

PUNJAB SKILLS DEVELOPMENT FUND

Tender Document

“Provision of Janitorial Services”

May, 2015



Submission Date for Sealed Bids: 5th June (12:00 pm)

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1- Invitation to bids

Punjab Skills Development Fund (PSDF) is a section 42, not-for-profit Company set up under the Companies Ordinance 1984 by the Government of the Punjab. Sealed bids/proposals will be invited from Janitorial agencies/companies (hereafter called as bidders) fulfilling the criteria provided under the heading “Condition for eligibility”, for providing Janitorial services. PSDF requires Janitorial services for its three offices (two offices in Lahore and one in Bahawalpur). All interested and eligible bidders are requested to go through complete document and provide the required information and documents mentioned in this document.

Technical and financially qualified bidder will be offered a contract of one year which will be extended annually, based on performance for another term or terms. Extension of contract will be on same cost and same terms & conditions if mutually agreed by both parties (bidder and PSDF).

2- Instruction to bidders

The selection of Janitorial agency/company will base on Quality Cost Based Selection method. PSDF will adopt single stage two envelopes bidding procedure as laid down in Punjab Procurement Regulatory Authority (PPRA) Rule # 38-2 (a).

The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”. In the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained unopened in the custody of the PSDF. The PSDF shall evaluate the technical proposal in the manner prescribed in the section - 7 given in the document, without reference to the price and shall reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. After the evaluation and approval of the technical proposals, the PSDF shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period. The financial bids found technically nonresponsive shall be returned un-opened to the respective bidders. The technical and financial proposal will be evaluated on the basis of PSDF evaluation criteria as provided in section 7 and 8 of the document.

This document has different sections carrying information of eligibility, technical and financial evaluation and terms of references to assist potential service provider to develop their technical and financial proposals. Bidders those will get minimum 65 marks in technical evaluation will be short-listed for financial bid opening.

Bidder has to provide the preliminary data in technical proposal such as firm’s profile with specific experience of providing Janitorial services and submit annual financial audit reports, registrations or memberships, NTN certificate, tax return etc.

3- Conditions for eligibility

The successful bidder, fulfilling the following criteria, will be considered as eligible bidder for the bidding process of providing Janitorial services;

- a) Certificate of Registration / Incorporation (Copy required)
- b) Affidavit on stamp paper, declaring that the company is not black listed by any Govt. agency / authority (Original required)
- c) Minimum 02 years' experience of providing Janitorial services in Lahore. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
- d) GST and Income Tax registration (Copy required)
- e) Regular tax payer (copy of tax return of last year required)
- f) Currently working with at least 2 major clients whose setup / offices should be in Lahore. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
- g) Minimum 50 working field staff for such services (details on company letter head/company profile required).

Kindly fill the annexure – B for above mentioned criteria and also fill the following necessary annexures required for the above qualification criteria and attach the supporting documentary evidences as mentioned in each annexure;

Annex – A:	Organization Information
Annex – B:	Eligibility Response Checklist
Annex – C:	Relevant Experience
Annex – D:	Technical Evaluation Form
Annex – E:	Key Management Staff of Firm
Annex – F:	Financial Evaluation/Costing Form
Annex – G	Material for Janitorial Services

And also sign the declaration form at the end of document and attach with your other documents.

4- Scope of job

- a) Successful company will provide uninterrupted Janitorial services to two offices of PSDF (one in Bahawalpur and one in Lahore).
- b) Janitorial staff will perform his duty from 8:00AM to 5:00PM daily. While for Saturday, the timing will be 8:00AM to 11:00AM or as decided by PSDF management before signing of contract with successful company.
- c) Janitorial staff may be called on Sunday in exceptional scenarios of any official meeting.
- d) Provide Janitorial services for External Areas, Internal Common Areas, and Lobbies in the Building.

a. Janitorial Services

- a) Janitorial activity includes but not limited to:

- i. Daily continuous mopping of all floors, main entrance, lobby, walkway and other common area.
 - ii. Cleaning & washing of all common areas washrooms with frequent interval of time.
 - iii. Dry / wet cleaning & mopping of handrails of staircases and walkways.
 - iv. Dry / wet cleaning of windows, doors and panels.
 - v. Cleaning, sweeping and mopping of walls & Cabinets etc.
 - vi. Removal of cobwebs, dusting and cleaning of ceiling of all building.
 - vii. Emptying of all common areas dust bins (if provided) as many times as necessary and keeping the dust bins in neat conditions.
- b) The Contractor shall provide all cleaning chemicals, detergents, liquid soap, air fresheners and all necessary cleaning equipment and tools for cleaning services, all material used shall be approved from PSDF management prior to use, details provided in annexure - G.
 - c) The Contractor shall ensure that all levels are cleaned once every day
 - d) The Contractor shall ensure that the washrooms and public areas are cleaned continuously
 - e) The Contractor should have logical manpower present to complete the tasks
 - f) The Contractor shall provide a list of machinery available with the Contractor for cleaning purposes, along with the machinery available to be deployed at PSDF
 - g) The Contractor shall be responsible for any damage to the property caused during cleaning and housekeeping.

5- Terms of Reference

To provide uninterrupted Janitorial services, the Janitorial Company will agreed on following terms of references:

- a) The Janitorial companies shall have office in Lahore and sub-office in Bahawalpur.
- b) Prices quoted shall remain valid for a period of 120 days from the closing date of proposal.
- c) Rates quoted should be in Pak. Rs. inclusive of all applicable taxes.
- d) Service provider will be bound to provide the Janitorial service within 5 days after issuance of work order.
- e) Janitorial services are based on 5 days a week from 8:00AM to 5:00PM daily. While for Saturday, the timing will be 8:00AM to 11:00AM or as decided by PSDF management before signing of contract with successful company.
- e) In case of absence or leave of any janitor staff, the company would be bound to provide immediate replacement.
- f) The deployment of Janitorial staff recruited by the Janitorial Company shall be subject to the relevant provisions of Labour Laws of Pakistan.

- g) The employees/staff of the Janitorial Company at PSDF, will work under supervision of PSDF Administration.
- h) A Janitorial shall not be assigned his duty unless he has been imparted minimum necessary Janitorial training or have relevant work knowledge.
- i) Janitorial and Janitorial staff those will be deployed at PSDF offices, should have;
 - i. Age within 18 to 50 years
 - ii. Medically fit with no drug addiction
 - iii. No mental or physical disability.
 - iv. No criminal record
 - v. Sanitary Inspector Course (for Janitorial Supervisor only)
- j) Service provider is to verify background checks/verifications of the deployed employees.
- k) The Janitorial shall wear their company uniform, provided by the Company.
- l) Service provider needs to have adequate resources to provide back up at any time in case of any emergency.
- m) Service provider will be fully responsible in case of misconduct caused by the Janitorial personnel.
- n) PSDF reserves the right to increase or decrease the number of Janitorial/supervisors as per the requirement during the contract period.
- o) Income tax and 1/5th of GST (if applicable) will be deducted in accordance with the provisions of Government Rules amended time to time.
- p) In case of any dispute regarding quantity, quality of service and specification, the decision of the PSDF shall be final & binding.
- q) Successful firm will be offered a contract of one year which will be extended annually, based on performance. Extension of contract will be on same cost and same terms & conditions if mutually agreed by both parties (bidder and PSDF).
- r) The payment for the provision of Janitorial services will be made at the end of each month as per PSDF rules. Successful firm will be bound to pay the salaries of their deployed staff timely as agreed while signing contract.
- s) In addition to the above, the Janitorial Company should keep the applicability of the prevalent Labour Laws in matters pertaining to the employment of the Janitorial regarding minimum wages, terms and conditions of the employment, working conditions, termination, etc.
- t) Service provider should quote the price on per month basis along with other consolidated charges:

- u) All equipment and material for contract services will be provided by service provider so bid price should be inclusive of all costs.
- v) Bid amount shall include any and all expenses of the contractors incurred in the performances of his services under this tender including:
- i. Uniform for the hired staff (as PSDF Instructions) at least two
 - ii. Equipment and materials for cleaning which should not be less than as provided below for the month in each office.
 - iii. Disposal of garbage at approved LWMC points
 - iv. Profit and tax liability of the contractors
- w) **It is recommended to visit Lahore Office and meet Admin team for preparation of your proposal before submission of proposal.**
- x) Area of buildings is given as under;

Offices	Total area	Covered Area	Wash rooms
Lahore Head Office	2 Kanal (3 floors & basement)	11,000 sq.ft	8
Bahawalpur Office	1 Kanal	1000 sq.ft	4

6- Guidelines

- a) Only short-listed applicants fulfilling the eligibility criteria will be considered for technical and financial proposals. The financial proposal of technically qualified bidder will be opened for further evaluation.
- b) All documents and information received by PSDF from applicants will be treated in strictest confidence.
- c) Documents submitted to PSDF will not be returned.
- d) All expenses related to participation in this tender document shall be borne by the applicants.
- e) Documents shall be submitted in hard copies in a sealed envelope marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” for ‘Provision of Janitorial Services’. The envelope containing hard copies of technical proposal and financial proposal shall be received on the postal address given below.
- f) The closing date and time for receipt of technical proposal and financial proposal is 5th June (12:00 p.m.) and will be publically opened on same day i.e. 5th June at 12:30 pm in the conference room PSDF Lahore Office, in the presence of the interested bidders or their representatives who may wish to attend.
- g) Technical and financial proposals received thereafter will not be accepted.

- h) PSDF reserves the right to request submission of additional information from applicants in order to clarify/further understand aspects of technical proposal, if required.
- i) PSDF reserves the right to verify any information provided by the applicants.
- j) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before COB **29th May, 2017**. For any other related information please contact the undersigned.

Postal Address

Procurement Department

Punjab Skills Development Fund

21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore –Pakistan

Rizwan.akhtar@psdf.org.pk; ahmad.mustafa@psdf.org.pk

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7- Technical Proposal evaluation criteria

This tender document is governed by the procedure approved by PSDF management. The technical proposal of eligible organisations will be evaluated using the scoring guide attached as annexure – D. Score will be awarded on the base of following details;

a) Relevant experience of Janitorial services

In this section of annexure – D, bidder has to prove the experience of Janitorial services. Fill the section of form and attached the required copies of work orders or contract which prove mentioned experience. As per eligibility criteria, minimum 5 years of experience is required with minimum 5 companies in the major cities of the province. Failing to provide, will not considered as eligible. Also provide working evidence with at least three companies for providing janitorial services.

b) Financial capability

In this chapter bidders should attached the signed financial audit report of the last year or bank statement of one year or tax return of last year. The financial audit report should be prepared by an ICAP/SBP registered audited firm.

c) Company

In this chapter, bidders should mention the following information;

- i. Number addresses of offices in the cities of Pakistan, especially including Lahore.
- ii. Details of key management staff of the company

d) Janitorial Staff

In this chapter bidders should provide the details including number of Janitorial working currently.

e) Quality Management

In this chapter, please provide details of;

- i. Details of equipment for janitorial services
- ii. Details of chemical using in such services
- iii. Any quality related certification

8- Financial Proposal

The financial proposal must contain the cost of required services separately. Bid price will inclusive of relevant material cost and should be followed by minimum wage under labour laws of Pakistan.

Please refer to the data sheet titled “Financial Proposal/Costing Sheet”, attached as annexure – F.

- i. The given financial proposal forms should be used for submitting cost estimates.
- ii. Applicable taxes should be included separately.

9- Financial Evaluation

The financial proposals of only those technically responsive bidders who will obtain minimum sixty five percent marks will be opened. A combined evaluation of the technical and financial proposals will be carried out by weighting and adding the quality and the cost scores. The weight for quality is eighty percent with twenty percent given to cost and the firm obtaining the highest combined score will be invited for negotiations.

10- Type of Contract

The type of contract will be based on unit bid price of Janitorial staff (including relevant material)/month cost basis that includes but not limited to terms of references. Initially, PSDF will offer a contact of one year to the successful bidder which may be extended for further term/terms if mutually agreed by both parties (bidders and PSDF). Extension of contract will be on same cost and TORs under Punjab Procurement Regulatory Authority rules 2014.

11- Declaration

Kindly provide the declaration as per format provided below at the end of proposal.

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects
- and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name	
------	--

Designation	
Signature	
Date and Place	

12- Submission of Bids (Technical and Financial Proposal)

Complete bid containing technical and financial proposal along with CDR; all required information and documentary evidences may be submitted before 12:00 pm on 5th June. Technical proposals will be publically opened on the same day i.e. 5th June at 12:30 pm in the presence of bidder's representatives who wish to attend it. CDRs of disqualified bidders will be returned after award of contract.

Call Deposit Receipt (CDR)

CDR of five percent (5%) for the value of the one year quoted total price of one Janitorial and Supervisor staff, in the form of pay order or demand draft favouring Punjab Skills Development Fund. The CDR should be valid for a period not less than 12 months and enclosed in financial bid. CDR must be enclosed in financial proposal.

Cover Letter for the Submission of Technical Proposal and Financial Proposal

[Firm letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Data Sheet]

Re: Technical Proposal and Financial Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Services for [Insert title of assignment] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal and financial proposals including the required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

Important Note: The competent authority may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PSDF shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The bids should be submitted in sealed envelope clearly mentioned “**BID (TECHNICAL & FINANCIAL PROPOSALS) FOR PROVISION OF JANITORIAL SERVICES**”

Annexures

Annex – A

Organization Information			
S #	Required Information	Response	
1	Legal name of the organization		
2	Year of Registration / Establishment of the Organisation		
3	National Tax Number		
	General / Punjab Sales Tax Number		
5	What is the legal status of your organisation? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organisation	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
		Others (Please specify)	
6	Name and designation of 'Head of Organization'		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		
	Website address:		
8	Name and designation of 'Contact Person':		
	Phone/s:		
	Mobile:		
	Email:		
	Fax:		

Eligibility Response Checklist			
Sr. No.	Necessary Eligibility Information	Response/Elaboration	
1	Certificate of Registration / Incorporation (Copy required)		Copies Attached
			Copies Not Attached
			Not applicable. Public sector organisation
2	Regular tax payer Attach copies of tax returns of last three years		Copies Attached
			Copies Not Attached
			Not applicable. Public sector organisation
3	Mention National Tax Number (NTN) or General / Punjab Tax Number (GST) in the name of Organization and provide a copy of registration	National Tax Number (NTN)	
		General / Punjab Sales Tax Number (GST)	
4	Currently working with at least 2 major clients whose setup / offices should be in Lahore. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.		Copies Attached
			Copies Not Attached
5	Minimum 50 working field staff for such services (details on company letter head/company profile required).		Copies Attached
			Copies Not Attached
6	Has your firm ever blacklisted by any government authority or any bi-lateral/multi-lateral financial institution? (MUST attach an undertaking by your firm's authorised person with this document)		We solemnly declare that our organization or any member of consortium has never been suspended/debarred or blacklisted.
			Our organization has been blacklisted once or more than once.
	Minimum 02 years' experience of providing Janitorial services to at least 2 major companies in Lahore. Documentary proof (copies of contract or work order or contact details of clients) should be furnished.		Copies Attached
			Copies Not Attached

Relevant Experience		
Sr. #	Required Information	Response (Please provide exact information with organization name, location/s and duration) Provide data in sequence given below
1	Name of Organizations with addresses (City)	i.
		ii.
		iii.
		iv.
		v.
2	Start and end dates of providing Janitorial services (For example – Jan 2010 to September 2015)	i.
		ii.
		iii.
		iv.
		v.
3	Number of Janitor provided	i.
		ii.
		iii.
		iv.
		v.

Technical Evaluation Criteria				
S. No.	Descriptions	Total Points	Categorized Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Relevant Experience	10		
	2 years' experience of providing Janitorial services.		5	Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	Less than 2 years' experience of providing Janitorial services.		0	
	Providing Janitorial services to at least 2 major companies		5	
	Providing Janitorial services to less than 2 major companies		0	
	Current Contracts			
	Currently working with more than 2 major clients If fulfils completely	10		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	If two only		5	
	If less than two		0	
2	Financial Capability	15		
	Annual turnover of Janitorial company should be greater than 3 million		15	Copy of last financial audit report done by ICAP/SBP registered auditing firm or bank statement of one year.
	If less than 3 million but greater than 2 million		10	
	If less than 2 million but greater than 1 million		5	
	If less than 1 million		0	
3	Company			
	Number of Cities where agency offices are held 3 and above	10		Company profile showing the complete list of offices with addresses and contact details. Or complete list of offices with addresses and contact details, on company letter head with sign and stamp by authorities
	2 and above		5	
	1 and above		3	

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	Number of key management staff if 10 and above	10		Company profile showing the complete list of key management staff with designations and contact details. Or complete list key management staff with designations and contact details on company letter head with sign and stamp by authorities
	5 and above		7	
	3 and above		5	
	Less than 3		0	
4	Janitorial staff			
	Total number of service staff held with the company in total.	15		Company profile showing the number or details of Janitorial staff. Or number/details of Janitorials staff on company letter head with sign and stamp by authorities
	Above 50		10	
	Above 30		5	
	Less than 30		0	
5	Quality Management			
	Availability of relevant equipment If 10 and above	15		Company profile showing the relevant equipment. Or detail of relevant equipment on company letter head with sign and stamp by authorities
	5 and above		10	
	3 and above		5	
	Less than 3		0	
	Details of relevant chemicals If 7 and above	15		Share the list of relevant chemicals in company profile or on signed company letter head
	5 and above		10	
	3 and above		5	
	Less than 3		0	
Total Points Awarded		100		
Passing score is 65				

Key Management Staff of Company				
Sr #	Name of Management Staff	Designation	Area of Expertise	Number of years in company

May like to add more columns

Annex – F

Financial Proposal/Cost Estimates					
Provision of Janitorial Services					
Description of Services		Unit cost of Janitor/month inclusive of required material/equipment (two offices in Lahore)	Unit cost of Janitor/month inclusive of required material/equipment (Bahawalpur office)	Unit cost of Sanitary/Janitorial Supervisor (Lahore Office)	Grand Total Bid Price inclusive of all taxes
1	Janitorial Staff				
1.1	Applicable taxes inclusive of GST				
1.2		.	.		
1.3	Total Bid price of Janitorial Staff inclusive of all taxes				

Note:

Cumulative Bid Price will be taken as sum of “Grand Total Bid Price of Lahore office” and “Grand Total Bid Price of Bahawalpur”. Financial bid evaluation will be done on the basis of 20% of “Cumulative Bid Price”.

Bid price should be followed by minimum wage under labour laws of Pakistan

Annex - G

Material for Janitorial Services		
Sr. No	Material	Quantity per month
1	Duster	6-8
2	Phenyl large bottle	4-6
3	Phenyl tablet	1-2 packet
4	Phenyl ticky pack	4-6 packet
5	Acid bottle	7-9
6	Bansi swep (Jharhoo)	2-3
7	Phool sweep	2-3
8	Wiper	2
9	Dry Moap	1
10	Surf	2-4 kg
11	Towel white large	6-8