

# PUNJAB SKILLS DEVELOPMENT FUND

## TENDER DOCUMENT

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### Provision of the Janitorial Services for PSDF

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**March 2020**



**Submission Date for Tender: March 19, 2020 on or before 11:00 AM**

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

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<b><u>Table of Contents</u></b>	<b><u>Page</u></b>
<b>1-Invitation to Bids</b>	<b>2</b>
<b>2-Instruction to Bidders</b>	<b>2</b>
<b>3-Conditions for Eligibility</b>	<b>2</b>
<b>4-Terms of Reference/Scope of Work</b>	<b>3</b>
<b>5-General or Special Conditions of Contract</b>	<b>3</b>
<b>6-Form of Contract</b>	<b>3</b>
<b>7-Form of Bid</b>	<b>4</b>
<b>8-Delivery Timelines or Completion Date</b>	<b>4</b>
i) Daily Services	4
ii) Weekly Services	4
<b>9-Performance Guarantee</b>	<b>4</b>
<b>10-Technical Evaluation Criteria</b>	<b>4</b>
<b>11-Financial Evaluation Criteria</b>	<b>4</b>
<b>12-Submission of Bids (Technical and Financial Proposal): -</b>	<b>5</b>
a. Bid Security	5
b. Cover Letter for the Submission of Technical Proposal	5
<b>A cover letter as specified in Annexure I shall be submitted with the proposal.</b>	<b>5</b>
<b>Annexures</b>	<b>6</b>
Annex – A Organizational Information	6
Annex – B Eligibility Response Checklist	7
Annex – C Relevant Experience	8
Annex – D Technical Evaluation Criteria	9
Annex- E Scope Of Work Specification of Janitorial Services	10
Annex-F Financial Proposal	11
Annex - G Key Management Staff	13
Annex- H Declaration	14
Annex- I Cover Letter	14

## 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 established firms/companies for - Provision of the Janitorial Services (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the Tender document and provide relevant information along with supporting documents mentioned in this tender document.

## 2- Instruction to Bidders

The selection of Goods/Services will be based on **Least Cost Selection Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be a single package consisting of two separate envelopes, containing separately Technical and Financial proposals. The envelopes shall be marked as **(Provision of the Janitorial Services to PSDF)** "Technical Proposal" and "Financial Proposal"
- b) The bidders shall submit complete standard documentation appended as Annexures along with any specific documents required by PSDF.
- c) In the first instance, the "Technical Proposal" shall be opened an envelope marked as "Financial Proposal" shall be retained unopened in the custody of PSDF.
- d) PSDF shall evaluate Technical Proposal in a manner prescribed in the document, without reference to the price and condition shall be entitled to reject any proposal which does not conform to specified requirements. During the technical evaluation, no amendments in Technical Proposal shall be permitted.
- e) After the evaluation and approval of technical proposals, PSDF shall open financial proposals of the technically accepted bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the Bid validity period.
- f) The financial bids of the organizations found technically non-responsive shall be returned unopened to the respective bidders. The technical and financial proposal will be evaluated based on PSDF evaluation criteria as provided in this document.
- g) This document has different sections carrying information of eligibility, technical evaluation, and terms of references, conditions of tender, type of contract, etc. to assist potential contractors to develop their technical proposals.
- h) Financial bids will only be opened for bids that have been technically accepted at the predetermined time, venue and date communicated to the bidders.
- i) Minimum passing marks are 65, a bidder who shall obtain minimum 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- j) Technical evaluation shall be done for pass and fail purpose only and no weightage shall be given even if the bidder scores 65 or more than 65 marks in the technical evaluation.

## 3- Conditions for Eligibility

The successful bidder, fulfilling the following criteria, will be considered as an eligible bidder for the evaluation process.

- 1) The Firm/Company must be regular tax-payer. (Last year tax return, 17-18 or 18-19)
- 2) Provide NTN, GST/PST details, if applicable. (Copy of Registration is required)
- 3) Evidence of the firm/company's registration/incorporation is required. (Copy of certificate required)
- 4) Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution/any organizations. (Declaration on stamp paper)
- 5) A joint venture of any kind is not allowed to participate in the bid. (Please provide a declaration on letterhead)
- 6) The Firm/Company and janitorial staff must be registered with EOBI/ESSI. (Copy of Registration is required and Employee EOBI number required)

Any, failure to provide information as per the above mentioned or fulfillment under the requirement of, "Eligibility Criteria Checklist" (**Annexure B**) shall be deemed to be or declared ineligible for the bidding process and its technical evaluation will not be carried out.

**Please mark/flag the supporting documents for Eligibility Criteria Checklist.**

#### 4- Terms of Reference/Scope of Work

- a) The scope of work is attached in **Annex-E**
- b) PSDF Admin department shall inspect and check the Janitorial Services at the time of the delivery.
- c) Successful company will provide uninterrupted Janitorial services to Lahore PSDF Head Office and its branch offices at Rawalpindi, Multan & Bahawalpur.
- d) Janitorial staff will perform their duties from 7:30 AM to 5:30 PM six days in a week.
- e) Janitorial staff may be called on Sunday in exceptional scenarios of any official meeting.
- f) If required, the bidder may request time to visit the site at least 3 days before the submission of bids for the estimation of services mentioned in Annexure-E. Request for the site visit can only be made through email at [procurement@psdf.org.pk](mailto:procurement@psdf.org.pk), after submission of bids no site visit will be entertained.
- g) The Janitorial Services required mentioned in Annexure-E, however, PSDF can increase or decrease the Janitorial staff and monthly material during the contract period based on the requirement of the business.

#### 5- General or Special Conditions of Contract

- a) PSDF reserves the right to award or not to award the contract and Bidders who fail to complete and attach all the relevant documents shall deem to be or declared to be ineligible.
- b) No tender document shall be accepted, if not **properly sealed, marked, signed and stamped**.
- c) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after the closing time and date will NOT be accepted.**
- d) All documents and information received by PSDF from applicants will be treated in strictest confidence. Documents submitted to PSDF will not be returned.
- e) All expenses related to participation in this bidding document shall be borne by the bidder.
- f) Documents shall be submitted in hard copies in a sealed envelope marked as "PROPOSAL" as a hard copy in a sealed envelope for "Provision of the Janitorial Services to PSDF." The envelope containing hard copies of the technical proposal and financial proposal shall be received on the postal address given below.

**Procurement Department: -**

Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore  
E-mail: [Procurement@psdf.org.pk](mailto:Procurement@psdf.org.pk) Phone: +92-42-35752408-10, Fax: +92-42-35752190.

- g) PSDF also reserves the right to verify any information provided by the applicants or may visit business premises to verify the information shared in tender documents.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- i) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before **Date 16-March-2020**. For any other related information please contact the undersigned.
- j) PSDF shall enter into a formal contract with the successful Bidder only and reserves the right to terminate the contract if the performance of Bidder is unsatisfactory.

\*\*\* Although adequate thought has been given in the drafting of this document, errors such as typos may occur without any responsibility on PSDF's part.

#### 6- Form of Contract

- a) The successful bidder shall sign and execute the standard contract of PSDF including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with the mutual consent of both parties.
- b) The duration of the contract shall be for one year, If PSDF chooses to cancel the contract during the contract period, a notice period of one month shall apply. However, it can be further extended for One year on the same rates and terms conditions based on the successful performance of the bidder.
- c) The successful company will sign a contract and shall provide the agreed services within the stipulated agreed time.
- d) The penalty shall be imposed to the successful bidder if he fails to deliver the services/goods on agreed terms & conditions mentioned in the bidding document and contract.
- e) In case of any dispute regarding services, the decision of the PSDF shall be final & binding.

- f) The PSDF 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 Firm/Company, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- g) The PSDF undertakes to pay the valid and complete invoice based on the successful performance of the successful bidders within thirty (30) days after the service completion.
- h) All taxes will be deducted in accordance with applicable laws.
- i) The bid shall remain valid for the period of **120 days** from the date of opening.

#### **7- Form of Bid**

The Bidders shall follow the Form of Bid specified in **Annexure F**.

#### **8- Delivery Timelines or Completion Date**

Unless agreed otherwise, Janitorial Services shall be provided from the date of execution of the contract/PO issuance.

##### **i) Daily Services**

- a) Cleaning of glass windows, partition glasses, panels, planters, paper, and wastebaskets on daily basis.
- b) Cleaning swabbing and mopping the entire premises, external areas, and lanes.
- c) Cleaning of all side passages.
- d) Complete dusting of the inside of the building
- e) Spray of air fresher and insecticide.
- f) Daily vacuum cleaning and three-monthly washing and shampooing of all carpets and Office chairs with latest equipment
- g) Cleaning of all bathrooms and toilets. Each bathroom/ toilet should be manned by 7:30 AM to 5:30 PM continuously cleaning the bathrooms/ toilets. All bathrooms/toilets must be neat, clean, dry, tidy and hygienic.
- h) Collection and disposal of all garbage.
- i) Brush clean all dust – scrub granite tiles with an approved liquid detergent solution – wash down thoroughly with clean water and dry thoroughly with clean cloth.

##### **ii) Weekly Services**

- a) 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 or tile ceramics.
- b) Thorough cleaning of all windows and walls.
- c) Washing and removing all stains and spots.
- d) Floor polishing with approved water emulsion polish.
- e) Cleaning and dusting of all equipment.

#### **9- Performance Guarantee**

- a) The successful bidder will submit a performance guarantee in the form of pay order or bank guarantee 2% of the contract value at the time of signing the contract which will be returned after completion of the contract.
- b) Any delay in delivery of Goods/Services as per agreed time frame will be subject to a penalty of @1% per day, up to a maximum 10% of the monthly invoice value.

#### **10- Technical Evaluation Criteria**

This document is governed by the procedure approved by PSDF management and PSDF, Procurement Rule, 2016. The technical proposal of eligible organizations will be evaluated against requirements specified in the in “Annexure – D”.

#### **11- Financial Evaluation Criteria**

The Financial Proposals of only eligible bidders with technically qualified specifications will be opened in the presence of all the bidders. All bids shall be opened publicly in the presence of bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding and person designated for PSDF shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All

bidders shall sign an attendance sheet at the time of bid opening. Please provide information regarding Financials in **Annexure – F**”.

**12- Submission of Bids (Technical and Financial Proposal): -**

A complete bid containing Technical and Financial proposal along with Bid Security, all required information and documentary evidence must be submitted before closing dated i.e.-**March 19, 2020 at 11:00 AM**-. Technical proposals will be publicly opened on the same day **March 19, 2020, at 11:30 AM**--in the presence of bidder’s representatives who wish to attend it. Bid Security of disqualified bidders will be returned after awarding the business to the successful bidder.

**a. Bid Security**

Bid Security of Rs. 10,000 (Ten Thousand) in the form of pay order or demand draft favoring Punjab Skills Development Fund shall be submitted along with the proposal. The Bid Security should be valid for a period of not less than 6 months.

**b. Cover Letter for the Submission of Technical Proposal**

**A cover letter as specified in Annexure I shall be submitted with the proposal.**

**Annexures**

**Annex – A Organizational Information**

Organization Information		
Sr. #	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 organization? 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:	

**Annex – B Eligibility Response Checklist**

Eligibility Check List				
Sr. No	Eligibility Criteria Details	Response/Elaboration/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	The Firm/Company must be regular tax-payer	(Last year tax return, 17-18 or 18-19)	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide NTN, GST/PST details, if applicable.	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
3	Evidence of the firm/company's registration/incorporation is required.	(Copy of certificate required)	<input type="checkbox"/>	<input type="checkbox"/>
4	Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution/any organizations	(Declaration on stamp paper)	<input type="checkbox"/>	<input type="checkbox"/>
5	A joint venture of any kind is not allowed to participate in the bid.	(Please provide a declaration on letterhead)	<input type="checkbox"/>	<input type="checkbox"/>
6	The Firm/Company and janitorial staff must be registered with EOBI/ESSI.	(Copy of Registration is required and Employee EOBI number required)	<input type="checkbox"/>	<input type="checkbox"/>



**Annex – C Relevant Experience**

Relevant Experience		
Sr. #	Required Information	Response  (Please provide exact information with organization name, location/s, and duration)  Provide data in the sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing Goods/Services (For example – Jan 2009 to September 2017)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of firms/companies	i.
		ii.
		iii.
		iv.

Annex – D Technical Evaluation Criteria

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)
<b>1</b>	<b>Client Portfolio</b>	<b>20</b>		Documentary proof (copies of the contract or purchase orders) should be furnished.
	Worked with above 15 local/international Telecom/ MNC clients/ government/ semi-government /autonomous bodies.		20	
	Worked with more than 10 but less than or equal to 15 locals/international/Telecom / MNC clients/government/semi-government /autonomous bodies.		15	
	Worked with at least 5 but less than or equal to 10 locals /international/Telecom/ MNCs' clients/government/semi-government /autonomous bodies.		10	
<b>2</b>	<b>Relevant Experience</b>	<b>20</b>		Documentary proof (copies of the contract or purchase orders) should be furnished.
	Providing Janitorial Services from equal or more than 7 years		20	
	Providing Janitorial Services form equal or more than 5 years but less than 7 years		10	
<b>3</b>	<b>Financial Capability</b>	<b>20</b>		Copy of last financial audit report done by ICAP/SBP registered auditing Firm/Company or tax return of (17-18 or 18-19)
	Annual revenue/turnover of the company is greater than Rs. 10 million		20	
	If annual revenue/turnover is greater than Rs. 5M but less than Rs. 10M		15	
<b>4</b>	<b>Certification</b>	<b>20</b>		Documentary proof Required.
	ISO 9001: 2008 Organization		20	
<b>5</b>	<b>The Firm/Company Local Office presence</b>	<b>10</b>		Documentary details of the office in Lahore should be provided
	If company/firm has office in Lahore		10	
<b>6</b>	<b>Performance certificate/Appreciation Letter</b>	<b>10</b>		(contact details also required for verification)
	Performance certificate/Appreciation Letter on respective company letterhead required from at least ten current Clients.		10	
		<b>100</b>		

Note: Please mark/flag the supporting documents for Technical Evaluation Criteria.

**Scope of Work and Deliverables: Housekeeping Services**

Sr. No. Description

- 1- Provide House Keeping Services for External Areas, Internal Common Areas, Lift Lobbies and other area within the vicinity. House Keeping activity includes but not limited to:
  - i) Daily continuous cleaning/mopping/sweeping of all floors, walls, handrails, main entrance, staircases, lobbies, walkways, glazed / Aluminium panels, Fire Hose Cabinet's, etc. and other common areas.
  - ii) Cleaning & washing of all common areas i.e. Ramps, roofs, car parking, washrooms, etc. with frequent interval of time/ Site Requirements.
  - iii) Removal of cobwebs, cleaning of false ceiling of all toilets and common areas
  - iv) Supply and Maintenance of Dust Bins with garbage bag for all common areas shall be the responsibility of the contractor.
- 2- The Contractor shall ensure that the washrooms and public areas are cleaned continuously on daily basis.
- 3- The Contractor shall provide 100% staff attendance on daily basis.
- 4- The Contractor shall provide machineries as mentioned in the scope.
- 5- The Contractor shall be responsible for any damage to the property caused during cleaning and housekeeping.

**Façade Cleaning**

- **Cleaning of Building Glass and Tiles on Weekly Basis.**

**General**

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

**Scope of Machinery for Housekeeping (Mandatory)**

Sr. No. Description Qty

- 1- The contractor shall provide water absorption mats in sink area of every washroom
- 2- The Contractor shall provide professional cleaning and mopping trolley
- 3- The contractor shall maintain a proper dress code for all employees. Entry will not be granted on noncompliance
- 4- The contractor shall be responsible for providing necessary safety equipment and insurance for facade cleaners.
- 5- The contractor shall provide industrial Vacuum Cleaners
- 6- The contractor shall provide Garbage Bags to collect daily garbage etc. As required
- 7- The contractor shall provide Scrubbing/Buffering Machines with polish.
- 8- The contractor shall provide complete Glass Cleaning Kits with Lift for building glass cleaning.
- 9- The contractor shall provide electronic handheld scrubbers/Buffers for corner cleaning

Form of Bid/ Financial Proposal

Sr. No.	Description	Quantity	Unit Price without Applicable Taxes PKR	Applicable Taxes PKR	Total Price with Applicable Taxes PKR
1	Janitor with Cleaning Material	12			
2	Janitor without cleaning Material	12			
3	House Keeping Supervisor	1			
<b>Total Cumulative Cost inclusive of all applicable Taxes</b>					

Note -PSDF reserve the right to choose any of the above options i.e. 12 janitors without material only or 12 Janitors with material.

Tentative List of Monthly Material: -

Sr.#	Description	Unit of Measure/Offered Brand with packing	Complete Specification	Quantity
1	Thread Mop with Handle	Large	Local	8
2	Multi Purpose Liquid	1000ml	Imported	12
3	Bathroom Cleaner	1000ml	Imported	12
4	Toilet Cleaner	1000ml	Imported	12
5	Chrome & Metal Polish	296ml	Imported	2
6	Mansion Polish for Floor & Tiles	1KG	Imported	2
7	Waste Towel	1KG	LOCAL	20
8	Mothball toilet air freshener	Nos	Imported	12
9	Pledge Polish	Each	Imported	18
10	Towel Duster for Kitchen	Each	Local	24
11	Bamboo Broom	Each	Local	4
12	Soft Broom	Each	Local	06
13	Dustbin Liner	Kg	Local	10kg
14	Garbage Liner	Kg	Local	10kg
15	Cotton Duster for Dusting Blue Colour	Each	Local	48
16	Towel Mat Large Size White / Brown	Each	Local	12
17	Wiper for Floor	Large Size	Local	2

18	Wiper for Floor	Medium Size	Local	2
19	Kitchen Sponge	Large Size	Imported	12
20	Kitchen Sponge	Medium Size	Imported	06
21	Windows Cleaning Liquid	500ML	Imported	12
22	Surf 500grm Pkt	500Grm	Imported	06

**Note: - These items are just for Lahore Head office**

**Annex - G Key Management Staff**

<b>Key Management Staff of Company</b>				
<b>Sr #</b>	<b>Name of Management Staff</b>	<b>Designation</b>	<b>Area of Expertise</b>	<b>Number of Years with the Company</b>
1				
2				
3				
4				

## Annex- H Declaration

### Declaration

Kindly provide the declaration as per format provided below at the end of the 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]"

<b>Name</b>	
<b>Designation</b>	
<b>Signature</b>	
<b>Date and Place</b>	

**Annex- I Cover Letter**

**Cover Letter for the Submission of Technical Proposal**

[Firm/Company letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guide lines]

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

Dear Sir,

We offer to provide [Provision of Janitorial Services for PSDF] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal including the required documents in a sealed envelope.

We assure that the solution provided completely complies with all the requirements mentioned in the SOW and Annex E. Our proposal may be rejected at any stage in case any item proposed is found to be falling under any unacceptable clause mentioned in the **SOW and Annex E by the bidder/firm on or before** the date the submission of bid. In case any anomaly is found we can be disqualified in any stage of the evaluation.

Further, we assure you that the quoted janitorial Services duration is for 1 year that may be extended for another term. It's our responsibility to replace all types of equipment related to our services free of cost during the period of contract.

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: