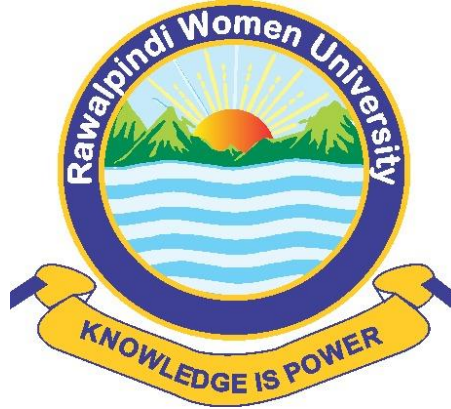


RAWALPINDI WOMEN UNIVERSITY



BIDDING DOCUMENT

FOR

“HIRING OF JANITORIAL SERVICES”

(SINGLE STAGE TWO ENVELOP)

Last date of Tender issuance: _____
Tender opening Date: _____

(In-line with Rules PPRA-2014)

Documents Issued To: - _____ on _____

Issued by: _____

RAWALPINDI WOMEN UNIVERSITY
6th Road, Satellite Town, Rawalpindi
Ph: 051-9291638

Sign & Stamped by Bidder _____

RAWALPINDI WOMEN UNIVERSITY, RAWALPINDI

INVITATION TO BIDS

Rawalpindi Women University, Rawalpindi invites bids from reputed firms, registered with Sales Tax & Income Tax departments (FBR/PRA) with active tax payer profile and having adequate past experience and financial capabilities, for provision of services mentioned below.

Sr. #	Name of Work	Estimated Cost (Rs in Millions)	Tender Fee (Rs)	Duration	Last date /time for issuance of tender	Date/time for Receipt of tenders	Date/time for Opening of tenders
1.	Hiring of Janitorial services	12.017 (M)	5000/-	1 Year	02-10-2023 04:00 pm	03-10-2023 10:30 am	03-10-2023 11:00 am

Bids shall be processed on **Single Stage Two Envelop Bidding Process**. Bidding documents can be obtained w.e.f. the date of its publication on submission of a written request on company's letter head from the office of the Project Director, RWU. Request must be accompanied with CNIC of Company/Firm owner along with authority letter , **Tender Fee of Rs. 5000/- (Non-refundable)** in form of CDR/Pay Order/Demand Draft in favor of Rawalpindi Women University. Bidding documents can also be **downloaded from PPRA's website** and CDR/Pay Order/Demand Draft of bid fee must be attached along with technical bid submitted. **Bid must contain Bid Security (Earnest Money) in the form of CDR/Demand Draft/Pay Order in favor of Rawalpindi Women University (Bid security @ 2% of Estimated Cost as given in tender documents).**

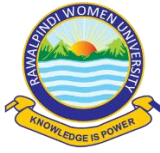
Sealed proposals shall be opened in the presence of bidders or their representatives having valid authority letter from their respective organization. University shall not be responsible for delays & non delivery caused by courier firms/post office etc. regarding issuance & receiving of bidding document/proposals etc. Bids which are incomplete, unsigned & unstamped on bid form, unsealed, without bid security and late by specified time shall not be considered. The University Management may reject any or all bids at any time prior to acceptance of a bid, as provided under Rule-35 of Punjab Procurement Rules-2014.



IPL- 7523

PROJECT DIRECTOR
ROOM # 245, ADMIN (OLD BS) BLOCK
RAWALPINDI WOMEN UNIVERSITY,
6th ROAD, SATELLITE TOWN, RAWALPINDI
Ph # 051-9291638 project.director@rwu.edu.pk

Sign & Stamped by Bidder _____



TECHNICAL PROPOSAL

HIRING OF JANITORIAL SERVICES AT RAWALPINDI WOMEN UNIVERSITY, RAWALPINDI

TECHNICAL INFORMATION & UNDERTAKING

I.	Name of the Company (As Per Registration Certificate if any)	
II.	Complete Postal Address of Company (As per Registration Certificate)	
III.	Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) Copy of NTN Registration Certificate (Active Filing Status) and CNIC.	
IV.	Name & Designation of the Contact Person Telephone No: Cell No: Fax No: e-mail address:	
V.	Year of Establishment of Business (Janitorial Services)	
VI.	Certificate The bidder shall submit affidavit that the company is not involved in any harmful activities and not in Litigation with any other organization and not black listed from any Government/Semi-Government Organization/Autonomous Body	
VII.	Working Experience Related Work Experience in Years. (Please use separate sheet for each as per the following format). The information provided will facilitate the evaluation of bid:	
VIII.	Bid Security (@ 2 % of Estimated Cost)	

Format for Work Experience:

Sr.#	Name of the organization with whom the company/firm has been working during last three years	Duration		Tel No.	No. of persons deployed by the firm	Total value of the contract
		From	To			
1						
2						
3						

Volume of business (in Pak rupees) during the last three years (please submit documentary evidence)

Details of annual financial turnover (Gross)	2020-2021	2021-2022	2022-2023
Tax Paid (If any)			

Format for Detail of Employees:

Sr.#	Name of Employee/Father name	CNIC #	Year of Service
1.			
2.			

Detail should be given on letter head of company/firm on prescribed form and should be attached with the technical bid.

CHECK LIST OF DOCUMENTS TO BE ATTACHED WITH BID

1. Demand Draft/CDR of 2% of the total annual estimated cost.
2. Copy of CNIC/NTN/STN Registration (if any).
3. Financial Turnover of Last Three Years.
4. Detail of Employees and Equipment.
5. Income tax/sale tax Returns of Last Three Years.
6. Satisfactory certificate from the previous employers.
7. Signature of the bidder or his authorized signatory on each page of the tender document as acceptance of the terms and conditions contained in the tender document.
8. Documentary evidence in support of the following:
 - (i) Number of years of having experience of similar services in the offices / organizations / hospitals / places of public utility / institutions / preferably Educational institutions along with number of persons availing the services offered by the contractor.
 - (ii) List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing such services. Names, designations and telephone numbers of concerned officers in the respective organizations/institutions may also be indicated (if any)
 - (iii) PESSI/EOBI registration Certificate/Payment vouchers
 - (iv) Affidavit on stamp paper that company/firm is not blacklisted from any Government /Semi-Government organization or Autonomous Body since incorporation.

TECHNICAL EVALUATION CRITERIA OF BIDS

Following weightage shall be given for Technical evaluation of Bids:

Sr.	Criteria	Total Marks
(A).	Eligibility: (i) Bid Security (As mentioned in Invitation to Bids) (ii) Sale tax Registration with active tax payer status (iii) Income tax Registration with active tax payer status (iv) Tax returns of Last 3 Financial Years (Avg. 05 Million) (v) PESSI/EOBI Registration Certificate (vi) Copy of CNIC of Owner/Authority Person along with Authority Letter from the Bidder Company authorizing the relevant person to represent the company. (vii) Affidavit on the stamp paper of Rs. 100/- that <ul style="list-style-type: none"> • Bidder is not currently blacklisted by any Procuring Agency. • The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document found at any stage, the Bidder shall be blacklisted as per Law/ Rules. • The provided information is correct & true. 	Mandatory
(B).	Qualifications: (i) Staff profile Proof (30) Firm with 30 to 50 Janitorial staff = 10 Firm with 50 to 70 Janitorial staff = 20 Firm with more than 70 Janitorial staff = 30 (ii) Work Experience (20) 01 to 03 years of relevant experience = 10 More than 03 years of relevant Experience = 20 (iii) Technical Equipment/Machinery (30) Firm with Hand driven Floor Scrubbing/Polishing Machine = 10 Firm with Drain/Sewerage cleaning Pump = 10 Firm with waste disposal vehicle = 10 (iv) PESSI/EOBI Payment vouchers (10) Firm with Minimum 02 years of Payment Vouchers = 05 Firm With more than 02 years of payment Vouchers = 10 (v) SECP Registration (10)	100
Qualifying Marks = 70		

Note: Financial Bids of only those bidders shall be opened who are technically qualified.

**HIRING OF JANITORIAL SERVICES AT RAWALPINDI
WOMEN UNIVERSITY, RAWALPINDI.**

FINANCIAL PROPOSAL

Total Annual Estimated Cost Rs. _____ /-

Bid Security (Earnest Money) Rs. _____ /-

Name of the company/firm _____

SERVICE CHARGES i/c MATERIAL:

1. Janitorial Services (Annual Bid) Rs: _____

Note:

1. All repairs, labor pay & all other costs inclusive of all taxes shall be borne by the company.
2. Company will ensure minimum wage rate as notified by labor & Human resource Department, Government of the Punjab.

Signature _____

Name & Designation _____

Stamp: _____

GENERAL TERMS AND CONDITIONS

1. Please read the terms & conditions carefully before filling up the document.
Incomplete tender documents will be rejected.
2. Before submitting the tender, tick the checklist of required documents.
3. No paper shall be detached from the tender document.
4. Bidding procedure of **SINGLE STAGE TWO ENVELOP** shall be applicable under Punjab Procurement Rule 38 (2)(a) which implies;-
 - (i) The bid shall be a single package of one main envelop which shall bear the word “**Confidential**” and also bear the tender name. The main envelope will be consisting of two separate envelopes, containing the financial and the technical proposals;
 - (ii) The two envelopes shall be marked as “**Financial Proposal**” and “**Technical Proposal**”;
 - (iii) In the first instance, the “**Technical Proposal**” shall be opened and the envelope marked as “**Financial Proposal**” shall be retained unopened in the custody of the University;
 - (iv) The University shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements;
 - (v) During the technical evaluation no amendments in the technical proposal shall be permitted;
 - (vi) After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period;
 - (vii) The financial bids found technically non-responsive shall be returned un- opened to the respective bidders; and
5. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction; insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein; otherwise, the Tender is liable to be rejected.
6. The tenderer must write the name & complete postal address of the bidding firm on the reverse side of the Demand Draft(s).
7. All pages of the tender document must be signed by the authorized signatory.
8. The RWU reserves the right to obtain feedback from the previous/present clients of the tenderer in the manner it deems appropriate. The decision of the RWU concerning award of contract will be final and binding on all bidders.
9. The services to be rendered by the contractor cannot be altered by the bidder.
10. The bids submitted by all bidders should be valid for at least 120 days from the date of opening.
11. Person signing the bid or other documents must clearly write his name and also specify the capacity in which he is signing.

12. The University Management may reject all bids at any time prior to the acceptance of a bid, as provided under Rule-35 of Punjab Procurement Rules 2014.

13. Before submitting the filled-in tender document to the RWU, the bidders may seek clarification(s) before the closing date & time of tender, if any, from Project Director Office, during working hours.

14. The successful bidder will have to enter into an agreement on stamp paper with the RWU before taking charge of the following services and commencement of the work.

15. In case of any conflict in the price/cost quoted by the bidder: unit cost will be considered. In case GST not mentioned, price will be considered as inclusive of GST

ELIGIBILITY CONDITIONS / GUIDELINES FOR EVALUATION OF BIDS

16. Basic Eligibility:

(a) The bidder should be in janitorial services business for a minimum period of Three (03) years as on the date of opening of the tender.

(b) The bidder's average annual financial turnover (gross) in Janitorial services during the last three financial years, i.e., 2020-21, 2021-22, and 202-23 should not be less than 05 Million per year.

(c) The bidders' performance, as per prescribed format for each work completed at least for last three years and in hand should be certified by a responsible person from the concerned organization. The certificate should also indicate the compliance of statutory requirements of those particular organizations.

(d) Tenders received without proper documents, including demand draft, shall be rejected.

(e) Affidavit on legal stamp paper stating that company/firm never been blacklisted from any Govt: / Semi- Govt: or Autonomous Body.

PERIOD OF CONTRACT

17. The contract for janitorial services shall remain valid initially for a period of one year. However, in order to evaluate the performance and services of the contractor, initial three (03) months of the contract will be considered as probationary period. The one-year contract period is subject to renewal by the RWU on satisfactory performance on mutually agreed terms and conditions for a further period of one (01) years (on annual basis) or till such time as mutually agreed upon.

BID SECURITY

18. (i) The tender must be submitted along with 2% bid security (Earnest Money) in shape of Call Deposit/Bank Draft in favor of the Rawalpindi Women University, Rawalpindi. Tender received without bid money shall be rejected.

(ii). Earnest Money would be returned after completion of probation period i.e. three (03) Months.

PERFORMANCE GUARANTEE

19. The successful bidder will be required to submit, Performance Guarantee in the form of CDR (in original) @ 5% of the total value in favor of the "Rawalpindi Women University, Rawalpindi" as per PPRA Rule-56. The performance guarantee will be discharged by Procuring Agency and returned to the service provider not later than thirty (30) days following the date of completion of the service provider performance obligations under the contract including any warranty obligations, unless specified otherwise.

MANDATORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)

20. The contractor shall be responsible for engaging adequate number of trained manpower including supervisory staff required for providing good services in the University.
21. The Contractor shall ensure proper discipline among his workers. He will also ensure that they do not indulge in any unlawful activity.
22. Employment of child labor is strictly prohibited under the law. Therefore, the Contractor will not employ any child labor.
23. In the event of violation of any contractual or statutory obligations by the Contractor, he shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the RWU by any individual, agency or government authority due to act(s) of the contractor, the contractor shall be liable to make good/compensate such claims or damages to the University.
24. All staff must wear company Uniform and must have company identity card clearly visible on each staff.
25. The contractor shall be personally responsible for conduct and behavior of his staff and any loss or damage to University's moveable or immovable property due to the conduct of the contractor's staff. If it is found that the conduct or efficiency of any person employed by the contractor is unsatisfactory, the contractor shall have to remove the concerned person and engage a new person within 48 hours after intimation to the RWU authorities. The decision of the RWU designated officer in this regard shall be final and binding to the contractor.
26. The contractor shall not appoint any sub-contractor to carry out his obligations under the contract.
27. The RWU representative will inspect the quality of material & services. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended in letter and spirit by the contractor.
28. The Vice Chancellor, RWU shall be the competent authority to adjudicate any complaints/ conflicts etc. during commencement of this contract. Contractor shall abide by the decisions in this regard.
29. Contractor shall be solely responsible for all risks, losses arising out of thefts, pilferages etc. and accidents associated to his property, investment, furniture, machinery & equipment etc.
30. The contractor shall ensure that either he or his authorized representative is available for proper administration and supervision at the work to the entire satisfaction of the concerned Department.
31. The contractor will bring his own tools, trolleys/cabs, equipment, and material in sufficient quantity to maintain good services.
32. Bidders can visit Rawalpindi Women University, Rawalpindi for their own assessment/evaluation.

TERMINATION OF THE CONTRACT

33. The Contract can be terminated by the RWU, on one-month notice to the contractor. The RWU reserves the right to terminate the contract without giving any notice in case the contractor commits breach of any of the terms of the contract. The Vice chancellor, RWU's decision in such a situation shall be final and shall be accepted by the contractor without any objection or resistance.

34. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory during the probationary period of three months from the date of taking over charge of the janitorial services, the RWU reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

PENALTY

35. The RWU reserves the right to impose a penalty on the contractor for any serious lapse in maintaining the quality and services.

- i. In case of repeated complaints, the minimum penalty will be imposed on the company @ Rs. 5,000/- per task per day.
- ii. Staff absent from the duty without substitute will be charged 01 day full wage as a penalty.
- iii. Staff member found without Uniform & card or misconduct will be charged Rs. 5000/- per day per person.
- iv. If the company fails to resolve a complaint within 03 days, legal action may be taken against it.

36. If the RWU is not satisfied with the quality of services provided or behavior of the contractor or his employees, the contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the RWU will be at liberty to take appropriate necessary steps as deemed fit.

MINIMUM WAGE RATE

37. The bidder must adhere to minimum wage rate as notified by labor & Human resource Department, all applicable taxes (imposed by PRA/FBR/GST or any other government organization and contributions (PESSI, EOBI) while preparing financial bids.

PAYMENT

38. The service provider shall be paid not later than fifteen (15) days on submission of his monthly invoice consisting of (i) Invoice (ii) Sale Tax Invoice (iii) Performance Certificate (iv) Monthly attendance sheet with request on letter head verified by the concerned Department of RWU.

RESOLUTION OF DISPUTES

39. All disputes, claim or controversies arising that cannot be settled amicably between the parties within thirty (30) days of written notice, shall be finally and exclusively settled by arbitrator in Rawalpindi, Pakistan in the English language as appointed by the Vice chancellor, RWU and the decision of the arbitrator would be final.

SCOPE OF WORK (REQUIREMENT)	
A	INSIDE BUILDINGS
	<ol style="list-style-type: none"> 1. Dry & Wet mopping of floors daily (class rooms be ready before the start of classes) 2. Window cleaning (inside/out) 3. Cleaning of fans / fixtures 4. Dusting of offices furniture daily 5. Toilet cleaning and washing daily with vim, phenyl & sweep etc. 6. Carpet vacuum cleaning as and when required 7. Cobweb removing weekly 8. Door & stair case cleaning
B	OUTSIDE BUILDINGS
	<ol style="list-style-type: none"> 1. Road sweeping with hopper & lawn cleaning (daily) 2. Waste collection twice a day from all collection points. 3. Under Sewerage cleaning, sludge removal, suction etc. (monthly or as directed by university administration) 4. Open Drain cleaning (Daily) 5. Cleaning of roof (fortnightly)
No. of Persons Required for services	
Hostels = 06 No's Other Buildings = 18 No's Open Area = 05 No's Supervisor = <u>01 No</u> Total = <u>30 No's</u>	
Duty Days/ Timings	
Working Days = 06 Days per Week Timings = 07:00 am to 03:00 pm (All Staff) = At least 10 Persons Up to 07:00 pm Daily Or any other day/time as required by RWU.	

Miscellaneous

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Cleanliness of Main Roads/ paths on daily basis. 2. Provision of shopping bags to all the Dustbins. 3. Cleaning of all drains in the campus twice a week generally and daily during the monsoon season. 4. Cleaning of Sewerage line on required basis and if machinery is required for the sewerage lines that will be the sole responsibility of the Contractor. 5. Washing of Main Roads on weekly basis. 6. Segregating the waste daily into 3 types i.e. Paper, Plastic & Organic. 7. Collecting the waste from the University and disposing outside University on daily basis at suitable places. | <ol style="list-style-type: none"> 8. Deputing the agreed number of Janitorial staff in each hostel / academic Block / Administrative Block. 9. Clearing of all roofs of the buildings twice in a month. 10. Daily Attendance to be submitted to concerned Department. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

MATERIALS TO BE PROVIDED FOR MONTHLY USE

Hard Broom	Best Quality	Basin Washing Foam	Scotch Bright or Equivalent
Flower Broom	Best Quality	Washroom cleaner brush	Best Quality
Dust Mop	Best Quality	Soap	Lifebuoy or Equivalent
Wet Mop	Best Quality	Hand Wash	Lifebuoy or Equivalent
Acid	Best Quality	Window Glint	Best Quality
Phenyl Liquid	Finis or Equivalent	Dish Washing Powder	Vim or Equivalent
Sweep	Best Quality	Tissue Box	Rose Petal or Equivalent
Surf	Bonus or Equivalent	Tissue Rolls	Rose Petal or Equivalent
Viper	Best Quality	Air Freshener	Best Quality
Towel (Medium Size)	Best Quality	Cob Web Removing Mob	Best Quality
Plastic Bags for bins (Small- Medium-Large)	Best Quality		

UNDERTAKING

I have read all the instructions/terms and conditions carefully, filled all the required parts of documents and attached all the documentary evidences. (On stamp Paper)

Signature: _____

Name and Designation of bidder: _____

Stamp: _____

Tel. No: _____