

Tender Notice for Hiring Services of Janitorial Firm

Tender #: PRCL/BPD/JS/2020

Pakistan Reinsurance Company Limited; the sole national Reinsurer of Pakistan invites sealed bids from the reputable and experienced "Janitorial Firm" registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for providing of janitorial services.

1. Bidding documents, containing detailed terms and conditions can be obtained from Administration Department at 12th floor, PRC Towers, Karachi during office hours (10:00 am to 4:00 pm except Saturdays and Sundays) by paying an amount of Rs. 1,000/- (Non-Refundable) through pay order in favor of Pakistan Reinsurance Company Limited, Karachi. The bidding document can also be downloaded from www.pakre.org.pk and PPRA website at www.ppra.org.pk. (tender fee of Rs.1,000/- is applicable to downloaded version of bidding document as well).
2. The bids prepared in accordance with the instructions given in the bidding documents must reach to undersigned in Administration Department at 12th floor, PRC Towers, Karachi on or before 04-06-2020 at 11:00 am. Bids will be opened the same day at 11:30 am.
3. Earnest money (refundable) equivalent to 2% of total bid value in form of Pay Order/ Demand Draft/ Banker's Cheque and in favor of Pakistan Reinsurance Company Limited, Karachi shall be submitted with the sealed "**FINANCIAL BID**". Bids without the earnest money will be rejected.
4. Bids received after above stipulated date and time shall not be considered, Incomplete, conditional and bids without earnest money will be reject.
5. This advertisement is also available on PPRA's website at www.ppra.org.pk and on PRCL's website at www.pakre.org.pk

(Arhum Rahim)

Incharge (Administration)

Pakistan Reinsurance Company Limited

PRC Towers, 32-A, Lalazar Drive, M.T. Khan Road,

P.O. Box No. 4777, Karachi, Pakistan.

Telephone: 92-21-99202908-14 Telefax: 92-21-99202921-22

Email: prcl@pakre.org.pk Website: www.pakre.org.pk



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1. Invitation to Bid

Pakistan Reinsurance Company limited(hereafter “PRCL”); the sole national Reinsurer of Pakistan invites sealed bids from the reputable and experienced “Janitorial Firm” registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for providing of janitorial services.

1. Bidding documents, containing detailed terms and conditions, etc. are can be obtained by paying an amount of Rs. 1000/- (Non-Refundable) through pay order in favor of “Pakistan Reinsurance Company Limited, Karachi”, from Administration Department at 12th floor, PRC Towers, Karachi during office hours (10:00 am to 4:00 pm except Saturdays and Sundays). The bidding document can also be downloaded from www.pakre.org.pk and PPRA website at www.ppra.org.pk.
2. The bids, prepared in accordance with the instructions in the bidding documents, must reach to undersigned in Administration Department at 12th floor, PRC Towers, Karachi on or before 4-06-2020 at 11:00 am. Bids will be opened the same day at 11:30 am.
3. Earnest money(refundable) equivalent to 2% of total bid value in form of Pay Order/ Demand Draft/ Banker’s Cheque and in favor of “Pakistan Reinsurance Company Limited, Karachi”, shall be submitted with the sealed “**FINANCIAL BID**”. Bids without the earnest money will be rejected.
4. Bids received after above stipulated date and time shall not be considered, Incomplete, conditional will be rejected.
5. This advertisement is also available on PPRA’s website at www.ppra.org.pk and on PRCL’s website at www.prcl.com.pk

(Arham Rahim)
Incharge (Administration)

2. Background

Pakistan Reinsurance Company Limited (PRCL), invites sealed bids under rule 36(b) i-e Single stage – two envelope procedure of PPRA Rules 2004. The janitorial services are required PRCL's premises located in its head office Karachi at PRC Towers 32-A Lalazar Drive M.T Khan Road. Details of the premises are given in TORs enclosed herewith.

3. Scope of Services

The successful bidder will be required to provide cleaning and janitorial services (as per TORs in **Schedule-A**) 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 PRCL during the period of contract. The firm will be required to deploy such number of janitorial staffs for and such time and supply such number/quantity of material as detailed in the TORs enclosed herewith this document at **Schedule-A**.

4. Instructions to Bidders

- a) The bids shall be prepared in accordance with the instructions given as under:
- b) Method of selection will be Single **Stage Two Envelop** of procurement specified in PPRA Rules 2004 and allied regulations, thereof.
- c) The bidder (s) will submit their profile containing name of firm, its status, address, telephone number (s), fax number and other relevant information.
- d) The bidder (s) will submit the bids along with tender application form as per **Schedule-B** enclosed herewith this document.
- e) After scrutiny and technical evaluation of the received proposals, only technically qualified bidders will be invited for the opening of Financial Proposal. Venue and timing will be communicated to the technically qualified bidders in advance.
- f) Bids received after the due date, conditional and incomplete bids will be rejected.
- g) Bidders will furnish the information regarding experience of similar work over last five year with major clients.
- h) The list of Clients both from public and private sectors may be attached
- i) Copy of STN & NTN Certificates must be enclosed with the bid.
- j) PRCL will deduct Income Tax & Sales Tax at the rate prescribed under the tax laws of Pakistan, from all payments of successful Bidder.

- k) 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 at least ninety (90) days.
- l) The bidder or one authorized representative shall attend the tender opening, if desired.
- m) Details of Litigation if any, and Affidavit (on the stamp paper) to the effect that the firm has not been black listed by any of the Govt. (Federal or Provincial organization should be enclosed as per the sample as at **Schedule-D**.
- n) PRCL will enter into an agreement with the successful (lowest evaluated) bidder.
- o) PRCL shall disqualify bidder(s) if it finds, at any time, that the information submitted by the bidder concerning its eligibility was false and materially inaccurate. Such bidders will be blacklisted and their Earnest money will be forfeited.
- p) PRCL reserves the right to reject any or all proposals at any time prior to the acceptance of a bid or proposal as per PPRA rules.

5. Submission of Bids

Bids shall be submitted as per Single Stage –two envelope procedure, in accordance with the rule no. 36 (b) of Public Procurement Rules, 2004 as under.

5.1.1 Technical Proposal

The technical bid containing the technical details along with copies of all required documents mentioned therein in the bid form enclosed herewith as **Schedule-B**. must be kept in a sealed envelope and the envelop shall clearly be marked as “TECHINAL PROPOSAL” along with tender number. *technical proposal shall not mention financial amount or mention of amount of earnest money; in case of non-compliance the bids will be rejected.*

5.1.2. Financial Proposal

The financial Proposal (**Schedule-C**) indicating the quoted price in figures as well as in words must be kept in a **SEPARATE SEALED ENVELOPE**. The envelop shall clearly be marked as “FINANCIAL PROPOSAL” along with tender number.

5.1.3. Both envelops of financial and technical proposal shall be kept yet in another properly sealed envelope clearly marked “*Hiring Services of Janitorial Firm*”.

6. Clarification on bidding Documents

6.1. Bidder(s) requiring any clarification on this bidding document may seek clarification by contacting undersigned during Monday to Friday from 10:30 am to 4:00 pm, prior to three days of the deadline for submission of the bids.

Mr. Arham Rahim

Incharge (Administration/DM(HR))

12th Floor, PRC Towers 32-A Lalazar Drive, M.T Khan Road, Karachi

Tel: 021-99202908-15 Ext:240, Fax: 021-99202921-22

7. Disqualification

Proposals are liable to be rejected if: -

- a) Proposals are found conditional or incomplete in any respect;
- b) Received later than the appointed / fixed, date and a time;
- c) There is any deviation from the Instructions to Bidders;
- d) Multiple rates are quoted;
- e) Proposals (Financial / Technical) containing the unauthenticated amendments/corrections / overwriting);
- f) If the validity of Proposal is not quoted as required;
- g) Proposal made through Fax / E-mail / Telex.

8. Earnest Money

- a) All bidders must submit Earnest money(refundable) equivalent to 2% of total bid value in form of Pay Order/ Demand Draft/ Banker's Cheque and in favor of "Pakistan Reinsurance Company Limited, Karachi" shall be submitted with the sealed "**FINANCIAL BID**". Bids without the earnest money will be rejected.
- b) Earnest money of successful bidder will be returned after completion of the contract period.
- c) Earnest money of unsuccessful bidders will be returned after opening of financial bids within 15 days. In case any bidder is technically declared unqualified, their financial bid along with earnest money will be returned unopened.

9. Cost of Preparation of Bidding Documents and Liability:

The bidder shall bear all costs associated with the preparation and submission of the bid. PRCL will, in no case, be responsible or liable for these costs, or have any other liability to any bidder, regardless of the conduct or outcome of the tender process. PRCL shall have no obligation to any bidder to reimburse any costs incurred in preparing a response to the bidding document.

10. Technical and Financial Evaluation:

10.1. PRCL will evaluate the bids as per parameters and evaluation criteria prescribed as under. Out of 100 points 60 points are allocated to technical bid and remaining 40 points are allocated to financial bid.

10.1. Technical Evaluation

10.2.1. Technical bids will be opened in the presence of bidder or its representative who wishes to attend the bidding process minimum points for a bid being technically qualified is **75% of total allocated points to technical bid (i-e 45 point out of 60 for technical evaluations).**

10.2.2. The technical proposal shall be evaluated as per following:

Sr No.	Technical Evaluation Parameters	Points Allocated	Maximum Points
1	Experience of Firm		25
	≥ 3 years ≤ 05 years; 1 point for each year	05	
	≥ 06 years ≤ 10 years; 1.2 points for each year	12	
	≥ 11 years; 2.28 points for each year	25	
2	Number of Clients (list of clients shall be attached)		15
	1 to 10 clients; 1 point for each client	10	
	More than 11 clients	15	
3	Manpower Strength		20
	20 to 40 manpower; 0.25 points for each manpower	10	
	More than 41 manpower	20	
TOTAL			60

11. Financial Evaluation

- 11.1. Financial proposal (to be submitted on prescribed form enclosed herewith as **Schedule-C**) will be evaluated on Least Cost Method of Selection. The lowest bid will be awarded 40 points, 2nd lowest quote will be awarded 30 points, 3rd lowest quote will be awarded 20 points and so on.
- 11.2. The financial proposal must be inclusive of all taxes applicable in Pakistan including.
- 11.3. Financial proposals of only technically qualified applicants will be opened only whereas the financial bids of technically disqualified bids will be returned unopened.
- 11.4. As per rules rule 31 of PPRA Rules 2004 no change/modification in substance of proposals will be accepted/allowed once the same has been opened publicly.

12. Validity of Proposal

The Proposals validity period shall be at least 90 days from the last date for submission of the Tender.

13. Payment Schedule

Payment will be made on or after 25th of each month after deduction of all applicable taxes subject to submission bill (s) by the firm on or before 20th of each month. Payment will be made through cross cheque to the firm on its postal address through courier.

14. Award Criteria

The lowest evaluated bidder will be awarded the tender as under:

Lowest Evaluated Bidder = *Points obtained in technical bid + Points obtained in Financial bid*

Explanation: the lowest bidder will be the bidder with highest score as per the above formula.

15. Period of Contract

- 15.1. The services are required for a period of two (02) years upon the satisfaction of the Competent Authority of PRCL. In case of unsatisfactory performance, the service of firm will be terminated at any time with three months prior notice.

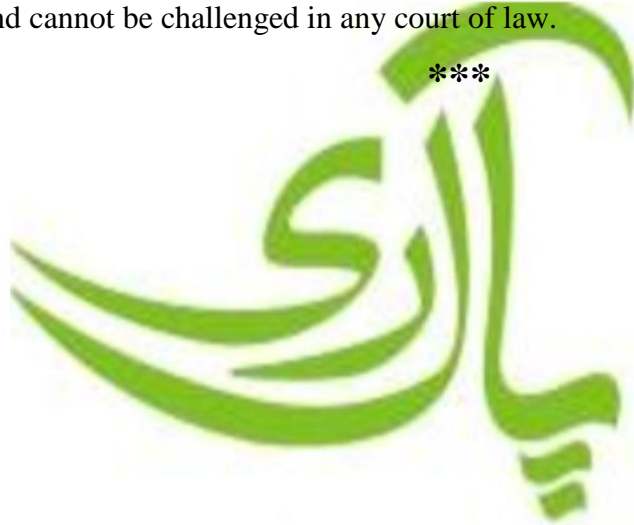
15.2. On satisfactory completion of 2 years, PRCL can renew the contract for another 1 year on same terms and conditions.

16. 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.

17. Arbitration

In case of any difference or dispute arising between the parties relating to the present bid or during the contract period, shall be referred to resolution to the Chief Executive Officer of PRCL or his duly authorized nominee whose decision shall be final and binding on both the parties and cannot be challenged in any court of law.



Schedule-A

TERMS OF REFERENCES (TOR) FOR JENITORIAL SERVICES

1. The successful bidder will be required to provide the janitorial services at PRCL Head office at PRC Towers 32-A Lalazar Drive M.T Khan Road, Karachi. The janitorial services are required for the following premises of PRC Towers:
 - Basement and Ground Floor;
 - 10th ,11th, 12th, 13th and 14th Floors;
 - PRCL Masjid;
 - Parking areas in PRC Towers.
 - Vacant Floors of PRC towers; on need basis.
2. The firm will be required to deploy such numbers of janitorial staff for such time period along with required materials and equipment as necessary for carrying out a detailed cleaning and maintaining proper level of cleanliness as described by PRCL. The following manpower and material may be arranged and provided for making all necessary arrangements;

2.1. Required Manpower

S.No.	Description	Quantity	Gender	Age
01.	Supervisor	01	Male	≥ 18 years and ≤ 60 years
02.	Janitors	10	Male	≥ 18 years and ≤ 60 years
03.	Janitors (for female toilets)	05	Female	≥ 18 years and ≤ 60 years
Total Janitors including supervisor: 16 Staff				

3.0 WORKING HOURS

- a) From Monday to Saturday, the 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.
- b) In case of emergency / urgency, PRCL may ask the janitorial staff for early arrival/ late departure for which no extra payment shall be made.
- c) The supervisor will report to the designated staff of PRCL for the arrival and departure.

- d) A daily duty roster along with checklist for completion of duties will be maintained by the Supervisor for the hourly deployment of janitorial workers to monitor and assess their performance which will be submitted to PRCL accordingly.

4.0 Duties OF JANITORIAL STAFF

Daily Duties:

- a) Cleaning sweeping and mopping of entire premises, including corridors, staircases and lobbies of all the floors (basement, ground floor and 10th to 14th Floor) and offices of PRCL (thirty (30) minutes before the office timings.
- b) Sweeping and cleaning of PRCL Masjid and the associated wash rooms of the Masjid.
- c) Dry/wet cleaning, Sweeping and mopping of all stairs of PRC towers.
- d) Dusting of the office equipment, furniture and cleaning of elevators.
- e) Cleaning of the premises after each hour till office closing with perfumed phenyl.
- f) Cleaning and washing of toilets, commodes, urinals and washbasins before the office timing and after every regular interval during office hours.
- g) Spray disinfectants in the toilets, urinals in order to kill bacteria, insects
- h) Cleaning of parking areas foot paths and lawns.
- i) Vacuum cleaning of all the carpeted rooms twice a week.
- j) inside cleaning of all the glasses installed at rooms /corridors, blinds and exhaust fans twice a week.
- k) Cleaning, Sweeping & mopping of AC Plant room, Generator Room, Pump rooms, Switch rooms, Air Handling Rooms, all Lifts and other Common Utility rooms/Stores of all levels.
- l) Removal of cobwebs, dusting and cleaning- of false-Ceiling of toilets of common core area.
- m) Daily collection and disposal of garbage and waste material to KPT/KMC disposal areas on the expenses of Contractor (the successful bidder)

Weekly Duties:

- n) Cleaning of doors/windows/partition glasses, ventilators / electrical appliances and rooftop.
- o) Checking of drains, sewerage lines and pits in order to ensure their proper functioning.
- p) Removing old records, files etc and waste materials from offices of PRC and shifting them into basement, as the case may be.

Monthly Duties:

- q) Buffing of floor tiles with buffing machine with polish(**Monthly basis**)

4.1. Duties OF THE SUPERVISOR

- a) To ensure the presence of all the staff.
- b) To ensure the availability of material/ equipment required for the purpose.
- c) To ensure cleanliness of the general office premises and bathrooms.
- d) He will be responsible for making a duty roster along with checklist for completion of duties 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.
- e) Supervisor will provide the details of the all the deputed janitorial staff/any change in the staff to the designated staff of PRCL.
- f) In case of change of janitorial staff, the supervisor will inform PRCL about it well in advance and will submit CNIC's of the new staff.

5.0. Responsibilities of the Janitorial Firm

The Janitorial firm at his own cost will supply following material of standard quality for better cleanliness:

- a) 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).
- b) All the lavatory accessories including liquid soap, toilet tissue rolls (both Face and hand) and other sanitary materials like phenyl, Surf, Acid & etc.
- c) 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 PRCL.
- d) Supervisor will ensure timely replacement of old/expired material.
- e) The Janitorial firm will provide and run the services through his employees and will not sublet contract to any other person /firm. In case of subletting, the contract will be cancelled and the Security Deposit will be forfeited accordingly.
- f) The janitorial will ensure that the janitorial staff will be in neat and clean uniform and will also be security cleared by the relevant authorities.
- g) The janitorial firm will be bound to pay the salary to his employees regularly in first week of each month and pay all employees related contribution to the concerned departments.

6.0. Specific Conditions

- 6.1. In case of poor service, PRCL may impose cash penalty on the firm up to the extent of 25% of its monthly payment of Janitorial Services.
- 6.2. 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 PRCL 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.
- 6.3. During the job in case of any type of breakage, damage or theft done by any Janitorial Staff, PRCL will recover the loss from the security deposit / dues of the firm.
- 6.4. In case of any strike / emergency, the firm will ensure presence of minimum number of staffs required for the cleanliness of the in the above-mentioned offices of PRC.
- 6.5. To avoid the leakage of business secrecy, PRCL 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 CEO PRCL whose decision in this behalf shall be final.
- 6.6. The successful firm will provide complete bio-data along with police verification of each member of their Janitorial Staff and deposit an attested copy of each one's CNIC with PRCL.
- 6.7. The successful firm will provide uniform once after every three months during the performance of contract with PRCL to the Janitorial Staff who will be bound to perform their duties in proper uniform.
- 6.8. 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.
- 6.9. Any extra money or overtime due to any extra conditions, or any other law and order situation, and working on gazetted holidays, shall not be payable by PRCL.
- 6.10. The Security staff of PRCL will check the janitorial staff physically before leaving the premises as per rules. The Security Staff will also check thoroughly the

equipment and other belonging / disposable garbage etc. at the exit point of the premises.

- 6.11. PRCL Management reserves the right to terminate the contract without assigning any reason by serving one month notice.



Schedule-B

[to be printed on letter head of firm]
TENDER APPLICATION FROM
[this from must be kept with technical proposal]

No..... Date.....

To:
 The Head of Administration Department
 Pakistan Reinsurance Company Limited

Subject: - Tender for Hiring the Services of Janitorial Firm

Dear Sir,

With reference to tender advertisement of Pakistan Reinsurance Company Limited titled Tender for Hiring the Services of Janitorial Firm which was published in daily _____ dated _____, we would like to participate in the subject tender and hereby submit bids on behalf of M/s _____ (name of firm). Brief details of our firm are as under:

1. Name of Applicant/ Firm.....
2. Address.....
3. Phone No..... Mobile No..... Fax No..... Email.....
4. Experience(years)..... Name of owner.....
5. NTN number..... (copy of income tax certificate attached) Yes NO
6. GST Certificate..... (copy of income tax certificate attached) Yes NO
7. Active Tax payer evidence(attached) Yes NO
8. Earnest Money Pay Order No..... Dated..... Bank..... (attached with financial proposal) Yes NO
9. List of Major Clients.....(attached)
10. Affidavit (on the stamp paper) to the effect that the firm has not been black listed by any of the Govt. (Federal or Provincial (attached) Yes NO

2. we hereby confirm that we have thoroughly read the contents of the bidding document, TORs mentioned therein and the terms and conditions framed therein. we further confirm that all the terms and conditions stipulated in bidding document of above-mentioned tender are unconditionally acceptable to us and that we shall abide the same in letter and spirit.

Name, Signature and Stamp of owner/Authorized representative

Schedule-C

[to be printed on letter head of firm]

Financial Proposal

[this form must be kept in a separate envelop along with earnest money and the envelop be sealed and marked as financial proposal]

No.....

Date:.....

To:
The Head of Administration Department
Pakistan Reinsurance Company Limited
12th Floor, PRC Towers,
Karachi

Subject: - Tender for Hiring the Services of Janitorial Firm

Dear Sir,

With reference to tender advertisement of Pakistan Reinsurance Company Limited titled Tender for Hiring the Services of Janitorial Firm which was published in daily _____ dated _____, we on behalf of M/s _____ (name of firm) quote our financial proposal for subject tender as under:

Work Responsibilities	Financial Proposal inclusive of all Tax (in Rupees) ¹
As per terms of the agreement and TORs.	Amount: Rs..... (in figures)/ per month
	Amount: Rupees..... (in words)/ per month

2. we hereby confirm that we have thoroughly read the contents of the bidding document, TORs mentioned therein and the terms and conditions framed therein. we further confirm that all the terms and conditions stipulated in bidding document of above-mentioned tender are unconditionally acceptable to us and that we shall abide the same in letter and spirit.

Name, Signature and Stamp of owner/Authorized representative

¹ The bidder should prepare the financial proposal keeping in view all the “cleaning equipment/material” that would be required for premises of PRCL as mentioned in this document.

Schedule-D

[to be typed on stamp paper]

Sub: Certificate for not being blacklisted by Federal/Provincial Organization Departments etc.

I _____(Full Name as per CNIC) _____(Designation) holding CNIC number _____ on behalf of M/s _____(name of Firm) do hereby solemnly certify that M/s _____(name of Firm) has not been blacklisted by any Federal/Provincial Organization Departments etc for janitorial services. It is further certified that, that I have not withheld any information which may affect M/s _____(name of Firm) fitness for tender titled “**Hiring Services of Janitorial Firm**” (if selected) in PRCL. Submission of incorrect information may lead to strict legal action and in case, if it is found at any time that the information given by us is untrue; it shall be treated as an act subversive of discipline of the organization and will be sufficient cause for legal actions as per applicable rules/laws of Pakistan.

Name, Signature and Stamp of owner/Authorized representative