



Request for Proposal for Janitorial and Allied Services

National Information Technology Board (NITB) is an autonomous organization enforcing the vision & policy of Federal Government to serve the public in more effective and efficient manner through due advisories and consultancies and provision of e-Governance software applications to public sector organizations so as to focus on cross-cutting e-Governance applications and initiatives that can be replicated across multiple public organizations for better Government to Government (G2G) and Government to Citizens (G2C) services and communication. NITB invites sealed bids from reputed firms registered with Income Tax, Sales Tax departments and which are on Active Taxpayers List of Federal Board of Revenue (FBR) for “**Janitorial and Allied Services**”.

2. Tender/bidding documents, containing detailed terms & conditions and required specifications/categories are available at and can be downloaded from NITB and PPRA websites free of cost. Bids can be submitted electronically through EPADS. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA, 1st Floor, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237.

3. A **Pre-bid meeting** will be held in the premises of the National Information Technology Board (NITB) on **13th November, 2025 at 11:00 A.M.**, at Plot no 24-B, Street No. 06, Sector H-9/1, Islamabad.

4. The bids, prepared in accordance with the instructions in the tender/bidding documents, must be submitted on or before **21st November, 2025 at 11:00 AM**, **Technical Bids** will be opened on same day at **11:30 AM** at NITB office.

5. Bids received after the above deadline shall not be accepted and be returned unopened. Bids through E-mail / Fax shall NOT be accepted.

6. The Procuring Agency reserves the right to reject any or all the bid and to annul the bidding process at any time, without thereby incurring any liability towards the bidders.

Note:

- For online bid submission, bidders must get registered at EPADS.
- Online bidders MUST submit the original Bid Security instrument in the office of the undersigned on or before the bids submission deadline.

Hina Babar
Program Manager (Admin)
National Information Technology Board (NITB)
Plot 24-B, Street No. 06, H-9/1, Islamabad, Phone: 051-9265061



Government of Pakistan
NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)



Government of Pakistan
NATIONAL INFORMATION TECHNOLOGY BOARD
(NITB)

Request for Proposal
For Janitorial and Allied Services

Tender No. NITB-4(425)/2025

06th November, 2025

www.nitb.gov.pk



Data Sheet

Procedure of Open Competitive Bidding	Single Stage - Two Envelope: This RFP is available under the Tender link of following websites https://nitb.gov.pk and https://www.ppra.org.pk
Bid Security	PKR 200,000/- (Pak Rupees Two Hundred Thousand only).
Deliverables	Janitorial and Allied Services.
Contact Person	Program Manager Email: hina.babar@nitb.gov.pk Phone: 051-9265061
Language	The proposals should be submitted in English language.
Currency	All prices should be quoted in Pak Rupees.
Taxes	The quoted price should include all applicable taxes and duties etc.
Proposal Validity	The proposals must remain valid for ninety (90) days after the deadline for submitting the proposals.
Submission of Bids	The bids must be submitted electronically / online through EPADS (www.eprocure.gov.pk) along with copy of the bid security whereas the original bid security instrument must be submitted to NITB in its hard form. If deemed necessary, NITB may require hard copies of the bids. However, the reliance will only be made on the bids submitted through EPADS.
Pre-bid Meeting	A Pre-bid meeting may be held in the premises of the National Information Technology Board (NITB) on 13 th November, 2025 at 11:00 am, at Plot No. 24-B, Street No. 6, Sector H-9/1, Islamabad.
Submission Date & Time	The bids must be uploaded on EPADS on or before 21 st November, 2025 at 11:00 am. Technical Proposal shall be opened on the same day at 11:30 am. If any specified date or deadline within this RFP falls on a public holiday, the effective date or deadline shall be deemed to be the next succeeding working day. Note: The queries, if any, should be forwarded via email to Program Manager (NITB) within seven (7) days of publishing of this RFP document.

Summary

National Information Technology Board (NITB) is an autonomous board and is mandated to undertake and coordinate e-government initiatives at Federal Ministries/Divisions and Departments, provide consulting and advisory services in acquiring and implementing IT solutions as well as IT capacity building of staff of these organizations.



NITB intends through this tender to procure Janitorial and Allied Services for its office from the eligible bidders. The bidders having expertise and resources for providing these services at their best are encouraged for submitting their proposals.

1. Invitation to Bids

The National Information Technology Board (hereinafter called "NITB" and/or the 'Procuring Agency') intends to invite bids against this RFP titled "Janitorial and Allied Services" from eligible bidders.

1.1 PPRA Rules to be followed

Public Procurement Regulatory Authority Rules 2004 will be strictly followed. These Rules may be obtained from PPRA's website.

Unless otherwise specified, "Rule" or "Rules" refers to a Rule or Rules under the Public Procurement Regulatory Authority Rules, 2004.

1.2 Mode of Advertisement

As per Rule 12, this RFP is being placed online on the PPRA and NITB websites, as well as being advertised in print media.

1.3 Type of Bidding

The open competitive bidding process shall be adopted vide PPRA Rule 36 (b) 'Single-Stage - Two Envelope' Procedure.

2. Instructions to Bidders

2.1 Language

The bid and all documents relating to the bid, exchanged between the bidder and the Procuring Agency, shall be in English. Any printed literature furnished by the bidder in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the bid.

2.2 Restricted Communication and Clarification of Proposals

To ensure fair consideration for all the bidders, the Procuring Agency prohibits communication to or with any department, officer, or employee during the procurement process, and any contact or communication between the Procuring Agency and the bidders is strictly prohibited, except for matters related to participation in the bidding process and only with the nominated person(s).

No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the Procuring Agency may seek and accept clarifications to the bid that do not change the substance of the bid.



2.3 Pre-Bid Meeting and Clarification Process

A pre-bid meeting may be scheduled as mentioned in the Data Sheet above to respond to queries of interested bidders.

Queries from the bidders (if any) for seeking clarifications regarding the scope of work must be received in writing to the NITB within seven (7) days of publishing of this RFP document. Only written queries will be responded in the pre-bid meeting. NITB reserve the right not to address any queries made verbally, over the phone or through any other verbal medium.

All the queries should be communicated to the dedicated contact person, mentioned in this document, in writing via e-mail or postal mail only. Please include the following reference as the subject of your email / letter: "Janitorial and Allied Services".

Response to any prospective bidder's inquiries will be made in writing by NITB in a timely manner to all prospective bidders. Any oral interpretations or clarifications of this RFP shall not be relied upon.

The bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.

Any changes or clarification resulting from the pre-bid meeting will be shared in writing by NITB.

2.4 RFP / Bid Price

The quoted bid price shall be:

- in Pak Rupees.
- inclusive of all taxes, duties, levies, etc.
- best / final / fixed and valid until completion of all obligations under the resultant contract i.e. not subject to variation / escalation.
- if not specifically mentioned in the bid, it shall be presumed that the quoted price is as per the requirements given in this document, where no prices are entered against any service / item, the price of that service / item shall be deemed to be free of charge, and no separate payment shall be made for that service(s) / item(s).
- the bidder is hereby informed that the NITB will deduct the applicable tax(es) at the rate prescribed under the tax laws of Pakistan, from all the payments to be made for the services rendered by the bidder who signs the contract with NITB.

3. Scope of Work

The bidder shall be responsible for carrying out diligently the scope of work attached herewith as Annexure C.

General Provisions



3.1 Confidentiality

The prospective bidder (whether or not he submits a Proposal to the RFP) shall treat the information pertaining to this RFP or the examination, clarification, evaluation, comparison and award of this RFP confidential and shall not disclose it to other bidders or any other persons not officially connected with the RFP process. The bidder is not permitted to make any public announcement or release any information regarding this RFP without NITB's prior written approval which may be withheld.

NITB reserves the right to share the bidder's response to this RFP with its advisors and affiliates. In the event the bidder commits a breach of confidentiality, NITB reserves the right to disqualify the bidder from this RFP process and furthermore not consider the bidder for any future bidding processes.

3.2 Notices

In this document, unless stated otherwise, whenever there is a requirement for exchanging notices, certificates, orders, consents, approvals, or instructions between the Procuring Agency and the bidders, the same shall be in writing, and served through courier or registered postal mail to the principal office of the recipient.

3.3 Joint Venture

No Joint Venture is allowed for and under this RFP.

3.4 Corrupt and Fraudulent Practices

NITB requires that bidders observe the highest standard of ethics during the procurement process, execution and performance of resultant contract and refrain from undertaking or participating in any corrupt and fraudulent practices.

NITB will reject the proposal and award of contract, if it determines that the bidder participated in the bidding process or recommended for award was engaged in any corrupt and fraudulent practices or has been blacklisted by any other entity.

Any false information or misstatement on part of the bidder will lead to disqualification/ blacklisting/ initiation of legal proceedings regardless of the bid price or quality of the services.

3.5 Penalty

If the bidder fails to complete the work or assignment within the agreed-upon timeline as stipulated in the resultant contract, a penalty of two percent (2%) of the total contract value per work-week will be charged, up to a maximum of twenty percent (20%) of the contract value.

Notwithstanding the foregoing, NITB may cancel the work order or terminate the contract (in addition to imposing and recovering the penalty chargeable by that time) by giving not less than ten (10) calendar days' advance notice, even before reaching the maximum limit of the penalty, i.e., 20% of the contract value.



3.6 Indemnification

The bidder shall indemnify and hold harmless NITB and its officers and staff from all claims, damages, and expenses, including legal fees, arising from the bidder's misrepresentation, breach, negligence, or intellectual property infringement. NITB must notify the bidder of claims and allow them to control the defense. The bidder cannot settle claims without NITB's consent. Additionally, the bidder will cover claims related to bodily injury or property damage resulting from their work / services.

3.7 Conflict of Interest

The bidders are required to disclose any potential conflicts of interest that may arise during the RFP process. This includes, but is not limited to, any personal, financial, or professional relationships that could influence the bidder's impartiality or decision-making. The bidders must notify the Procuring Agency immediately upon becoming aware of any such conflicts.

4. Preparation of Bid

4.1 Cost of Bidding

The issuance of this RFP and the receipt of information in response to this RFP shall not in any way cause NITB to incur any liability or obligation to the bidder, whether financial or otherwise. NITB assumes no obligation to reimburse or in any way compensate the bidder for costs and/or expenses incurred in connection with the bidder's Proposal in response to this RFP. All costs and expenses incurred by the bidders pertaining to all activities in the preparation, submission, review, selection and negotiation of the bidders' Proposals in response to this RFP shall be borne by the bidders alone.

4.2 Bid Security

The bidder shall submit a bid security of PKR 200,000/-- in shape of Bank Draft / Bank Guarantee in favor of 'National Information Technology Board'.

- The bid security only issued by a scheduled bank of Pakistan will be acceptable. Cheques will not be acceptable in any case. The bid security of the successful bidder will be returned once the Performance Guarantee is submitted to NITB.
- The bid security in its original hard form shall be submitted manually to NITB in a sealed envelope, and failing to do so will cause rejection of the bid. However, a copy of the bid security must also be submitted through EPADS along with the bid.
- The bid security envelope will be opened at the time of opening of Technical Proposal.
- The bid security shall be forfeited by the Procuring Agency on the occurrence of any or all of the following conditions:
 - if the bidder withdraws the bid during bid validity period; or
 - if the bidder, having been notified of the acceptance of the bid by the Procuring Agency during the period of the bid validity, fails or refuses to furnish the Performance Guarantee.
- The bid security shall be returned to the technically unsuccessful bidders within one-month period from award of the contract.



- The validity of the bid security shall be ninety (90) days, as a minimum, after the deadline for submitting the bids.

4.3 Technical Proposal

The bidders are required to submit the Technical Proposal stating a brief description of the bidder's organization outlining their recent experience etc. Refer to Annexure A – Submittal Requirements for Technical Proposal.

4.4 Financial Proposal

The Financial Proposal shall be prepared using the standard form attached herewith, duly signed by the authorized representative of the bidder.

The bidder shall provide its list of costs with all items priced separately. Refer to Annexure B – Submittal Requirements for Financial Proposal.

4.5 Payment Terms / Schedule

The payment for successfully delivered services / works will be made within thirty (30) days against the invoice/s raised by the bidder by following the procedure in vogue against each milestone on production of the sales tax invoice duly signed and stamped by the bidder organization.

NITB will deduct the applicable tax(es) at the rate prescribed under the tax laws of Pakistan for the time being enforced, from all the payments to be made for the services rendered by the bidder who signs the contract with NITB.

There will be no advance payment or mobilization fee.

In consideration of the due performance and provision of the work / services, the bidder shall be paid at the following rates:

Sr. No.	Category	Quantity	Unit Cost per Month - inclusive of all Taxes and other costs (if any) PKR	Total Cost per Month - inclusive of all Taxes and other costs (if any) PKR
1	Janitorial and Allied Services (as per Annexure C)	28 (including 1 supervisor)		
2	Cleaning Supplies	Open-source items (varying prices) For Janitorial Service only		
Total Amount including GST:				



The total price includes all costs of manpower, consumables, detergents, cleaning material & equipment, taxes and all other direct and indirect costs related to and connected with the satisfactory completion of the work / services and rodent control plus fumigating services.

4.6 Advice of Omission or Misstatement

In the event it is evident to a bidder responding to this RFP that NITB has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding bidder shall advise the NITB contact person of such omission or misstatement.

4.7 Bid Validity Period

The bid shall have a minimum validity period of ninety (90) days following the last date for submission of the bids. The Procuring Agency may solicit the bidders' consent to an extension of the validity period of the bids. The request and the response thereto shall be made in writing. The validity of the bid security shall also be suitably extended.

4.8 Right to Request Additional Information

NITB reserves the right to request any additional information that might be deemed necessary during the bid evaluation process.

4.9 Right of Refusal

The Procuring Agency may reject all bids / proposals or annul the tendering process at any time prior to the acceptance of a bid or Proposal. The Procuring Agency shall upon request communicate to any bidder who submitted a bid or Proposal, the grounds for its rejection of all bids or proposals but is not required to justify those grounds.

The Procuring Agency shall incur no liability, solely by virtue of its rejecting the bids, towards bidder who have submitted bids or proposals.

Notice of the rejection of all bids or proposals shall be given promptly to all bidders that submitted the proposals.

5. Submission of Bids

5.1 Sealing and Marking of Bids

The bids shall be submitted electronically through EPADS. NITB may, however, require hard copies of the bids already submitted electronically through EPADS though the reliance will only be made on the bids submitted electronically. A Bid shall comprise technical proposal and financial proposal separately, and duly marked as 'Technical Proposal' and 'Financial Proposal'.

A copy of the bid security should also be part of the Technical Proposal, whereas the original bid security instrument must be dropped at National Information Technology Board in its hard form. The bid security would be opened at time of opening of technical proposal.



All submissions must be made no later than the date and time specified in this RFP. Any proposal received after the due date and time will not be accepted by NITB. If any specified date or deadline within this RFP falls on a public holiday, the effective date or deadline shall be deemed to be the next succeeding working day. Any proposal received after the due date and time will not be accepted by NITB.

Proposal submissions must be organized according to the instructions provided in this document.

5.2 Extension of Time Period for Submission of Bids

NITB may extend the deadline for submission of bids, if any of the following conditions exists:

- If NITB's Purchase Committee is convinced that such extraordinary circumstances have arisen owing to law-and-order situation or a natural calamity that the deadline should be extended;
- The request for extension is received from more than three (03) bidders at least five (05) days before the last date for submission of bids; and
- If the Purchase Committee decides to extend the deadline due to any administrative reason.

5.3 Late Submission of Bids

The bids will be accepted submitted only through EPADS within the due dates. Furthermore, bids that are missing documents, not downloadable, or inaccessible due to technical issues on EPADS will not be accepted.

5.4 Modification or Withdrawal of Proposals

Proposal modification and withdrawal terms and conditions are governed by PPRA Rules. Such Rules, laws and regulations shall always prevail at all times. Under no circumstances shall a bidder be allowed to modify or withdraw his Proposal if such actions are prohibited by the relevant Rules / laws.

5.5 Submittal Requirements

- For Technical Proposal, please ensure that the listed requirements in [Annexure A](#) are provided.
- For Financial Proposal, please ensure that the listed requirements in [Annexure B](#) are provided.

6. Opening and Evaluation of Bids

6.1 Opening of Bids by NITB

Initially, after qualifying for the eligibility criteria, the proposals marked as "TECHNICAL PROPOSAL" and the bid security envelope will be opened on EPADS. A scanned copy of the Bid Security will be uploaded on EPAD. The proposals marked as "FINANCIAL PROPOSAL" shall only be opened, at a time and date announced in advance, for those bidders who qualify technically. NITB shall evaluate the technical Proposal without reference to the price and may reject any proposal which does not comply with the specified requirements. The financial proposals of the bidders who don't qualify technically, shall remain unopened.



6.2 Modification of Bids

No bidder shall be allowed to alter or modify its bids after the expiry of the deadline for the receipt of the bids unless, NITB may, at its discretion, ask a bidder for clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted.

6.3 Missing Information

Information requested in this document is aimed to evaluate the bidder and their capacity in a best possible way. Therefore, NITB encourages bidders to furnish the information as requested in this document. Any missing information shall be considered as not available.

6.4 Addendum or Supplement to Request for Proposal

At any time prior to the deadline for submission of the Bid, NITB may, for any reason, whether on its own initiative or in response to a clarification request by prospective bidder, modify the RFP by issuing addenda.

A summary of all questions and responses as well as any adjustments regarding the scope of this RFP (if any), will be prepared and distributed to all potential bidders that submitted their intent to bid (if any, changes will be reflected in the revised RFP published at NITB and PPRA Websites).

6.5 Shortlisting of the Bidders

Shortlisting will purely be based on the information provided in the submitted proposals and related documents, where the bidders would first qualify for Eligibility Criteria followed by meeting the technical requirements. Subsequently, the bidder offering best rates may be awarded the contract at sole discretion of NITB.

6.6 Bidder Evaluation

The contract will be awarded, keeping in view the best interests of NITB, at the sole discretion of NITB after evaluation of the bidders' proposals, reference discussions, negotiations, determination of competitive advantage and the costs. The bidders must have (in the opinion of NITB) a satisfactory record of contract performance, integrity, business ethics, adequate financial resources and vision to meet the contractual requirements contemplated in this RFP and the resultant contract. By submitting a proposal, the bidder warrants that:

- a) it is legally authorized to provide the services, and perform the work;
- b) it is in compliance with all applicable laws and regulations;
- c) it is not prohibited from doing business with NITB / GoP by any applicable law, order, regulation or otherwise; and
- d) the person submitting the proposal on behalf of the bidder is authorized to bind it to the terms of the proposal.

An evaluation committee specifically formed for this RFP process will evaluate all submitted proposals. The proposals may be evaluated and eliminated without further discussions and at the sole discretion of NITB. The NITB will be the sole initiator of discussions to clarify the proposal offerings.



NITB reserves the right to award a contract without any further discussion with the bidders who have submitted Proposals in response to this RFP. Therefore, proposals should be submitted initially on the most favorable terms available to NITB from a price, contractual terms and conditions, and technical standpoint. However, NITB reserves the right to conduct discussions with bidders who submit proposals that pass the initial screening process i.e. Eligibility Criteria.

NITB shall evaluate a bidder's "confidence in its own ability to perform" based on a bidder's willingness to provide NITB with meaningful contractual assurances and remedies NITB may need to exercise in the event of that bidder's non-performance.

6.7 Proposal Acceptance

A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the signature of the participant bidder or an officer of the participant bidder legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the participant of all terms and conditions including compensation, as set forth herein. A participant shall identify clearly and thoroughly any variations between its Proposal and the NITB's RFP. The bidders shall ensure that every page of their proposals is duly signed and stamped.

6.8 Redressal of Grievances

- Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of his bid may lodge a written complaint concerning his grievances within seven days (07) of announcement of the technical evaluation report and five days (05) after issuance of final evaluation report.
- The Grievance Redressal Committee ("GRC") shall investigate and decide upon the complaint within ten (10) days of its receipt.
- In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report.
- Any bidder not satisfied with the decision of the GRC, may file an appeal before the Authority within thirty (30) days of communication of the decision subject to depositing the prescribed fee and in accordance with the procedure issued by the Authority. The decision of the Authority shall be considered as final.

7. Award of Contract

7.1 Award Criteria

The contract will be awarded for an initial term of two (02) years. The contract may be renewed for a maximum period of one (01) additional year provided the bidder's performance is satisfactory and subject to the sole discretion of NITB.

NITB will award the contract to the successful bidder, whose bid has been determined to be substantially responsive in view of the requirements & expectations and has provided the most



competitive bid, provided further that the bidder is determined to perform the contract satisfactorily.

7.2 Notification of Award

Prior to the expiration of the period of bid validity, NITB will notify the successful bidder in writing by letter or by email (to be followed by letter), that his bid has been accepted. The notification of award will constitute the formation of the contract.

Upon the successful bidder's furnishing of the performance guarantee, NITB will promptly notify each unsuccessful bidder.

7.3 Signing of Contract

Within fifteen (15) days from the date of notification of the contract award, the successful bidder shall furnish to NITB particulars of the person who would sign the contract on behalf of the successful bidder along with an original power of attorney executed in favor of such person. Draft contract will be shared with the successful bidder only.

If the successful bidder refuses, shows inability or has been declared by the Procuring Agency unable to sign the contract, its bid security shall stand forfeited. In addition, the bidder firm may be blacklisted and de-barred from future participation in procurement bidding, whether temporarily or permanently. In such a situation, the Procuring Agency may award the contract to the next lowest evaluated bidder or call for new bids.

7.4 Performance Guarantee

Within fifteen (15) days of the receipt of notification of award of contract from the Procuring Agency, the successful bidder will furnish the Performance Guarantee and sign the contract. The value of Performance Guarantee shall be 10% of the contract value to be issued by any scheduled bank of Pakistan. The Performance Guarantee shall remain valid till completion of all the obligations of the bidder under the resultant contract.

7.5 RFP Response Ownership

All information, materials and ideas submitted become the property of NITB upon submission. NITB reserves the right to modify, reject or use without limitation any or all of the ideas from submitted information. All information, materials and ideas contained in the bidder's Proposal can be used by NITB without any restriction, provided that NITB will not disclose any financial and pricing information the bidder designates as confidential with any other potential bidder. NITB reserves the right to share, disclose or discuss to any of its consultants any proposal in response to this RFP in order to secure expert opinion.

7.6 Contract Terms and Conditions

The successful bidder shall upon award of the contract, agree and sign a formal contract with NITB, which shall be based on the terms and conditions in this document, PPRA contractual guidelines and NITB's contractual requirements.



In the event of any conflict between the RFP and the contract, or if no safeguards for NITB are specified, the provisions of PPRA Rules 2004 shall prevail.

8. Evaluation Process

8.1 Eligibility Criteria

Below is the criterion for the eligibility of the interested bidders. These are all mandatory requirements and failing to comply with any of them will result in ineligibility for further / Technical evaluation. Please ensure complete and valid documentary evidences are provided, NITB reserves the right to check the authenticity of any submitted document.

Sr. No.	Eligibility Criteria	Documents Required	Compliance (Yes / No)
1.	Bidder is an entity duly registered with SECP.	Registration Certificate	
2.	Bidder has a valid Registration Certificate for Income Tax, Sales Tax and/or other allied agencies / organizations / regulatory authorities.	FBR Certificate	
3.	Bidder is an Active Taxpayers as per Federal Board of Revenue (FBR)'s database i.e. Active Taxpayers List (ATL).	Active Tax Payer /Income Tax Returns	
4.	Affidavit on the Stamp Paper duly attested by Notary Public that the bidder is not blacklisted by any government / semi government / public department.	Stamp Paper	
5.	Affidavit on the Stamp Paper duly attested by Notary Public that the bidder is not in litigation with any government / semi government / public department.	Stamp Paper	
6.	The bidder having operational office in Islamabad & Rawalpindi.	List of details like address, contact number etc.	

Note: Verifiable documentary proof is required for all above mandatory requirements.

8.2 Technical Evaluation Criteria

Sr. No.	EVALUATION CRITERIA	MAX MARKS
1.	<u>Financial Capability:</u> The bidder must have made at least PKR 5 million in revenue each year for the past three (03) financial years. The bidder must provide evidence in the form of audit reports.	30



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	Calculation Criteria: Below PKR 5 million – no marks 5 million to 8 million - 10 marks Over 8 million to 11 million - 20 marks Over 11 million 3- 30 marks	
2.	<u>Relevant Work Experience</u> Alike projects completed (bidder must provide evidence in the form of purchase order and its completion certificate of projects for last three (03) years). Calculation Criteria: Below three (3) projects – no marks Upto five (5) projects – 10 marks Upto seven (7) projects - 20 marks Upto nine (9) or more projects - 30 marks	30
3.	<u>Quality Assurance: Health, Safety & Environment Policies & Procedures and Trainings</u> Calculation Criteria: Health, Safety and Environment Policy along with Certification – 10 marks Staff Training Mechanism in place – 10 marks	20
4.	<u>Strength of the Client Organization</u> The bidder must provide evidence of having successfully provided similar services to clients with a minimum human resource strength of 1,000 employees. Calculation Criteria: Below 1000 – no marks From 1000 to 1500 – 5 marks Over 1500 - 10 marks	10
5.	<u>Presentation</u> The bidder must make a presentation to NITB, covering specifically its working methodology, staff grooming, dress code, and training mechanism, among other relevant aspects. Calculation Criteria: No presentation – no marks Presentation effectively covering all required aspects – 10 marks For an incomplete presentation, NITB retains the discretion to award partial marks.	10
Documentary evidence is required for all the above.		
TOTAL MARKS		100



NOTE:

- i.** Total Technical Marks = 100 Marks
- ii.** Minimum Technical Qualifying Marks = 70 Marks
- iii.** Total Financial Marks = 100 Marks
- iv.** Weightage of Technical Marks is 70%
- v.** Weightage of Financial Marks is 30%

8.3 Technical Proposals Evaluation Summary

- The bidders shall be first assessed for eligibility, as per the requirements in Eligibility Criteria. Thereafter, all eligible bidders shall be shortlisted against the Technical Evaluation Criteria.
- The bidders securing a minimum of 70 marks in the technical evaluation will be qualified for financial evaluation.
- In case of only one bidder securing equal to or greater than 70 score in technical evaluation, NITB may decide to lower the cut-off score for healthy competition but not less than 60 marks in technical qualification.
- After the evaluation and approval of the technical proposals, the Procuring Agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- The financial proposal of bids found technically non-responsive shall not be opened.
- The contract may be awarded to bidder securing highest combined score of technical plus financials bids. The overall bid score has been divided as follows:
 - Technical Proposal Evaluation carries 70% weightage whereas
 - Financials Proposal Evaluation carries 30% weightage.

Following is the formula for calculating the weightage:

- a) Technical score calculation: Bidder's Score = (Points Obtained in Technical Domain/Total points of Technical Domain) x 100
- b) Financial score calculation: Bidder's Score = (Minimum Bid Value / Bid in Consideration) x 100
- c) Total score = (Technical Score x 70%) + (Financial Score x 30%)



Annexures

Annexure A – Submittal Requirements for Technical Proposal

Sr. No.	Description
1.	Cover Letter (on bidder's letterhead)
2.	Eligibility Requirements (Mandatory Requirements as mentioned in 'Eligibility Criteria')
3.	Executive Summary
4.	Company Profile (profile, addresses, products, contact information, number of full-time employees, customer in Pakistan etc.)
5.	Customer References and Relevancy
6.	Signed & Stamped RFP Document (Complete) including Bid Form-01 (Letter of Intent).

Annexure B – Submittal Requirements for Financial Proposal

The bidders should submit financial cost as per the table below. The cost of each item should cover all the allied costing and no other cost shall be entertained. All the cost should be one time and no recurring cost shall be allowed/accepted.

Category	QTY	Unit Price (PKR)	Applicable Taxes (%)	Taxes Amount (PKR)	Total Price (PKR)
Janitorial and Allied Services	28 (including 1 supervisor)				
Cleaning Supplies (as required per Annexure D).	*Open-source items (varying prices) For Janitorial Service only.				

*the payment for the cleaning supplies will be made at actual along with the monthly invoice from the bidder.



Annexure C – Scope of Work / Services (SoW)

The SoW includes mainly the following work / services:

(The reporting time for all service providers shall be from 0800 hrs to 1700 hrs (or as notified time to time by NITB), which will be ensured by the successful bidder by maintaining attendance register)

a. Janitorial Services:

About Janitors

- i. Should be trained and qualified to perform the work / services. By utilizing modern and appropriate equipment
- ii. The deployed personnel are in a clean, neat, and appropriate uniform and footwear. The uniforms and the footwear will be responsibility of the bidder to provide. The color and design of these uniforms shall be subject to the prior approval of NITB.
- iii. The supervisor shall be responsible for overseeing the work, maintaining the attendance log of all personnel, and serving as the primary point of contact between the bidder and NITB.
- iv. The personnel are of good moral character and shall bear full responsibility for their conduct.
 - a. The deployed personnel shall be responsible for the effective daily management and disposal of waste.

BIDDER IN GENERAL WILL BE RESPONSIBLE FOR:

- i. The bidder must ensure the continuous availability of all required toiletries and cleaning material. The bidder shall maintain sufficient stock levels at all times to prevent any shortage to NITB during the contract period.
- ii. The bidder shall assume exclusive and complete responsibility for all legal and financial obligations concerning its staff and personnel. This responsibility includes, without limitation, compliance with all requirements for wages (including minimum wage), social security, insurance, and mandatory registrations e.g., EOBI. The bidder shall indemnify NITB against any and all claims arising from such obligations.
- iii. The bidder shall be responsible for providing, maintaining, and ensuring the availability of all machinery, tools, and equipment necessary to perform the work / services throughout the contract term.
- iv. The staff and personnel shall be eligible for an annual increment by the bidder. This increment rate shall be determined based on the percentage notified for similar employment grades within the relevant federal government departments at that time.
- v. The bidder shall ensure that staff and personnel performing overtime work / outstation duties receive payment calculated in accordance with the overtime rates officially prescribed for similar grades in the relevant federal government departments. The corresponding overtime cost will be included in the relevant monthly invoice(s) submitted to NITB.

DAILY JANITORIAL SERVICES



1. Cleaning of glass windows, ventilators, partition glasses, panels, planters, paper and waste baskets on daily basis by bidder's furnished window cleaning systems.
2. Cleaning swabbing and mopping the entire contracted premises.
3. Cleaning of all side passages.
4. Complete dusting of the inside of the building.
5. Spray of air freshener and insecticide
6. Daily vacuum cleaning (where required) and three-monthly washing and shampooing of all carpets with latest equipment (where required).
7. Cleaning of all bathrooms and toilets 3-4 times a day. All bathrooms/toilets must be neat, clean, dry, tidy and hygienic.
8. Collection and disposal of all trash bins of the whole office.
9. Any other job assigned by the management of NITB.
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.

WEEKLY JANITORIAL 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.
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



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(i) 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.

(ii) 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.

(iii) 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 color fastness and backing wetness. Only skilled staff is 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.

JANITORIAL SERVICES

Work Schedule	Description of Work (Cleaning, swabbing and mopping)	To be filled in by the Bidder	Remarks (if any)
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Daily Work	<ul style="list-style-type: none">• Twice at least on requirement• 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• Any other areas used or vacant		
Twice Daily	<ul style="list-style-type: none"><input type="checkbox"/> All corridor floors<input type="checkbox"/> Cleaning the parking areas.<input type="checkbox"/> Spray air-freshener in working rooms/Halls etc.<input type="checkbox"/> Garbage collection and disposal.<input type="checkbox"/> Cleaning of mirrors in toilets.<input type="checkbox"/> Emergency cleaning whenever required.		



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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		
Monthly	<ul style="list-style-type: none"><input type="checkbox"/> Cleaning of wall claddings.<input type="checkbox"/> Clean the Venetian blinds, lights, pictures and if necessary, doors.		
Quarterly/ Bi- Annually	<ul style="list-style-type: none"><input type="checkbox"/> Carpet cleaning with shampoo and chemicals (after two months) where required.<input type="checkbox"/> Fumigation services after 6 months.		

b. Allied Services:

- i. The staff shall be in the uniform i.e. white awami suit (shalwar qameez) with black waistcoat, and black shoes or peshawari chappal.
- ii. Safely and efficiently transport clients or officials to various destinations.
- iii. Plan routes to avoid delays due to traffic, construction, or weather.
- iv. Ensure timely arrival at all scheduled appointments.
- v. Perform daily vehicle inspections (tires, lights, oil, water, etc.) to ensure it is in good working order.
- vi. Keep the vehicle clean and tidy at all times.
- vii. Arrange for and document all necessary servicing and repairs.
- viii. Ensure the vehicle is always fueled.
- ix. Maintain logbooks for mileage, travel, and work hours.
- x. Assist with office administrative duties, such as picking up supplies, photocopying, scanning, or delivering documents.
- xi. Handle official documents securely.
- xii. Follow all traffic and safety regulations at all times.
- xiii. Maintain a valid driver's license and a clean driving record.



- xiv. The staff may be deputed at a location, office and place where deemed necessary by NITB.
- xv. Carrying from one place to another within and outside office premises official files/papers.
- xvi. General arrangement and tidiness of the office, furniture including re-dusting of office furniture, record etc.
- xvii. Conducting visitors to the officers.
- xviii. Providing drinking water to the officers and staff.
- xix. Carriage of steel boxes containing secret/confidential files from one officer to another.
- xx. Shifting of articles of light furniture e.g. chairs, side racks, small side tables etc., from one place to another within office premises.
- xxi. Any other duty that may be assigned to him by his Officer Incharge during working hours.
- xxii. To maintain gardens and plants through tasks like planting, watering and pruning, fertilizing.
- xxiii. Soil preparation, lawn mowing, weeding, and using hand tools.
- xxiv.
- xxv. Collect and deliver documents, packages, and other items between offices and external locations promptly and accurately.
- xxvi. Ensure the safe handling and secure transportation of all deliveries, particularly classified government documents, following all relevant rules and instructions.
- xxvii. Maintain accurate records of all deliveries, including date, time, destination, and recipient, along with a log of motorcycle maintenance and fuel.
- xxviii. Plan and follow efficient delivery routes while adhering to all traffic laws and regulations.
- xxix. Ensure the motorcycle is in good working order, performing basic checks and keeping logs of maintenance and fuel expenses.
- xxx. Communicate effectively with dispatchers and relevant personnel regarding delivery status and any issues that may arise.

NITB reserves the right to require any member of the bidder's staff to perform any of the services or work covered under this RFP, irrespective of their primary assigned role.

Annexure D – List of Cleaning Supplies

BID FORM-01 LETTER OF INTENT

Bid Ref No.: _____



Government of Pakistan
NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)



Date: _____ Date of the Opening of Technical Bid

Name of the Tender: _____

To,
Program Manager
National Information Technology Board (NITB)
Plot No. 24-B, Street No. 6
Sector H-9/1, Islamabad

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 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 terms of this RFP.

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 (including any time extension thereof) 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 bid validity 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 applicable laws relating to fraud and corruption.

Dated: _____

Signed: _____

In the capacity of: _____ (title or position)

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