with clean water and dry thoroughly with clean cloth.
11. Checking and if required, replacement of toiletries and other material in the bath room and updating the roster displayed therein on daily basis.
12. Any other job assigned by the management of NITB.

WEEKLY SERVICES.

1. Scrubbing all floors and wet pick up with approved detergent solutions/ shampoo. Avoid unsafe cleaners, acids or other corrosive liquids that may eat the concrete matrix away from the marble chips / floor tiles.
2. Thorough cleaning of all windows and walls.
3. Washing and removing all stains and spots.
4. Floor polishing with approved water emulsion polish.
5. Cleaning and dusting of all equipment.

Specific Scope

Stainless Steel

To maintain the original bright and clean appearance, accumulation of deposit from the atmosphere must be prevented. Frequent careful washing with soap and water or an approved detergent solution will maintain appearance indefinitely. Avoid the use of abrasives and steel wool. Accumulated dirt may be removed by the use of nylon web pad.

***** The usual kinds of metal polish, and oil such as paraffin, should on no account be used. An approved natural wax may be used, apply with a cloth pad, allow it to dry out & when thoroughly dry, buff to a brilliant finish.**

Aluminum

Thoroughly wash down with water containing non-alkaline soap or detergent and dry thoroughly with clean cloth. Accumulated dirt may be removed by the use of nylon pad. Occasional application of a wax polish may preserve an attractive appearance.



*****Avoid the use of abrasive and steel wool.**

Chrome Finishes

Chrome finishes rarely require anything more than a rub down with a soft cloth, but to prevent pitting such finishes may be cleaned once a month with chrome cleaners.

Carpet Shampooing/Dry Cleansing

- a) Rotary Brush Method – Dry vacuum the area first, then shampoo carpeting carefully with a good quality appropriately diluted liquid shampoo & to comply with the manufacturer’s instructions for operating the rotary machine. Use wet vacuum immediately to remove excessive water and slurry. After shampooing brush the carpet pile in the direction with a carpet pile brush and warn users not to walk on the carpet until it is completely dry. As a final operation, dry vacuum on the following day to remove any loose fluff and lint loosened by the refinishing process.
- b) Dry Foam Method – Use a pile-lifting machine to run over the area first. A fully automatic dry-foam machine which converts the liquid shampoo & into a foaming fluffy solution will be operated
 - i. lay the fluffy solution,
 - ii. scrub with brushes in one pass and in one direction and immediately suck up the slurry.
- c) Steam Extraction Method – Use a fully automatic steam machine to jet heated solution of appropriately mixed water and shampoo into the carpet under pressure in one pass and in one direction and remove all loosened dirt instantly by simultaneous vacuum action.

***** Before cleaning carpets with any of the above methods, it is essential to clear the room of all light furniture and scrub a small area to check for colour fastness and backing wetness. Only skilled operators are allowed to carry out such carpet shampooing and great care must be taken to prevent shrinkage and over-wetting. A second pass may be necessary in heavily soiled areas.**

PRESENTATION OF UPDATED SCOPE ROASTER

On fortnight basis, supervisor will show updated Scope roaster showing Daily, Weekly and specific Scope activities as per layout provided by the NITB.



SERVICES TO BE PROVIDED

FREQUENCY OFF WORK SCHEDULE	DESCRIPTION OF WORK (CLEANING, SWABBING AND MOPPING)	TO BE FILLED IN BY THE BIDDER (YES/NO)	REMARKS (IF ANY)
Daily Work	Twice at least on requirement <ul style="list-style-type: none">• Floor mopping• General cleaning of office building and equipment• Window cleaning• Dusting of tables and chairs• Cleaning of wash room from time to time• Cleaning of dustbins• Cleaning of stair cases• Carpet vacuum cleaning• Cleaning of corridors• Clean all inside partition glazing• Clean glazing and glass to central entrance• Clean all picture glazing• Cleaning of toilets including commodes, urinals, washbasins using of proper disinfectant material etc.• Provision and placement of Hand Dryers and Liquid Soap, toiletries etc.• Disposal of the trash/garbage• Parking area/Main gate and any part of its premises• Checking and if required replacement of material in bathrooms• Any other areas used or vacant		
Twice Daily	<ul style="list-style-type: none">• All corridor floors• Cleaning the parking areas.• Spray air-freshener in working rooms/Halls etc.• Garbage collection and disposal.• Cleaning of mirrors in toilets.• Emergency cleaning whenever required.		



Weekly	<ul style="list-style-type: none">• Hygienic floor cleaning, General cleaning of equipment, washing of windows with glint liquid, Cleaning of lights, bulbs, fans etc., Cleaning of shelves and corners, Removal of Cobe Webs, dusting and cleaning of ceilings of toilets and of the common areas and parking areas.• Spraying disinfectants in the toilets, urinals in order to kill all bacteria, insects, flies, cockroaches, mosquitoes etc.• Cleaning of adjacent other office spaces like gardens, drive ways etc		
Fortnightly	<ul style="list-style-type: none">• Cleaning of all drain pipes and tabs etc.• Checking and opening of choked sewer lines or as and when required• Presenting of updated Scope roaster.		
Monthly	<ul style="list-style-type: none">• Cleaning of wall claddings.• Clean the Venetian blinds, lights, pictures and if necessary doors.• Washing of all stainless steel with soap, water and approved detergent solution. Polishing where required with approved natural wax only.• Wash down of all Aluminium Fittings with non-alkaline soap or detergent and drying with clean cloth.• Rubbing down with a soft clot to all Chrome Finishes.		
Quarterly/ Half Yearly	<ul style="list-style-type: none">• Carpet cleaning with shampoo and chemicals (after two months) where required.• Fumigation services after 6 months.		



BID FORM-01
LETTER OF INTENT

Bid Ref No.:

Date: _____ Date of the Opening of Technical Bid

Name of the Tender: _____

To,
DEPUTY DIRECTOR (ADMN)
National Information Technology Board (NITB)
Plot no 24-B, Street No 6
Sector H-9/1, Islamabad

LETTER OF INTENT

Dear Sir,

Having examined the tender documents, we offer to supply and deliver the Goods/Services under the above named tender in full conformity with the said bidding documents/rules and at the rates/unit prices described in the price schedule provided in Financial Bid (Annexure-III) or such other sums as may be determined in accordance with the terms & conditions of the said tender. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods/Services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Financial Bid is accepted, we undertake to provide a Performance Security/Guarantee in the form, in the amounts, and within the times specified in the tender documents.

We agree to abide by this bid, for the Bid Validity Period specified in the tender documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final procurement contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award of the contract, shall constitute a binding Procurement Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

Dated This:

Signed:

In the capacity of: _____ **(title or position)**

Duly authorized to sign this bid for and on behalf of: _____ **(name of Bidder)**



BID FORM-02
DOCUMENTARY EVIDENCE

Name of the Firm: _____
Bid Reference No: _____
Date of opening of Bid: _____

Documentary evidence for determining eligibility of the bidders & evaluation of bids. Bidders should only initial against those requirements that they are attaching with the form. Bidders are required to mention the exact page number of relevant document placed in the Bid. Bidders are advised to attach all supporting documents with this form in the order of the requirement as mentioned in column-2.

SR. NO.	REQUIRED DOCUMENTATION	SIGNATURE OF BIDDER	SUPPORTING DOCUMENT'S NAME	PAGE NUMBER IN THE BID
1	NTN Certificate			
2	GST Certificate			
3	On Active Tax Payers List of FBR			
4	Growth Rate of Past two (02) years			
5	Registration/Incorporation/Business Certificate			
6	Complete Company profile			
7	Operational Office in Islamabad			
8	Evidence of Firm's Last three (03) years Performance (Projects of similar nature)			
9	Affidavit: bidder is not blacklisted by any Federal, Provincial Public sector organization			
10	Bid Validity period of 120 days			
11	Compliance with schedule of requirements			
12	Submission of required amount of bid security with Financial Bid			
13	Original Bidding documents duly signed/stamped			



BID FORM-03
FIRM'S PAST PERFORMANCE

Name of the Firm: _____
 Bid Reference No: _____
 Date of opening of Bid: _____

NAME OF THE CLIENT/INSTITUTION	PURCHASE ORDER NO.	DESCRIPTION OF ORDER	VALUE OF ORDER	COMPLETION	DATE OF CERTIFICATE WORK COMPLETION BY CLIENT

Note: 1. Bidders may use additional Sheets if required.
 2. All certificates are to be attached with this form

Signature:

Name: _____

Designation:

Official Stamp: