



Biding Document
To Provide Janitorial Services
For Pakistan Institute of Education Office

National Competitive Bidding

Single Stage-One Envelop

Government of Pakistan
Pakistan Institute of Education
Ministry of Federal Education
and Professional Training
Islamabad

February 2024

No.F.6-6/2021-Admin-II
Government of Pakistan
Pakistan Institute of Education
Ministry of Federal Education and Professional Training
Jehlum Road, Sector G-8/1, Islamabad

TENDER DOCUMENT/TERMS & CONDITIONS TO PROVIDE JANITORIAL SERVICES

Pakistan Institute of Education (PIE) invites Bids from reputable experienced firms duly registered with Federal Board of Revenue to provide janitorial at PIE located at Jehlum Road, G-8/1, Islamabad for a period of one year. The firms must be on Active Taxpayers List of FBR and fulfill the eligibility criteria/ terms and conditions as per tender document.

- Interested and eligible firms may submit their bids on E-Pak Acquisition and Disposal System (EPADS) of Public Procurement Regulatory Authority (PPRA), Islamabad, **single stage single envelop procedure** under the PPRA Rules, 2004. Bidding documents containing detail terms and conditions, can be download from **<http://eprocure.gov.pk>** and **PIE website www.pie.gov.pk** free of cost. Bids should be submitted electronically **ONLY** through EPADS. Manual submission of bids in **NOT** allowed. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact **Mr. Rizwan Mehmood, Director M/S PPRS Room No. 199, 1st, Floor FBC building Sector G-5/2 Islamabad, contact number 0333-5200843,051-9205728.**
- Tender document containing terms and conditions be downloaded from PIE and PPRA's websites free of cost PPRA website www.ppra.org.pk and PIE's website www.pie.gov.pk.
- The bids, prepared in accordance with instructions in the bidding documents, must be submitted on EPADS by **11-03-2024 at 11:00 hrs.** Bids will be opened on the same day at 11:30 hrs.

Director/Chairman
Procurement Committee of PIE, Islamabad
Tel:051-9261358

**TENDER DOCUMENT/ TERMS & CONDITIONS FOR HIRING OF
JANITORIAL SERVICES**

1. INTRODUCTION

The Pakistan Institute of Education (PIE) serves multiple organizational functions to fulfill its mission of improving the education sector in Pakistan. One of its key roles is to act as a data hub and national think tank, facilitating collaboration and creating synergies among its various components. PIE plays a role in establishing a link between evidence and practice by ensuring access to research and enhancing institutional capacity to utilize research findings for informing policies and practices in the education sector. It serves as a national data repository and assessment body, responsible for collecting and collating data on key educational indicators as required by Pakistan's international commitments for the UN's Sustainable Development Goal 4 (SDG-4). This includes promoting uniform data reporting from all provinces using a standardized set of indicators.

2. INVITATION FOR BIDS

PIE invites bids from reputed experienced firms duly registered with Federal Board of Revenue/ Tax Department to provide janitorial services for PIE office building located at Jehlum Road Sector G-8/1, Islamabad for a period of one year, further extendable for another year on satisfactory performance on the same rates. Single stage one envelope procedure shall be used for submission of bids.

3. DEFINITIONS

"Authorized Representative" means any representative appointed, from time to time, by the Client, the Purchaser or the Contractor.

"Availability and Reliability" means the probability that a component shall be operationally ready to perform its function when called upon at any point in time.

"Client" means the authorized officer of the purchaser i.e. Assistant Director (Admin-) or any other person, duly appointed in writing, by the Client/ purchaser.

"Bidder/Tenderer" means the interested Firm/Company/Supplier/Distributors that may provide or provides the services required under this tender document to any of the public/private sector organization under the contract.

"Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.

"Contract" means the agreement entered into between the Purchaser and the Contractor.

"Contractor/Vendor" means the Tender whose bid has been accepted and awarded Letter of Acceptance for the specific service/ supply followed by the signing of Contract.

"Contract Price" means the price payable to the Contractor or under the Contract for the full and proper performance of its contractual obligations.

"Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract which is properly apportion-able to the Services in question.

"Day" means calendar day.

"Services" means the services provided/ required under this document.

"Purchaser" means the Pakistan Institute of Education or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser for the purposes of the Contract.

"Worker" means a person appointed by the bidding firm/ contract or to carry out the required/ provided cleaning services. Must illiterate, physically fit and healthy and within the age bracket of 30-50 years.

4. Scope of Work

1. The successful contract or will provide the Services for External Areas, Internal Common Areas, Offices, Toilets & Washrooms, Windows of all floors, Staircases, Committee Rooms, Auditorium, Library and other area within the vicinity. Office Keeping activity includes but not limited to:
 - i. Daily continuous cleaning/ mopping/ sweeping of all floors, walls, hand rails, main entrance, staircases, lobbies, walkways, glazed / Aluminum panels, glass windows, panels of windows, partition glasses, Fire Hose Cabinet's, toilets & washrooms, carpets etc. and other common areas with frequent interval of time/ Site Requirements.
 - ii. Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas.
 - iii. Maintenance of Dust Bins with garbage bag and collection of garbage from offices and all common areas shall be the responsibility of the contractor.
 - iv. The PIE will provide all branded / best quality cleaning materials i.e. liquid cleaners, cleaning acids, detergents, air fresheners, and all necessary cleaning equipment/ tools for the defined scope.
 - v. The Contractor shall ensure that all the toilets & washrooms are cleaned continuously on hourly basis including floors, walls, tiles, windows, dusting and cleaning of all sanitary fittings.
 - vi. The Contractor shall ensure that all public areas are cleaned continuously on daily/regular basis.
 - vii. The Contract or shall ensure rodent control in offices twice a month.
 - viii. The Contractor shall provide 100% staff attendance on daily basis.
 - ix. The Contractor shall be responsible for any damage to the property caused during cleaning and office keeping activities.

2. The Contract or shall comply with the following conditions of service:

- i. The workers as well as the Contractor shall adhere to all policies and norms specified by the client.
- ii. The Contractor shall certify that there sources provided are not addicted to drugs or alcohol.
- iii. The Contractor shall adhere to all applicable laws including the labor laws and any other relevant law.
- iv. The Contract or shall ensure to hire qualified staff as per tender document.
- v. The Contractor shall submit the copy of CNIC of their hired employees as well as submission of particulars of workers with local police station.

5. GENERAL CONDITIONS

1. The PIE at its discretion can increase/ decrease the number of workers, on already approved tender rate of payment and on the same terms & conditions, on the request of relevant Incharge in case of emergencies. The verbal intimation would be duly followed by written request mentioning therein the circumstances / reasons on next day.
2. In case number of workers increased/ decreased upon directives of the PIE, the payment shall be made/ adjusted on the already approved tender rates.
3. Contractor shall ensure the attendance of workers, strictly in accordance with agreement/ Terms and Conditions of tender.
4. In case of absence of any worker, the Contractor shall be liable to provide the required strength at site otherwise the PIE reserve the right to impose the penalty as per agreement/ tender document.
5. The Contractor will provide physically fit and sounding health workers With in age bracket of 30-50 years and ensure that each worker must have following documents: -
 - i. Attested photocopy of NADRA Computerized ID Card.
 - ii. Original Service Card issued by Contractor.
6. The agreement would effect from the date of signing and shall continue inforce for a period of one year unless and until it is terminated in accordance with the provisions of tender documents, extendable for a further period of one year on satisfactory performance on the same rates.
7. The Contractor firm would be responsible to cover all financial rates of workers, including payment of salary and compensation to the workers and all type of taxes and levies whether acquired through collective bargaining or otherwise and all the expenditure for providing allied services.
8. Any increase or decrease in any levies or rates imposed by the Government/CBA, wages and/or salaries fluctuation in market rates of equipment, materials, etc. During the currency of this agreement shall be on the Contractor Firm's account and no claims for such increase shall be entertained by the PIE.
9. Any taxes/duties already in place or levied by the Government during the currency of the agreement will be on Contractor Firm's account and no claim shall be entertained by the PIE. If during the subsistence of this agreement or any renewal thereof any excess, tax charges or surcharge is levied in respect of the services which are subject of this agreement, by the Federal, Provincial or Local Government. Such excess, tax charges or surcharge, as the case may be, shall be payable by the Contractor Firm.
10. The Contractor Firm's will keep the PIE free of any liability for the cause of compensation/ legal course, if any employee of the firm claims in case of their injury, death etc.
11. Any claims of injuries, loss of limb or life of labor and other workers engaged/employed by the Contractor Firm for operations under this agreement or work connected directly or indirectly with the agreement shall be settled and paid by the Contractor Firm. The PIE shall in no way be responsible for any compensation in this regard.
12. One-month prior notice in writing mentioning valid reason shall be served by either party for termination of contract. Upon the termination of this agreement the Contractor Firm shall be permitted to remove all its apparatus and equipment which may have been placed in the premises.

13. The PIE shall make the payment to the Contractor Firm on quarterly basis after submission of bill in detail with attendance sheet with name of workers duly countersigned by Supernatant (Admin) PIE, Islamabad.
14. In case of any dispute or difference arising between the parties hereto relating to the interpretation or effect of any clause of this Agreement, the matter shall be referred to Grievance Committee of PIE, This Redressal Committee, consisting of three members will be entrusted with seeking out and resolving the issue. The decision rendered by the Grievance Committee shall be final and binding upon both parties.
15. The Contractor Firm shall be responsible to complete all documentation, if notified from time to time.
16. The Contractor Firms Hall possess minimum experience to provide Janitorial Services with at least three Government Departments or Multinational or Listed Companies.
17. Affidavit to the effect that there was no previous litigation of the contractor or his employees with Ministry of Federal Education and Professional Training and it allied departments and another Affidavit to the effect that the contractor has not been blacklisted by any Government Department/Autonomous Body/Corporation etc.
18. The Contractor Firm will ensure that they have enough financial capacity to pay at least three-month salary timely to the deputed Manpower in PIE and Contractor Firm should submit such undertaking signed by CEO/CFO or Managing Partner on attested stamp paper (**Annexure-I**).

6. REQUIREMENT OF JANITORIAL STAFF

6.1. The Contractor Firm shall commence Janitorial services at PIE headquarters immediately after issuance of letter of award as per following deployment:

DAY SHIFT (8:00 AM to 5:00 PM) at PIE OFFICE

Location	Requirement of Janitorial Staff
	Workers
PIE Head Office/Hostel, G-8/1, Islamabad	2
Total	2

7. PENALTY

In case of non-placement of required number of workers, the PIE has right to deduct the amount of actual wage of the absent workers for each absence from the monthly bill of Contractor Firm. Besides penalty, the PIE can take any appropriate action, which may include the Suspension/Blacklisting of the contractor in accordance with the rules/law on account of loss due to negligence of employee of Contractor Firm or otherwise. In case of any theft/damage caused by the contractor staff at premises of PIE, the Contractor Firm will be held responsible to pay the entire losses to the PIE as determined by the above Committee. In case of absence of any worker from his place of duty more than three days in a month, the PIE reserve the right to deduct the whole or partial salary in respect of such worker in addition to other penalty as deem appropriate.

In case of placement of inefficient workers/ placement of over-aged workers, lethargic workers, workers without proper uniform, the PIE reserve the right to deduct the whole or partial salary for such worker in addition to other penalty as deem appropriate.

8. PAYMENT

100% payment will be made after completion of each quarter.

The Contractor Firm is required to submit the following documents along with bill: -

- i. Invoice with covering Letter, both duly signed and stamped by authorized officer
- ii. Attendance sheet of the workers daily and monthly duly verified by the site Incharge.
- iii. Copy of any/all correspondence made with the PIE or any other agency/person/ organization during that month regarding this contract.
- iv. Any other details/documents, if required by the PIE
- v. Evidence/support of all claims in bills.
- vi. List of deputed workers along with their cell numbers /CNIC number and present address.
- vii. Payment shall be made through Accountant General of Pakistan Revenue online, with in three weeks after receipt of bills from the Contractor Firm. Contractor Firm is required to provide all the relevant and complete documents properly for early processing of the bill by 5th of the next month. If the bill is submitted later than 5 days, the payment due on 15th to the said month may also be accordingly delayed. The Authority requires atleast 15 days for processing of payment.
- viii. All applicable taxes and penalties shall be deducted at source from monthly invoice.

9. ARBITRATION

10.1. In case of any difference or dispute arising between the parties during the contract period, shall be referred for resolution to the Grievance Committee of PIE, whose decision shall be final and binding on both the parties.

10. BASIS OF OFFERS/ PRICE

10.1. For placement of Janitorial staff and allied services, the rates shall be quoted in Pak Rupees, category wise per personnel As per bid Form (**Annexure-II**).

11. PRE-QUALIFICATION CRITERIA FOR BIDDERS

11.1. The Firms/ companies scoring minimum 70 Marks along with fulfillment of Mandatory Provisions will be considered to be financially evaluated (**Annexure-III**). However, the bidder is required to enclose the documents/ information as mentioned in the documents otherwise the offer may not be considered.

11.2. Incomplete/ conditional bids shall be rejected.

12. VALIDITY OF BIDS

The bids shall remain valid for a period of one year w.e.f. the date of opening of bids.

The bids validity period can be extended with mutual consent of any bidder does not agree to extend validity period, his bid will be treated as with drawn and there remaining allied bids will be considered.

13. BID SECURITY / PERFORMANCE GUARANTEE

13.1. Bid shall be accompanied by original ***Bid Security an amount of Rs. 36,000/-*** in shape of Pay Order/Bank Draft issued by a reputed bank in the name of DDO Pakistan Institute of Education. The bid security to the unsuccessful bidders shall be returned immediately after award of the contract and in case of successful bidder(s), earnest money will be released on submission of **performance security @ 10%** of contract cost in shape of unconditional Bank Guarantee/Pay Order/Bank Draft.

13.2. The bank guarantee must be valid for at least 12 months from the date of deposit. In case of extension in contract period, the bank guarantee will be automatically extended by the contractor for the extended period.

13.3. Bid Security of the successful bidder may be forfeited without any notice if the successful bidder fails to sign the contract, integrity pact within due date. Non-compliance by bidders shall be dealt under PPRA Rules.

13.4. Bids security of the Successful Bidder(s), will be released after submission of **10% performance** grantee of the total bid amount as Performance Guarantee for due and satisfactory performance of the contract, which will be returned after satisfactory completion of contract, in accordance with Tender Terms & Conditions and settlement of any/all claims, if any.

13.5. Performance Guarantee of the successful bidder shall be forfeited, if firm fails to provide the services as per tender terms & conditions / agreement.

14. GUIDELINES FOR SUBMISSION OF TENDER DOCUMENTS

Interested company/firms may submit their bids on E-Pak Acquisition and Disposal System (EPADS) of Public Procurement Regulatory Authority (PPRA), Islamabad. Bids will be opened in the committee room of PIE after deadline of submission of bids in the presences of bidders or their representatives who may wish to be presents. After evaluation and

approval, the contract will be awarded to the responsive bidders.

16. The firms must clearly attach the following documents as checklist with the bid and non-submission of any document will result into rejection of technical bid of the firm:

- 16.1) Company profile
- 16.2) Income Tax/General Sales Tax Registration Certificate
- 16.3) Experience certificate of the firm as per clause 5.16.
- 16.4) An affidavit on stamp paper in favor of PIE for the firm is never blacklisted by any government department.
- 16.5) An affidavit on stamp paper under taking that firm have enough financial capacity to pay at least three-month salary timely to the deputed Manpower in PIE signed by CEO/CFO or Managing Partner. (Annex-II)
- 16.6) An under taking on stamp paper that the bidder has read all terms and conditions of the tender mentioned anywhere in the tender documents and is liable to any punitive action for furnishing false information / documents. **(Annex-IV).**
- 16.7) Bank Account(s) Information and statement for the last 3 years.
- 16.8) Bid Security amounting to Rs. 36000/- must be uploaded on the EPADS along with the bid and the original bid Security will be submitted at the time of the opening of the bids.
- 16.9) Annual Income Tax Returns and receipt for the last 3 years.
- 16.10) Bank Account(s) Information and statement for the last 3 years.
- 16.11) The PIE reserves the right to demand/call any other information for the sake of documents/ information
- 16.12) Minimum Three (03) years' experience with proven track record in the market
- 16.13) Details along with office addresses in the site locations i.e. Islamabad
- 16.14) Bids shall be submitted on the prescribed form. Only rates to be quoted on the bid form. Conditional and alternate bids will be rejected.
- 16.15) Deadline for submission of the bids 11th **March 2024 at 11.00 am**
- 16.16) Bids Open Date 11th **March 2024 at 11.30 am**
- 16.17) Bidders are requested to offer the services and quote the rates for PIE, Islamabad as required by **the PIE.**

17. INELIGIBILITY

- 17.1. If the Company / Firm is declared as Blacklisted by any Government organization.
- 17.2. If the y Company / Firm declared as defaulter by any Government / Public Sector Organization.
- 17.3. If the Company / Firm involving in litigation with any Government/Public Sector Organization.
- 17.4. If the contract with Company / Firm ever terminated by any government/ public sector organization due to non-satisfactory performance.
- 17.5. Non-submission of prescribed Bid Security.

18. DOCUMENTS CONSTITUTING CONTRACT

18.1. The Company / Firm shall sign a contract agreement (**Annexure-V**) with the PIE, within one week from acceptance of the bid by the PIE.

18.2. Invitation for bids, tender document/ terms and conditions, letter of acceptance shall also be treated as an integral part of the contract.

19. CANCELLATION OF CONTRACT

19.1. The Contract may be terminated earlier at any time by the PIE for breach of any provision(s) of the agreement by the Company.

19.2. This agreement may be terminated by either party by giving to the other side one month's prior notice in writing. Discontinuation of service without notice would amount to misconduct and the PIE reserves the right to impose penalty besides disciplinary action against the Company / Firm.

19.3. In case of any serious violation made by the Company / Firm, the PIE can terminate the agreement without giving one-month notice.

ON STAMP PAPER

UNDERTAKING

I/We hereby undertake and give assurance to Pakistan Institute of Education (Government of Pakistan) that our Company/Firm is financially sound to pay the salaries of deputed provided the janitorial services for three months, if payment is delayed by the PIE due to unavoidable circumstances or bills are not verified by us in time as the case may be.

SIGN & SEAL OF CEO/Director

Name: _____

CNIC # _____



**PAKISTAN INSTITUTE OF EDUCATION (PIE)
M/O FEDERAL EDUCATION & PROFESSIONAL TRAINING,
ISLAMABAD**

BID FORM

1. Name & Address of Bidder:

Telephone: Office/Cell

Fax:

2. Email:

Sales Tax Number:

National Tax Number:

3. Placement of janitorial services at PIE Office, Islamabad at following rates:

Sr.	Description	Total Cost per Month	Total Cost for Year
1.	02 Janitorial Workers (Services as per Scope of Work of tender documents)		
Total Cost Annually			

- 1) We shall abide by all the terms and conditions of the tender.
- 2) We understand that, in case of any difference of quoted price in words and digits, the lowest quoted price will be considered, as quoted price.
- 3) Bids Security should be enclosed.

Signature:

Name:

Designation:

CNIC No. *(copy enclosed)*

Date:

Official Seal/ Stamp:

PERFORMANCE EVALUATION OF JANITORIAL SERVICES
(for Central Administration and Academic Units)
For the rating period:

A	Experience	
	Satisfactory service performed by Firm	25 Marks
	Up to 3 years (Certificate enclosed)	10
	Up to 05 years (Certificate enclosed)	20
	Above 10 years (Certificate enclosed)	25
B	Company profile / Firm must be provide NTN, GST and Active Tax Payers list of FBR	Mandatory
C	Registration/Incorporation/Business Certificate and number of business years in Pakistan.	Mandatory
D	Address Details. A detailed list of addresses/ phone numbers of the Firms must be provided.	Mandatory
E	Undertaking that the company has never been blacklisted by any Government organization	Mandatory
F	Undertaking that company has never been involved in litigation with the M/O FE&PT/ Government of Pakistan.	Mandatory
G	List of workers on the Panel of firm.	25 Marks
	Provide the list with Name, Addresses and NIC No. of minimum 20 workers	25
H	Financial Soundness/ Status	50 Marks
	Credit worthiness undertaking showing the capacity of bidder as per Annexure-I.	20
	Bank statement for latest one year showing return an amount of Rs. 1.0 million	10
	Bank statement for last three years showing return an amount of Rs. 2.0 million	20
	Total Marks	100
	Required Marks for Pre-Qualification	70

Note:

- i) *The bidder is required to enclose the documents/ information as mentioned in the tender documents otherwise the bid shall not be considered. Mandatory documents must be submitted.*
- ii) *Those who obtain 70 or more marks and will be selected as Most Advantages.*

UNDERTAKING

(Accept able only as per provided format)

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender mentioned anywhere in the tender documents and is liable to any punitive action for furnishing false information / documents.

Dated this day of _____ 2024.

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day of _____ 20 ____ between "Pakistan Institute of Education (PIE), Islamabad" (hereinafter referred to as the Authority) of one part, and " M/S _____" having offices at _____ (here in after referred to as the Contractor) of the other part.

WHEREAS the PIE is desirous of availing the Janitorial Services of the Contractor as per rates/terms & conditions contained in the letter of acceptance/ tender documents/ bid and the contractor has accepted to provide the said services rates and terms & conditions contained in letter of acceptance/tender documents.

NOW THIS AGREEMENT WITNESSE as follows:

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
 - a) Contract agreement
 - b) The letter of acceptance
 - c) Tender document
 - d) The signed bids
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies shall take precedence in the order set out above.
4. In- consideration of the payment to be made by the Authority to the Contractor as herein after mentioned, the Contractor hereby covenants with the PIE to provide janitorial services in conformity in all respects with the provision of the Contract.
5. The PIE hereby covenants to pay to the Contractor in consideration of the services the amount due in accordance with the provisions of the contract.
6. In witness where of, the parties here to have caused their respective Common Seals to be here unto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

Sign & Seal on behalf of Contractor

Sign & Seal on behalf of Employer Name:

Name: _____

Designation: _____

Designation: _____

Date

Date _____