



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/2023-24/03/09

Issued at Islamabad

USFCo Office # 310-312, Third Floor, Evacuee Trust Complex, Sector F-5/1, Islamabad Pakistan.	Tel: 051 9212308-09 Fax: 051 9214261 URL: www.usf.org.pk
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1. INTRODUCTION

Universal Service Fund Company (“USF Co”) is a Guarantee Limited Company incorporated under Section 42 of the repealed Companies Ordinance 1984 (repealed with Companies Act 2017) established by the Government of Pakistan (Ministry of Information Technology & Telecom) in pursuance of Universal Service Fund Rules, 2006 (“USF Rules”) promulgated by Federal Government of Pakistan in exercise of the powers conferred under clause (ab) of Sub Section (2) of Section 57 of the Pakistan Telecommunication (Re-organization) Act, 1996. The primary objective of USF Co is to plan, develop and execute Tele-Communication Network Projects and Services in un-served, under-served and remote areas of Pakistan, mainly through disbursement of subsidy received from the Government of Pakistan.

USF invites sealed bids from well reputed Janitorial Service Provider, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority) as per scope of work detailed under terms of reference (ToR).

2. BIDDING PROCESS

- a. An open, competitive, and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, Rules, Regulations and Guidelines made thereunder shall be adopted.
- b. A Single Stage, one Envelope procedures shall be adopted as per Rule 36 (a) of the Public Procurement Rules, 2004. (Hereinafter referred to as “Rules”)
- c. The bid/proposal to be submitted shall comprise of a **single package** containing two separate envelopes comprising both the **technical proposal** and the **financial proposal**.
- d. The envelopes shall be sealed separately and marked as **“FINANCIAL PROPOSAL”** and **“TECHNICAL PROPOSAL”** as appropriate in bold and legible letters.
- e. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of ‘Universal Service Fund’, of value PKR 50,000/- (Pak Rupees Fifty Thousand Only) must be attached in **a separate envelope**.
- f. No financial instrument for bid security or mode of payment for bidding documents shall be acceptable other than specified in clause (e)
- g. Initially, the eligibility of the lowest bidder only is carried out to determine its responsiveness as per information or documents required and so provided; if he fails to be responsive, then same exercise is repeated for 2nd lowest bidder and so on till responsive bidder or lowest/most advantageous evaluated bid is determined.

3. ELIGIBILITY CRITERIA

Bidders must give compliance to the below mentioned clauses as these are mandatory for being eligible for the bidding process:

Sr.No#	Attributes	Ref. Page no. in proposal
1	The Bidder can be a Firm or a Company.	

	<p>In case of company, Incorporation certificate from Security and Exchange Commission of Pakistan (SECP) with valid NTN.</p> <p>In case of Firm, Form-C issued by registrar of Firms with Valid NTN.</p>	
2	Valid Registration with FBR for Income Tax purposes and with relevant Tax/Revenue Authority and are on Active Taxpayer List (ATL).	
3	The Bidder shall provide an undertaking on letter head that the Bidder has not been declared blacklisted by any Government/Semi-Government institutions.	
4	Bidders must have a minimum Six (06) years of relevant working experience at national level from the date of registration with concerned Authorities in provision of similar services	
5	Bidder must have fully functional office(s) in Islamabad/Rawalpindi.	
6	Compliance against each clause and sub-clause of Bidding Document and ToR's must be attached by signing & stamping each page of bidding document and ToR's	Sign & Stamp required on each page of this RFP
7	Applicants are required to state, in their proposals, the name, title, contact number and email address of the applicant's authorized representative through whom all communication shall be directed until the process has been completed or terminated	
8	The bidder shall ensure to pay the minimum wages as per labor law of Federal Government of Pakistan to the Janitor(s) to be deputed in USF Co.	Acknowledgement required on letterhead

4. INSTRUCTIONS /GENERAL CONDITIONS

- a. The bidder will be selected after an open, competitive and transparent bidding process.
- b. Proposals shall be submitted in English/Urdu language.
- c. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR) **and inclusive of all applicable taxes.**

- 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 official letter head of the bidder accompanying the proposal.
- e. For clarification on any item of this bidding document, the bidder may send written queries, up till five (05) days before the proposal submission date.
- f. All clarifications will be communicated to the registered Bidders through e-mail.
- g. USF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- h. 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.
- i. Bidders are under obligation to read and understand complete information package/bid documents, 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/information package by Bidders.
- j. USF is the originator of information package/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. Most Advantageous Bidder will be issued Letter of Intent (LoI) and it shall submit Letter of Acceptance (LoA). Upon submission of LoA by Most Advantageous Bidder, Contract will be signed for a period of one (01) year, which may be extended with mutual consent for a period decided mutually by the parties.
- l. USF requires that Bidders, observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy, the USF:
 - I. Defines, for the purposes of this provision, the terms set forth below as follows:
 - II. "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - III. "fraudulent practice" is 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" is 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" is 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" is 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.
- n. Applicants are required to state, in their proposals, the name, title, contact number and email address of the applicant's authorized representative through whom all communication shall be directed until the process has been completed or terminated.
- o. Only registered suppliers/service providers who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the USF. Bids/Proposals/applications of all those bidders/service providers who are not found on ATL on the date of bid/proposal/application opening shall be rejected.
- p. Any proposal received by the USF after the deadline for submission of proposal prescribed in these documents will be returned unopened to such applicant. Delays in the mail or courier, delays of person in transit, or delivery of a proposal to the wrong office shall not be accepted as an excuse for failure to deliver a proposal at the proper place and time. It shall be the applicant's responsibility to determine the manner in which timely delivery of his proposal will be accomplished either in person, by messenger or by mail.
- q. In the event that there is more than one qualified bidder i.e. they have quoted equal prices in financial bid, the tied qualified bidders shall be notified by USF and they will submit revised financial proposals in compliance with the bidding document. The revised bid amount must be either equal to the original submitted bid or less than previous bid amount. The revised financial proposal shall be submitted in a sealed envelope that is securely closed and it is not possible to be opened without visual evidence thereof.
- r. In case, the first most advantageous bidder fails to provide the required services or the USF Procurement Committee is not satisfied from the provided services, USF reserves the right to obtain the services from second most advantageous bidder. In case second most advantageous price bidder fails to provide the required services or the USF Procurement Committee is not satisfied from the provided services, the USF reserves the right to obtain the services from third most advantageous bidder.
- s. **Bidders who have been blacklisted or had their contracts for janitorial services terminated in the past with USF, are ineligible to participate in this tender.**

5. BID SECURITY/Performance Gurantee

- a. A bid security in the form of a CDR/Pay Order/Demand Draft, in the name of 'Universal Service Fund', of value PKR 50,000/- (Pak Rupees Fifty Thousand Only) must be attached in a separate envelope with the proposal.
- b. Payment of bid security in form other than that is specified at clause 5(a) shall not be entertained and accepted. USF shall return such bids unopened to respective bidders.
- c. Bid Security of Bidders who do not technically qualify shall be returned unopened after result announcement of technical evaluation report.
- d. Bid Security of technically responsive (qualified) Bidders will be released after ten (10) days of the signing of the contract with the successful Bidder.

- e. Performance Guarantee equivalent to ten percent [10%] in shape of Bank Guarantee will be mandatorily submitted by the Most Advantageous Bidder. In case of non-submission by the Most Advantageous Bidder within the stipulated time as mentioned in Letter of Intent (LoI), USF shall proceed accordingly.
- f. Performance Guarantee submitted by successful bidder will be valid for a period of: [term of contract].
- g. Performance Guarantee(s) will be released upon successful completion of warranty period obligations/term of contract.

6. TECHNICAL PROPOSAL

Technical Proposals to be submitted by the applicants shall be in compliance with the requirements laid down in the bidding document and ToR.

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

"TECHNICAL PROPOSAL"

The technical proposal shall include;

- a. A covering letter from the head of the Firms / Companies or an authorized representative of the applicant entailing the objectives and the executive summary.
- b. The following documentation will be provided as part of the technical proposal:
 - i. Brief description of the Firm / Company
 - ii. All documents mentioned in this bidding document shall be attached with technical proposal.
- c. Compliance against each clause and sub-clause of Bidding Document and ToR must be attached.
- d. Additional Information (If Any)

7. FINANCIAL PROPOSAL

The bidder shall submit Financial Proposals in separate sealed envelope. Envelope shall be clearly marked with the following: -

"FINANCIAL PROPOSAL"

The Financial Proposal shall include the following;

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

Quantity	Descriptions	Total with applicable taxes/Month
1	Rate of per janitorial staff/Month	

- b. **The Rate/Bid Price/Financial proposal is to be provided per month (Rs) per Janitorial Worker/Services. Conditional bids shall be rejected.**
- c. A lumpsum cost along-with the complete detailed item wise cost breakup shall be provided as given in above table.
- d. The proposal must remain valid for a period of 90 days after the bid submission date
- e. Taxes will be deducted at the time of the payment as per government rules and regulations.
- f. 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.
- g. 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.
- h. Bidder shall mention the amount in financial proposal, which shall be inclusive of all applicable taxes, levies, duties and fees as per prevailing laws

8. SUBMISSION, OPENING AND RECEIPT OF PROPOSALS

- a. The original proposal (Technical and Financial Proposal) shall be prepared without any interlineations or overwriting.
- b. One original proposal along with “one soft copy” (to be provided in USB) for each Technical and Financial proposal & shall be submitted in separate envelopes. Each Technical and Financial Proposal shall be marked “ORIGINAL” and “**COPY 1**” as appropriate.
- c. The envelopes 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 **11:00 am. (PST), 21st September 2023**

Head of Procurement Department

Universal Service Fund,
Office # 310-312, 3rd Floor, Evacuee Trust Complex,
Sector F-5/1, Islamabad, Pakistan
Tel: (92-51) 9212308-09
Fax: (92-51) 9214261
Email: procurement@usf.org.pk

- e. Proposals shall be opened on the same day i.e. **11:30 AM. (PST), 21st September 2023 (PST)**, in presence of all the applicants who chose to be present.
- f. The evaluation of Technical Proposals will be carried out first as per the evaluation criteria. The financial proposals of the bidders who do not technically qualify will be returned unopened.
- g. Financial proposals of the technically qualified applicants will be opened publicly, **for which the time and date will be communicated to the qualified applicants later on.**

9. **AWARD OF CONTRACT**

- a. The Bidder with the lowest bid (most advantageous bid), if not in conflict with any other 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 lowest evaluated Most Advantageous Bidder who shall submit Letter of Acceptance (LoA) within period stipulated under LoI.
- c. After submission of the Letter of Acceptance it is expected that the Janitorial Services Contract will be signed within minimum possible time.
- d. The initial term of the contract shall be one year which may be extended for another term as may be mutually agreed between the parties.

10. **PAYMENT TERMS:-**

- a. USF will make the payments, as per Government policy, in Pak Rupees 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. The Service Provider shall ensure the above.**
- 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.

11. **Penalty Terms**

- 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 any 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.

12. Terms of Reference / Scope of Work:

TERMS OF REFERENCE

Janitorial Services for Universal Service Fund Company

USF intends to get complete Janitorial services (janitor (s) required on need base) including cleaning material (**Annexure A**) 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 gazette 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), subtraction 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.

14. Annexure A

Sr.No	Cleaning Items
1	Scotch Bright
2	Power plus (Furniture polish)
3	Dettol surface cleaner
4	Dry Mop (Refill)
5	Dry Mop (Complete)
6	Long stick Brush
7	Wiper
8	Shoper 35x45 size
9	Duster
10	Towel
11	Scraper

15. Annexure B

Affidavit

I ----- son of ----- CNIC ----- resident of ----- do here by Solemnly affirm and declare that I have participated in the Tender Janitorial Services for Universal Service Fund Company. I further declare that my Company/Firm have never been blacklisted from Government/Semi-government organizations.

Deponent

The above name deponent do here by affirms and declares at on day..... of 2023 that the contents of above-mentioned affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed there from.

Deponent