

***Tender Fee: Rs.2000/-
(Non-Refundable)***

TENDER FORM

Tender # Maint/01/20-21

House Keeping and Janitorial Services for IBA Premises

| | | |
|--------------------------------|----------|-------------------------------------|
| Date of Issue | : | August 26, 2020 |
| Last Date of Submission | : | September 16, 2020 (3:00 pm) |
| Date of Opening | : | September 16, 2020 (3:30 pm) |

C O N T E N T S

| | |
|--|---------|
| 1. Introduction..... | Page 3 |
| 2. Instructions..... | Page 4 |
| 3. Scope of Services..... | Page 5 |
| 4. Evaluation Criteria..... | Page 7 |
| 5. Terms & Conditions of Services / Works..... | Page 11 |
| 6. Integrity Pact..... | Page 13 |

1. Introduction

Dear Tenderer:

Thank you the interest you have shown in response to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on August 26, 2020 to "Housekeeping and Janitorial Services for IBA Premises".

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards meet our prime & basic specifications through this transaction.

Please contact Sr. Purchase Executive on 38104700 ext: 2150 for any information and query

Thank you.

-sd-
Registrar

2. Instructions

- (a) The Institute of Business Administration, Karachi (IBA) expects that aspirant Janitorial Services Companies should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and every page. Moreover, attach required supporting document according to the requirement.
- (b) It is of utmost important to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column un-answered please, write 'Doesn't Apply/Doesn't Arise'. If you need more space please attach a paper & clearly mention item/column name or number etc that referred the column/item of the Tender Form.
- (a) You can collect the Tender Document from the office of Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi from August 26, 2020 to September 16, 2020 during working 10:00 am to 3:00 pm.
- (b) The last date of submit the Tender Document in sealed envelope in September 16, 2020 by 3:00pm in the Office of the Security Office, Gate # 4, IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.
- (c) Bid Security of 2% of total charges will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration.
- (d) Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- (e) Please mention "Tender Number" at top left corner of the envelopes. IBA, Karachi may reject any bid subject to relevant provision of SPP Rules 2010 any may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.
- (c) The contract period for housekeeping and janitorial services is ONE (01) year effective from date of signing of agreement / LoI. The contract period may be renewed based on satisfactory performance of the company / firm / agency and mutual consent.

Stamp & Signature

3. Scope of Services / Cleaning Requirements

3.1 DAILY SERVICES

- 1 Removal of waste material / garbage from the dustbins, buckets, mugs, and entire premises including the toilets, open areas / lawns and Gardens, etc.
- 2 Wet mopping of floors of corridor every alternate hour, classroom twice daily; offices, canteen, library staircase, Lift Areas, Verandas etc. once daily. All toilets are to be cleaned, wet mopped after every period or every hour if no classes
- 3 Dusting and vacuuming of furniture, cupboards and doors, Windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- 4 Cleaning and scrubbing of toilets, washbasins, sanitary fittings using detergents, deodorants, and disinfectants at least twice a day.
- 5 Cleaning / moping of floor area by detergents, disinfectants, etc in the morning or as and when required during the day.
- 6 Provision of soap-cakes / liquid soap in the toilets in the morning after daily checkup or –As needed.
- 7 Vacuum cleaning / washing of carpets wherever provided at the Institute.
- 8 Cleaning of Portable Fire Extinguishers available at Various Floors.

3.2 WEEKLY SERVICES

- 1 Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- 2 Removal of cobwebs, dusts, termites, insects, pests, etc.
- 3 Windows sponging and cleaning
- 4 Cleaning of dustbins and buckets with detergents.
- 5 Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals.

Stamp & Signature

- 6 Cleaning of sanitary wares.
- 7 Polishing of taps and other steel fittings in the toilets with SILVO / BRASSO. Maintaining water outlets clean and open at all time. - whenever needed
- 8 To spray Anti Mosquito spray etc. in hostel rooms, classrooms, office rooms, auditorium, conference hall, dining room etc. to keep all such areas insects free. The IBA will provide the pump and the spraying material.
- 9 Shampooing / Spraying / disinfecting all carpets.
- 10 Cleaning of water drain lines and Ventilation or Services Ducts and roof tops on monthly basis or as required before rainy seasons

3.3 **AUDITORIUMS**

The auditorium are to be cleaned prior its use and soon after the auditorium has been used. The cleaning requirements include

- 1 Cleaning of Carpets (Vacuum, broom and dry mop where required)
- 2 Cleaning of adjacent refreshment areas
- 3 Cleaning / Dusting of chairs
- 4 Cleaning and washing of toilets on all floors
- 5 Passage / Pathway to Auditorium, are to be cleaned twice daily, however in case of any event in any of the two location of Ghani Tayub Auditorium (Main Campus) and J S Auditorium (City Campus), then the place is to be cleaned with more attention and repeatedly.

3.4 **FACADE CLEANING**

- 1 Cleaning of glasses and ACP Panels by Contractor's furnished Window Cleaning Systems, such as Roof Mounted Cradles, Swings or Greater Height Hydraulic Machines and or High-Pressure Water Jet / Spray or any other arrangements.
- 2 **Charges of above be quoted separately for each building at Main Campus and City Campus with special reference to AMAN TOWER building.**

Stamp & Signature

4. **Evaluation Criteria**

- a) *Maximum marks for Technical Proposal: 100*
- b) *Minimum qualifying percentage is 70%. Applicant who secured less than 70% will be categorically disqualified for further process.*
- c) Each Technical Proposal will be evaluated according to the Criteria given below:

Name of the Firm / Official Address: _____

| S# | Technical Proposal | Maximum Points | Points earned |
|----|---|----------------|---------------|
| 1 | <p>Market Presence: Years of Establishment verifiable through relevant registration document</p> <p>Establishment (1 point for each year)</p> <p><u>Required documentation:</u></p> <ul style="list-style-type: none">i. Copy of Incorporation or Registration Certificate.ii. Copy of Income Tax Return for last 03 Years.iii. Copy of Memorandum & Articles Association in case of Private Limited or Limited Companyiv. Copy of Firm's National Tax Number Certificatev. Affidavit to the effect that the firm is not blacklisted and is not in litigation with any organization / department, private or public. | 10 | |
| 2 | <p>Financial Soundness: Annual turnover of last Five (05) years (Verifiable through financial / bank statement)</p> <p>25 million & above (20 points)</p> <p>Above 15 million and less than 25 million (10 points)</p> <p><u>Required documentation:</u></p> <ul style="list-style-type: none">i. Financial soundness certificate, bank statement for the last five consecutive years. | 20 | |

Stamp & Signature

| | | | |
|---|--|----|--|
| 3 | <p>Experience of Housekeeping & Janitorial Facility Management Services: Projects of similar nature worth 10 million each verifiable through Work Order.</p> <p>Projects (5 points for each project)</p> <p><u>Required documentation:</u></p> <ul style="list-style-type: none"> i. List of Key Personnel including Owner, Managers, Supervisors, and other staff. ii. Only firms having minimum 05 years' experience of Higher Educational Institutions / Universities or Multidisciplinary Facility Management Services (One Window Solution) Operations, Maintenance & Management may apply. Working Experience Sheet iii. List of similar nature Successful and In-hand Projects (at least 5 or more) | 25 | |
| 4 | <p>Facility Management Services: Verifiable ISO 9001:2015 Certification</p> <p><u>Required documentation:</u></p> <ul style="list-style-type: none"> i. Copy of valid ISO certification | 5 | |

Stamp & Signature

| | | | |
|---|--|---|--|
| 5 | <p>Safety, Health and Environment Policies & Procedures: Verifiable through mission statement & certifications.</p> <p>Standing Order / Mission Statement (2.5 points)</p> <p>Certification (2.5 points)</p> <p><u>Required documentation:</u></p> <ul style="list-style-type: none"> i. Copy of ISO Certificate if any with Scope of “Facility Management Services”. – required ii. Submission of Comprehensive Quality, Health, Safety & Environment Policies & Procedures including General Insurance of All deployed Employees. iii. Agreement to Accept daily, weekly and monthly requirements highlighted in scope of work iv. Submission of Comprehensive Formats (daily, weekly and monthly) v. Submission of Data Analysis Formats vi. Submission of Proposed Methodology, Approach & Organogram for the Project. vii. Details of currently using Computer Aided Facility Management Software, features and Reports format. | 5 | |
|---|--|---|--|

Stamp & Signature

| | | | |
|---|--|----|--|
| 6 | <p>Machinery / Equipment / Tools inventory maintained at IBA Premises</p> <p>Building Façade Cleaning Cradle (10 points) Window Cleaning Swing (5 points) Folding Ladder up to 30 ft (5 points) Jet Washer / Pressure cleaners (at least 2) (5 points) Floor Washing/Scrubbing Machines (at least 2) (5 points)</p> <p>Associated inventory of cleaning equipment / tools (such as brooms, Vipers, Scrubbers, Telescopic Brushes etc.) maintained at IBA campuses (5 points)</p> <p><u>Required documentation</u></p> <p>i. Machinery / Equipment and Inventory to be maintained at IBA (Attach separate Lists)</p> | 35 | |
|---|--|----|--|

Stamp & Signature

1. Terms & Conditions of Services / Works

- (i) **Signing of Contract Agreement:** The company / agency will sign the contract agreement as acknowledgement.
- (ii) **Services Deliverable:** All services must be executed on which the delivery/work execution, quantity, quality & specs are specified. Non-compliance with this condition renders the goods/services/works liable to non-acceptance.
- (iii) **Duration:** The contract period may be renewable based on satisfactory performance of the company / firm / agency and mutual consent.
- (iv) **Place of Delivery:** As specified in the contract agreement unless otherwise informed accordingly.
- (v) **Poor Performance:** Liquidity damages 2% of the total amount will be imposed per month for which the company/agency failed to deliver as per standard.
- (vi) **Service Execution:** Competent Authority reserves the right to change/alter/remove any item or article or reduce/enhance job without assigning any reason and contractor will abide the instruction.
- (vii) **Condition of Works:** All items must meet in all respects with the requirement of the contract agreement and must be in acceptable format otherwise they will be liable to rejection.
- (viii) **Delivery of Services:** After completion of job delivered to the authorized personnel of the IBA will sign the receipt with stamp on Delivery Advice.
- (ix) **Rejection of Services:** We reserve the right to cancel any or all the items if job is not in accordance with our specification or if the completion of services is delayed.
- (x) **Termination:** That upon termination of this agreement the agency shall be permitted to remove all its devices, equipment and manpower which may have been placed at premises from the time to time.
- (xi) **Submission of Bills/Invoices:** Invoice / bill & Delivery Advice should be submitted to Purchase Department.
- (xii) **Arbitration:** In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the IBA and CEO of the company/agency for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties under Arbitration Act 1940.
- (xv) **Bid Security:** 2% Bid Security must be deposited along with the Tender Form in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (xvi) **Validity of Bid:** Validity is for ninety (90) days.
- (xvii) **Bid Security Deposit:** 2% Bid Security Deposit of total amount will be deposited by the party / agency / service provider before signing of Contract Agreement.

Stamp & Signature

- (xviii) **Performance Security:** Successful bidder should provide 5% Performance Security of total value of Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract / Warranty, whichever is longest.
- (xix) **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the SPPRA & IBA PP&P.
- (xx) **Price / Rate:** Price / rate must be quoted in Financial Proposal only and submitted in sealed envelope.
- (xxi) **General Sales Tax:** General Sales Tax will be paid on applicable items only by the company/firm/agency.
- (xxii) **Government tax(es), levi(es) and charges(s):** It will be charged at actual as per SRO.
- (xxiii) **Rights:** IBA reserve the right to accept or reject any or all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.
- (xxiv) **Tender Document:** Tender Document available at the Office of Head of Procurement, IBA Main Campus, University Road, Karachi.
- (xxv) **Submission of Documents:** Last date for tender submission is September 16, 2020 upto 3:00pm
- (xxvi) **Opening of Tender:** Tender will be opened on September 16, 2020 on 3:30 pm at IBA Main Campus, University Road, Karachi.
- (xxvii) **Minimum Qualifying Percentage:** is 70%
- (xxviii) **Envelopes:** Separate Envelope of Technical Proposal, Financial Proposal & Earnest Money should be further enclosed in a envelope & seal of Company should be affix on opening flaps.
- (xxix) **Stamp Duty :** Stamp duty of 0.35% for Services against total value of Work will be levied accordingly.
- (xxx) **Awarded of Contract:** Contract will be awarded on itemized basis campus wise.
- (xxxi) **Rights to Remove:** IBA reserve the right to remove any area of service as per requirement
- (xv) **Health Safety:** The contractor is responsible for the safety of all its activities including protection of the environment on and off the site. IBA is no smoking zone. IBA will not be responsible for any mishap.
- (xvi) **Insurance / Security:** Life Insurance / Security of worker will be the responsibility of contractor.
- (xvii) **Child Labor:** All staff must have CNIC and clearly mentioned to discourage work through child labor
- (xviii) **Character Certificate:** Contractor must provide character certificate of all workers.
- (xix) **Interview by Sr. Manager Administration and Maintenance:** Staff deputed at IBA shall be interviewed by Senior Manager Administration and Maintenance prior to deputation at IBA.

Note:

This Terms & Conditions is integral part of contract agreement besides other clauses / articles.

Stamp & Signature

2. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the company/firm/agency for Janitorial Services;

M/s _____, the Janitorial Services hereby declares that:

- (a) Its intention not to obtain the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the company/firm/agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The company/firm/agency/ accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, company/firm/agency agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/service provider as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

Note:

This integrity pact is mandatory requirement other than auxiliary services / works.

Stamp & Signature

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s _____

Contact Person _____

Address _____

Tel # _____ Fax _____

Mobile _____ email _____

Stamp & Signature