



Government of Pakistan  
**PAKISTAN TELECOMMUNICATION AUTHORITY**  
www.pta.gov.pk

## INVITATION TO BID

### Hiring of Janitorial Services for PTA Zonal Office Karachi

Pakistan Telecommunication Authority, a Government organization invites sealed bids from well reputed Janitorial Companies/ Firms, registered with Income Tax and Provisional Sales Tax Authorities and who are on Active Taxpayers List of FBR & SRB for provision of Janitorial Services at PTA Zonal Office, Opp. JPMC, Rafiqui Shaheed Road, Karachi for a period of three years.

Bidding documents, containing detailed terms and conditions, etc. are available at the office of the undersigned. Price of the bidding documents is Rs. 500 (in form of pay order in favour of PTA). Bidding documents can also be downloaded from [www.pta.gov.pk](http://www.pta.gov.pk) free of cost.

The bids, prepared in accordance with the instructions in the bidding documents, must reach at office of Zonal Director, PTA Zonal Office, Opp. JPMC, Rafiqui Shaheed Road, Karachi on or before 15<sup>th</sup> February 2023 at 10:30 AM. Technical bids shall be opened on the same day at 11:00 AM. This advertisement is also available on PPRA website at [www.ppra.org.pk](http://www.ppra.org.pk). All bids must be accompanied by a Bid Security in an acceptable form in the amount of PKR 50,000/- in Pak Rupees.

**Danish Naseer (Assistant Director)**  
PTA Zonal Office, Opp. JPMC,  
Rafiqui Shaheed Road, Karachi  
Tel: 021-35680101, Fax: 021-35680640  
Email: [karachi@pta.gov.pk](mailto:karachi@pta.gov.pk)

14x2

## **BIDDING DOCUMENTS**

### **Hiring of Janitorial Services at PTA Zonal Office, Karachi**

1. PTA intends to hire the services of a well reputed Janitorial Company for provision of janitorial services at its Zonal Office located at PTA Zonal Office, Opp. JPMC, Rafiqi Shaheed Road, Karachi office :-
2. The services will be hired according to Rule 36 (b) of the Public Procurement Rules, 2004, (the "Rules") i.e. **single single stage – two envelop procedure**. Salient features of single stage – two envelop procedure are enumerated below:-
  - a. The bid shall comprise a single package containing two separate envelops. Each envelope shall contain separately the financial proposal and the technical proposal;
  - b. The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;
  - c. Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;
  - d. The envelope marked as "FINANCIAL, PROPOSAL" shall be retained in the custody of PTA without being opened;
  - e. PTA will evaluate the technical proposal first without reference to the price and reject any proposal which does not conform to the specified requirements;
  - f. During the technical evaluation no amendments in the documents shall be permitted;
  - g. Prior to opening of financial proposal, the technical evaluation report shall be announced as per Rule 35 of the Rules (as amended).
  - h. The financial proposal of technically qualified bids will be opened publicly at a time, date and venue announced and communicated to the bidders in advance.
  - i. Financial proposals of technically accepted bids will be opened publicly and evaluated.
  - j. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
  - k. PTA reserves the right for the selection of **most advantageous bid**, which has met the mandatory requirements/eligibility criteria, secured minimum 70% marks in technical evaluation, found substantially responsive to the terms and conditions as set out in these bidding documents and evaluated as the highest ranked bid on the basis of cost (i.e. lowest in price) thereof, as specified in these bidding documents.

  
Zonal Director  
PTA, Karachi



10. Bid security of successful bidder will be returned/ discharged upon the bidder signing the contract or furnishing the performance security (or guarantee).
11. **Performance Security (or Guarantee):** The successful bidder, within the specified time, shall submit a Performance Security (or Guarantee) to the tune of 6% of the contract price/letter of Acceptance in shape of pay order/ demand draft in favour of PTA **prior to signing of contract**, which will be communicated through Letter of Acceptance/ Notification of Award. The Performance Security (or Guarantee), enforceable in Pakistan, may also be acceptable in shape of **Bank Guarantee** from a Scheduled bank acceptable to PTA on the prescribed form attached at **Annex-A** of these bidding documents. Prior to signing of contract and release of bid security, the bank guarantee will be **verified/ authenticated** from the Issuing bank.
12. In the case of a successful Bidder, its bid security will be forfeited, if the Bidder fails to sign the contract by the due date provided in the Letter of Intent/ contract awarding letter or to furnish performance security (or guarantee) in accordance with the provisions mentioned in these bidding documents.
13. Failure of the successful Bidder to comply with the requirement of submission of **Performance Security (or Guarantee)**, as stated above, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event PTA may make the award to the next ranked Bidder or call for new Bids.
14. In case, performance of the contractor is not in accordance with the terms and conditions of the contract and remains unsatisfactory then maximum two notices, with the gap of one month, will be served to the contractor by the Zonal Director. Afterwards, if the contractor doesn't improve its performance as per terms and conditions of the contract, the contract will be terminated and amount of the performance Guarantee will be forfeited along with initiation of blacklisting procedure under PP Rule 19.
15. Affidavit that the Company /Firm has not been blacklisted by any Govt/ Semi.Govt/Autonomous Body/Private Company will also be provided by the bidder on non-Judicial stamp paper of Rs. 100 with technical proposal.
16. Tax will be deducted at source as per applicable rules.
17. Payment to the successful bidder/ contractor shall be linked with continuous active taxpayer status. If the contractor/ bidder is not in ATL for both income tax and sales tax, no payment shall be made until the bidder appears on ATL of FBR & SRB.
18. **Bids validity** period shall be **90 days** from the opening of technical bids.
19. Firm should be registered with income tax department. Bidder shall also provide copy of NTN, GST / SRB certificate.

  
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21. The successful company will be required to enter into a formal contract Agreement on Rs. 100 judicial paper duly attested by notary public, to be executed with mutual consent of both parties. (Draft Agreement Attached).
22. Contract term will be for 3 Years.  
(Contract will be extendable on yearly basis with the mutual consent and subject to satisfactory performance of the janitorial company.)
22. The janitorial company will commence work as per agreement between both parties.
23. Each page of the documents should have sign and stamp of the bidder.
24. All janitorial material will be checked and approved by the Zonal Director or OIC before commissioning of job.
25. Fair Wages rule will be adopted as per instructions of GOP / GoS No individual of the company working at PTA paid less than minimum wage prescribed by Government of Pakistan from time to time.
26. PTA reserves the right to ask the bidder to furnish break -up of its bid in case it appears that the bid is in violation of minimum wages notified by the Government of Pakistan. Thereafter, if a bid is found to be in violation of the minimum wages then PTA has the right to reject any such bid or bids, being non-responsive.
27. Janitorial company will work under the supervision of Zonal Director.
28. In case of any dispute or conflict between Contractor and Employer, the case will be referred to Dir. (Administration). However, the contractor will have the right to appeal to Chairman PTA.
29. In complete, non-responsive and conditional tender/bids will be rejected forthwith.
30. PTA reserves the right to accept or reject the tender as per PPRA rules.
31. Interested Janitorial Companies may forward their proposals as per above instructions, scope of services (**Annex-A**), draft agreement (**Annex-B**), Technical proposal Evaluation Criteria (**Annex-C**) and along with filled financial Bid form (**Annex-D**) to the undersigned.

Zonal Director  
021-35680101

  
Zonal Director

**SCOPE OF WORK/SERVICES**

Following Services will be provided by Janitorial Services on daily basis five times a week and on special occasions if needed.

**Staff Required**

- 3 Persons (for 5 working days in a week on eight hours basis + on special occasion)

**Area / Building**

- PTA Zonal Office Building (Ground + First Floor + Parking Area + PTA Office Premises), Guest House Building (Ground + First Floor + Outside Area)

**Services to be Provided.**

**ONCE DAILY**

- Spotless cleaning of all rooms of all officers and stores, halls and parking area, footpaths, conference room, staff rooms and kitchen, Reception Area of office building, Corridors, Staircases, Vacuum and spot cleaning of all carpets
- Sweeping/brooming of area in front and behind of PTA Building (within PTA premises)
- Removal of all fingerprints, dirt, etc. from all glasses, doors and light switches.
- Empty all waste paper bins and other trash containers, disposal of all litter / garbage / debris from entire covered and open building premises and then dispose them off.
- Washing of all mirrors, dispensers, faucets, flush tanks etc. with non- scratch disinfection cleaners, wipe and dry all sinks.
- Washing of all toilets and sinks with disinfection material.
- Provision of clean towels in washrooms every week. (+ on special occasions)
- Cleaning and dusting of all interiors and exteriors of the building, which are under the use including false ceiling of floors, staircases and other metal items.

**TWICE AT LEAST (Daily) & On REQUIREMENT**

- Cleaning, Sweeping and mopping with disinfection material
  - Corridors, Stairs, Waiting area in office building.
  - Cleaning of toilets with branded disinfection material and provision of phenyl balls in basins.
  - Emergency cleaning whenever required.
  - Spraying of air fresheners in corridors.

  
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PTA, [illegible]

## Weekly services

- Cleaning and washing of external area of Zonal Office Building that is in front and back of building.
- Removal of Spider webs from offices & building.
- Cleaning of external windows.
- Dusting of fans.
- Dusting of walls and Cleaning of roof tops of building.

## BI ANNUAL SERVICES

- Cleaning of External windows of Zonal Office building twice a year as per satisfaction of officer in charge. Vendor will follow all safety standards and precautionary measures for safety workers.
- Any other special cleaning required and directed by Officer in charge.

## GENERAL INSTRUCTIONS

- Company will provide liquid soap (Lux / Safeguard), towels of (Bath Size) (export/best quality), tissue rolls (Rose Petal Soft) and other toilet accessories including air freshener tablets & phenol balls in washbasins etc. as per requirement tabulated below in the toilets/floors of the building. The quality these fast-consuming products shall be on the discretion of Zonal Office and company will ensure regular availability.
- Janitors will wear a proper uniform with identification card showing his name and company name duly signed by company manager during duty in PTA premises.
- Following are the minimum requirement of monthly cleaning material and shall be raised on the basis of actual consumptions:

Sr. No.	Item	Qty
i.	Lux / Safeguard Soap (Medium Size)	12 pieces
ii.	Towels (Bath Size) white cotton exports quality	Provision of 12 towels (clean) replacement on daily basis for office building and 5 on consumption basis for Inspection rooms building.
iii.	Liquid Soap (Dettol/ Lifebuoy/ Imported Quality) along with installation of soap foam dispensers in all washrooms and	4 Litters and on need basis after consumption of available stock

  
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	replaced on need basis	
iv.	Tissue rolls (Rose Petal Soft)	18 pieces
v.	Tissue paper (Rose Petal)	12 pieces
vi.	Kitchen tissue rolls (Double pillai standard size)	4 pieces
vii.	Roomi Air Fresher pocket hangers	12 pieces
viii.	Phenyl Balls in wash basins	2 Pockets of 500 gm
ix.	Disinfection of Cleaning material (Sweep, Tiles Cleaner, Glint, liquid chlorine etc.) to be used in washrooms, floors, offices, outer premises etc	As per requirement with sufficient available stock and good quality material to be used, it will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
x.	Brooms (hard & soft), Cotton Mops, 2x Mops Buckets / Spin Mops, Flat Dust Mops, Master Dusters, Cloth Duster (hard & soft), Window Glass/Floor cleaner vipers & brushes, tiles cleaners brushes, toilet brushes, folding floor sign cautions, scotch bright pads, waste trolleys, plastic tubs / mugs, web removers & other equipment to be used	As per requirement with sufficient available stock and good quality material to be used, it will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
xi.	Air fresher / room spray (export quality)	10 pieces
xii.	Lu blue in Toilet Cisterns	To be provided in 13 washrooms on consumption of old one (7 washrooms of office building and 6 of Inspection rooms building).
xiii.	Mortein spray (mosquito killer)	6 every month.
xiv.	Surf, Vim scrubbers etc.	6 Pockets (1/2 KG each)

  
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xv.	Vim / Lemon Max (Liquid soap) Standard Size	3 Bottles
xvi.	Harpic (Large Size)	6 Bottles
xvii.	Dettol, Acid Liquid (Large Size)	4 Bottles
xviii.	Phenyl (Finis/imported quality)	16 Litters
xix.	Dustbin Plastic Bag	10 KGs Minimum required or as per requirement
xx.	Lust / SS Cleanser spray/ Brasso Polish	02 pieces or as per requirement for railings and other brass/SS items
xxi.	Furniture Polish	02 pieces
xxii.	Glass cleaner vipers, web removers, buckets & other equipment to be used.	2 pieces of each or to be provided on requirement basis
xxiii.	Air fresher spray (export quality)	To be sprayed twice, in offices or on VIP movement.
xxiv.	Lu blue in Toilet Cisterns	To be provided in washrooms and new ones on consumption of old one.
xxv.	Kitchen Rolls	4 pieces or to be provided on requirement basis
xxvi.	Mortein spray (mosquito killer) Liquid Refills	6 pieces or to be provided on requirement basis
xxvii.	Dust tray	2 pieces To be provided on requirement basis

- Company will only employ experienced persons who are adult (18 years of age or above upto 45 years of age), experienced, mentally and physically fit for the job.
- Janitors will wear a uniform with identification card showing his picture, name and company name duly signed by company manager in PTA premises.

  
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- Company will provide a cleaning trolleys (04 No.) Antilitter carrying trolleys (02 No.) to janitors for floors which will be equipped with all required material used for cleaning etc and company will also provide vacuum cleaner (commercial size) to janitors as per requirement.

  
Zonal Director

FORM OF PERFORMANCE SECURITY

(Bank Guarantee)

No. \_\_\_\_\_ Guarantee  
\_\_\_\_\_ Executed on \_\_\_\_\_

(Letter by the Guarantor to the Employer)

Name of Guarantor (Scheduled Bank in Pakistan) with address: \_\_\_\_\_

Name of Principal (Contractor) with address: \_\_\_\_\_

Penal Sum of Security (express in words and figures)  
\_\_\_\_\_  
\_\_\_\_\_

Letter of Acceptance No. \_\_\_\_\_ Dated \_\_\_\_\_

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the \_\_\_\_\_ (hereinafter called the Employer) in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the said Employer, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Employer's above said Letter of Acceptance for \_\_\_\_\_ (Name of Contract) for the \_\_\_\_\_ (Name of Project).

NOW THEREFORE, if the Principal (Contractor) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Employer, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void;

  
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otherwise to remain in full force and virtue till all requirements of Clause 9, Remedying Defects, of Conditions of Contract are fulfilled,

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, \_\_\_\_\_ (the Guarantor), waiving all objections and

defences under the Contract, do hereby irrevocably and independently guarantee to pay to the Employer without delay upon the Employer's first written demand without cavil or arguments and without requiring the Employer to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Employer's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to Employer's designated Bank & Account Number.

PROVIDED ALSO THAT the Employer shall be the sole and final judge for deciding whether the Principal (Contractor) has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Employer forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

\_\_\_\_\_  
Guarantor (Bank)

Witness:

1. \_\_\_\_\_ 1. Signature \_\_\_\_\_  
\_\_\_\_\_ 2. Name \_\_\_\_\_

Corporate Secretary (Seal)

3. Title \_\_\_\_\_  
2. \_\_\_\_\_

(Name, Title & Address) Corporate Guarantor (Seal)

  
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10. List of arbitration/litigation cases in which the janitorial company is/has been involved.
11. Bank Statement for the last three years (year wise) in order to ascertain financial health
12. Contact person name \_\_\_\_\_
13. Office Address \_\_\_\_\_
14. Contact No \_\_\_\_\_

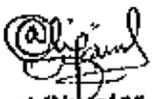
Note: Office premises of the bidders will be visited / inspected to verify the above mentioned facts. Documents supporting above should be attached herewith with.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Place: \_\_\_\_\_

Name: \_\_\_\_\_

  
Zonal Director  
PTA, Karachi

SERVICE AGREEMENT  
(FOR JANITORIAL SERVICES)

This Service Agreement (the "Agreement") for the provision of janitorial services is made at-----on this \_\_\_\_\_ 2023.

By and between

Pakistan Telecommunication Authority, a statutory body established under Pakistan Telecommunication (Re-organization) Act, 1996, having its Zonal office at PTA Zonal Office, Karachi through Zonal Director, (hereinafter referred to as the "PTA" which expression where the context so permits including its successors, administrators or assigns) of the One Part and; M/s \_\_\_\_\_

\_\_\_\_\_ through-----bearing \_\_\_\_\_ (hereinafter referred as the "Contractor" which expression where the context so permits shall include its successors, administrators and permitted assigns) of the Other Part;

(If when and where applicable the Party of the One Part and Party of Other Part shall hereinafter be collectively referred to as 'Parties' and individually as 'Party' as the context of this Agreement requires).

WHEREAS,

1. PTA is desirous to acquire the janitorial Services for PTA Zonal Office, Opp. JPMC, Rafiqui Shaheed Road, Karachi (hereinafter referred to as the "Premises" for cleaning in accordance with the terms of this agreement; The contractor being engaged in providing of such type of services, has agreed to provide these services to PTA on the terms and subject to the conditions as set forth hereunder.
2. The contractor represents that it has the relevant expertise and holds valid and subsisting licenses/permissions/approvals which are required from the Government of Pakistan, and that it has the requisite expertise and resources to provide top quality of requisite services to PTA in accordance with the highest standards and satisfaction

  
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of PTA. The contractor undertakes that the services shall be provided only through the staff/labour/workforce that has the requisite expertise and experience in this regard.

3. Upon the basis of the representations and warranties of the Contractor contained herein, PTA wishes to appoint the Contractor to provide the Services in its Premises.

4. It is agreed that PTA shall pay to the Contractor Rs \_\_\_\_\_ +  
GST/SST - per month w.e.f  
and Rs. \_\_\_\_\_ + GST/SST- per month  
w.e.f. \_\_\_\_\_ and Rs. \_\_\_\_\_ +  
GST/SST w.e.f. \_\_\_\_\_ inclusive of all other  
taxes etc. on account of Services rendered by the Contractor in accordance with the  
description contained in this Agreement. The payment shall be made through cross  
cheque credited to the account of the Contractor i.e. M/s  
\_\_\_\_\_ for rendering the Services.

**NOW THEREFORE**, for the consideration provided herein the representation and warranties, covenants, conditions and promises contained herein below and intending to be legally bound, PTA and Contractor hereby agree as follows:

### **1. SCOPE OF AGREEMENT**

Subject to terms and conditions of this Agreement the Contractor agrees to provide the Services to PTA for cleaning building floors by sweeping, mopping, scrubbing, or vacuuming them, gather and empty trash as per Annexure-A of the Agreement.

Annexure -A pertaining to the details of service, Annexure-B (Financial), Tender Documents, work order, Tender Documents, Corrigendum (if any), Addendum (if any) are integral part of this Agreement and has to be read and construed as such this Agreement)

#### **1.1.1 DELIVERABLES**

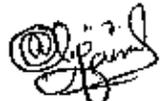
  
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Contractor shall provide liquid soaps (Lux / Safeguard), towels of Large size (4'x 5') (White export quality), tissues rolls (Rose Petal Soft) and other toilet accessories including air freshener tablets & phenol balls in washbasins etc. as per requirement tabulated below in the toilets/floors of the building. The quality these fast consuming products shall be on the discretion of the PTA and Contractor shall ensure regular availability as work / material / requirement mentioned in scope of work in bidding documents:

Sr. No.	Item	Qty
i.	Lux / Safeguard Soap (Medium Size)	12 pieces
ii.	Towels (Bath Size) white cotton exports quality	Provision of 12 towels (clean) replacement on daily basis for office building and 5 on consumption basis for inspection rooms building.
iii.	Liquid Soap (Dettol/ Lifebuoy/ Imported Quality) along with installation of soap foam dispensers in all washrooms and replaced on need basis	4 Litters and on need basis after consumption of available stock
iv.	Tissue rolls (Rose Petal Soft)	18 pieces
v.	Tissue paper (Rose Petal)	12 pieces
vi.	Kitchen tissue rolls (Double pillai standard size)	4 pieces
vii.	Roomi Air Fresher pocket hangers	12 pieces
viii.	Phenyl Balls in wash basins	2 Pockets of 500 gm
ix.	Disinfection of Cleaning material (Sweep, Tiles Cleaner, Glint, liquid chlorine etc.) to be used in washrooms, floors, offices, outer premises etc	As per requirement with sufficient available stock and good quality material to be used, it will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.

  
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x.	Brooms (hard & soft), Cotton Mops, 2x Mops Buckets / Spin Mops, Flat Dust Mops, Master Dusters, Cloth Duster (hard & soft), Window Glass/Floor cleaner vipers & brushes, tiles cleaners brushes, toilet brushes, folding floor sign cautions, scotch bright pads, waste trolleys, plastic tubs / mugs, web removers & other equipment to be used	As per requirement with sufficient available stock and good quality material to be used, it will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
xi.	Air fresher / room spray (export quality)	10 pieces
xii.	Lu blue in Toilet Cisterns	To be provided in 13 washrooms on consumption of old one (7 washrooms of office building and 6 of inspection rooms building).
xiii.	Mortein spray (mosquito killer)	6 every month.
xiv.	Surf, Vim scrubbers etc.	6 Pockets (1/2 KG each)
xv.	Vim / Lemon Max (Liquid soap) Standard Size	3 Bottles
xvi.	Harpic (Large Size)	6 Bottles
xvii.	Dettole, Acid Liquid (Large Size)	4 Bottles
xviii.	Phenyl (Finis/imported quality)	16 Litters
xix.	Dustbin Plastic Bag	10 KGs Minimum required or as per requirement
xx.	Lust / SS Cleanser spray/ Brasso Polish	02 pieces or as per requirement for railings and other brass / SS items
xxi.	Furniture Polish	02 pieces
xxii.	Glass cleaner vipers, web removers, buckets & other equipment to be used.	2 pieces of each or to be provided on requirement basis

  
 Zonal Director  
 PTA, Karimni

xxiii.	Air fresher spray (export quality)	To be sprayed twice, in offices or on VIP movement.
xxiv	Lu blue in Toilet Cisterns	To be provided in washrooms and new ones on consumption of old one.
xxv.	Kitchen Rolls	4 pieces or to be provided on requirement basis
xxvi	Mortein spray (mosquito killer) Liquid Refills	6 pieces or to be provided on requirement basis
xxvii	Dust tray	2 pieces To be provided on requirement basis

2. The Contractor would **provide and maintain** daily consumable items i.e. washing powder, vim, phenyl liquid and phenyl balls, chemical for cleaning mop, duster, wiper, brush, mansion polish, brass etc., and all other tools and supplies not stated herein as being supplied by the Contractor in the store of the PTA on monthly basis and will utilize these items according to the requirement. These items shall be of first/best quality and fresh stock, and bearing good results. The contractor will also arrange Vacuum Cleaner, Befitting, equipment and would arrange necessary equipment for cleaning of the exterior walls, windows etc. under this agreement and shall in no way bear any liability on PTA whether in terms of money or otherwise.

3. The contractor will work under the guidance of Zonal Director and all cleaning material, equipment tools and other items to carry out the services will be checked by him. The material used should be of best quality subject to acceptance by the Client. Anything found of below standards will be rejected forthwith.

4. Exterior windows are to be cleaned twice in a year by hiring crane or whatsoever equipment which is required by the Contractor for cleaning external windows. No extra payment in this regard will be paid to the vendor/contractor. The Equipment/method required by PTA for the purpose of cleaning of windows shall be followed by the

  
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contractor. If any other procedure is opted the safety of the contractor and its staff shall not be responsible of the client.

5. The Contractor should ensure that the **schedule of works** should be prepared on the basis of requirement in such a manner that all the services are efficiently carried out and the exterior and interior of building remain clean and tidy all time.

6. The Client shall have the right to require the Contractor to **replace** any of his employee/workmen whose conduct or performance is not satisfactory for the Client. If the Client in its sole judgment considers that such employee/workmen of the Contractor are required to be replaced for security reasons, the Contractor shall be under obligation to provide replacement of such person immediately within 2 days.

7. The Contractor shall be solely responsible for all payments, liabilities and all other obligations of whatsoever nature pertaining to its staff/workers who shall be deputed for the Services at PTA Premises. The Contractor shall pay the salary to its staff/janitors by 5<sup>th</sup> of each month without its linkage to the payment of its monthly bill.

8. Cost of electricity/water for rendering services shall be borne by the PTA.

9. Contractor will only **employ** those persons who are adult (18 years of age or above) having valid CNIC of Pakistan only. The Contractor shall ensure that all the janitors/employees hired are mentally & physically fit for the job and have no communicable disease and are healthy in all respect to perform the job.

**10. Medical Fitness** the Contractor will be responsible to get each janitor/worker/employees medically examined and provide medical certificate or results of the tests as prescribed by the Deputy Director (Medical) of PTA.

11. The contractor shall before deploying the manpower under this contract, provide valid and authentic, **security clearance certificate** of each employee to PTA.

12. The Contractor shall provide security clearance from local police station along copy of CNIC of each employee hired in PTA.

13. The contractor will employ at least one experienced and **well-mannered literate (at least matriculation)** on full time basis and shall provide additional manpower helpers if

  
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required for cleaning services and the Jobs mentioned under this agreement with no additional costs.

14. All Janitors and Cleaners should be in distinct uniform bearing the name of Contractor i.e. \_\_\_\_\_.

15. **Storage Space** will be provided within the building premises to the Contractor for storage of required cleaning material and equipment/ machines etc.

16. An **appropriate deduction** on account of unsatisfactory performance, task not done as per agreement, fewer janitors deployed, shortage/less amount of material provided for cleaning during the period of contract will be made on monthly basis. The amount will be conveyed/calculated by Zonal Director while processing the bill (if any).

17. Contractor will provide **cleaning trolleys** (02 No.) to janitors for floors which will be equipped with all required material used for cleaning etc.

18. Contractor supervisor/owner will visit daily PTA building and will submit the **cleaning report** to the Zonal Director.

19. **TERMINATION:** Notwithstanding anything herein contained the Client shall be exclusively entitled to terminate this Agreement as follows:

- a. without advance notice, in case the Contractor is in breach of any of the terms of this Agreement, or in case Client is not satisfied with the quality of Services being provided by Contractor;
- b. Without cause, by giving one month advance written notice to the Contractor.
- c. In case of such termination, the Contractor shall only be paid for Services actually rendered up to the date of termination, and any advance payment in respect of services not performed or in respect of period falling after the effective date of termination shall be refunded by the Contractor within seven (07) days.
- d. PTA shall not, because of expiration or termination of this Agreement, be liable to the Contractor for any compensation, reimbursement, or damages because of the loss or prospective profit or because of expenditures or commitments incurred in connection with the business of the Contractor.
- e. The Contractor can also terminate the agreement by giving 3 months advance notice:

  
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- f. Any major security threats shall be liable for immediate termination of the contract by PTA without any prior notice to Contractor without prejudice

The Contractor shall always be responsible to indemnify the PTA in the event the Contractor terminates the agreement before the expiry of the agreement. The Contractor shall deposit with the PTA an amount equivalent to three months service charges prevailed at that time to cover this liability in the lieu of such termination without any notice.

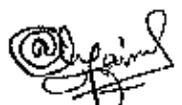
#### **PAYMENT**

20. PTA shall deduct at source all such taxes, duties, charges as provided and applicable under the applicable law before making the payment to the Contractor. Payment to the successful bidder/ contractor shall be linked with continuous active taxpayer status. If the contractor/ bidder is not in ATL for both income tax and sales tax/SRB, no payment shall be made until the bidder appears on ATL of FBR in accordance with Regulation 2(2) of Eligible Bidders (Tax Compliance) Regulations, 2015 notified by PPRA.

21. **Contractual amount** as mentioned at page 1 of the Agreement is inclusive of cost of labors duties, taxes surcharges overhead and profit and no claim whatsoever will be determined for any extra or additional payment in this regard. However, any new tax/duty/charges imposed/levied by the Government after the signing the contract will be borne by the PTA and if any tax/duty/charges are reduced/ increased by the government during the currency of the contract the same will also be reduced/ increased and monthly invoice will be reduced or increased as the case may be.

22. **Fair wages rule** shall be adopted as per instructions of Government of Pakistan. The Contractor shall pay as per the fair wages rule and notification of Federal Government of Pakistan from time to time. PTA will only entertain any request in this regard for the enhancement of wages during the period of this Agreement as per provisions of the bidding documents.

#### **CONFIDENTIALITY**

  
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23. The Contractor, its/his staff, workers, employees, personnel, agents or any other person acting for him and/or on his behalf shall hold in confidence and complete confidentiality and all documents and other information supplied to the Contractor and his Employees personnel, agents etc. by or behalf of PTA or which otherwise came/come into its/his/their knowledge under this agreement

#### **INDEMNITY**

24. The Contractor shall indemnify and hold harmless PTA its Chairman, Directors, Member Offices, Employees and other Personnel against any and all claims, damages, liabilities, losses, and expenses, whether direct or indirect, or personal injury or death to persons or damage to property arising out of (i) any negligence or intentional act or omission by the Contractor or his employees, personal , agents, etc. in connection with the Agreement, or (ii) arising out of or in connection with the performance of his obligations under this Agreement.

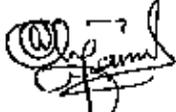
That the PTA shall not be liable for any injury/ loss to the men and material of the Contractor during the course of business. The Contractor shall always undertake the Job at its own risk and cost by adopting best safety measures for its employees.

#### **OBLIGATIONS**

25. The Contractor shall pay the compulsory payments of EOI and social security of each employee/janitor to the concerned government departments every month. Evidence of the remittance made to the concerned departments along with the invoice shall be provided to PTA after which the payment of each month to contractor will be processed.

26. The payment will be made through Cheque to the contractor after submission of invoice/bill having GST invoice on monthly basis duly verified by the incharge and, after deduction of tax(s) at source as per Government Rules prevalent at the time of payment.

#### **DISPUTE**

  
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27. If any dispute or difference arises between the parties as to the terms of the Agreement or as to the performance or non-performance of the terms thereof or in connection with or arising out to this agreement, the same shall be referred for resolution to Director (Administration). In the case that the Dispute is not resolved the dispute may be placed, the before Chairman PTA, whose decision shall be final and binding upon both parties.

**28. Security Deposit/Retention Money:** Earnest Money of the Contractor will be retained/converted as retention money. Security Deposit/Retention Money will be equal to two months payment/remuneration (the amount will be enhanced In 2<sup>nd</sup> and 3<sup>rd</sup> year as per the contract amount of respective year) quoted by the bidder will be deposited with PTA in the form of pay order or bank draft in favour of PTA. This security deposit will be released on expiration of the contract subject to NOC by Director (Civil Works) PTA.

#### **FORCE MAJEURE**

Neither Party shall be held responsible for any loss or damage or failure to perform all or any of its obligations hereunder resulting from a Force Majeure event. For the purpose of this Agreement a "Force Majeure Event" shall mean any cause(s) which render(s) a Party wholly or partly unable to perform its obligations under this Agreement and which are neither reasonably within the control of such Party nor the result of the fault or negligence of such Party, and which occur despite all reasonable attempts to avoid, mitigate or remedy, and shall include acts of God, war, riots, civil insurrections, cyclones, hurricanes, floods, fires, explosions, earthquakes, lightning, storms, chemical contamination, epidemics or plagues, acts or campaigns of terrorism or sabotage, blockades or acts of Governmental Authority after the date of this Agreement.

The Party initially affected by a Force Majeure shall promptly but not later than seven (07) days following the Force Majeure event notify the other of the estimated extent and duration of its inability to perform or delay in performing its obligations ("Force Majeure Notification"). Failure to notify within the afore-said period shall disentitle the Party suffering the Force Majeure from being excused for non-performance for the period for which the delay in notification persists. Upon cessation of the effects of the

  
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Force Majeure the Party initially affected by a Force Majeure shall promptly notify the other of such cessation.

**GOVERNING LAW**

29. The provisions of this Agreement and the rights and obligations hereunder shall be governed by and construed in accordance with the prevailing laws of Pakistan.

**SEVERABILITY**

30. A party's failure to exercise or delay in exercising any right, power or privilege under this Agreement shall not operate as a waiver; nor shall any single or partial exercise of any right, power or privilege preclude any other or further exercise thereof.

31. The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.

**VARIATION**

32. All addition amendments and variations to this agreement shall be binding only if in writing and signed by the Parties or their duly authorized representatives.

**ASSIGNMENT**

33. This Agreement may not be assigned by either party to other than by mutual agreement between the Parties in writing.

34. Both Parties have agreed and signed this agreement before the witness on this day.

(Mr. \_\_\_\_\_ )

S/o \_\_\_\_\_

NIC # \_\_\_\_\_

Address:- \_\_\_\_\_

\_\_\_\_\_

Witness:

Zonal Director (PTA Karachi)

For & Behalf of Pakistan

Telecom Authority

Witness:

  
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PTA, Karachi

## ANNEX-A

### SERVICES

Following Services will be provided by Janitorial Services on daily basis five times a week and on special occasions if needed.

### Staff Required

- 3 Persons (for 5 working days in a week on eight hours basis + on special occasion)

### Area / Building

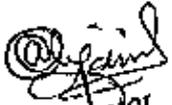
- PTA Zonal Office Building (Ground + First Floor + Parking Area + PTA Office Premises), Guest House Building (Ground + First Floor + Outside Area)

### ONCE DAILY

- Spotless cleaning of all rooms of all officers and stores, halls and parking area, footpaths, conference room, staff rooms and kitchen, Reception Area of office building, Corridors, Staircases. Vacuum and spot cleaning of all carpets
- Sweeping/brooming of area in front and behind of PTA Building (within PTA premises)
- Removal of all fingerprints, dirt, etc. from all glasses, doors and light switches.
- Empty all waste paper bins and other trash containers, disposal of all litter / garbage / debris from entire covered and open building premises and then dispose them off.
- Washing of all mirrors, dispensers, faucets, flush tanks etc. with non- scratch disinfection cleaners, wipe and dry all sinks.
- Washing of all toilets and sinks with disinfection material.
- Provision of clean towels in washrooms every week. (+ on special occasions)
- Cleaning and dusting of all interiors and exteriors of the building, which are under the use including false ceiling of floors, staircases and other metal items.

### TWICE AT LEAST (Daily) & On REQUIREMENT

- Cleaning, Sweeping and mopping with disinfection material
  - Corridors, Stairs, Waiting area in office building.
  - Cleaning of toilets with branded disinfection material and provision of phenyl balls in basins.
  - Emergency cleaning whenever required.
  - Spraying of air fresheners in corridors.

  
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## Weekly services

- Cleaning and washing of external area of Zonal Office Building that is in front and back of building.
- Removal of Spider webs from offices & building.
- Cleaning of external windows.
- Dusting of fans.
- Dusting of walls and Cleaning of roof tops of building.

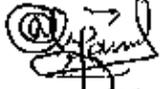
## BI ANNUAL SERVICES

- Cleaning of External windows of Zonal Office building twice a year as per satisfaction of officer in charge. Vendor will follow all safety standards and precautionary measures for safety workers.
- Any other special cleaning required and directed by Officer in charge.

## GENERAL INSTRUCTIONS

- Company will provide liquid soap (Lux / Safeguard), towels of (Bath Size) (export/best quality), tissue rolls (Rose Petal Soft) and other toilet accessories including air freshener tablets & phenol balls in washbasins etc. as per requirement tabulated below in the toilets/floors of the building. The quality these fast-consuming products shall be on the discretion of Zonal Office and company will ensure regular availability.
- Janitors will wear a proper uniform with identification card showing his name and company name duly signed by company manager during duty in PTA premises.
- Following are the minimum requirement of monthly cleaning material and shall be raised on the basis of actual consumptions:

Sr. No.	Item	Qty
xxii.	Lux / Safeguard Soap (Medium Size)	12 pieces
xxiii.	Towels (Bath Size) white cotton exports quality	Provision of 12 towels (clean) replacement on daily basis for office building and 5 on consumption basis for Inspection rooms building.
xxiv.	Liquid Soap (Dettol/ Lifebuoy/ Imported Quality) along with installation of soap foam dispensers in all washrooms and	4 Litters and on need basis after consumption of available stock

  
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	replaced on need basis	
xxv.	Tissue rolls (Rose Petal Soft)	18 pieces
xxvi.	Tissue paper (Rose Petal)	12 pieces
xxvii.	Kitchen tissue rolls (Double pillai standard size)	4 pieces
xxviii.	Roomi Air Fresher pocket hangers	12 pieces
xxix.	Phenyl Balls in wash basins	2 Pockets of 500 gm
xxx.	Disinfection of Cleaning material (Sweep, Tiles Cleaner, Glint, liquid chlorine etc.) to be used in washrooms, floors, offices, outer premises etc	As per requirement with sufficient available stock and good quality material to be used, it will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
xxxi.	Brooms (hard & soft), Cotton Mops, 2x Mops Buckets / Spin Mops, Flat Dust Mops, Master Dusters, Cloth Duster (hard & soft), Window Glass/Floor cleaner vipers & brushes, tiles cleaners brushes, toilet brushes, folding floor sign cautions, scotch bright pads, waste trolleys, plastic tubs / mugs, web removers & other equipment to be used	As per requirement with sufficient available stock and good quality material to be used, it will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
xxxii.	Air fresher / room spray (export quality)	10 pieces
xxxiii.	Lu blue in Toilet Cisterns	To be provided in 13 washrooms on consumption of old one (7 washrooms of office building and 6 of Inspection rooms building).
xxxiv.	Mortein spray (mosquito killer)	6 every month.
xxxv.	Surf, Vim scrubbers etc.	6 Pockets (1/2 KG each)

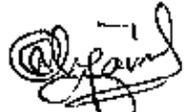
  
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xxvi.	Vim / Lemon Max (Liquid soap) Standard Size	3 Bottles
xxvii.	Harpic (Large Size)	6 Bottles
xviii.	Dettole, Acid Liquid (Large Size)	4 Bottles
xxix.	Phenyl (Fimis/Imported quality)	16 Litters
xl.	Dustbin Plastic Bag	10 KGs Minimum required or as per requirement
xli.	Lust / SS Cleanser spray/ Brasso Polish	02 pieces or as per requirement for railings and other brass/SS items
xlii.	Furniture Polish	02 pieces
xxii.	Glass cleaner vipers, web removers, buckets & other equipment to be used.	2 pieces of each or to be provided on requirement basis
xxlii.	Air fresher spray (export quality)	To be sprayed twice, in offices or on VIP movement.
xxiv	Lu blue in Toilet Cisterns	To be provided in washrooms and new ones on consumption of old one.
xxv.	Kitchen Rolls	4 pieces or to be provided on requirement basis
xxvi	Mortein spray (mosquito killer) Liquid Refills	5 pieces or to be provided on requirement basis
xxvii	Dust tray	2 pieces To be provided on requirement basis

- Company will only employ experienced persons who are adult (18 years of age or above upto 45 years of age), experienced, mentally and physically fit for the job.
- Janitors will wear a uniform with identification card showing his picture, name and company name duly signed by company manager in PTA premises.

  
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- Company will provide a cleaning trolleys (04 No.) Antilitter carrying trolleys (02 No.) to janitors for floors which will be equipped with all required material used for cleaning etc.

  
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**Technical Evaluation Criteria**

<b>Mandatory Criteria:</b>		
i.	Registration with income tax & sales tax department (i.e. FBR & SRB).	
ii.	Company/firm should be of Active Taxpayer List (ATL), of FBR & SRB, for both income tax and sales tax, on closing date of bid.	
iii.	Registration with Registrar of firms/SECP.	
iv.	Registration with Employees Old Age Benefits Institute (EOBI) and Social Security Institute.	
v.	Affidavit on non-judicial stamp paper of Rs.100 to the effect that the firm has not been black listed by any government/semi government/autonomous body or company. Besides, the name of the bidder must not reflect in list of blacklisted firms on PPRA website.	
vi.	Bid Security of Rs. 50,000/- in shape of pay order/ bank draft in favour of PTA attached with Technical Proposal.	
vii.	At least five years of relevant experience (to be supported with the contact/work order/completion certificate/experience certificate etc.).	
<b>Sr. #</b>	<b>Criteria</b>	<b>Marks</b>
1	<b>Relevant Work Experience: (to be reckoned from the date of the oldest work order/contract agreement /completion certificate etc.) 02 marks per year beyond minimum experience of 05 years on pro rata basis)</b>	20
2	<b>Active Tax Payer: (enclose copies of tax return filed with FBR &amp; SRB)</b> 3.33 points for each year	10
3	<b>Good/ Satisfactory Performance Certificate (provided by the Previous clients):</b> 2.5 marks per Certificate (Enclose certificates)	10
4	<b>Copies of similar agreement in hand:</b> 2.5 marks per Agreement (Provide Copies)	10
5	<b>Major Clients : (Provide Work order/ agreement copies)</b> Corporate/Multinationals/Hospitals (5 marks/client) Factory/parks/Universities (3.33 marks/client ) Government/Residential (2.5 marks/client)	10



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6	<p><b>Physical Verification from Clients by Technical Evaluation Committee of PTA:</b> Satisfactory Response (total marks will be divided on overall number of clients and 3.33 marks will be awarded per client on satisfactory response). Whereas, no marks will be awarded on non-satisfactory response</p>	10
<b>Note:</b>	<p>Minimum marks for qualifying for financial evaluation will be 70%. The bidder must attach all required supporting documents in order to claim marks.</p>	

  
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 PTA, Karachi

**Financial Bid Form (In PKR)**

Sr. No	Description	Amount for 1st year of Contract (inclusive of sales tax)		Amount for 2nd year of Contract (inclusive of sales tax)		Amount for 3rd year of Contract (inclusive of sales tax)	
		Per Month	Per Year	Per Month	Per Year	Per Month	Per Year
1	Provision of cleaning material as per scope of work defined in these bidding documents						
2	Provision of 3 x Janitors not less than Fair/minimum Wages Rule set by GoP/GoS	3x (rate per Janitor)	3x 12x (rate per Janitor)	3x (rate per Janitor)	3x 12x (rate per Janitor)	3x (rate per Janitor)	3x 12x (rate per Janitor)
3	<u>Year-Wise Total</u> <u>[1+2]</u>						
4	<u>Grand Total</u>						

Total amount in words:

1<sup>st</sup> Year of contract: Rupees.....


2<sup>nd</sup> Year of contract: Rupees.....

3<sup>rd</sup> Year of contract: Rupees.....

GRAND TOTAL (for 3 years): Rupees.....

**Breakup of bid price per Janitor per month**

S#	Description	1 <sup>st</sup> Year of contract	2 <sup>nd</sup> Year of contract	3 <sup>rd</sup> Year of contract
1	Salary of janitors (not less than minimum wage approved/ notified by Govt. of Pakistan/ GoS for FY 2022-23. <sup>1</sup>			
2	Any other amount over and above than the minimum wage if the bidder wants to pay to the Janitors			
3	Any other amount over and above than the minimum wage if the bidder wants to pay to the Supervisor			
4	Service Charges			
5	Sales Tax amount @ .....%			
6	EOBI Contribution			
7	Social Security Contribution			
8	Any other amount/ charges et. included in the bid price			

**Note:**

- i. Any change/revision in Minimum Wages, Sales Tax, EOBI & Social Security Contributions by Government of Pakistan/ EOBI/ Social Security Institution shall be accepted by both the parties as per law and payment will be made to the contractor accordingly.
- ii. Whereas, "Service Charges" and amounts mentioned at S# 2 & 7 in above table (i.e. "any other amount over and above than the minimum wage if the bidder wants to pay to the Janitors" and "any other amount/ charges et. included in the bid price" will be paid as quoted in the Financial Proposal.

<sup>1</sup> Bidders shall quote the minimum wage rate for 2022-23 approved by the Gov/GoS against all three years of contract in this row. In case any bidder quotes less or more than the notified minimum wage rate for FY 2022-23 then the amount will be corrected accordingly to bring it equal to the minimum wage rate for FY 2022-23.

  
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- iii. All columns of the Financial Proposal shall be filled. In case of inapplicability of any amount, "N/A" may be mentioned in the column.
- iv. As per PPRA rule 25, attach **Rs. 50,000/-** as bid Security along with Technical Bid in original.
- v. Minimum rates of wages notification copy must be attached herewith for providing their rates.
- vi. Performance guarantee will be as per the bidding document. If the bidder fails to deposit Performance Guarantee within the prescribed time mentioned in the contract awarding letter/ Letter of Acceptance, the same shall be treated as cancelled and the bid security shall be forfeited.
- vii. Performance Guarantee shall be released after the expiry of the agreement on issuance of NOC by Zonal Director (PTA Karachi).

  
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PTA

