

# **PUNJAB SKILLS DEVELOPMENT FUND**

## **Tender Document**

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### **Provision of the Janitorial Services**

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**January 2022**



**Submission Date for Sealed Bids: January 25, 2022, on or before 03:00 PM**

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

UAN: 042-111-11-PSDF(7733) | Toll Free:0800-48627 (HUNAR) | Website: [psdf.org.pk](http://psdf.org.pk)

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## 1) Invitation to Bids

Punjab Skills Development Fund (PSDF) is the largest skills development fund in Pakistan. PSDF was established in 2010 as a not-for-profit company set up under the Companies Ordinance 1984 by the Government of Punjab (GoPb). PSDF offers quality demand driven skills training to vulnerable and poor youth of Punjab helping them to create sustainable income generation opportunities in Pakistan and beyond.

Sealed bids/proposals are 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 Bidder will be based on **Least Cost Selection Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be submitted through E-tendering portal under Qualification (Eligibility), Technical and Financial/Commercial envelopes with all the supporting documentary evidence.
- b) In the first instance, qualification/technical envelope shall be opened on the E tender portal, and the envelope marked as “Financial Proposal” shall be retained unopened
- c) PSDF shall evaluate Technical Proposals in a manner prescribed in section– **03 and 10** (Qualification and Technical Envelope) available on the portal, without reference to the price and shall reject any proposal which does not conform to specified requirements.
- d) During the technical evaluation, no amendments to Technical Proposal shall be permitted.
- e) After the evaluation and approval of the technical proposals, the financial/commercial envelope (on E-tender portal) shall be opened for technically responsive bids, publicly at a time, date and venue announced and communicated to the bidders in advance, with in the bid validity period.
- f) The financial bids found technically non-responsive shall be rejected.
- g) Financial (Commercial Envelope) Proposal shall be evaluated based on PSDF’s evaluation criteria as provided in section **11** of the bidding document and envelopes available on portal.
- h) Minimum passing marks are 65, a bidder who obtains a minimum of 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- i) The financial proposal of the bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the

complaint, if any, filed by the non-responsive bidder, whichever is later: provided that the procuring agency may return the sealed financial proposal earlier if the disqualified or non-responsive bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the procuring agency

- j) The lowest evaluated bid shall be awarded the contract
- k) This document has different sections carrying information on eligibility, technical evaluation, Scope of work, conditions of tender and form of contract, etc. to assist potential bidders to develop their Technical Proposals.

### 3) Conditions for Eligibility (Qualification Envelope)

The bidders, fulfilling the following criteria, shall be considered eligible for the bidding process.

1. Must be an Active Taxpayer as per “Active Taxpayer List” of FBR and provide General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration. (Please attach proof to ascertain that firm is on active taxpayer list of FBR and proof for registration in PRA (if applicable) in the name of the firm is also required.)
2. Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization. (Please attached copy of Affidavit on stamp paper, declaring that the company is not blacklisted.)
3. Evidence of the bidding firm/company’s registration/Incorporation is required (Please attach Copy of certificate of incorporation/company registration certificate.)
4. Joint venture of any kind is not allowed to participate in the bid. (Please attached a declaration on letterhead that not participating as Joint venture.)
5. The Firm/Company and janitorial staff must be registered with EOBI/ESSI. (Copy of Registration EOBI/ESSI is required)

If the bidder fails to provide information as per the above-mentioned or does not fulfill the requirement of, “Eligibility Criteria Checklist” (Annex B) shall be disqualified and declared ineligible from the bidding process and its technical evaluation shall not be carried out.

### 4) Scope of Work

Description of parameters for Janitorial Services on rental basis is given as **Annexure - D**. The bidders are requested to go through the document before the submission of the bids.

- 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 office at 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) Condition for Contract /General Guidelines**

The successful bidder shall agree to the following terms of references to provide services to PSDF:

- a) PSDF reserves the right to award or not to award this contract, bidders who fail to submit complete and attach all the relevant documents shall be disqualified.
- b) PSDF shall enter into a formal contract with the successful bidder only and reserves the right to terminate the contract if the performance of the Bidder is unsatisfactory.
- c) Bidders to ensure that their bid documents are submitted online through E-tendering portal by or before the closing date and time.
- d) All documents and information received by PSDF from bidders will be treated strictly confidential.
- e) All expenses related to participation in this bidding process shall be borne by the bidder.
- f) PSDF reserves the right to request submission of additional information from applicants to clarify/further understand aspects of the technical proposal, if required.
- g) PSDF reserves the right to verify any information provided by the bidder and can visit business premises to verify the information.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- i) 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.
- j) Successful bidders shall work with close coordination of PSDF admin team.
- k) All the services shall be checked and verified by PSDF admin team.

- l) Bidder shall provide the details of the staff to contact with PSDF on regular basis to provide the services without any failure.
- m) **Clarifications/ queries may be requested by January 21, 2022, before 5:00 PM through message box option of e-tendering portal and no response shall be given, if not requested through the message box of e-tendering portal.**
- n) The pre-bid meeting will be conducted on January 20, 2022, at 11:30 AM on Microsoft Teams (ONLINE). Bidders who want to join shall have to write an email to Procurement@psdf.org.pk before 5:00 PM, January 19, 2022, for **registration** and the link will be shared via email before start of the session. The purpose of the meeting is to provide clarification and an understanding/capacity building of the E-Tender portal in case there are any queries or ambiguities in this regard.
- o) Punjab Procurement Regulatory Authority (PPRA) Rules, 2014 will be applicable for this procurement
- p) Although adequate thought has been given in the drafting of this document, errors such as typos may occur which the PSDF will not be responsible.

#### **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 successful bidder shall sign a contract and shall provide the agreed services within the stipulated time agreed in the contract.
- c. The duration of the contract shall be 1-year, however, it can be extendable for another term with the mutual consent of both the parties.
- d. If PSDF cancel the contract during the contract period, a notice period of 1 month shall apply.
- e. In case of any dispute arises regarding the services, the decision of the PSDF shall be considered final & binding.
- f. Failure to comply with any terms and conditions in the tender document and contract given out to the successful bidder could incur imposition of penalties as spelled out later in the contract.
- g. All the payments will be done on post monthly basis, after verification of satisfactory services by the admin team of PSDF.
- h. All taxes will be deducted in accordance with the applicable laws.
- i. The bid shall remain valid for the period of **120 days** from the date of bid opening.

## **7) Form of Bid**

The Bidders shall follow the Form of Bid specified in **Annex F** to submit the financial bid.

## **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 cleans 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**

The technical proposal of eligible organizations will be evaluated against requirements specified in the in **“Annex – D”**.

### 11) Financial Evaluation Criteria

The Financial Proposals of only eligible bidders with technically qualified will 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 opening. Please provide information regarding Financials in Annex – F” and commercial envelope of the E-tendering portal.

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

Complete bid containing the Technical (Qualification & Technical Envelopes) and Financial (Commercial Envelope), with all required information, documentary evidence, and annexures must be submitted on the e-tendering portal before closing dated i.e., **January 25, 2022, at 03:00 PM**. Technical proposals shall be publicly opened on the same day **January 25, 2022, at 03:30 PM** in the presence of bidder’s representatives who wish to attend it.

#### a. Bid Security

Bid Security of Rs. 20,000 (Twenty Thousand) in the form of a pay-order or demand draft favouring Punjab Skills Development Fund shall reach to PSDF, **Procurement Department on 21 A, H-Block, Dr. Mateen Fatima Road, Gulberg II, Lahore – Pakistan** before the opening of the bid (Please mention the title of the procurement on envelope). If original bid security is not delivered before the opening of the bid, the bidder shall be disqualified for further proceeding. ***The Bid Security should be valid for a period not less than 6 months and a scanned copy must be attached in the financial envelope of the e-tendering portal.*** Bid Security of disqualified bidders will be returned after awarding the business to the successful bidder on request.

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

A cover letter as specified in “**Annex I**” shall be submitted with the proposal.



## Annexures

### Annex – A Organizational Information

Organization Information			
Sr. #	Required Information	Response	
1	The 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	Must be an Active Taxpayer as per “Active Taxpayer List” of FBR and provide General Sales Tax (GST)/ Provincial Sales Tax (PST) (if applicable) in the name of organization and provide a copy of registration.	(Please attach proof to ascertain that firm is on active taxpayer list of FBR and proof for registration in PRA (if applicable) in the name of the firm is also required.)	<input type="checkbox"/>	<input type="checkbox"/>
2	Affidavit on stamp paper, declaring that the company is not blacklisted by any autonomous body/government/semi-government or any organization.	(Please attached copy of Affidavit on stamp paper, declaring that the company is not blacklisted.)		
3	Evidence of the bidding firm/company's registration/Incorporation is required.	(Please attach Copy of certificate of incorporation/company registration certificate.)	<input type="checkbox"/>	<input type="checkbox"/>
4	Joint venture of any kind is not allowed to participate in the bid.	(Please attached a declaration on letterhead that not participating as Joint venture.)		
5	The Firm/Company and janitorial staff must be registered with EOBI/ESSI.	(Copy of Registration EOBI/ESSI is required)	<input type="checkbox"/>	<input type="checkbox"/>

### Annex – C Relevant Experience

Relevant Experience		
Sr. #	Required Information	Response  (Please provide exact information with the 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 2010 to September 2020)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of companies/firms	i.
		ii.
		iii.
		iv.

## Annex – D (Scope of Work)

Description of parameters for Janitorial Services basis is given as under.

### 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 areas 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 / Aluminum 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 a 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 a 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% of staff attendance on a daily basis.
- 4- The Contractor shall provide machinery 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 a Weekly Basis.

#### General

- a) The Contractor shall adhere to 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 labor 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 a copy of the CNIC of their hired employees.

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

Sr. No. Description Qty

- 1- The contractor shall provide water absorption mats in the 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 a Lift for building glass cleaning.
- 9- The contractor shall provide electronic handheld scrubbers/Buffers for corner cleaning

**Annex – E 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>Relevant Experience</b>	<b>20</b>		Documentary proof (copies of contract or Purchase Orders) should be furnished. if no valid attachment is provided then no marks for section 2.1.1 of (e-tender) will be awarded
	Experience of providing janitorial Services more than or equal to 08 years		20	
	Experience of providing janitorial Services equal to or more than 5 years but less than 8 years		15	
	Experience of equal to or more than 3 years but less than 5 years		10	
<b>2</b>	<b>Client Portfolio</b>	<b>20</b>		Documentary proof (copies of contract or Purchase Orders) should be furnished. if no valid attachment is provided then no marks for section 2.2.1 of (e-tender) will be awarded
	Worked with above 12 local/international organizations.		20	
	Worked with more than 08 but less than or equal to 12 local/international organizations.		15	
	Worked with 6 and above but less than or equal to 08 local/international organizations.		10	
<b>3</b>	<b>Certification</b>	<b>10</b>		Documentary proof Required. If no valid attachment is provided, then no marks for section 2.3.1 of (e-tender) will be awarded.
	ISO Certificate for Janitorial services		10	
<b>4</b>	<b>Performance certificate/Appreciation Letter</b>	<b>10</b>		(Contact details also required for verification, PSDF rights to physically check the services at least 3 current vendor) then no marks for section 2.4.1 of (e-tender) will be awarded.
	Performance certificate/Appreciation Letter on respective company letterhead required from at least ten current Clients.		10	
<b>5</b>	<b>The Firm/Company Head office</b>	<b>20</b>		

	Firm/Company must have Head office in Lahore		20	(Documentary proof is mandatory & PSDF right to physically verified the office). If no valid attachment is provided, then no marks for section 2.4.1 of (e-tender) will be awarded.
<b>6</b>	<b>Financial Capability/Annual Turn Over/Sales/Revenue</b>	<b>20</b>		
	Annual Turnover of organization more than or equals to PKR 20 million		20	Copy of 19-20/20-21 financial audit report done by ICAP/SBP registered auditing firm or Annual tax return of 19-20/20-21. if no valid attachment is provided then no marks for section 2.6.1 (e-tender) will be awarded.
	Annual Turnover of organization If more than or equal to PKR 15 million but less than PKR 20 million		15	
	Annual Turnover of organization If less than PKR 15 million but greater than or equals to PKR 10 million		10	
<b>Total Points Awarded</b>		<b>100</b>		

**Minimum passing marks for technical qualification are 65. Please mark/flag the supporting documents shared for technical qualification scoring.**

## Annex -F Financial Proposal

### Form of Bid/ Financial Proposal “A”

Sr. No.	Description	Quantity	Unit Price PKR Inclusive of Taxes	Tax %	Total Price with Applicable Taxes PKR
1	Janitor without cleaning Material (Monthly)	6			
2	House Keeping Supervisor (Monthly)	1			
<b>Total Monthly Cumulative Cost inclusive of all applicable Taxes (A)</b>					

### Tentative List of Monthly Material: - “B”

Sr.#	Description	Unit of Measure/Of fered Brand with packing	Complete Specification	Require Quantity (Monthly)	Unit Price with Taxes
1	Thread Mop with Handle	Large	<b>Local</b>	8	
2	Multi-Purpose Liquid	1000ml	<b>Imported</b> (Multi surface cleaner ,3x cleaning power on kitchen grease, burnt on food and bathroom dirt Kills 99.9 percentage of bacteria, such as E. coli Can be used neat as well as diluted Leaves a fresh fragrance)	12	
3	Bathroom Cleaner	1000ml	<b>Imported</b> (Harpic Bathroom Cleaner is a strong bathroom disinfectant and cleaning liquid that helps remove the toughest of stains. It gives you unbeatable cleaning on greasy soil and particulate matter and freshens the whole bathroom. It has a thick liquid formula with powerful cleaning agents that lift and remove tough stains from almost all bathroom surfaces and kills germs to give you a disinfected and germ-safe bathroom.)	12	
4	Toilet Cleaner	1000ml	<b>Imported</b> (hydrochloric acid (10%) as the active ingredient, along with butyl oleylamine and others in an aqueous solution)	12	
5	Waste Towel	Kg	<b>LOCAL</b>	20	



6	Pledge Polish	Each	Imported	18	
7	Towel Duster for Kitchen	Each	Local	24	
8	Bamboo Broom	Each	Local	4	
9	Soft Broom	Each	Local	06	
10	Dustbin Liner	Kg	Local	10	
11	Garbage Liner	Kg	Local	10	
12	Cotton Duster for Dusting Blue Colour	Each	Local	48	
13	Towel Mat Large Size White / Brown	Each	Local	06	
14	Wiper for Floor	Large Size	Local	2	
15	Wiper for Floor	Medium Size	Local	2	
16	Kitchen Sponge	Large Size	Imported	12	
17	Kitchen Sponge	Medium Size	Imported	06	
18	Windows Cleaning Liquid	1000 ml	Imported (Anti-Mist and Anti-Static additives that gives sparkling streak-free shine)	06	
19	Surf PKT	Kg	Imported	03	
<b>Total Cumulative Cost inclusive of all applicable Taxes (B)</b>					

**Total Financial Cost= Total Monthly Cumulative Cost inclusive of all applicable Taxes (A)+ Total Cumulative Cost inclusive of all applicable Taxes (B)**

**Note:**

- PSDF reserve the right to increase or decrease the quantity of Janitor and clearing material.
- Contract will be awarded on accumulative lowest cost (by adding cost of both A & B) quoted by the eligible bidder all applicable Taxes.
- Cleaning material will be purchase as per requirement (as and when require).

## Annex- H Declaration

### Declaration

Kindly provide the declaration as per the 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**

[Firm/company's letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

**Re:** Proposal in respect of Providing of Janitorial Services

Dear Sir,

We offer to provide the Janitorial Services in accordance with your Tender for

Proposal dated [Insert Date of Tender advertised]. We hereby submit our Proposal including the Eligibility, Financial Proposal and 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:

**Note: Kindly fill all the above relevant annexures and attach with the proposal.**