



Universal Service Fund

(A company setup under Section 42 of the Companies Ordinance 1984)

Bidding Document

“Janitorial Services for Universal Service Fund Company”

Tender ID: USF/TDRS/Janitorial Services/2020/08

USFCo Fifth Floor, HBL Tower, Jinnah Avenue, Islamabad Pakistan	Tel: 051 9212308-09 Fax: 051 9214261 URL: www.usf.org.pk
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1. INTRODUCTION

Universal Service Fund (USF) is a company registered under Section 42 of the Companies Act 2017 (erstwhile the Companies Ordinance, 1984) having its registered office at 5th floor, HBL Tower, Jinnah Avenue Islamabad. USF invites sealed bids from Janitorial Service Providers, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax as per scope of work detailed under terms of reference (ToR).

2. BIDDING PROCESS

- a. A Janitorial Service Provider will be selected after an open, competitive and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, and Rules, Regulations and Guidelines made thereunder.
- b. A Single Stage, One Envelope procedure shall be opted as per Rule 36 (a) of the Public Procurement Rules, 2004.
- c. The bid shall comprise of a single package containing two separate proposals comprising of both technical and financial proposal.
- d. The proposals shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion. Both proposals shall be opened on the day of bid opening.
- e. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of ‘Universal Service Fund’, of value PKR 5,000/- (Pak Rupees Five Thousand Only) must be attached with proposals.
- f. The prospective Bidder will be entitled to download or receive detailed bidding documents/information package from USF/PPRA websites and also from USF office respectively.
- g. No financial instrument for bid security or mode of payment for bidding documents shall be acceptable other than as specified in clause (e).

3. ELIGIBILITY & QULIFICATION CRITERIA

Bidders must comply with the following clauses:

- a. The Bidder must be a Firm or Company.
- b. Bidders must have a minimum three (03) years of relevant working experience from the date of registration/incorporation.
 - i. Copy of following registration documents with relevant authorities;

In case of Company	1. Incorporation certificate from Security and Exchange Commission of Pakistan (SECP).
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In case of Firm	1. Form-C issued by registrar of Firms.
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- c. The Bidder must be registered with FBR for the purposes of Sales Tax and Income Tax and must be an Active Taxpayer (verifiable through ATL) on the date of bid submission as well as throughout the period of contract in compliance of the Eligible Bidders (Tax Compliance) Regulations, 2015.
- d. The Bidder shall provide an undertaking on stamp paper of Rs. 20 duly attested by the **Notary Public / Oath Commissioner** that the Bidder has not been blacklisted by any Government/Semi-Government institutions. (date of affidavit shall be between tender notice & last date of submission of bids).
- e. The Bidder shall quote only a single solution; otherwise the solution will be rejected for being non-compliant to this requirement.
- f. USF shall not entertain incomplete or partial bids.

4. EVALUATION CRITERIA

USF will evaluate the proposals on the basis of their compliance with the BIDDING DOCUMENT, ToR, evaluation criteria, and the point system as specified below.

A proposal shall be rejected during technical evaluation if it does not comply with the BIDDING DOCUMENT and ToR or if it fails to achieve the minimum score as indicated in Table I below:

Table I

Evaluation Criteria

S. #	Criteria	Points
1	Firm / Company Experience: >3 =5 years 04 Marks >5 =7 years 08 Marks >7 years 10 Marks	10
2	Similar Nature of Work (Attach Relevant Documents such as POs/contracts): (Relative marking i.e; full marks shall be awarded to the bidder having maximum POs/Contracts)	15
3	Existing & Past Clients of the Firm/Company (attach relevant documentary evidence): Public Sector Organizations (5.0 Marks) Multinational organizations (5.0 Marks) Local Organizations (5.0 Marks) (Relative marking i.e; full marks shall be awarded to the bidder having maximum clients)	15
4	Financial Strength of the Company: Bank Statement of last financial year	10

5. INSTRUCTIONS /GENERAL CONDITIONS

- a. The bidder will be selected after an open, competitive and transparent bidding process in view of Rule 20 of PPRA Rules, 2004.
- b. Proposals shall be submitted in English/Urdu language as per Rule 6 of the Rules.
- c. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR).
- d. Each page of the Technical and Financial Proposal shall be signed by an authorized representative of the Bidder. The representative's authorization shall be confirmed by letter of authorization on the official letter head of the firm duly signed by local partner accompanying the proposal.
- e. All clarifications will be communicated to the registered Bidders through e-mail and shall be uploaded on the USF website at the specific tender's web page.
- f. USF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. USF shall communicate to all bidders who submitted a bid or proposal, the grounds for its rejection of all bids or proposals but is not required to justify those grounds as per Rule 33 of the PPRA Rules, 2004.
- g. The bidders shall bear all costs associated with the preparation and submission of their respective bids and USF will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- h. In case of non-conformity of supply & services with the desired specifications, bidder shall be liable to pay damages and penalties as imposed by USF.
- i. Bidders are under obligation to read and understand complete bidding documents and seek any information/clarification from USF before the opening of bids. USF shall not be responsible towards the Bidders for any of their claim or complaint which may arise as a result of non-reading or misreading the bid documents by Bidders, once the bids are opened.
- j. USF is the originator of bidding documents, any clarification or interpretation communicated by USF, whether in response of a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.
- k. Letter of Intent (LoI) will be issued to the successful bidder. A formal contract will be signed with successful bidder upon submission of LoA.
- l. USF expects that all bidders shall observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy, the USF set forth following terms:
 - I. "RULES" means PPRA rules.

- II. "Corrupt Practice" includes offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.
 - III. "Fraudulent Practice" includes any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
 - IV. "Collusive Practice" includes an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.
 - V. "Coercive Practice" includes impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.
 - VI. "Obstructive Practice" includes deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede USF investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- m. USF will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

6. BID SECURITY

- a. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of 'Universal Service Fund', of value PKR 5,000/- (Pak Rupees Five Thousand Only) must be attached with proposals.
- b. Bid security other than specified at clause 6(a) shall not be entertained and accepted. USF shall return such bids to respective bidders.
- c. Bid Security of technically dis-qualified & unsuccessful Bidder(s) shall be released within ten (10) days of the date of issuance of Lol to the successful Bidder.
- d. Bid Validity: The proposals shall remain valid for period of 90 days from the date of submission.
- e. Bid security of the Bidder shall be forfeited in case it is determined that the Bidder, directly or through an agent, participated or competed in this tender or secured the contract, by any means of corrupt, fraudulent, collusive or coercive practices as defined under section (04) of this bid document.
- f. Bid security of the successful bidder shall be released after the signing of contract.

7. TECHNICAL PROPOSAL

All bidders shall submit Technical Proposals strictly in compliance with the requirements laid down in this bidding document.

The Technical proposal shall be clearly marked with the following: -

“TECHNICAL PROPOSAL”

The technical proposal shall include;

- a. A covering letter (attached as Annex-A) from the head of the Firm/Company or an authorized representative of the applicant entailing the objectives and the executive summary.
- b. Complete profile of the firm/company with relevant details of clients.
- c. All the information/documentary evidences required for eligibility & qualification.
- d. Compliance against each clause and sub-clause of BIDDING DOCUMENT and ToR must be attached by sign & stamp at each page of bidding document by authorize representative of bidder.
- e. Additional Information (If Any)

8. FINANCIAL PROPOSAL

The bidder shall submit Financial Proposals specified in the bidding document. Envelop shall be clearly marked with the following: -

“FINANCIAL PROPOSAL

- a. The Financial Proposal shall include quotation on monthly basis as per following specimen;

Sr no	Description of Proposed Heads to be Charged	Rates in PKR
1	Rate of janitorial staff/Month	
2	Charges of Company /Per Month	
3	Other charges (if any)/Month	
4	Total without applicable taxes/Month	
5	Total with applicable taxes/Month	

- b. A lump sum cost along-with the complete detailed item wise cost breakup shall be provided as given in above table.
- c. The proposal must remain valid for a period of 90 days after the bid submission date.
- d. Taxes will be deducted at the time of the payment as per government rules and regulations.
- e. All payments will be subject to the active taxpayer status of the service provider at the time of release of payment. If service providers status is not active on ATL (Sales Tax); no payment shall be made till their status becomes active on ATL (Sales Tax) of FBR.
- f. The service provider shall pay all such taxes, Stamp duty or other duties, fees and other impositions levied under the applicable law, the amount of which is deemed to have been included in the financial bid.

- g. Bidder shall mention the amount in financial proposal, which shall be inclusive of all applicable taxes, levies, duties and fees as per prevailing laws. Any increase or decrease in rate of sales tax (only) applicable at the time of payment, shall be further added or adjusted, as the case may be, in total contract price.

9. SUBMISSION, OPENING AND RECEIPT OF PROPOSALS

- a. The original proposal (Technical and Financial Proposal) shall be prepared without any interlineations or overwriting.
- b. One hard copy and one soft copy (in USB) of proposal shall be submitted.
- c. The proposals shall be marked separately as “Technical Proposal” and the “Financial Proposal” in bold and legible letters to avoid confusion.
- d. Technical and Financial proposals must be delivered at the address given below on or before 1100 Hrs. (PST), 22nd Dec 2020.

Senior Officer Procurement

Universal Service Fund
5th Floor, HBL Tower
Jinnah Avenue, Islamabad
Telephone: 051-9212308-09 Ext: 310
Email: admin.tenders@usf.org.pk

- e. Technical and Financial Proposals shall be opened the same day i.e. 1130 Hrs. (PST), 22nd Dec 2020 (PST), in presence of all the applicants who choose to be present.
- f. The evaluation of Proposals will be carried out and the results of the evaluation will be communicated to all the applicants.

10. AWARD OF CONTRACT

- a. The technically qualified bidder with the lowest bid, if not in conflict with any law, rules, regulations or policy of the Federal Government shall be awarded the contract, within the original or extended period of bid validity.
- b. A letter of Intent (LoI) will be issued to the Most Advantageous Bidder who shall submit Letter of Acceptance (LoA) within period provided in LoI.
- c. After submission of the Letter of Acceptance it is expected that the contract will be signed within minimum possible, failing which USF may proceed accordingly.
- d. The term of the contract shall be one year.

11. PAYMENT TERMS

- a. USF will make the payments, as per Government policy, in Pak Rupees before 15th of every month subject to submission of valid invoice on or before 3rd of each month of provided services of last month by the service provider. Payment will be made through cross cheque to the service provider and shall not be made in advance.
- b. Rate of month salary and hiring contract Janitorial staff should be in line with existing labour laws & rules of the Govt. of Pakistan for the current financial year.
- c. Payment shall be processed on receipt of original commercial / GST invoice.
- d. USF shall pay a lump sum monthly payment after deduction of applicable taxes upon receiving one consolidated invoice by the service provider.

12. PENALTY

- a. In case of absence/ leave/ sickness of any one janitor(s), alternates(s) shall be provided by the service provider. In case of non-provision of alternate service(s) deduction shall be made from the payment on pro-rata basis and the same shall be deducted from monthly bill of service provider.
- b. Penalty(s) shall be deducted from the invoice/payment submitted by the service provider.
- c. Delay due to reasons beyond the service provider (*Force Majeure*) will not be considered as delay on the part of service provider.
- d. In case of theft of loss / damage of any equipment/ asset, if janitor(s) found guilty, the service provider will be responsible to pay the cost of the equipment/ asset.
- e. In case of poor service, USF may impose penalty on the firm up to the extent of 15% of its monthly payment from its monthly invoice.

Terms of Reference

USF intends to get complete Janitorial services (**janitor (s) required on need base**) including cleaning material and equipment required for cleaning of USF office situated at 3rd Floor, Evacuee Trust Building, Islamabad (approx. 17000 sq ft) including bathrooms, reception, store and lobby areas for a period of one year.

THE SCOPE OF WORK INCLUDES:

- 1- Janitorial services (male / female) shall be required on working days i.e. Monday to Friday from 0830 hrs to 1730hrs. However, under special circumstances the service may be required on Saturday, Sunday and gazetted holidays as well.
- 2- The janitor(s) should be well disciplined, well-mannered, presentable, and familiar with hygiene practices.
- 3- In case of absence/ leave/ sickness of any one janitor(s), alternates(s) shall be provided by the service provider. In case of non-provision of alternate service(s) deduction shall be made from the payment on pro-rata basis and the same shall be deducted from monthly bill of service provider.
- 4- Janitors shall always wear proper and clean uniform while being present within the USF premises. The same shall be provided to them by the service provider.
- 5- USF shall pay a lump sum monthly payment after deduction of applicable taxes upon receiving one consolidated invoice by the service provider.
- 6- The service provider will be bound to pay the janitor a monthly salary in accordance with the minimum wages policy of government set from time to time.
- 7- In case of theft of loss / damage of any equipment/ asset, if janitor(s) found guilty, the service provider will be responsible to pay the cost of the equipment/ asset.

JOBS OF JANITORIAL STAFF:

- i. Sweeping / mopping of entire floor and offices thirty (30) minutes before the office timings.
- ii. Dusting of the office equipment and furniture.
- iii. Cleaning of the premises after each hour till office closing.
- iv. Cleanliness of bathrooms before the office timing and after a regular interval during office hours.
- v. Inside cleaning of all the glasses installed at rooms /corridors.
- vi. Any other task assigned.

Annex “A”

Date:.....

To,
 Senior Officer Procurement,
 Universal Service Fund
 5th Floor, HBL Tower,
 Jinnah Avenue, Islamabad

Dear Sir,

1. I/we, the undersigned, being duly authorized to represent and act on behalf of (hereinafter “the Applicant”) have reviewed and fully understood all the clauses of BIDDING DOCUMENT provided by USF.
2. USF and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves or the authorized representative to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
3. USF and its authorized representatives may contact the following persons for further information, including General and Managerial Inquiries, Personnel Inquiries, Technical Inquiries, Financial Inquiries, if and when needed.

S#	Name	Designation	Contact Information
1.			
2.			
3.			

