

BIDDING DOCUMENTS

PROCUREMENT OF JANITORIAL SERVICES

LAHORE DEVELOPMENT AUTHORITY (LDA)

1. INTRODUCTION / SCOPE OF WORK

LDA requires firms to provide janitorial services for office hours plus one hour before & after office hour 7 days a week including / Holidays) for the agreement period.

SR. NO.	NAME OF BUILDING	COVERED AREA/ FLOOR AREA (APPROXIMATE) SQ. FT.	NO. OF SUPERVISOR	NO. OF JANITORS
1.	Block 1 & 2 LDA Office Building M.A. Johar Town	84,016	2	19
2.	Block 3 LDA Office Building M.A. Johar Town	9,184	1	2
3.	Block 4 & 5 LDA Office Building M.A. Johar Town	102,021	2	25
4.	LDA Boys School at M.A. Johar Town	37,000	1	8
5.	LDA Girls School at M.A. Johar Town	66,500	1	14
6.	LDA Office Building Quaid-e-Azam Town.	28,500	1	6
7.	LDA Girls School Gulshan-e-Ravi.	28,500	1	6
8.	LDA Boys School Sabzazar.	76,000	1	16
9.	LDA Boys School at Allama Iqbal Town	42,500	1	9
10.	LDA Girls School at Allama Iqbal Town	32,500	1	7
11.	LDA Avenue-I Site Office	29,400	1	6
Total Covered Area		565,464	13	118

The firm will be required to provide supplies and equipment as required (**Annexure I & Annexure II**). The bids will be made on lump sum basis factoring in all the required inputs and management costs mentioning all required areas/ departments along with their respective area and timings.

2. OBJECTIVES

The Lahore Development Authority aims to outsource janitorial services to a reputable and capable janitorial service provider for a clean and pleasant office environment. LDA believes that the current situation leads to administration problems and undue complexities, overcoming limit the focus on public delivery.

3. INSTRUCTIONS TO BIDDERS

3.1. GENERAL INSTRUCTIONS

1. A Bidder/ Service Provider shall be a private legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
 - a. The bidder must be an active payer. Punjab Revenue Authority (PRA) registration, National Tax Number (NTN) and General Sales Tax Number with documentary proof shall have to be provided by bidder(s).
 - b. A Bidder who has been blacklisted either by any Government/ Department/ Agency/ Authority would not be eligible to submit the Bid. The Bidder will submit an affidavit to this effect.
 - c. The bidder shall provide all information required in the bidding documents and documents to substantiate its claim for eligibility.
2. At any time prior to the deadline for submission of bids, the Procuring Agency/ Client, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment. Such amendment/response shall be sent to all prospective Bidders that have received the bidding documents, and shall be binding on them.
3. The Procuring Agency, at its discretion, may extend the deadline for the submission of

bids. Amendment notice to that effect shall be communicated in the same manner as the original invitation to bid.

4. The bidders shall submit technical and financial proposals in separate sealed envelopes in one sealed envelope on or before **11:00 am** on **06.05.2021** at the Office of the Director C&I. In preparing the technical proposal, the bidders are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information shall be at bidder's risk and may result in rejection of the proposal.
5. The technical proposals shall be opened at 11:30 am on **06.05.2021** (time has to be at least half hour after the submission of the bids) on the same date in the presence of bidders and/ or their authorized representatives. Representatives shall have a signed authority letter from the bidder to be present in the bid opening.
6. The offer must be valid for **90 days** from last date of submission of bids.
7. The procuring agency shall evaluate the technical proposal in a manner prescribed ahead in the document, without reference to the price and reject any proposals that do not conform to the specified requirements. The Service Provider shall provide complete detail of relevant personnel i.e., EOBI /Insurance.
8. After submission, no amendments in the technical or financial proposal shall be permitted.
9. The Service Provider shall have to provide all relevant documents required for qualification. Service Provider shall have to give detail of HR, Goods etc as per enclosed Annexures. Deficient documents, claims regarding HR, Supplies etc shall not be acceptable.
10. After the evaluation and approval of the technical proposal, the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically responsive bidders, on a time, date and venue announced and communicated to the bidders in advance in the presence of the bidders or their representatives. The financial bids of the technically non-responsive bidders shall be returned un-opened to the respective bidders.
11. The quoted prices shall be treated as firm and final in Pak Rupees.
12. The Bidder shall indicate on the Price Schedule the Unit Prices and Total Package Price of the Human Resource (Janitors & Supervisors etc) and associated supplies, it proposes to supply under the Contract.
 - a. Price Schedule is to be filled in very carefully, and should be typed. Any alteration/ correction must be initialled.
 - b. Every page is to be signed and stamped at the bottom. The Bidder is required to offer competitive price. All prices must include relevant taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The benefit of exemption from or reduction in the GST or other taxes shall be passed on to the Procuring Agency.
 - c. While tendering your quotation, the present trend/ inflation in the rate of services and goods in the market should be kept in mind. No request for increase in price due to market fluctuation in the cost of services and goods shall be entertained after the bid has been submitted.
13. Financial proposal should be prepared using the formats attached in **Annex III**. Financial proposals of only the technically qualified/ responsive bidders will be opened after due notification and procedure as laid down in PPRA rules.
14. Conditional discounts shall not be considered in evaluation.
15. The Financial Proposals should contain:
 - a. Covering Letter on Company letter-head
 - b. Human Resource Cost (Janitors & Supervisors) along with breaking-down of taxes and cost of associated supplied including all taxes.
 - c. Bid Security – In the form of a Pay Order/ Demand Draft/ Call Deposit Receipt equivalent to or more than Rs.840,000/- in the name of “LDA UD WING, LDA”. (2% of total estimated price)
16. The award of the contract shall be valid for one year from the date of its signing. However, extension in the Contract for an equivalent period can be made subject to satisfactory performance of service provider as well as mutual agreement/ consent of

both parties.

17. Intended date of commencement of services will be immediately after issuance of purchase order.

18. The organization must quote the Contract Title and include the following declarations:

- a. We have examined the information provided in your terms of reference and offer to undertake the work described in accordance with requirements as set out in the TOR.
- b. The proposal (Technical & Financial) has been arrived independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other potential investor invited to submit proposal for this contract.
- c. We confirm that the enclosed hard copy/electronic versions of the technical proposal are true and have complete copies of these documents.
- d. We confirm that all Service Provider will be available to undertake the services.
- e. We confirm that there are no personal, financial and business activities that will, or might, give rise to a conflict of interest, if we are awarded with this contract.
- f. We confirm that the Service Provider:
 - i. Are not or have not been the subject of any proceedings or other arrangements relating to bankruptcy, blacklisting, insolvency or financial standing.
 - ii. Have not been convicted of any offence concerning professional misconduct.
 - iii. Have not been convicted of corruption including the offence of bribery.
 - iv. We agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.
- g. I confirm that I have the authority of [name of Service Provider's company] to submit proposal and to clarify any details on its behalf.

3.2 Bidding Method and Evaluation

3.2.1. Bidding Method

According to PPRA rule 38 2(a) Single Stage Two Envelopes Bidding Procedure shall be adopted.

3.2.2. Rejection of Bids

1. The Procuring Agency may reject all bids at any time prior to the acceptance of a bid. The Procuring Agency shall upon request communicate to the Bidder who participated in the process seeking the reasons for its bid's rejection, but is not required to justify those grounds.
2. Notice of rejection of any or all bids shall be given promptly to the concerned Bidders that submitted bids.

3.2.3. Performance Security

The successful bidder shall furnish a Performance Security in the shape of a Bank Guarantee from a scheduled / recognized bank operating in Pakistan on the format attached as **Annexure V** of the amount equivalent to 05% of the total annual quote, with annual validity before the signing of the contract. The performance guarantee shall be renewed at least one month before its expiry for renewal of the contract.

3.3.4. Bid Evaluation

1. If the technical component achieves 65% points, the bid will be considered technically responsive. Those bids scoring less than 65% will not be considered for financial bid opening.
2. Financial bids of technically responsive bidders shall be opened at a date and time fixed and notified in advance to the bidder. The contract may be awarded to the lowest financial bid of the technically qualified bidders (bidders scoring 65% or more

in the technical evaluation) subject to reasonability of prices. However, Procuring Agency may reject all proposals as specified in rule 35 of Punjab Procurement Rules, 2014.

3.3.4.1 Technical Evaluation

The technical evaluation of the bid shall be according to the criteria given in **Annexure-IV**. All compliance certificates need to be submitted with the technical bid along with all lists and other requirements with proofs

3.3.4.2 Financial Evaluation

The financial evaluation of the bid shall be according to the financial evaluation I as given in **Annexure-III**. Incomplete bids shall stand rejected.

3.3.5. Redressal of Grievances

1. The Procuring Agency shall constitute a committee, according to Rule 67 of Punjab Procurements Rules 2014, comprising odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur during the procurement process.
2. Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of their bid may lodge a written complaint concerning his grievances till the award / signing of procurement contract by the Procuring Agency.
3. The committee shall investigate and decide upon the complaint within fifteen (15) days of the receipt of the complaint but prior to the entry into force of the procurement contract.
4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

4 GENERAL CONDITIONS OF CONTRACT

4.1 Approach and Methodology

The Bidder shall explain his plan for performing the janitorial services as per the terms of the references and overall scope of this document.

4.2 Roles and Responsibilities

4.2.1 Primary Responsibilities of the Firm

1. Minimum schedule of services can be seen at **Annexure VI**.
2. Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
3. The service provider shall be responsible for maintaining a completely clean and pleasant office premises including but not limited to outdoor building(s), corridors, admin block, lawns, sewers and all uncovered areas including entrance road, staff offices, and any other area as required by the Procuring Agency.
4. The service provider shall provide cleaning services for office hours plus one hour before & after office hours, for the contract period as per the requirement set out in the Service Specific Specifications and relevant to the delivery of desired cleaning services.
5. The Service Provider shall be responsible for maintenance of inventory of all cleaning supplies and sufficient quantity should be available to the caretakers of LDA. Depletion in stock will not be acceptable. In case of depletion, the consumables will be procured at the cost & expense of the Service Provider.
6. The firm must abide by the prevailing labour laws including but not limited to Minimum wages, social security and EOBI. The Procuring Agency reserves the right

- to seek proof if the same is being paid to the janitors, the failure of which can lead to the Termination of the Contract.
7. The firm must provide uniform-kits, shoes, identification cards; personal protective equipment etc. to its entire staff deployed at the office and ensure proper maintenance of it. Each uniform set will comprise of shirt and loose trousers for male sweepers and shalwar qameez with dupatta for female sweepers. All staff would be required to be in clean uniform at all times.
 8. The firm / company have to deploy separate Supervisor for each building.
 9. The contact details of every Supervisor to be provided by the firm / company.
 10. Ensure 100% staff attendance, required as per contract with client wing.
 11. Provide the required equipment mentioned in Annexure II. The successful bidder shall have to make all this equipment physically available in the office before starting the work and these should always remain in working condition during the period of contract.
 12. Waste management according to the waste management rules 2014 and other SOPs as communicated by the Procuring Agency.
 13. The service provider shall develop and implement a maintenance plan for cleaning all types of surfaces, consistent with the manufacturer's maintenance recommendations or internationally accepted cleaning standards to extend the life of the surfaces through extensive periodic and restorative cleaning processes.
 14. The service provider will ensure that the no smoking environment rules in the office are respected. Violations will attract a fine as per Govt. instruction for each violation.
 15. No materials or methods that are environmentally unfriendly may be used.
 16. The cleaning of the sewer lines up to the main Pipe shall be the responsibility of the service provider.
 17. All cleaning services will be ensured to be up to the standard of Government requirements.
 18. The Supervisors shall be employed by the service provider for 10 hours as per requirements of the Procuring Agency. These supervisors are to perform the following roles:

4.2.2 Responsibilities of Supervisor(s)

1. Responsible for overall cleanliness / maintenance of the office premises.
2. Act as an interface between the Client, Janitorial staff and the facility/ facilities staff.
3. Coordinate any kind of transfers / relocations of the janitorial staff and the same shall also be reported to the Client.
4. Responsible for the turnout of the entire janitorial staff.
5. Decide the workload and janitorial staff deployment on a daily basis.
6. Determine and coordinate all the work schedules for all janitorial staff.
7. Maintain attendance for all the janitorial staff.
8. Ensuring presence of the janitorial staff at their respective stations and the completion and compliance of the various duties assigned to them.
9. Help induce a sense of responsibility, discipline and hygiene in all janitorial staff.
10. Service Desk at each floor where supervisor has to be available.

4.3 Fines & Penalties

1. In case of non-maintenance of stock Rs.5000 will be charged on daily basis as penalty.
2. In case of absence of a janitor or supervisor from duty, the service provider shall be responsible for providing a replacement. In case such is not done a fine of RS.2000 will be imposed for each instance.
3. The service provider will be responsible for paying his employees in the institution in the first 5 days of every month. Such payment will not depend on the payments made by the institution to the service provider. The service provider will pay his employees from his own resources. Any protest or strike observed by the janitors etc. will be considered a breach of contract and a minimum fine of Rs. 5000 will be imposed for every incidence and will be doubled every 24 hours (Rs. 5000 for first 24 hours, Rs.

- 10,000 for 24 – 48 hours, Rs. 20,000 for 48 – 72 hours and so on). If the strike continues for more than 5 days, the process for termination of contract may be initiated after the generation of an official report by the designated authority.
4. The service provider shall ensure that no member of the staff takes financial compensation or benefit from the staff or public of any sort. A minimum fine of Rs.5000 shall be levied for every instance of a written report submitted to Deputy Director Coordination, LDA.
 5. The service provider shall ensure availability of hand wash liquid in every wash room area. A minimum fine of Rs.500 shall be levied for every instance of a proven or reportedly correct complaint of the same.
 6. The amount of the penalty will be imposed / approved / recommended by Deputy Director Coordination, LDA.
 7. Formation of whatsapp group for lodging complaint / complaint management.

4.4 Responsibilities of the Client

1. Facilitate the service provider in smooth provision of services.
2. Periodical performance monitoring of the service provider through a designated officer on every floor of every building.
3. Timely payment of service provider invoices after generation of monthly report.
4. Provide office space/ storage for inventory and machinery and miscellaneous tasks by the Service Provider

4.5 Materials

1. The bidder, after surveying the office, should propose the quantities and brands of the disposables as required in **Annexure I** of this document in the Methodology for Services. The price of all disposables should be in-built in the financial quote. (**Annexure III**). All material should be of acceptable quality of international brands or as mentioned. The client/ administration reserves the right to get the brand changed if substandard material is being used without any increase in cost.
2. Service provider will store / maintain the materials of the required brands along with all required machinery in the office.
3. Supervisor nominated by the service provider will indent the material on daily basis after approval by the authorized officer.
4. Material will be inspected by the Inspection Committee (defined by the client & service provider), nominated for the purpose, prior to depositing into the store.
5. Materials should be deposited on the 27th of each month in the office store.
6. Authorized officer will sign the indent and will verify the stock register on daily basis. It will be the responsibility of the Service Provider to maintain the stock register, get the stock inspected and the inspection committee will verify it in time.

4.6 General Guidelines

1. In the event of any illness/ injuries resulting from any accident to their staff, the service provider shall take all responsibility for the same and provide necessary compensation towards medical care and meeting all medical expenses incurred for the same without making LDA a party to it.
2. In case of any labour disputes regarding their employees, resolve the same at the earliest to ensure scheduled work is completed satisfactorily and on time.
3. No employer – employee relationship between staff and facility management staff shall be maintained. File shall be maintained at office and Super Visor will be bound to show the medical report on demand.
4. Ensure that all staff assigned to the offices be adequately immunized against all types of communicable diseases and periodically monitored through health check-ups.
5. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the offices well in advance (a week).
6. The age limit of the provided staff shall be in the following range:

Janitors – 18 to 40

4.7 Termination of the Agreement

- a. Without prejudice to any other available rights / remedies, the Procuring Agency shall have the right to terminate this agreement at its option for any reason specifically provided hereunder or otherwise in case of any breach of this agreement by Service Provider.
- b. The performance of services by the Service Provider under this agreement shall remain under observation during the whole period of the agreement, in case the services are found unsatisfactory, below the specified standard or non-performance due to strike of the Service Provider staff / manpower, this contract shall be terminated by the Procuring Agency at any time with immediate effect.
- c. In such events e.g. non-performance due to strike or violation of contract, the Service Provider shall be BLACKLISTED as per the prevailing PPRA rules and performance security will be encashed or the cleaning equipment may be confiscated (cost of whichever is higher).
- d. Not with standing anything contained in this agreement, each party shall have the right to terminate this agreement upon 60 days written notice to the other party and upon written/ recorded reasons for the same.
- e. The Procuring Agency shall be entitled to terminate this agreement forthwith at any time upon serving notice in the event of misconduct either on the part of the Service Provider or its employees or non-performance of responsibilities and services by the Service Provider.
- f. The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

4.8 Renewal of Contract

- a. The contract between the Procuring Agency and the Service Provider can be extended further up to another term / terms on the same terms & conditions. The annual renewal shall be based on the following (not limited to) conditions:
 1. Mutual consent of both parties
 2. Performance review of the service provider
 3. Approval of budget for the services
 4. Approval of Procurement/ Purchase Committee and approval of Competent Authority
 5. Renewal of the performance security by the service provider.

5 SPECIAL CONDITIONS OF CONTRACT

1. The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Procuring Agency or its staff by the Service Provider or its workers. The Service Provider can also partner with an insurance company that will pay to compensate for the damage on behalf on the Service Provider.
2. The Service Provider shall inspect and keep in order all the bathroom and kitchen fittings and fixtures throughout the contract period. The current state of each bathroom will be recorded at the time of handing over and signed off by both parties to be maintained at that level at all times.
3. The Service Provider shall be entirely responsible for the conduct of its staff and in case of any complaint against any staff, Service Provider will be under obligation to take necessary action to replace any staff (under the clause of persona non grata) when instructed in writing by the Focal Officer appointed by the client. The Service Provider shall observe all the laws and will responsible for any prosecution or liability rising from breach of labour laws. The Client shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
4. In such circumstances when the service provider is unable to provide the required services, the client has the right to withhold payment and procure the services of

any other service provider for the same financial amount.

5. Permanent plumber to be deployed at the disposal of Deputy Director Coordination, LDA during the period of contract.
6. The Service provider will arrange fumigation arrangement, including material required for fumigation, in case of special circumstances like dengue and COVID etc.

NECESSARY CLEANING SUPPLIES

Sr. #	CLEANING SUPPLIES REQUIRED
1.	Brooms
2.	Brushes
3.	Tissue Boxes (400 per month) Rose Petal Multicolour 150 sheets
4.	Toilet cleaning agents Harpic / Domex / Dettol
5.	Hand wash liquid
6.	Floor cleaning towels
7.	Kitchen cleaning towels
8.	Floor polishes
9.	Wipers
10.	Floor mops
11.	Phenyl (ordinary) and (balls) / Finnis brand
12.	Sweep acid
13.	Drain opener
14.	Rubber mops
15.	Paper towels in each wash room
16.	Perfume spray in all wash rooms & monthly refill in all corridors at 25 feet distance
17.	Dish washing liquid at kitchens
18.	Anti-insect spray, anti-rodent & fumigate in each quarter (4 time per annum)
19.	Plungers
20.	Buckets
21.	Furniture Dusters
22.	Spray machines & chemical arrangements
23.	Gel Sanitizers & dispenser and its refilling in offices as well as temperature guns

REQUIRED EQUIPMENT

Sr. #	Name of Equipment for Mechanized Cleaning	Minimum Nos. Required
1.	Floor cleaning and polishing machine	03
2.	Rideon sweeping machine OR Walk behind sweeping machine	01
3.	Push sweeper	02
4.	Scrubber dryer	02
5.	Walk behind scrubber	02
6.	Window glass cleaning kit	03
7.	Waste Buckets (Elegant Sample to be provided)	50
8.	Water sucking pump	01
9.	Pressure gun & Vacuum Cleaner	02
10.	Vacuum Cleaner	04
11.	Uniform sample to be provided	-
12.	Spray Machines	05

FINANCIAL BID

JANITORIAL SERVICES FOR LDA,

Name of Bidder_____

Mailing Address:_____

Income Tax Registration No._____

PRA Registration No._____

Total Amount in Figure on monthly basis: _____

Lowest Determination Factor = Total Cost Including All Taxes

Total Amount in words on monthly basis: _____

Sign:_____

Designation:_____

Stamp: _____

BREAKDOWN OF COST – HUMAN RESOURCE

Description	Number of staffs Required	Minimum Salary (PKR) per worker per month without taxes and Insurance	Total Rate (PKR) per worker per month inclusive of all taxes and insurance	Total Cost (in PKR) for 1 Month inclusive of all taxes and Insurance
	A	B	C	D=C*A
Supervisor				
Janitors (Male & Female)				
Management Cost	---	---	---	-E-
TOTAL (D+E)				

Number of janitors & supervisors may be increased or decreased as per requirement. However, the approved prices shall remain the same.

BREAKDOWN OF COST – GOODS

Description	Per month cost without taxes including all supplies	Total Rate (PKR) per month inclusive of all taxes
	A	B
Cleaning Supplies - Annex-A		
TOTAL		

EVALUATION CRITERIA

Mandatory Parameters:

The Bidder/ Service Provider must comply with all the mandatory parameters. In case of noncompliance of any mandatory parameter, the bidder shall be declared as non-responsive and shall not be considered for further evaluation for marking parameters.

- 1. Evidence of legally registered entity.
- 2. The bidder must be an active payer. Documentary proof of National Tax Number (NTN) & General Sales Tax
- 3. Registration certificate of Punjab Revenue Authority (PRA).
- 4. A Bidder who has been barred/ blacklisted by any Government/ Department/ Agency/ Authority would not be eligible to submit the Bid. The Bidder will submit an affidavit to this effect.

Marking Parameters:

SR. NO.	DESCRIPTION	MAX MARKS	REMARKS								
1	ISO Certification	5	Documentary proof to be provided								
2	Years of Establishment (1 mark for every 2 years)	5	Documentary proof to be provided i.e. Company Registration Certificate/ Certificate of Incorporation or any other document clearly mentioning the year of incorporation of the company. Zero marks will be awarded if no proof is provided.								
3	<div>Specific Experience in the last 5 years Specific experience is similar Assignment with a minimum of 30 janitors. For the purpose of ranking of the Bidder/ Service Provider, marks will be awarded as follows</div> <table><tr><td>1-3 Projects</td><td>07 Marks</td></tr><tr><td>4-6 Projects</td><td>14 Marks</td></tr><tr><td>7-09 Projects</td><td>21 Marks</td></tr><tr><td>10 or above</td><td>30 Marks</td></tr></table> <div>The firm shall submit Work Order/ Contract / Performance letter as an evidence.</div>	1-3 Projects	07 Marks	4-6 Projects	14 Marks	7-09 Projects	21 Marks	10 or above	30 Marks	30	Documentary proof to be provided i.e. Work Order/Purchase Order/ Contract clearly mentioning the number of Janitors. Zero marks will be awarded if no proof is provided.
1-3 Projects	07 Marks										
4-6 Projects	14 Marks										
7-09 Projects	21 Marks										
10 or above	30 Marks										
4	<div>Personnel and their Insurance/ EOBI/ PESSI (OR ANY OTHER) of staff:</div> <table><tr><td>Documentary proof of Insurance/ EOBI/ PESSI from 20-30 No. of Janitorial Staff</td><td>5 Marks</td></tr><tr><td>Documentary proof of Insurance/ EOBI/PESSI from 31 or above No. of Janitorial Staff</td><td>10 Marks</td></tr></table>	Documentary proof of Insurance/ EOBI/ PESSI from 20-30 No. of Janitorial Staff	5 Marks	Documentary proof of Insurance/ EOBI/PESSI from 31 or above No. of Janitorial Staff	10 Marks	10	Documentary proof to be provided Zero marks will be awarded if no proof is provided.				
Documentary proof of Insurance/ EOBI/ PESSI from 20-30 No. of Janitorial Staff	5 Marks										
Documentary proof of Insurance/ EOBI/PESSI from 31 or above No. of Janitorial Staff	10 Marks										
5	<div>Financial Capability of Bidder:</div> <table><tr><td>Average Annual Financial Turnover / Sales/ Gross Receipt of PKR 08-10 Million</td><td>10 Marks</td></tr></table>	Average Annual Financial Turnover / Sales/ Gross Receipt of PKR 08-10 Million	10 Marks	20	Documentary proof to be provided i.e. Audited Income Statement. Zero marks will be						
Average Annual Financial Turnover / Sales/ Gross Receipt of PKR 08-10 Million	10 Marks										

	<table><tr><td>Annual Turnover of more than PKR 10 Mln</td><td>20 Marks</td></tr><tr><td colspan="2">Turnover must be supported by audited statements.</td></tr></table>	Annual Turnover of more than PKR 10 Mln	20 Marks	Turnover must be supported by audited statements.			awarded if no proof is provided.
Annual Turnover of more than PKR 10 Mln	20 Marks						
Turnover must be supported by audited statements.							
6	Project Manager & Two Supervisors with Experience in HR Management at least 5 years	5					
7	The Bidder shall provide the details about how to plan and manage the services specific to the proposal including detail about Human Resource, Goods with brands and proposed methodology.	15	Detail Plan to be provided. Zero marks will be awarded if no plan is provided.				
8	Human Resource No. of Janitors 200 or above 10 Marks Less than 200 proportionate marking	10	Documentary proof to be provided i.e. List of Janitors employed by the company. Zero marks will be awarded if no proof is provided.				
TOTAL SCORE = 100							

RESPONSIVE BIDDER:

Bidder complying with all mandatory parameters and obtaining 65 % marks shall be declared as Responsive. Financial Bids of only Responsive Bidders shall be opened.

FORM OF PERFORMANCE SECURITY

..... 20

To:

The Director C&I,

LDA

** Address*

PERFORMANCE SECURITY NO. (the **Guarantee**)

We, [●]³, being the Guarantee issuing bank (the **Issuing Bank**) understand that [●] a company incorporated under the laws of [●] having its registered office located at [●] (the **Service Provider**) has been selected as the successful bidder following a tendering process for the Procurement of Janitorial Services for ** Name**.

Further, we understand that pursuant to such tender process, the Service Provider is required to provide ** Name** with a performance bond equal to PKR _____ (05% of annual quoted price of contract).

The above premised, We (the Issuing Bank) hereby undertake irrevocably and unconditionally to pay to **Name**, without any notice, reference or recourse to the Service Provider or to any other entity or without any recourse or reference to the Contract, any sum or sums (or any part thereof) equivalent in aggregate up to but not exceeding a maximum amount of:

PKR _____

(The **Guaranteed Amount**)

³Insert name of Issuing Bank;

at sight and immediately, however not later than within five (5) business days from the date of receipt of the ** Name** first written demand (the **Demand**) at the Issuing Bank’s offices located at [●], such Demand shall state that the Service Provider is entitled to make a demand under the Guarantee and shall set out the total amounts demanded.

The Demand shall only be honoured by us, if it is made by and bears the signature of the Director C&I of** Name**.

We, the Issuing Bank, shall unconditionally honour a Demand hereunder made in compliance with this Guarantee at sight and immediately on the date of receipt of your Demand, as stated earlier, and shall transfer the amount specified in the Demand to the bank account, as notified in the Demand, in immediately available and freely transferable funds in the currency of this Guarantee, free and clear of and without any set-off or deduction for or on account of any present or future taxes, levies, imposts, duties, charges, fees, deductions or withholdings of any nature whatsoever and by whomsoever imposed.

This Guarantee shall come into force and shall become automatically effective upon the signing of the contract between ** Name** and Service Provider.

After having come into force, this Guarantee and our obligations hereunder will expire on [*Insert date and time*] (the **Guarantee Expiry Hard Date**) (6-months after the expiry of the contract) provided that, in the event that the Procuring Agency issues a Demand to the Issuing Bank on or

immediately prior to the Guarantee Expiry Hard Date, the Issuing Bank shall honour that Demand.

Upon expiry, this Guarantee shall be returned to the Service Provider without undue delay. Multiple Demands may be made by ** Name** under this Guarantee but our aggregate liability will be restricted up to the Guaranteed Amount.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between ** Name** and the Service Provider without in any way impairing or affecting our liabilities hereunder without notice to us and without the necessity for any additional endorsement, consent or guarantee by us.

This Guarantee for its validity period shall not be affected in any manner by any change in our constitution or of the Service Provider's constitution or of their successors and assignees and this Guarantee shall be legally valid, enforceable and binding on each of their successors and permitted assignees.

All references to any contract or other instruments are by way of reference only and shall not affect our obligations to make payment under the terms of this Guarantee.

** Name** may not assign / transfer or cause or permit to be assigned or transferred any of its rights, title, interests and benefits of this Guarantee without our prior written consent, which consent shall not be unreasonably withheld or delayed.

If one or more of the provisions of this Guarantee are held or found to be invalid, illegal, or unenforceable for any reason whatsoever, in any respect, any such invalidity, illegality, or unenforceability of any provision shall not affect the validity of the remaining provisions of this Guarantee.

We hereby declare and confirm that under our constitution and applicable laws and regulations, we have the necessary power and authority, and all necessary authorizations, approvals and consents thereunder to enter into, execute, deliver and perform the obligations we have undertaken under this Guarantee, which obligations are valid and legally binding on and enforceable against us under the applicable laws and under the laws of the jurisdiction where this Guarantee is issued. Further, that the signatory (ies) to this Guarantee is/are our duly authorized officer(s) to execute this Guarantee.

****Signed by authorized signatory****

SCHEDULE OF SERVICES

SERVICE	FREQUENCY
Cleaning plus Mopping floors including Stairs	Continuous
Bathroom cleaning and washing etc	Continuous deployed service person at each site
Cleaning of doors and windows	Monthly
Roof Top Cleaning	Monthly
Cleaning outer face of building including windows etc.	Quarterly
Cleaning fans & electrical fixtures as required by Procuring Agency	As per requirement
Washing floor area	Weekly
Scrubbing & Polishing where required	Monthly
Provision of hand wash liquid with dispenser (well reputed brand)	Uninterrupted supply
Provision of tissue boxes (Sateen Soft Premium Cotton Dry Wipes Executive Floral Rose or equivalent)	Monthly 400 Units
Provision of hand sanitizers with dispensers (well reputed brand)	Uninterrupted supply
Fumigation of Building	On demand