



Government of Pakistan  
**PAKISTAN TELECOMMUNICATION AUTHORITY**  
Zonal Office, Wireless Compound,  
Opp: JPMC, Rafiquee Shaheed Road, Karachi  
[www.pta.gov.pk](http://www.pta.gov.pk)

**"SAY NO TO CORRUPTION"**

## **INVITATION TO BID**

**For Hiring of Janitorial Services at PTA Zonal Office Karachi**

Pakistan Telecommunication Authority a Government Telecom Regulator invites sealed bids from the reputable Janitorial Services Firms registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for provision of Janitorial Services at PTA Zonal Office Karachi.

2. Bidding documents which containing detailed terms and conditions etc are available at the office of the undersigned. The price of the bidding documents is Rs. 500/- (Cash non-refundable). Bidding documents can also be downloaded from [www.pta.gov.pk](http://www.pta.gov.pk) free of cost.
3. The bids prepared in accordance with the instructions in the bidding documents, must reach at PTA Zonal Office Zonal Office, Wireless Compound, Opp: JPMC, Rafiquee Shaheed Road Karachi on or before **16-03-2017 by 11:00 AM**. Bids will be opened on the same day at **11:30 AM**. This advertisement is also available on PPRA website at [www.ppra.org.pk](http://www.ppra.org.pk).

**Director (Enforcement)**

Zonal Office, Karachi. Ph: 021-35680101, Fax: 021-35680640  
Email Address: [akhlaqhussain@pta.gov.pk](mailto:akhlaqhussain@pta.gov.pk)

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**PAKISTAN TELECOMMUNICATION AUTHORITY**  
Zonal Office Karachi, Wireless Compound, Opposite Jinnah Hospital,  
Rafiqui Shaheed Road, Karachi.

**GENERAL INSTRUCTIONS**

**1. COMPANY INFORMATION**

- a. Name of Firm \_\_\_\_\_
- b. Date of Establishment of Business \_\_\_\_\_
- c. (documentary proof of registration etc.) \_\_\_\_\_
- d. Address \_\_\_\_\_
- e. Telephone No. \_\_\_\_\_ Fax No. \_\_\_\_\_
- f. GST Reg. No \_\_\_\_\_
- g. National Tax No \_\_\_\_\_

**2. DATE AND TIME OF RECEIPT OF BIDS**

- a. Bidding documents duly completed will be received on or before **16-03-2017** up to 11:00 AM, after the given time limit bidding documents will not be accepted. The submission and evaluation of bids will be carried out under the "Single Stage One Envelop Procedure". Bids will be opened at PTA Zonal Office Karachi on the same day at 11:30 AM in presence of the bidder or bidder's representatives.
- b. Bids should be addressed to the Director (Enforcement) Pakistan Telecommunication Authority, Zonal Office, Wireless Compound, Opp. JPMC, Rafiqui Shaheed Road, Karachi.
- c. Bid amount should be inclusive of GST.

**3. INTEGRAL PART**

- a. Annex-A is the Scope of the Work which may be read/filled carefully, signed and stamped by the bidder and are to be submitted.
- b. Annex-B is part of financial proposal which may be read/filled carefully, signed and stamped by the bidder and is to be submitted with the sealed envelope containing the financial proposal.
- c. Annex-C is the draft agreement which may be read/filled carefully by the bidder.

#### 4. **MANDATORY REQUIREMENTS**

Following are the Mandatory Requirements which must be fulfilled, failing to fulfill any of the requirements shall result into rejection of the bid:-

- Minimum experience of five years.
- Registration with Income Tax / Sales Tax Department.
- Registration with SECP / Registration of firms.
- Provision of copy of agreements at least five organizations (Govt. offices, multinational Hospitals etc.).
- Copy of tax return filed for last three years.
- Earnest money equivalent to 2% of total bid amount of first year as mentioned in Annex-B.
- Affidavit on **Legal Paper** to the effect that the firm has not been black listed by any government/semi government/autonomous body or company.

#### 5. **GENERAL CONDITIONS**

- Company will only employ those persons who are adult (18 years of age or above), mentally and physically fit for the job.
- Janitors will wear a uniform with identification card showing his name and company name duly signed by company manager in PTA premises.
- Company will provide a cleaning trolleys (04 No.) and litter carrying trolleys (02 No.) to janitors for floors which will be equipped with all required material used for cleaning etc.
- Fair wages rule be adopted as per instructions of Government of Pakistan.
- Company's profile must be submitted with all the supporting documents.
- Pakistan Telecommunication Authority, Zonal Office Karachi reserves the rights to cancel the bid, accept or reject any bid as per PPRA rules or accept the whole or part of bids.

## **SPECIAL STIPULATIONS**

### **Hiring of Janitorial Services**

The stipulations outlined hereunder in the form of a table summarize certain terms & conditions and these stipulations will be an integral part of the contract:

- |  |  |
|--|--|
| i. Amount of Earnest Money   | 2 % of total quoted rate of total bid amount for whole first year as mentioned in Annex-B.   |
| ii. Form of Earnest Money  | Bankers Cheque from scheduled bank in favour of PTA.   |
| iii. Earnest Money   | Earnest Money of Successful bidder will be retained as part of retention Money. Earnest money of un-successful bidders will be returned on issuance of Work Order but not later than 30 days from the date of opening of bids.   |
| iv. Release of Earnest Money   | After one month of expiration of Contract.   |
| v. Evaluation of Bids  | Bids shall be evaluated on the lump sum basis i.e. the bidder quoting the lowest total rates for three years shall be awarded the contract subject to fulfilling all the mandatory requirements.   |
| vi. Contract Renewal   | The contract will be for three years as per approved rates and will be renewed every year on the basis of satisfactory performance.  |
| vii. Insurance against injury to Workman   | Safety of its employees from injury will be responsibility of the contractor. It is recommended that contractor should comply with GoP guidelines regarding subject issue.   |
| viii. Wages for Contractor's   | Provisioning of wages to Janitors/ Employees is sole Janitors / Employees responsibility of contractor. Furthermore, contractor must adopt fair wages rule as declared by Government of Pakistan. Non-compliance of fair wages rule will result into termination of the agreement. |
| ix. Incomplete tender/bids will be rejected forthwith.   |  |
| x. The contractor will work under the supervision of Zonal Director (Karachi).                             |  |
| xi. All material will be checked and approved by the Zonal Director (Karachi) before commissioning of job. |  |

- xii. Taxes will be deducted at source as per Government of Pakistan rules.
- xiii. Bill should clearly indicate the NTN/GST No.
- xiv. No claim in Increase/Escalation in wages during the contract will be entertained.
- xv. In case of any dispute or conflict between Contractor and PTA, the case will be referred to Director (Administration) PTA HQ's, Islamabad.
- xvi. Scope of Services and terms/conditions are attached at **Annex-A**, Financial bid performa is attached at **Annex-B** and Draft Agreement is attached at **Annex-C**

Contractor's Sign & Seal

Employer's Sign & Seal

## **SCOPE OF WORK**

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

**a. Staff Required**

03 Person (Monday to Saturday + on special occasions)

**b. Area / Building**

- PTA Zonal Office (Ground + 1<sup>st</sup> Floor + Parking Area + PTA Karachi Office Premises)
- Inspection Rooms Building (Ground + 1<sup>st</sup> Floor + Terrace)

**c. Services to be provided**

**i. Once Daily**

- Spotless cleaning of all rooms of all officers and stores, halls and parking area, footpaths, false ceiling of floors, conference room, staff room and kitchen
- Spot cleaning of all rooms (in use) and kitchen of Inspection Rooms Building
- Reception Area of office building
- Corridors.
- Staircases
- Sweeping of area in front and behind of PTA Building (within PTA premises)
- Removal of all fingerprints, dirt etc. from all glasses, doors and electrical switches.
- Empty all waste papers bins and other trash and then dispose them off.
- Washing of all mirrors, dispensers faucets, flash 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 day. (for 5 working days + on special occasions)
- Cleaning and dusting of furniture.

**ii. Daily and as Needed**

- 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.

**iii. Weekly Services**

- Cleaning and washing of external area of PTA Building that is in front and back of building.
- Removal of Spider webs from offices and Inspection Rooms Building.
- Floor washing with machine on need basis (atleast once in a month)
- Cleaning of external windows.
- Dusting of bracket fans.
- Dusting of walls.

**d. GENERAL INSTRUCTIONS**

Company will provide soaps (Lux / Safeguard), towels of large size (1.5'x2') (White export quality), tissues rolls (Rose Petal Soft), facial tissues (Rose Petal) and other toilet accessories including branded high quality air fresheners, air freshener tablets and phenyl balls in washbasins etc. as per requirements tabulated on next page in the toilets/floors of the building. The quality of fast consuming products shall be on the discretion of PTA Zonal Director (Karachi) and company will ensure regular availability.

Sr. No.	Item	Qty
i.	Lux / Safeguard Soap (Medium Size)	15 pieces
ii.	Towels (1.5'x2') white exports quality	Provision of 10 towels (clean) of daily for office building and 5 on consumption basis for Inspection rooms building.
iii.	Tissue rolls (Rose Petal Soft)	24 pieces
iv.	Tissue paper Rose Petal	12 pieces
v.	Air Fresher Tablets	12 pieces
vi.	Phenol Balls in wash basins	12 Pockets
vii.	Disinfection of Cleaning material (Sweep, Tiles Cleaner, Glint,etc.) to be used in washrooms, floors, offices, outer premises etc	It will be used on daily basis and uninterrupted supply should be made to Janitors for cleaning.
viii.	Brooms, Mops, Master Dusters, Cloth Duster, Glass/Floor cleaner vipers & brushes, web removers & other equipments to be used	As per requirement and good quality to be used.
ix.	Air fresher spray (export quality)	10 pieces
x.	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).
xi.	Morteen spray (mosquito killer)	6 every month.
xii.	Surf, Vim scrubbers etc.	4 Pockets (1/2 KG each)
xiii.	Harpic (Large Size)	6 Bottles
xiv.	Dettol, Acid Liquid (Large Size)	4 Bottles
xv.	Phenyl (Finis)	12 Litters
xvi.	Dustbin Plastic Bag	As per requirement
xvii.	Furniture Polish	04 pieces

**FINANCIAL BIDS FOR HIRING OF JANITORIAL SERVICES AT PTA ZONAL OFFICE, KARACHI.**

Name of Company	No. Of Janitors	Quoted Rate (per janitor/ Per Month)*			Total Amount for 1 <sup>st</sup> Year	Total Amount for 2 <sup>nd</sup> Year	Total Amount for 3 <sup>rd</sup> Year
		1 <sup>st</sup> year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year			

\*The bid amount shall be inclusive of GST.

Total Bid Amount for Three Years = Rs. \_\_\_\_\_

Note: FINANCIAL BID not accompanied with earnest money will be rejected without any right of appeal

Seal of Company: \_\_\_\_\_



**DRAFT AGREEMENT**  
**JANITORIAL SERVICES AT PTA ZONAL OFFICE KARACHI.**

This agreement is made on this \_\_\_\_\_ day of \_\_\_\_\_, 2017, between **Pakistan Telecommunication Authority**, having its Zonal Office, at Karachi through Zonal Director, Karachi (hereinafter the “First party”) on the part (which expression where the context so permits including its successors, administrators or assigns) and M/s. \_\_\_\_\_ Man Power Supplier having its office \_\_\_\_\_ through Mr. \_\_\_\_\_ (herein the “Second Party/Contractor”), on the other part (which expression where the context so permits including its successors, administrator or assigns) as under.

Whereas the First party desires to hire the services of the second party for the work/services as described in Para-I, below to be performed at PTA Zonal Office Karachi Building & Inspection room building Karachi.

And whereas the second party has agreed to provide the aforesaid service to the first party on the terms and conditions contained here in below.

That the first party shall pay to the second party **Rs. /- per month (Rs. /- for 01<sup>st</sup> year)** inclusive of all on account of services rendered by the Second party in accordance with the description contained in this agreement. The payment shall be made through cross cheque credited to the account of the second party **i.e. M/s. \_\_\_\_\_**.

- 1.1 Cleaning of all common areas whether in use or vacant. (Daily Basis)
- 1.2 Sweeping and cleaning of all rooms including Kitchen, Office stores, halls lobbies, terraces courtyards, parking areas, reception area of office building and footpaths (Daily Basis).
- 1.3 Dusting and cleaning of all interiors and exteriors of the building, which are under the use including false ceilings and staircases. (Daily Basis).
- 1.4 Washing and cleaning of floors, staircases, electrical lights, fans and other miscellaneous objects indicated by PTA Staff. (Daily Basis).
- 1.5 Cleaning and washing of toilets including commodes, urinals, water closet WCs, wash basins including use of proper disinfecting material like phenyl, branded bathroom cleaning solutions (approved branded items) and placing phenyl ball & phenyl solutions in toilets. (Daily Basis).
- 1.6 Disposal of all litter / garbage / debris from entire covered and open building premises. (Daily Basis).
- 1.7 Vacuum Cleaning of all carpets in offices and open areas (Daily).
- 1.8 Cleaning and dusting of furniture (Daily).
- 1.9 Cleaning of doors and windows both internal and external (Weekly).

- 1.10 Provision of soap lux/safeguard, rose petal facial tissues, rose petal tissue roll and other toilet accessories including air freshener tablets (approved branded product) as per requirement in all toilets of PTA buildings. The quality and quantity of fast consumable products shall be on the discretion of PTA and contractor will ensure regular availability.
- 1.11 Supply of clean towel and tissue paper in officer's bathrooms.
- 1.12 Spray of air freshener (approved branded items) on all floors and offices. (Daily)
2. The contractors would provide and maintain daily consumable items washing powder, branded bathroom cleaning solutions, vim, phenyl liquid, phenyl balls, chemical for cleaning of bathroom tiles, floor tiles & wall tiles of PTA buildings, mop, duster, wiper, brush, mansion polish, brass polish, furniture polish etc. in the store of the contractor and will utilize these items according to the requirements.
3. The contractor should ensure that the schedule 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.
4. The contract shall be effective on the date under the contractor actually and physically provides the services as provided contract which date shall be notified by the Zonal Director P.T.A Zonal Office Karachi.
5. This contract will be for a period of one-year from \_\_\_\_\_, 2017 to \_\_\_\_\_, 2018 and would extendable for another two years as per already approved/quoted rates subject to satisfactory performance.
6. The First party shall have the right to terminate the agreement on one month's prior written notice to the Second Party without assigning any reason and without incurring any liability whatsoever in nature.
7. The Second Party shall be responsible entirely for any kind of tax, duties and charges whether present or future, payable in respect of his men and material. In this connection First party shall deduct at source all such taxes, duties, charges, as provided under the law of the land before making the payment to the Second party. No any additional amount should claim by contractor.
8. That unsatisfactory performance of the Second Party shall render the agreement liable to be terminated by the First party without notice. The First party shall have the right to require the Second Party to replace any of his employee/workmen whose conduct or performance is not satisfactory or First Party in its sole judgment consider that such employee/workmen of the Second Party shall replaced immediately for security reasons in that event the Second Party shall be under obligation to provide replacement of such person immediately.
9. The Second party shall be responsible for the discipline of the workmen provided for the service in case of involvement of its workmen in any misconduct/ theft or any other such cases, the Second party will make the losses good to the First party with in a period of one month.
10. The second party will arrange Vacuum Cleaner, Floor Cleaning machine and necessary equipment for cleaning of the stairs, floor, exterior walls, windows, ground etc of the building.
11. Any major security threats shall be liable for immediate termination of the contract by First party without any prior notice to Second party without prejudice to para-6 supra.

12. That all consumable items, equipment and instrument used in providing services under this agreement shall in no way bear any liability on PTA whether in terms of money or otherwise.
13. The contractor shall before deploying the manpower under this contract, provide Certificate of their each employee to PTA. Copy of CNIC be submitted to Zonal Director Karachi.
14. The payment will be made to the contractor on submission of invoice/Bill on monthly basis duly verified by the Incharge and countersigned by officer, after deduction of Tax(s) at source as per Government Rules prevalent at the time of payment.
15. In case of satisfactory performance of Second Party during the contract period, the contract shall be renewed with bilateral consent.
  - a. If any dispute, or difference arise 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 to the sole arbitration of the Chairman PTA, Islamabad, who may either personally enter upon such reference or nominate a nominee to orbiter on his behalf. The award of the Chairman PTA or his nominee shall be final conclusive and binding upon both the parties and shall not be called in question in any court of law.
  - b. This agreement shall be governed by laws of Pakistan.
16. If by reason of force majeure, the parties are unable in whole or in part to act in accordance with this agreement, the parties shall not be deemed in default during the continuance of such inability, provided, however, that the Second party shall only be entitled to the benefit of this clause for a reasonable time if the event of force majeure does not affect First Party's property or employees which are necessary to Second party's ability to perform.

The term "Force Majeure": as used herein shall mean without limitation: acts of God; Strikes or Lockout; acts of public enemies; fire; flood; drought; civil disturbances and explosion. Second party shall however, remedy with all reasonable dispatch any such cause to the extent within its reasonable control which prevents the Second Party from carrying out its obligations contained herein".
17. The Second party warrants that its services under this Agreement shall be performed in a professional and work like manner in accordance with applicable professional standards.
18. Cost of electricity/water for rendering services shall be borne by the PTA.
19. That Second Party shall always be responsible to indemnify First Party for any act of Commission or omission by their workman or employees whether intentional or unintentional which results in loss or injury to any individual or individuals material or property of First Party.
20. That the Second Party shall employ and deploy the persons of sound Physical mental health and character.
21. Supervisor of Second Party will visit Fist Party premises at least once in a week and must submit a report for the same along with verified attendance sheet.

22. That the First Party shall not be liable for any injury/ loss to the men and material of the second party during the course of business. The Second Party shall always undertake the Job at his own risk and cost.
23. All cleaning material, equipment tools and other items to carry out the services will be arranged and provided by Second Party at his own cost. The material used should be of best quality subject to acceptance of PTA, through its acceptance team nominated by Zonal Director, Karachi.
24. Contractual amount 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.
25. The contractor will employ at least three persons (Janitors/Cleaners) for cleaning services and the jobs mentioned in this agreement and at no additional cost. All janitors must be of at least 18 years of age and have CNIC of Pakistan. (Deployment letter along with CNIC copy of each Janitor must be provided)
26. Contractor will provide the security clearance of its employees/janitors from local police station.
27. Fair wages rule be adopted as per instruction of Government of Pakistan. (Copy of salary slips or any other documentary evidence regarding salary must be provided on monthly basis)
28. All Janitors and Cleaners should be in distinct uniform bearing the name of **Contractor/Second Party.**
29. **Contractor/Second Party** will be responsible of all mishap caused by the Janitors/ Cleaners.
30. Space will be provided within the building premises to the Second Party for storage of required cleaning material and equipment/ machines etc.
31. The both Parties have agreed and signed this agreement before the witness on this day.
32. An appropriate deduction as decided by the PTA Zonal Director, Karachi on account of unsatisfactory performance during the period of contract will be made from the monthly bill.

( \_\_\_\_\_ )

M/s \_\_\_\_\_

**Director (Enforcement)**

For and behalf of  
Pakistan Telecomm Authority.

1. \_\_\_\_\_  
2. \_\_\_\_\_

1. \_\_\_\_\_  
2. \_\_\_\_\_