



PREQUALIFICATION DOCUMENTS

Tender No. 06/2015

Hiring of Contractor for Janitorial Services

National Electric Power Regulatory Authority
NEPRA Tower, Attaturk Avenue
G-5/1, Islamabad
Phone: 051-2013200, Fax: 051-9210215
www.nepra.org.pk



**National Electric Power
Regulatory Authority
(NEPRA)**

Proposals for Pre-qualifications

NEPRA Tender No. 06/2015

NEPRA is an autonomous body established through an Act of the Parliament known as 'Regulation of Generation, Transmission and Distribution of Electric Power Act 1997 (XL of 1997) invites applications from reputable firms / contractors registered with Income Tax and Sales Tax Departments for prequalification for the provision of janitorial services for a period of three years.

2. Prequalification documents, which are containing all information required for prequalification including instructions for preparation and submission of documents, evaluation criteria etc. are available for the interested bidders at the office of Assistant Director (Admn), NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad. Price of the bidding documents is Rs. 100/- as per Rule 16(2) of Public Procurement Rules, 2004. Bidding documents can also be downloaded from www.nepra.org.pk free of cost.

3. The proposals, prepared in accordance with the instructions in the prequalification documents, must reach the office of Assistant Director (Admn), NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad on or before 06.07.2015 before 1400 hrs. Bids will be opened on the same day at 1430 hrs. The advertisement is also available on PPRA website at www.ppra.org.pk.

(Hammad Shamimi)
Director General (Administration)
NEPRA Tower, Attaturk Avenue (East)
G-5/1, Islamabad (Ph: 051-2013200)
Fax: 051-9210215, Email: info@nepra.org.pk

Bidder's Information

Tender Serial No. _____ Dated _____

Name of Firm to whom Tender issued: _____

SIGNATURE
OF TENDER ISSUING
OFFICER

Name of Firm/Contractor _____

Address: _____

Contact Person _____

Telephone No: _____

Fax No: _____

National Tax Number: _____

GST Number _____

We M/s _____ hereby undertake to accept all the terms and conditions laid down by NEPRA with regard to award of this contract.

Signature of Bidder

NEPRA Tower:

NEPRA Tower comprises of two basements, ground plus 7 floors with approx. covered area of 147550 Sft and total area 33000 Sft.

SCOPE OF SERVICE:

- i. **Daily Cleaning – Once every day or as & when required**
 - a) Both of the basements (car parking area);
 - b) External areas, the front and rear side of the building;
 - c) Entry /Exit points;
 - d) Security check-posts including security rooms;
 - e) Rooftop;
 - f) Terraces / open areas and front and rear of the tower inside the premises;
 - g) Staircases including the stairs for emergency exits;
 - h) All lifts including lifts doors' on all floors;
 - i) All the glasses from its inner side fixed in rooms, lobbies, stairs etc;
 - j) Furniture, fixture and equipment in the lobbies;
 - k) Removal of garbage from all the offices through garbage shoot and its ultimate disposal from the NEPRA Building to the proper place duly identified and allowed by CDA;
 - l) Kitchenettes on all the floors and Cafeterias (Officers & Officials);
 - m) Fans (Brackets, Pedestal and Ceiling) on all floors (if any);
 - n) Any other item required cleaning but not mentioned in above paras.

- ii) **Daily Cleaning and Moping on Continuous Basis**
 - a) Lobbies of all the floors and Auditorium of NEPRA Tower
 - b) Staircases from basement to 7th floor
 - c) Cafeterias & Kitchenettes
 - d) All washrooms
 - e) Service and circulation area on all floors
 - f) Lift lobbies
 - g) Any other item required cleaning but not mentioned in above paras.

- iii) **Weekly Cleaning**
 - a) Disinfectant spray of corridors, kitchen and washrooms/toilets
 - b) Anti-clogging with branded material of toilets
 - c) Removal of cobwebs from ceiling / walls
 - d) Front and rear of building (outside the premises)
 - e) Cleaning of drains
 - f) Basements wet cleaning

- iv) **Wash Rooms Services Specifications**
 - a) Wash all mirrors, dispensers, faucets, flush meters and bright work with non-scratch branded disinfectant cleaner. Clean, wipes dry all sinks
 - b) Wash and sanitize all toilets, urinals and sinks
 - c) Mop all wash rooms floor with disinfectant solution
 - d) Empty all receptacles
 - e) Dust all low reach and high reach areas, including but not limited to, structural ledges, mirror tops and edges etc
 - f) Disinfect partitions, tile walls, dispensers, doors and receptacles once weekly
 - g) Any other item required cleaning but not mentioned in above paras

v) The provision of quality equipment / material required for general cleaning of NEPRA Tower shall be the responsibility of the vendor which, inter alia, includes:

- a) Buffing Machine (if required as the client has already one latest machine)
- b) Dry mop (36") Acrylic Microfiber for floor cleaning of lobbies on each floor
- c) Odor absorbent in toilets
- d) Toilet Papers
- e) Bath Soap / Hand Wash
- f) Bath towel (dry, neat & clean)
- g) Surf / Vim
- h) Air freshener
- i) Duster
- j) Viper
- k) Bath Brush / Bath pump
- l) Puchara mop
- m) Glass glint spray
- n) Sweep / Harpic
- o) Phenyl liquid / Phenyl tablet

vi)- Thorough fumigation of the entire building (inside / outside) will be required on quarterly basis.

No. of Janitors Required:

17Nos. However, NEPRA may increase the number of janitors as per the actual requirement.

Working Hours:

6 days a week (from 7:30 a.m. to 03:30 pm)

Contract Period:

Three years from the date of deployment of the required manpower. However, NEPRA reserves the right to terminate this contract during the currency of contract after giving one month notice.

Termination of Contract on Poor Performance:

- In case of non-compliance to the clauses of the subject contract, or consistent poor performance, three notices may be served with one (01) week improvement time.
- If the contractor still fails to deliver as per agreement, the contract may be terminated resulting in forfeiture of the deposited security for the contract.

Dress Code:

The deployed Janitors and cleaners should be in distinct uniform bearing the name of their company and the same shall be provided by the Contractor / Firm at its own cost.

Compliance to NEPRA Code of Conduct:

All the janitors provided by the Contractor will be obligated to follow NEPRA Code of Conduct and non-compliance to which may result in imposition of penalty / fine on the contractor.

Provision of Relievers / Replacement:

- The contractor must provide reliever / replacement within two (02) hours from shift starting time, in case a janitor does not show up at work any day.
- In case of non-compliance to the above clause, appropriate deductions will be made from the contractor's monthly bill as per rates agreed upon in the subject contract agreement.
- Furthermore, the client will also have the option to either make a deduction from the contractor's monthly bill or arrange a replacement through some other alternate arrangement at the risk and cost of the contractor and subsequent adjustment will be made in the contractor's monthly bill.

Right to Demand Replacement of a Poor Performer:

The client reserves the right to demand replacement of a janitor not performing satisfactorily and the contractor must comply with it.

Regular Visits by the Contractor:

The contractor will be obligated to visit the subject premises on alternate days (minimum 03 days a week), or as communicated, to monitor the janitorial work at the subject building.

Eligible Bidders:

- Pre-qualification is open only to the Contractors / Firms having registration with the tax authorities (must be attached with the evidence) and possess experience of Janitorial Tasks of multi-storey buildings.
- The applicant must secure at least **50 % score** in each category.

Qualification Criteria

Prequalification will be based on meeting all the following minimum pass / fail criteria regarding the applicants general and particular experience, personal and equipment capabilities, financial position. The Employer reserves the right to waive minor deviations, if they don't materially affect the capability of an applicant to perform the contract.

Sr. No.	Category	Weightage/ Marks
1.	Experience Record	40
2.	Personnel Capabilities	30
3.	Equipment Capabilities	20
4.	Financial Soundness	10
		<hr/> Total: 100

1)- **Experience Record:**

Credit Marks for experience shall be awarded on the basis of following qualifications:

Sr. No.	Description	Marks Assigned	Explanation for Marks Obtained
a)	Janitorial Services rendered to high-rise buildings (minimum ten stories including basements) in last ten years.	30	For each completed year of satisfactory service to such building(s) will make eligible to the contractor for 5 marks, subject to provision of documentary evidence. Full marks will be given in case of 6 or more years of satisfactory services rendered by the Contractor.
b)	Janitorial services being rendered since last two years.	10	For each high rise building project in hand where the Contractor is providing satisfactory services since two years will make eligible to the contractor for 5 marks, subject to provision of documentary evidence. Full marks will be given in case of 2 or more such contracts.
Total Marks Allocated			40

2)- **Personnel Capabilities**

Credit Marks shall be awarded under this category using the following criteria:

Sr. No.	Description	Marks Assigned	Explanation for Marks Obtained
i)	No. of Janitors presently on payroll of the Contractor / Firm	20	1 mark will be given for each number of janitor on the payroll of the Contractor subject to provision of evidence. Full marks will be given in case of 20 or more janitors on payroll.
ii)	No. of Janitorial Supervisors on payroll of the Contractor / Firm	10	3 mark will be given for each number of janitorial Supervisor on the payroll of the Contractor subject to provision of evidence. Full marks will be given in case of 3 or more janitorial Supervisors on payroll.
Total Marks Allocated			30

3)- **Equipment Capability**

Credit Marks shall be granted on the basis of the following criteria for various kinds of equipment relevant for the contract:

Sr. No.	Description	Marks Assigned	Explanation for Marks Obtained
---------	-------------	----------------	--------------------------------

1	Floor Cleaning Equipment	10	Full marks & 50% marks will be given to the firms having automatic and manual machines respectively for floor cleaning purposes.
2	False Ceiling Cleaning Equipment	5	Full marks & 50% marks will be given to the firms having automatic and manual machines respectively for this cleaning purposes.
3	Glass Cleaning Equipment	5	Full marks & 50% marks will be given to the firms having automatic and manual machines respectively for glass cleaning purposes.
Total Marks Allocated		20	

4)- Financial Soundness

Credit Marks shall be awarded on the basis of the following criteria:

Sr. No.	Description	Marks Assigned	Criteria for Marks Obtained
a)	Average bank balance of the firm for the last 12 moths	10	Less than Rs 100,000/- 0 marks Between Rs 150,000/- to Rs 250,000/- 5 marks Between Rs 300,000/- to Rs 500,000/- 10 marks
Total Marks Allocated		10	

Miscellaneous Responsibilities of the Janitorial/Bidding Company:

- i. The entire financial liability in respect of the Janitor(s) deployed shall be that of the Service Provider and the Office concerned will in no way be liable.
- ii. The Janitorial Company shall be solely responsible for redressal of grievances or resolution of disputes relating to the deployed sweeper(s). NEPRA shall, in no way, be responsible for settlement of such issues whatsoever.
- iii. The Authority shall not be responsible for any financial loss or any injury to the deployed Janitor(s) during the course of their performing the functions/duties, or for payment towards any compensation.
- iv. The deployed sweeper/Janitor shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees or absorption during the currency or after expiry of the Agreement. Undertaking from the person to this effect would be taken from the selected Janitorial Service provider.
- v. Accommodation and meals/refreshments for the Sweepers/cleaners would be the responsibility of the Service Provider.
- vi. The following documentations would be required for deployment of any janitor:
 - a. Clear copy of Duty Order / Form must be shared with NEPRA
 - b. Clear photocopy of CNIC
 - c. Contact Details
- vii. The bidding amount shall be in Pak Rupees and shall be inclusive of cost of labors, duties, taxes, surcharges, overhead and profits. If selected in the tendering process, the quoted rates would be considered as the contractual amount and no claim whatsoever will be determined for any extra or additional payment in this

- regard.
- viii. The Janitorial Company offering janitorial services upon pre-qualification will submit with the bid (to be called by NEPRA) bid security in the form of pay order equivalent to Rs. **20,000/-**. Bids without bid security would be out-rightly rejected and the bidder cannot amend or withdraw bid once it is submitted. Moreover, NEPRA reserves the right to forfeit the bid security in case of breach any of the agreement by the contractor.
 - ix. Upon selection, the selected bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this Agreement to any other Service Provider or organization by whatever name be called without the prior written consent of the designated NEPRA Official.
 - x. Success full Janitorial Company, upon award of contract, shall nominate a coordinator who shall be responsible for immediate interaction with the designated NEPRA Official so that optimal services of the persons deployed could be availed without any disruption. The coordinator shall be well mannered, literate and possess supervisory skills.
 - xi. Successful Janitorial Company, upon award of contract, will sign the contract agreement as per the specimen provided by NEPRA and submit an amount of Rs. **50,000/-** (refundable) in the form of pay order/demand draft in the name of NEPRA as performance security deposit which will be released on successful completion of contract period.
 - xii. NEPRA reserves the right to accept or reject all bids as per PPRA rules.