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TENDER DOCUMENT

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For

**"HIRING THE SERVICES OF JANITORIAL FIRM"**

For Trade Development Authority of Pakistan (TDAP), Karachi

Trade Development Authority of Pakistan  
MINISTRY OF COMMERCE, GOVERNMENT OF PAKISTAN  
Block-A, 5<sup>th</sup> Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi-75350  
Tel: 021-99207216 Fax: 021-99206461

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## TENDER NOTICE

### Hiring the Services of Janitorial Firm

The Trade Development Authority of Pakistan (TDAP) intends to hire the services of a reputable and experienced “**Janitorial Firm**”, registered with Income Tax and Sales Tax Departments and on Active Tax Payers Lists of Federal and Provincial governments for providing janitorial services at TDAP Headquarters at Finance and Trade Centre, Shahrah-e-Faisal, 3<sup>rd</sup> & 5<sup>th</sup> Floor, Block-A and its office premises located at Old CCI&E Building near Civic Centre.

2. Detailed bidding documents and other related information can be obtained from the office of Deputy Director (MS) at the address given below on any working day between 10:30 a.m. to 04:30 p.m. by paying an amount of Rs. 1000/- (Non-Refundable) through pay order in favor of Accounts Officer TDAP on or before November 28, 2018 or can be downloaded from the website of [www.tdap.gov.pk](http://www.tdap.gov.pk).
3. Single Stage Two Envelope Procedure will be used for open competitive bidding. The interested firms are requested to submit their sealed bids comprising single package containing two separate envelopes clearly marked as ‘technical’ and ‘financial’ in bold and legible letters .
4. Sealed bids will be submitted till 11:00 a.m. on December 03, 2018 in the office of Deputy Director (MS) at the address given below and technical bids will be opened on the same day at 11:30 a.m. in the presence of representatives of participating firms.
5. Bid Security equivalent to 5% of total bid value in the form of Pay Order/ Demand Draft/ Banker’s Cheque and in favor of Accounts Officer TDAP, Karachi shall be submitted with the sealed financial proposal. Bids without the Bid Security will be rejected.
6. Trade Development Authority of Pakistan reserves the right to reject any or all bids and annul the bidding procedure in accordance with PPRA rules.

**Amanat Ali Laghari**

Deputy Director (MS)

**Trade Development Authority of Pakistan**

5<sup>th</sup> Floor, Block - A, Finance & Trade Centre, Shahrah-e-Faisal, Karachi

Tel: 021-99207216 Fax: 021-99206497

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## **1. BACKGROUND:-**

Trade Development Authority of Pakistan (TDAP), invites sealed bids under Rule No. 36(a) of Public Procurement Rules, 2004 from the experienced and a reputable “**Janitorial firms**” registered with Income Tax and Sales Tax Departments for providing janitorial services at TDAP Headquarters at Finance and Trade Centre, Shahrah-e-Faisal, 3<sup>rd</sup> & 5<sup>th</sup> Floor, Block-A and its office premises at Old CCI&E Building near Civic Centre.

## **2. SCOPE OF SERVICES**

The successful bidder (s) will be required to provide cleaning and janitorial services of all the office premises as mentioned above and will take all possible efforts to maintain the level of cleanliness as per satisfaction and requirement of TDAP during the period of agreement. The firm will be required to deploy such number of janitorial staff for and such time and supply such number/quantity of material as detailed in the TORs enclosed herewith this document at **Annex-I**.

## **3. INSTRUCTIONS TO THE BIDDER:-**

- I. The bidder (s) will submit their profile containing name of firm, its status, address, telephone number (s), fax number and other relevant information.
- II. The bidder (s) will submit the bids along with tender application form as per **Annex-II**.
- III. The bids will be considered as non-responsive in case of non-completion or mis-declaration.
- IV. Bidders will furnish the information regarding experience of similar work over last five year with major clients.
- V. An affidavit to the effect that the firm is not blacklisted and is not in litigation with any organization / department, private or public may also be furnished.
- VI. Incomplete bids will be considered as non-responsive bids and will be rejected.
- VII. Copy of STN & NTN Certificates may be enclosed with the bid.
- VIII. The list of Clients both from public and private sectors may be attached.
- IX. TDAP reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award as per PPRA rules, without thereby incurring any liability to the Bidders
- X. The Bidders are hereby informed that the TDAP shall deduct Income Tax & Sales Tax at the rate prescribed under the tax laws of Pakistan, from all payments of successful Bidder.
- XI. The bids should be quoted in Pak Rupees inclusive of all applicable taxes. The bids will be treated as final and must be valid for sixty (60) days.

**4. Procedure of Competitive Bidding**

Single Stage – one envelope procedure, as per rule no. 36 (a) of Public Procurement Rules, 2004, will be followed.

**5. Submission and opening of Bids**

Bidding Document duly filled and complete in all respect along with all the requisite document and information can be submitted on or before **December 03, 2018** on 11.00 a.m. The bids will be opened on the same date at 11.30 a.m. on the address given in the tender notice as per Rule No. 28 (2) of PPRA 2004.

**6. Bid Security**

All the Bidders are required to submit 5% bid amount of the actual bid in form of Pay Order/ Demand Draft/ Banker's Cheque and in favor of Accounts Officer TDAP, Karachi with the sealed proposal as per Rule No. 25, Public Procurement Rules, 2004. Bids without bid security will be rejected.

**7. Acceptance of Bids**

The bidders fulfilling all the required specifications, quantity and criteria as per TORs and quoting the best competitive bids will be declared successful and will be awarded the work accordingly. A formal agreement will be executed by both the parties (i.e. TDAP & Successful bidder).

**8. Performance Guarantee**

The Successful bidders will be required to furnish a performance guarantee of 05% of contract amount. The performance guarantee will be confiscated if the successful bidder (s) fails to provide the required services as per TORs.

**9. Service Period**

The services are required for a period of three (03) years upon the satisfaction of the Competent Authority. In case of unsatisfactory performance the service of firm will be terminated at any time with one month prior notice.

**10. Payment Schedule**

TDAP will make the payments on or after 15<sup>th</sup> of every month subject to submission of bill (s) by the firm on or before 3<sup>rd</sup> of each month. Payment will be made through cross cheque to the firm on its postal address through courier.

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**TERMS OF REFERENCES (TOR) FOR JANITORIAL SERVICES**

1. The successful bidder will be required to provide the janitorial services at TDAP Headquarters at Finance and Trade Centre, Shahrah-e-Faisal, 3<sup>rd</sup> & 5<sup>th</sup> Floor, Block-A and its office premises at Old CCI&E Building near Civic Centre.

2. The firm will be required to deploy such numbers of janitorial staff for such time period along with required materials and equipments as necessary for carrying out a detailed cleaning and maintaining proper level of cleanliness as described by TDAP. The following men and material may be arranged and provided for making all necessary arrangements;

**1. Human Resources:**

The successful bidder will be required to deploy twelve (12) personnel as Janitorial Staff, as per following:

<b>S #</b>	<b>Area / Floor</b>	<b>Janitorial Staff Required</b>	<b>Remarks</b>
1	TDAP Office, 3 <sup>rd</sup> & 5 <sup>th</sup> Floor of FTC Building including Old CCI&E Building.	01- Supervisor (Not above the age of 60 years)	
2	Third Floor	04- workers (Not less than the age of 18 Years)	
3	Fifth Floor	04-workers (Not less than the age of 18 Years)	
4	Old CCI&E Build	03- workers (Not less than the age of 18 Years)	
<b>Total</b>		<b>12 Staff</b>	

**I. WORKING HOURS**

- Supervisor & Janitorial Staff will arrive well before office hours and will ensure cleanliness of all the area thirty (30) minutes prior to usual office timings.
- In case of emergency / urgency, TDAP may ask the janitorial staff for early arrival/ late departure for which no extra payment shall be made.
- The supervisor will report to the caretaker for the arrival and departure.
- A daily duty roster will be maintained by the Supervisor for the hourly deployment of janitorial workers to monitor and assess their performance which will be submitted to TDAP accordingly.

## **II. JOBS OF JANITORIAL STAFF**

- Sweeping / mopping of all the floors and offices thirty (30) minutes before the office timings.
- Dusting of the office equipments and furniture.
- Cleaning of the premises after each hour till office closing with perfumed phenyl.
- Cleanliness of bathrooms before the office timing and after a regular interval during office hours.
- Vacuum cleaning of all the carpeted rooms twice a week.
- Inside cleaning of all the glasses installed at rooms /corridors, blinds and exhaust fans twice a week

## **III. JOBS OF THE SUPERVISOR**

- To ensure the presence of all the staff.
- To ensure the availability of material/ equipments required for the purpose.
- To ensure cleanliness of the general office premises and bathrooms.
- He will be responsible for making a duty roster on daily basis for the hourly duty of janitorial staff deputed on the washrooms/ floors. The daily roster will be verified by the Caretaker/ Executive Officer who will give his remarks in the roaster on the performance of the Janitorial staff regarding cleanliness of the area/ rooms and bathrooms etc.
- Supervisor will provide the details of the all the deputed janitorial staff/any change in the staff to TDAP's Caretaker.
- In case of change of janitorial staff, the supervisor will inform TDAP about it well in advance and will submit CNIC's of the new staff.

## **2. SUPPLY OF MATERIAL**

The Janitorial firm will supply following material of standard quality for better cleanliness:

- All kinds of cleaning equipment including Sweeping Brush, Mop / Duster, Vacuum Cleaner, Liquid Soap Dispenser, garbage bucket with disposable plastic bags (plastic bags to be invariably changed every day).
- All the lavatory accessories including liquid soap, toilet tissue rolls (both Face and hand) and other sanitary materials like phenyl, Surf, Acid & etc.
- Supervisor will ensure the availability of stock of all the materials (as mentioned above) at least for a period of one month. The stock will be physically checked and verified by the caretaker of TDAP.
- Supervisor will ensure timely replacement of old/expired material.

## **3. GENERAL INSTRUCTIONS**

- In case of poor service, TDAP may impose cash penalty on the firm up to the extent of 25% of its monthly payment of Janitorial Services.

- In case the job is not performed as per terms of contract and / or requisite material / manpower is not deputed / employed by the firm and / or any hindrance is created in smooth performance of the job TDAP may engage, at its sole discretion, any other contractor for the job performance and any extra amount in this regard will be recovered from the dues / security deposit of the firm.
- During the job in case of any type of breakage, damage or theft done by any Janitorial Staff, TDAP will recover the loss from the security deposit / dues of the firm.
- In case of any strike / emergency, the firm will ensure presence of minimum number of staff required for the cleanliness of the area / offices.
- To avoid the leakage of business secrecy, TDAP shall have the right to check credentials of supervisor and Janitorial staff. If, at any stage, it is found that any official secret, whatsoever, is leaked out because of Janitorial staff, the sole responsibility for such leakage of secrecy will be that of the firm and the matter will be brought before the Director General (MS) whose decision in this behalf shall be final.
- The successful firm will provide complete bio-data of each member of their Janitorial Staff and deposit an attested copy of each one's CNIC with TDAP.
- The successful firm will provide uniform to the Janitorial Staff who will be bound to perform their duties in proper uniform.
- The successful firm will ensure strict compliance of Government rules on the rights and privileges of skilled / unskilled employees including their minimum wages / pay as fixed by the Government and will be solely responsible for and liable to legal action, which the concerned Government department may like to take, in case of any breach or violation of the said rules.

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**TENDER APPLICATION FORM**

No.....  
Dated.....

**The Deputy Director (MS)**  
Trade Development Authority of Pakistan  
Government of Pakistan  
F.T.C. Building,  
Karachi.

**Subject: - Tender for Hiring the Services of Janitorial Firm**

1. Name of Applicant/ Firm.....
2. Address.....
3. Phone No.....Mobile No.....Fax No.....
4. Past Experience.....
5. Income Tax Certificate..... (Copy attached)
6. GST Certificate..... (Copy attached)
7. Bid Amount.....
8. Earnest Money @ 5% of the Bid Amount.....Paid By Pay Order  
No.....Dated.....Bank.....
9. Cost of Tender Application Form (Non Refundable) Rs.1000/- Paid By Pay Order  
No.....Dated.....Bank.....

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**Signature of Applicant & Stamp**