



NATIONAL ASSEMBLY SECRETARIAT

TENDER DOCUMENTS

For

**OUTSOURCING OF JANITORIAL SERVICES, HORTICULTURE SERVICES,
AND LIFT OPERATORS
*AT PARLIAMENT HOUSE & ALLIED OFFICES***

DURATION: 2 YEARS (EXTENDABLE FOR 1 YEAR ON MUTUAL CONSENT)

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NATIONAL ASSEMBLY SECRETARIAT

INVITATION TO e-BID

The **National Assembly Secretariat**, Islamabad, invites bids **through EPADS** from eligible, experienced, and financially sound firms/service providers for outsourcing of **Janitorial Services, Horticulture Services, and Lift Operators** on 24/7 basis, for a period of **two (02) years**, extendable by one (01) additional year on satisfactory performance and mutual consent. Services will be hired through **Two-Stage Bidding Procedure** under **Rule 36(c) of the Public Procurement Rules, 2004**. The firms having relevant ISO Certifications along with compliance documents regarding health, safety and environmental protection (as per law in-vogue), registered with FBR (NTN & GST etc.), listed on Active Taxpayer List (ATL), minimum 5 years of relevant experience, Proof of equipment ownership or availability, Valid EOBI & Social Security registrations, Affidavit of non-blacklisting and meet the other requirements as given in Public Procurement Rules, 2004 are eligible to apply.

2. Complete set of Bidding Documents, containing detailed terms and conditions, is available free of cost, on the websites: www.ppra.org.pk and www.na.gov.pk.
3. The bids/proposals, prepared in accordance with the instructions in the bidding documents, must be submitted on or before **19th May, 2025 till 11:00 am**. The bid will be opened on the same day at 11:30 am in presence of the bidders or their representatives.

(ABDUL SATTAR)

Section Officer (Procurement)

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Table of Contents

Table of Contents	3
Part-I: INTRODUCTION	4
Part-II: INSTRUCTIONS TO BIDDERS	4
1. Bidding Process under Rule 36(C)	4
1.1 Stage One: Technical Proposal	4
1.2 Stage Two: Final Technical & Financial Proposal	5
2. SCOPE OF WORK	5
2.1 Location:	5
2.2 Brief Description of Services	5
2.2.1 Janitorial Services:	5
2.2.2 Horticulture Services:	6
2.2.3 Lift Operators:	6
3. General Requirement/Instructions	6
4. DRESS CODE	7
5. TERMS AND CONDITIONS	7
Part-III: BID EVALUATION CRITERIA	8
6. Bid Evaluation	8
6.1 Technical Proposals	8
6.2 Financial Proposal	9
7. GENERAL CONDITIONS	10
8. REQUIREMENT OF HUMAN RESOURCE, EQUIPMENT AND CONSUMABLES (EST.)	12
8.1 Human Resource	12
8.2 Janitorial Equipment and Machinery:	12
8.3 Cleaning Materials:	13
8.4 Horticulture Equipment:	13
8.5 Lift Operation Tools:	13
9. ANNEXURES	13



Part-I: INTRODUCTION

The **National Assembly Secretariat (NAS)**, Islamabad, invites bids/proposals from eligible, experienced, and financially sound firms/service providers for outsourcing of **Janitorial Services, Horticulture Services, and Lift Operators** on 24/7 basis in shifts to be decided with consultation of procurement/monitoring committee, at Parliament House and allied buildings, for a period of **two (02) years**, extendable by one (01) additional year on satisfactory performance and mutual consent. Procurement shall be conducted using the **Two-Stage Bidding Procedure** under **Rule 36(c) of the Public Procurement Rules, 2004**. The firms having relevant ISO Certifications (ISO 9001:2015, ISO 45001:2018, and ISO 14001:2015 etc.), registered with FBR (NTN & GST), listed on Active Taxpayer List (ATL), financially sound with annual turnover of 30 million and above, minimum 5 years of relevant experience, Proof of equipment ownership or availability, Valid EOBI & Social Security registrations, Affidavit of non-blacklisting, Environmental and safety compliance documents, health safety measure and meet the other requirements as given in Public Procurement Rules, 2004, are eligible to apply.

Part-II: INSTRUCTIONS TO BIDDERS

1. Bidding Process under Rule 36(C)

Under Rule 36(c) of the Public Procurement Rules, 2004, the Two-Stage Bidding Procedure shall be used as:

1.1 Stage One: Technical Proposal

- Bidders shall submit only technical proposals with the bid security of Rs.50,000/- irrevocable en-cashable call-deposit/bank draft/pay order in name of *Section Officer Procurement, National Assembly Secretariat*, without financials as per conditions laid down in this document.
- These shall be evaluated and the firms qualifying the initial evaluation, will be provided the opportunity to move to the next stage as appended below.
- In the next stage, the procuring agency may discuss the proposal with the bidders for clarification or modification.
- The procuring agency may revise, delete, modify or add any aspect of the technical requirements or evaluation criteria, or it may add new requirements or criteria not inconsistent with PP rules and may invite revised technical proposals from the firms willing to conform to the revised conditions.
- All documents should be duly signed and stamped.



1.2 Stage Two: Final Technical & Financial Proposal

- Only technically acceptable/revised proposals along with financial bids shall be invited for submission.
- The bid found to be the most advantageous will be accepted and the contract will be awarded accordingly.

2. SCOPE OF WORK

2.1 Location:

- Parliament House Building, Constitution Avenue, Islamabad.
- Speaker and Deputy Speaker Residences, Minister's Enclave, Islamabad.
- Deputy Chairman Senate House, Minister's Enclave, Islamabad.
- Chairman Standing Committee Offices at State Bank Building (4 to 8 floors), (28 rooms + 8 washrooms + 5 kitchenets)
- Additional Block, near NADRA HQ, Islamabad (9 units +8 rooms + 1 Hall + 10 washrooms)
- C-Block of Senate Secretariat, Ataturk Avenue, Islamabad.

2.2 Brief Description of Services

2.2.1 Janitorial Services:

The successful contractor will provide House Keeping Services for Internal Common Areas, includes but not limited to Offices, Toilets & Washrooms, cafeterias, kitchens, Lifts, Lobbies, Windows of all floors, Staircases and other areas within the vicinity including external areas parking, building exteriors, pathways etc. The services will require: -

- i) Daily continuous cleaning/mopping/sweeping of all floors, Session Halls, Committee rooms, chambers, offices, walls, handrails, main entrances, staircases, lobbies, lifts, 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) Supply and Maintenance of Dust Bins with garbage bag and collection of garbage from offices and all common areas, *Waste collection, segregation, and disposal* shall be the responsibility of the contractor.
- iv) Spray of Air Fresheners in offices and common areas.
- v) Provision and replenishment of toiletries.
- vi) Removal of stains / dirt spots / marks etc.



2.2.2 Horticulture Services:

The services may include, but not limited to:-

- i) Indoor and outdoor plant maintenance.
- ii) Grass cutting, pruning, soil conditioning, hedge cutting etc.
- iii) Plantation, watering, and seasonal decoration, flower beds etc.
- iv) Provision of plants on demand basis.

2.2.3 Lift Operators:

The services may include, but not limited to:-

- i) Deployment of trained operators for all lifts.
- ii) Operation, logging and basic troubleshooting etc.

3. General Requirement/Instructions

- 1) Visit of all the areas mentioned in Scop of Work is necessary before submission of any proposal.
- 2) Provision of branded / best quality cleaning materials i.e. liquid cleaners, cleaning acids, detergents, air fresheners, and all necessary cleaning equipment/tools for the defined scope will be required.
- 3) 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.
- 4) The Contractor shall ensure the provision of Tissue Rolls and Liquid Soap in all washrooms.
- 5) The Contractor shall ensure that all public areas are cleaned continuously on daily/ regular basis.
- 6) The Contractor shall ensure spray of disinfectants in the toilet and urinals.
- 7) The Contractor shall ensure general fumigation of offices and common areas on weekly basis.
- 8) The Contractor shall ensure rodent control in offices twice a month and on need basis.
- 9) Any attempt to influence evaluation committee/process will result in disqualification.
- 10) Mali/gardeners deputed should have basic knowledge of plants and keep the vicinity organized by adopting special care of the esthetics.
- 11) Planting on time seasonal flowers in all beds and take due care of them.
- 12) Lift Operators should have the basic training of dealing guests and dignitaries visiting this esteemed office.



- 13) The lift operators should be polite, courteous, have sound physical and professional appearance, good communication skills, strong situational awareness, confidentiality as a core trait and have emergency handling skill will be required for lift operations.
- 14) The Contractor shall comply with the following conditions of service:
- (a) The workers as well as the Contractor shall adhere to all policies and norms specified by the client.
 - (b) The Contractor shall certify that the resources provided are not addicted to drugs etc. and have security clearance from the relevant authorities.
 - (c) The Contractor shall adhere to all applicable laws including the labor laws and any other relevant law.
 - (d) The Contractor shall ensure to hire qualified staff as per tender document.
 - (e) The Contractor shall submit the copy of CNICs of their hired employees as well as submission of particulars of workers with local police station.

4. DRESS CODE

Minimum two (02) pairs of uniforms and shoes per years must be provided to each worker by the Contractor Firm which must be used by the workers during working hours.

5. TERMS AND CONDITIONS

- All staff must be covered under EOBI and Social Security.
- Minimum wages must comply with government wage laws.
- Provision of uniforms, badges, and safety gear.
- Contractor is responsible for background checks, security clearance and training.
- Contractor shall ensure presence and discipline of staff.
- **Performance guarantee:- @ 5% of the total bid value.**
- Provision of insurance coverage for staff will be considered an added advantage for the bidder.
- *Any fresh employee of the successful bidder shall forthwith be registered with EOBI.*
- The Contractor shall provide 100% staff attendance on daily basis. Monthly attendance and performance report will also be submitted.
- The Contractor shall provide machineries required to carry out activities mentioned in scope of work.
- The Contractor shall be responsible for any damage to the property caused during cleaning and housekeeping activities
- Contract duration: 2 years (extendable by mutual consent for another one year).
- Right to audit operations and payroll compliance rests with NA Secretariat.
- Contractor shall provide a *written undertaking* to abide by all government regulations and PPRA rules.
- Any subletting or transfer of responsibility to any third party will not be allowed.



- Contractor shall maintain sufficient backup staff and equipment.
- Contractor must ensure 100% service availability throughout the contract period. In case of absence or shortfall of any staff, immediate alternate arrangement must be made, failing which a penalty of Rs. 1,000 per person per day will be imposed.
- Contractor shall maintain complete attendance records and daily deployment logs and shall present these to the National Assembly Secretariat as and when required.

Part-III: BID EVALUATION CRITERIA

6. Bid Evaluation

The bids/proposals will be evaluated in the following manner:

6.1 Technical Proposals

- i. The Bidders must attach their Company profile along with proof of Registration, NTN Certificate, Income Tax/GST Certificate and FBR's Active Tax Payer Status (ATL) with the Technical Proposals.
- ii. The bidder must attach relevant ISO Certificates for Quality Control /Facility Management. Further, the EOBI Registration Certificate, Social Security Registration Certificate, Company Audit documents of the last year from reputed registered Audit firms, Bank certificate/proof of their annual turnover of Rs. 30 million and above, supported by income tax return.
- iii. Participation in all services of a firm is mandatory and missing of any category will lead to disqualification. However, the procuring agency have the right to relax this provision in exceptional circumstances.
- iv. A complete list of key management staff with names, CNICs, designations, and contact details on company letterhead duly signed and stamped by the head of the company will be attached with technical proposals.
- v. The bidders shall provide an undertaking on stamp paper of Rs. 100 that the bidder has not been blacklisted by any Federal Government Department / Autonomous Body / Multinational corporation during the last three years
- vi. Technical Committee will also check the quality of the Machines/Items required for Janitorial services, Horticulture services and training certificates of lift operators. The samples of janitorial consumable items provided by the bidder will be checked and assessed whether they are genuine and according to the requirement of the client. Violation of quality standard may lead to disqualification.
- vii. Technical Committee may undertake a visit to the office of the bidder. The Technical Team shall also visit buildings/areas where the participating bidders are currently providing Janitorial and other services. They will check the condition of the services they provide



- there and solicit the remarks from management/staff of their client.
- viii. The bidders may provide brand names with the consumable, machinery and other items for janitorial and other services in technical proposals. Incomplete proposal/quotations without brand/mark will be declared as technically non-responsive. The samples of each quoted item shall be provided by the bidder on demand of Procurement/Technical Committee. The unsuccessful bidders shall not claim for any cost incurred on purchase of samples. However, their samples provided to the Committee shall be returned unused.
 - ix. The bidder should have a well-equipped setup, having a proper office at Islamabad/Rawalpindi or willing to establish the facility in the twin cities for provision of their services to this Secretariat.
 - x. The bidders shall have to submit their statement on stamp paper of Rs.100 that they will strictly implement all the laws and instructions of the federal government regarding the rights of labour/janitorial and other staff and their wage limits.
 - xi. *Technical evaluation proformas attached at the end of document.*

6.2 Financial Proposal

- i. Financial proposal, in the second stage, will be submitted after technical qualification in first stage and according to revised technical proposal, if any. Schedule of requirement along with quantity will be communicated to the bidders before second stage. The financial bid will be prepared and submitted according to schedule of requirement and quantities therein along with revised technical proposal.
- ii. The bidders shall have to submit *performance guarantee @ 5% of financial bid*. The guarantee shall be in the form of irrevocable en-cashable call-deposit/bank draft/pay order in the name of Section Officer (Procurement), National Assembly Secretariat, Islamabad. The financial bids without performance guarantee shall be rejected. Performance guarantee of the *unsuccessful bidders* will be released on their request after finalization of the contract.
- iii. Bidders are required to submit their bids inclusive of all taxes/duties etc. applied on the provision of services and supply of required items as mentioned in the document.
- iv. No offer will be considered for tender competition, if the tender documents are incomplete and the offer is ambiguous, submitted with a different pattern/method of bidding, not properly covered and sealed and the records contain any unsigned/ambiguous erasing, cutting/overwriting etc.
- v. The Purchase Committee will open financial proposals of only technically qualified bidders and as per PPRA rules, the most advantageous bid shall be considered for award of the contract.
- vi. The Procurement Committee can cancel any bids at any stage as per PPRA rules.



7. GENERAL CONDITIONS

- 1) National Assembly Secretariat reserved the right to accept/reject all or any bid/proposal at any stage or cancel the tender altogether at any stage under Rule 33 of PPR, 2004. Moreover, it has the discretion to increase/decrease the number of workers, on already approved tender rate of payment and on the same terms & conditions in case of emergencies/additional requirement. The verbal intimation would be duly followed by written request mentioning therein the circumstances / reasons on next day.
- 2) In case, number of workers are increased/ decreased upon directives of the NAS, 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 NAS reserve the right to impose the penalty as per agreement/ tender document.
- 5) The Contractor will provide physically fit and sound in health workers and ensure that each worker must have following documents:-
 - a) Attested photocopy of NADRA Computerized ID Card.
 - b) Original Service Card issued by Contractor.
- 6) The agreement would come in to effect from **1st July, 2025** and shall continue to be in force for a period of two years, until it is terminated in accordance with the provisions of tender documents, or extended for a further period on satisfactory performance on the same rates with mutual consent.
- 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/ ICT administration or any other authority, on wages and/or salaries during the currency of this agreement shall be sole responsibility of bidder.
- 9) The Contractor Firm will keep the NAS 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.
- 10) 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 NAS shall in no way be responsible for any compensation in this regard.



- 11) One month's prior notice in writing, mentioning valid reason shall be served by NAS 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. On the other hand, the contractor will serve two months prior notice to the NAS for termination of their contract. Upon termination by the contractor, the bid security/earnest money submitted by the contractor will be seized by NAS.
- 12) The NAS shall make the payment to the Contractor Firm on monthly basis after submission of bill in detail with attendance sheet with name of workers duly countersigned by concerned dealing officer at NAS.
- 13) 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 same shall be referred to the Monitoring committee of NAS or its nominee as Arbitrator and its/his decision shall be final and binding upon the parties hereto.
- 14) The Contractor Firm shall be responsible to complete all documentation required for execution of the contract.
- 15) The Contractor Firm shall possess minimum experience to provide Janitorial Services, Horticulture and lift operators with at least three Government Departments or Multinational companies or Listed Companies.
- 16) The Contractor Firm will ensure that they have enough financial capacity to pay at least two months' salary timely to the deputed Manpower in NAS and its allied offices and Contractor Firm should submit such undertaking signed by CEO/CFO or Managing Partner on attested stamp paper.
- 17) The firms must be registered with Employee Old Age Benefit institute (EOBI) for EOBI deductions/payments under EOBI act.



8. REQUIREMENT OF HUMAN RESOURCE, EQUIPMENT AND CONSUMABLES (EST.)

The following contains the estimates of machinery & Equipment and human resource, which will be required for janitorial and other services.

8.1 Human Resource

Final requirement of human resource will be communicated to the firms before Stage-II of the bidding process.

Sr.	Description	Estimated Requirement
1.	Project Manager	1
2.	Supervisor	5
3.	Shift Incharge	4
4.	Male Sweepers/ Janitors	85
5.	Female Sweepers/ Janitors	20
6.	Gardeners/Mali	30
7.	Machine Operators	10
8.	Fumigation staff	5
9.	Chowkidar	5
10.	Lift Operators	20
11.	Helpers	5
Total		190

8.2 Janitorial Equipment and Machinery:

Final list of machinery and its quantity required for Janitorial Services will be communicated to the firms before Stage-II of the bidding process.

- Ride-on Floor Scrubbers (Tennant, Nilfisk, Lavore, Intervac or equivalent) – min. 3 units
- Walk-behind Auto Scrubbers (Kärcher, Cleantech, Lavore or equivalent) – min. 4 units
- Industrial Wet & Dry Vacuum Cleaners (Ghibli, Bosch, Hitachi or equivalent) – min. 5 units
- High-Pressure Jet Washers (Kärcher, Bosch, Black & Decker or equivalent) – min. 3 units
- Mechanical Sweepers (Nilfisk, IPC, Numatic or equivalent) – min. 3 units
- Carpet Shampooing Machines (Taski, Kärcher, Eureka Forbes or equivalent) – min. 2 units
- Floor Polishing Machines (Clarke, Taski, Cleantech or equivalent) – min. 4 units
- Glass Cleaning Kits with Extendable Rods (Unger, IPC or equivalent)
- Mops (dry and wet), Buckets, and Wringer Trolleys (Scotch-Brite, Vileda or equivalent)
- Window Squeegees and Scrapers (Unger, Rubbermaid or equivalent)
- Brooms (soft and hard), Dustpans, and Brushes (local or imported quality brands)
- PPE Kits: Gloves, Masks, Safety Boots, Aprons, Goggles (3M, Honeywell or equivalent)



8.3 Cleaning Materials:

Final items and quantity of cleaning material will be communicated to the firms before Stage-II of the bidding process.

- Liquid Hand Soaps (Lifebuoy, Dettol, Capri or equivalent)
- Detergents and Surface Cleaners (Max, Vim, Bonus or equivalent)
- Floor and Toilet Cleaners (Harpic, Domex or equivalent)
- Phenyl and Disinfectants (Rose Phenyl, Lysol or equivalent)
- Glass Cleaners (Glint, Windex, Shield or equivalent)
- Air Fresheners (Glade, Air Wick, Brisk or equivalent – automatic and manual)
- Sanitizers (Dettol, Purell, Shield or equivalent – alcohol-based)
- Bleach (Domex, Clorox, Max or equivalent – chlorine-based)
- Tissue Rolls, Paper Towels, and Napkins (Rose Petal, Premier, Metropole or equivalent)
- Garbage Bags (all sizes – DuraBag, Albayrak or equivalent)
- Naphthalene Balls, Urinal Cubes (local or imported)

8.4 Horticulture Equipment:

Final quantity of equipment will be communicated to the firms before Stage-II of the bidding process.

- Lawnmowers (Honda, Husqvarna, Dongcheng or equivalent – manual and motorized)
- Hedge Trimmers (Black+Decker, Bosch, Dongcheng or equivalent)
- Sprinklers and Water Hoses (Gardena, Orbit, local brands or equivalent)
- Garden Trowels, Spades, Rakes (local or imported)
- Plant Shears and Pruners (Fiskars, Bahco, Dongcheng or equivalent)
- Plant Pots, Soil, and Organic Fertilizers (as per horticulture best practices)
- Watering Cans (local or imported)
- Wheelbarrows (industrial grade)

8.5 Lift Operation Tools:

Final requirement of human resource will be communicated to the firms before Stage-II of the bidding process.

- Operator Uniforms and Badges (custom printed, company branded)
- Operation Log Books (daily shift-wise entry logs)
- Basic Troubleshooting Tools (Screwdriver sets, Flashlights, etc.)

9. ANNEXURES

Annexure A – Form of Contract Agreement
Annexure B – Stage-I Evaluation proforma
Annexure C – Stage-II Evaluation proforma



FORM OF CONTRACT AGREEMENT

THIS AGREEMENT is made on the day of.....2025 between "National Assembly Secretariat" (hereinafter referred to as the Client) of one part, and "M/s....." having offices at(hereinafter referred to as the Contractor) of the other part.

WHEREAS the Client is desirous of availing the provision of Services at Parliament House and other allied offices/residences as mentioned in this agreement, from the Contractor (.....) as per rates/ terms & conditions contained in the letter of acceptance/ tender documents and the contractor has accepted to provide the said services/ consumable items as per Scope of Service, Rates and Terms & Conditions contained in letter of acceptance/tender documents.

NOW THIS AGREEMENT WITNESSES as follows:

2. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:

- i. Contract Agreement
- ii. Letter of Acceptance
- iii. Tender documents
- iv. General Condition
- v. Scope of Service
- vi. Annexures
- vii. 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 Client to the Contractor as herein after mentioned, the Contractor hereby covenants with the Client to provide ----- in conformity in all respects with the provision of the Contract.

5. The Client hereby covenants to pay the Contractor in consideration of the services and supply of items the amount due by the provisions of the contract.

6. In witness whereof, the parties hereto have caused their respective Common Seals to be hereunto 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 Client

Name : _____

Name : _____

Designation. _____

Designation. _____



Annexure "B"**STAGE-I, TECHNICAL EVALUATION REPORT**

Sl. No.	Name of firms	Firm/Service provider Profile and proof of Registration	NTN, Income Tax/GST Certificate, ATPL	ISO Certificate	EOBI and Social Security Registration Certificate	Proof of annual turnover of Rs.30 million or above	Bank Draft/Pay Order for Rs.50,000/-	Non-Blacklisting Affidavit	Experience Certificate	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										



STAGE-II, DETAIL TECHNICAL EVALUATION REPORT

S. No.	Name of firms	Firm/Service Provider Profile/ proof of Registration	NTN, Income Tax/GST Certificate, ATPL	ISO Certificates	EOBI and Social Security Registration Certificate	Firm/Service Provider Audit documents/ Proof of annual turnover of Rs. 30 million/ income tax return	Bank Draft/Pay Order for Rs. 50,000/-	List of Key Management Staff	Sample standard	Non-Blacklisting Affidavit	Affidavit for abiding by all Laboure laws/rules	Experience Certificate and staff training	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
1.													
2.													
3.													
4.													
5.													
6.													
7.													

