

**Tender No. 10/2023**  
**UNIVERSITY OF CHAKWAL,**  
**CHAKWAL**



**TENDER DOCUMENT**

**For**

**JANITORIAL & GARDENING SERVICES**

**Issued To: \_\_\_\_\_**

**Sultan Mahmood**  
**Deputy Director P&S**  
**Ph. No.: 0543-552511**



**UNIVERSITY OF CHAKWAL**  
Procurement Cell  
Main Campus, Talagang Road, Chakwal.  
[Tel:0543-552511](tel:0543-552511)

**Tender Notice**

Sealed tenders/ bids are invited from the firms/company/corporation/bidder registered with Sales Tax and Income Tax Departments for following Tender on the basis of **Single Stage (Two Envelope Procedure)** in terms of Rule No. **38 2(a)** of the Punjab Procurement Rules 2014 (PPRA Rules 2014).

Tender No.	Tender Name	Budgetary Amount	QTY	Closing Time and Date	Opening Time and Date
10/2023	<b>JANITORIAL &amp; GARDENING SERVICES</b>	12.786 Million	Detail in Tender Document	09-11-2023 till 10:00 AM	09-11-2023 at 10:30 AM

- Tender Document will be immediately available after publishing of this Tender Notice under Rule No. 25(1).
- Tender / Bid Document can be obtained from the Office of Deputy Director (P&S), University of Chakwal between 08:00 am to 4:00 pm from Monday to Friday by depositing the **Tender Fee of Rs.2,000/-** through Deposit Slip of BOP in A/C No. **6510211599100036, Main Recurring Account of UOC** in the Bank of Punjab. In case the Tender / Bid Documents are downloaded from [www.uoc.edu.pk](http://www.uoc.edu.pk) or [www.eproc.punjab.gov.pk](http://www.eproc.punjab.gov.pk), **Original Deposit Slip of BOP** must be attached with the **Technical Bid**.
- The Bid Security, of Rs.639,300/- which is equal to 5% of estimated price, in the form of “CDR, Bank Draft, Pay Order.” in favor of Treasurer, University of Chakwal. **A copy of the Bid Security shall be attached with the Technical Bid and the original Bid Security shall be annexed with the Financial Bid**, without which the offer shall be rejected being non-responsive.
- Bids without supporting documents, undertaking, valid documentary evidence, and bids not conforming to terms and conditions given in the Tender Document will be liable for rejection.
- No supporting document will be accepted, at all, after opening of the Technical Bids. Bids received after due date and time or bids without Bid Security in shape of CDR, Bank Draft, Pay Order or less than required amount or Bid Security in shape of Cheque/ Cross Cheque shall be summarily rejected.
- The University reserve the right to modify/withdraw/cancel the bids/tender at any time prior to award of Contract, without assigning any reason or any obligation to inform the Tenderer of the grounds for the Purchaser's action, and without thereby incurring any liability to the Tenderer and the decision of the Purchaser shall be final.
- For obtaining any further information or clarifications, please contact the officer named below:

**SULTAN MAHMOOD**  
**Deputy Director (P&S)**

**Bid Data Sheet (Information for the Bidders)**

1	Procuring Agency	University of Chakwal
2	Tender Number	10/2023
3	Name of Tender	Janitorial & Gardening Services
4	Tender Document available place	Office of the Deputy Director (P&S), University of Chakwal (Main Campus), Main Talagang Road, Chakwal.
5	Cost of Tender Document	<b>Rs.2000/-</b> payable at BOP through <b>Deposit Slip</b> in <b>A/C No. 6510211599100036, Main Recurring Account</b> of University of Chakwal.
6	Bid Security	Amount mentioned in Clause No. 9 of the Tender Document in shape of CDR, Pay Order, Bank Draft etc. validity till 30.06.2024 in favor of “Treasurer, University of Chakwal, Chakwal”
7	Performance Guarantee	10% of Contract Value after issuance of Intimation letter.
8	Tender Addressed to	Procurement Department, University of Chakwal.
9	Contact Number	Ph. 0543-552511
10	Due date, time and place of submission of Tender Document	<b>09-11-2023 till 10:00 AM</b> Office of the Deputy Director (P&S), University of Chakwal (Main Campus), Main Talagang Road, Chakwal.
11	Date, time and place of Technical Bid Opening	<b>09-11-2023 at 10:30 AM</b> at <b>Seminar Hall</b> , Ground Floor, Engineering Building, University of Chakwal (Main Campus), Main Talagang Road, Chakwal.
12	Date, time and place of the Financial Proposals	Shall be intimated subsequently to Technically Qualified firms/company/corporation/bidder
13	During of Services/Period	Till the 30 <sup>th</sup> June, 2024.

## Evaluation Criteria

Under PPRA Rules # 31 & 32, Technical Bids will be evaluated on the basis of following criteria:

<b>Qualification Criteria</b>			<b>Requirement</b>
Registration certificate of Punjab Revenue Authority (PRA).			<b>Mandatory</b>
Income Tax Registration Certificate			<b>Mandatory</b>
Professional Tax Certificate			<b>Mandatory</b>
Affidavit /Bidder's Undertaking on judicial stamp paper that the firm/company is not involved in any fraudulent practices and is not currently black listed			<b>Mandatory</b>
<b>Bid Evaluation Criteria</b>			
<b>S. No.</b>	<b>Item Name and Description</b>	<b>Marks</b>	<b>Maximum Marks</b>
<b>1</b>	<b>Specific Experience in similar nature of assignments</b>	--	<b>15</b>
1.1	1 - 3 year experience	3	--
1.2	4 - 8 year experience	6	--
1.3	9 - 15 year experience	10	--
1.4	Above 15	15	--
<b>2</b>	<b>PESSI/EOBI Payment vouchers</b>	--	<b>5</b>
2.1	Last 02 years of Payment Vouchers	3	--
2.2	More than last 02 years of payment Vouchers	5	--
<b>3</b>	<b>Financial Position/ Status</b>	--	<b>5</b>
3.1	Statement Worth of last one year (Minimum 3 million)	3	--
3.2	Statement Worth of last one year (Minimum 5 million)	5	--
<b>4</b>	<b>Capacity of Service Provider and Working Methodology</b>	--	<b>75</b>
4.1	70-100 Relevant Personnel (Supervisors/janitors/Gardeners)	10	
4.2	100-150 Relevant Personnel (Supervisors/janitors/Gardeners)	15	
4.3	> 150 Relevant Personnel (Supervisors/janitors/Gardeners)	20	
4.4	ISO Certification	5	
4.5	Material availability for Janitorial staff: including Surf, Brooms, Towels, Dusters, Acid/equivalent liquid, Phenyl, Flooring Viper, Dry Mop, Wet Mop, Flush Brush, Cobweb remover / Brush, Harpic, Plastic Bags for Dust Bins and Ladder etc as mentioned in scope of work.	10	
4.6	Material for Gardening / Horticulture staff: Availability of Machines including Grass Cutting Machines, Tools, Grass Cutters, Shovel, hand trowel, Trimmer, Secateurs, spade, gardening gloves, wheel barrows etc along with required Fuel as mentioned in scope of work for completion of required job.	10	
4.7	The Bidder shall provide the details about how to	30	

	plan and manage the required services specific to the proposal including Janitorial and Horticulture plan on daily/ weekly / monthly basis. The University will assess each plan according to need and will score the bidders accordingly.		
<b>TOTAL</b>		--	<b>100</b>

Minimum marks required for qualification = 65 (Sixty Five)

Note: Financial Bids of only those bidders shall be opened who are technically qualified. In case of existing contractor/company/firm/corporation which is already providing services to procuring agency, performance satisfactory report duly signed by the authorized personnel of concerned authorities is mandatory and to be attached with the technical proposal.

**BRIEF DETAILS OF THE WORK ARE AS UNDER:**

1	<b>Name of Work</b>	Providing Cleanliness & Gardening Services at University of Chakwal, Chakwal
2	<b>Cost of Tender Document</b>	Rs. 2000/-
3	<b>Earnest Money Deposit</b>	Rs. 639,300/- which is 5% of total estimated value
4	<b>Submission/Receipt of Tenders</b>	09-11-2023 [10:00 am]
	<b>Date and Time for Opening of Tender</b>	09-11-2023 [10:30 am]

**SCOPE OF WORK**

**A- Janitorial Services**

The successful contractor shall provide complete housekeeping / cleaning services for entire area of the University of Chakwal including cleaning material/consumables i.e. mops, mop buckets, brooms, brushes, wipers, baskets, window wipers, dustpans, cobweb remover, scraper, ladders, gloves etc. at own cost. The contractor will be responsible for cleanliness of inside areas of buildings and external areas i.e. lawns, parking area, gardens areas, grounds, staircases, walkways, building floors, building walls, handrails, main entrances, lobbies and other area with the vicinity of the University of Chakwal.

<b>SCOPE OF WORK (REQUIREMENT)</b>	
<b>INSIDE BUILDINGS</b>	<b>BUILDINGS</b>
<ol style="list-style-type: none"><li>1. Dry &amp; Wet mopping of floors daily (class rooms be ready before the start of classes)</li><li>2. Window cleaning (inside/out)</li><li>3. Cleaning of fans / fixtures</li><li>4. Dusting of offices furniture daily</li><li>5. Toilet cleaning and washing daily with vim, phenyl &amp; sweep etc.</li><li>6. Carpet vacuum cleaning as and when required</li><li>7. Cobweb removing weekly</li><li>8. Door &amp; stair case cleaning</li><li>9. Glass/mirrors/ventilations/grills etc.</li><li>10. Cleanliness of dirty utilities &amp; electric items/walls/ceiling</li></ol>	<p>WVC and Registrar Office, Engineering Block, Administrative Block (Procurement Office, AR &amp; DR Office, B&amp;W, Faculty Hostel, Student Hostels, Central Library, Accounts branch, Old Compound, Masjid, Lawns/ Gardens/ Parking areas/Generator) Area/Walkways/Entrance/Boundaries, Principal office &amp; Rooms, Faculties/Departments Offices and Rooms, College Old Building/Girls canteen, BS Block, City Campus, Arya Building, all academic and administrative departments, Sethi Hall and Boys Hostels etc.</p>

<b>OUTSIDE BUILDINGS</b>	<b>OTHER AREAS OF UOC</b>
Road sweeping with hopper & lawn cleaning (daily) Waste collection & Disposal (twice a day) Under Sewerage cleaning, sludge removal, suction etc. (monthly or as directed by university administration). Drain cleaning (monthly or as directed by university administration) Cleaning of roof (fortnightly).	As directed by the University administration and emergent services (unforeseen situations).

### List of Cleaning Materials/Consumables:

Sr. #	Material/Item	Quantity Required	Monthly or Semi Annually or Annually
1.	Surf	20 KG	Monthly
2.	Broom for cleaning	25 x Nos	Monthly
3.	Grass broom	25 x Nos	Monthly
4.	Towels (Medium + Large) in best quality	24 PCS	Monthly
5.	Dusters Medium	36 x Nos	Monthly
6.	Acid/equivalent liquid etc. for cleaning.	60 x Bottles	Monthly
7.	Phenyl	12 x Bottles	Monthly
8.	Flooring Viper (Different sizes)	24 x Pcs	Quarterly basis or as per need
9.	Dry Mop	12 x Nos	Monthly
10.	Wet Mop	12 x Nos	Monthly
11.	Flush Brush	12 x Nos	Monthly
12.	Cobweb remover / Brush	12 x Nos	Monthly
13.	Harpic	12 x Nos	Monthly
14.	Plastic Bags for Dust Bins	10 KG	Monthly
15.	Ladder (Medium + Large etc.) or as per need	02 x Nos	Semi-Annually or as per need
16.	Gloves for General use	50 Packets	Monthly
<b>For Gardeners:</b>			
17.	Petrol for Machines	75-80 Ltr	
18.	Engine Oil for Machine	6-8 Ltr	
19.	Grass Cutting Machines and Tools Grass Cutters, Shovel, hand trowel, Trimmer, Secateurs, spade and gardening gloves.	As per Requirement	

Rates will be quoted inclusive of cleaning materials.

### B- Gardening Services

The Service Provider will provide gardening services for external areas (lawns), internal areas, and lobbies in the building where plants are placed.

Gardening activity includes but not limited to:

1. Soil cultivation, digging, forking, mulching, watering, raking, weeding, edging, pruning, seed sowing,

bed preparation and planting.

2. Trimming of grass in lawns, removal of dry leaves from plants.
3. Seeding plants and watering them at the correct times.
4. Taking care of plants inside office building.
5. Striving to create a pleasant environment that is safe and secure.
6. Grass cutting of grounds in the University
7. Any other assignment related to gardening assigned by the Estate Office / Registrar Office / Administration etc.

Any other assignment regarding gardening assign by the Estate Office/Registrar Office/the Procuring Agency etc.

The providing of equipment, cutters, shovel, hand trowel, secateurs, spade and gardening gloves, kit/any other apparatus etc. is the sole responsibility of the Service Provider.

(Note: Tenders received without earnest money will not be considered and The Procuring Agency may reject without any notice or instructions.)

### **DAILY SERVICES**

- i. Sweeping, cleaning and moping of floors, rooms, corridors /lobbies, stairs and Lawns / Garden.
- ii. Washing and cleaning of all toilets commodes, urinals and wash basins with standard cleaning material.
- iii. Topping up of liquid soap, Toilet paper, Air Freshener, Phenyl Balls where applicable
- iv. General cleaning of Driveway, Main Entrance, Parking Spots, and surrounding area.
- v. Collection of garbage Dust Bin from offices and all common areas shall be the responsibility of the contractor.

### **WEEKLY SERVICES**

- i. Cleaning and dusting of all building walls / Aluminum Panels
- ii. Cleaning and dusting of Glass Windows / Glass Partition with 'Glint' or any other approved quality glass cleaning detergent to keep them neat and shiny.
- iii. Removal of cobwebs, cleaning of false ceiling /Walls of all toilets & washrooms, offices and common areas.
- iv. Cleaning of un-covered area including Grounds, Lawns, Gardens, boundary walls etc.
- v. Removal of stains / dirt spots / marks etc.

### **EMERGENT SERVICES – (UNFORESEEN SITUATIONS)**

- i. Bathroom washing including their walls and Spraying disinfect in the toilets urinals in order to kill all bad odorous.
- ii. Sweeping, cleaning and moping of floors for events / seminars

### **MONTHLY SERVICES**

- i. Cleaning doors, windows and A/C Diffusers.
- ii. Opening/Cleaning of sewerage lines/pipes of both buildings
- iii. Cleaning / Sweeping of roof top.
- iv. Cleaning/Clearing of plants, weeds along boundary walls.
- v. Water tanks cleaning.



**GENERIC REQUIREMENT:**

1. The Contractor shall provide all branded / best quality cleaning materials i.e. liquid cleaners, cleaning acids, detergents, air fresheners, and all necessary cleaning equipment/tools for the defined scope.
2. The Contractor shall ensure that all the toilets & washrooms are cleaned continuously on Daily / Weekly / Monthly basis including floors, walls, tiles, windows, dusting and cleaning of all sanitary fittings.
3. The Contractor shall ensure the provision of Tissue Rolls and Liquid Soap in all washrooms.
4. The Contractor shall ensure that all public areas are cleaned on regular basis as per requirement.
5. The Contractor shall provide 100% staff attendance on daily basis.
6. The Contractor shall provide machineries required to carry out activities mentioned in scope of work.
7. The Contractor shall be responsible for any damage to the property caused during cleaning and housekeeping activities.
8. The Contractor shall certify that the resources provided are not addicted to drugs or alcohol.
9. The Contractor shall adhere to all applicable laws including the labor laws and any other relevant law.
10. The Contractor shall ensure to hire qualified staff as per tender document. The Contractor shall submit the copy of CNIC of their hired employees as well as submission of particulars of workers with local police station verification.
11. Contractor will be responsible to provide medical fitness certificate for all employees immediately after joining.

**TIMINGS:**

Eight hours daily for six working days. The staff will start the work one hour before routine office timings or as desired by University of Chakwal.

<b>COMPANY/FIRM/CORPORATION/BIDDER PROFILE</b>	
1. Name of the Company/Firm/Corporation/Bidder and Complete registered address (a) Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corp.)	
2. Details of Contact Person: -Name -Designation -Contact No: -Fax No(s) -e-mail address	
3. Statutory Details (photocopy to be attached) -Registration No. of the Company/Firm/Corporation/Bidder - Sales Tax Registration No.	
4. Year of commencement of Business/cleanliness services	

5. List of present and past clients as per the following format.

Sr. No.	Name of the organization/contractor with complete postal address	Name & designation of the Contact Person with Tel/Mobile No(s)	Date from which the contract was awarded	No. of persons deployed by your firms/company/corporation/bidder	No. of persons served
1					
2					
3					
4					
5					
6					
7					
8					

9					
10					

6. Volume of business done during the last three years (please submit documentary evidence)

Details of annual financial turnover	2020-2021	2021-2022	2022-2023

Note: Extra Sheet can be used for details

## **TERMS AND CONDITIONS**

Please read the Terms & Conditions carefully before filling up the document. The terms and conditions of the Tender invited for the agreement of cleanliness & gardening services at University of Chakwal, Chakwal are as follows:

1. Earnest money of Rs. 632,300 /- which is 5% of total estimated cost will be deposited through bank drafts, from the parties along-with the application.
2. Tenders received without the prescribed Earnest Money Deposit (EMD) shall be rejected.

EMD of the successful bidder shall be liable to be forfeited if the contractor doesnot fulfill any of the following conditions:

- i. An agreement is not signed in the prescribed form within ten days of the allotment;
  - ii. The Contractor does not commence sanitary cleaning & gardening services within One month of allotment of contract.
3. The contract will initially be allotted for a period of one year (subject to fulfillment of terms & conditions and satisfactorily services). Afterwards the contract will be awarded on yearly basis on satisfactory performance otherwise the tender of services will be re-advertised.
4. Service provider would be liable to provide a floor cleaning machine (Electric).
5. Services provider would also be liable for eco-friendly waste disposal through eco-friendly waste disposal machine in UOC.
6. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firms/company/corporation/bidder as token of having accepted all the Terms and Conditions of this Tender.
7. The UOC reserves the right to reject tender in any stage without assigning any reason.
8. The UOC reserves the right to change any condition of the tender before opening of the Bids.
9. The successful bidder will have to enter into an agreement with the UOC before taking charge of the commencement of work.
10. A performance guarantee must be furnished by the Companies/Firm/Service Provider in the shape of either a CDR or a Bank guarantee upon signing of Contract, which shall be 10% of the total value of the agreed amount / contract amount calculated for Twelve (12) months' time or 30<sup>th</sup> June, 2024 or till extended period if any. This will be released after completion of warranty period of one year from the date of supply of the services or it will be dealt case to case basis as per PPRA Rules 2014..

- 11. EMD of the unsuccessful bidders will be returned, without interest, within a period of six months from the date of award of contract.***
12. If the Contract is terminated by the Contractor without giving stipulated period of notice (i.e. three months) or fails to observe the terms & conditions of the Tender, the Security Deposit will be forfeited without prejudice to the UOC Management's right to proceed against the contractor for any additional damages that the UOC suffers as a result of the breach of the aforesaid terms and conditions. Rates should be quoted in Pak Rupees.
13. Single stage-two envelopes bidding procedure shall be applied. The bidders should provide "TECHNICAL PROPOSAL and FINANCIAL PROPOSAL" separately in two legal size envelopes with proper sealed and stamped.
14. The estimate amount of this tender is for one year (30.06.2024). Service will be started from the contract award and contract is extendable on the satisfactory performance as per PPRA Rules after expiration on dated 30.06.2024 but extension is subject to discretion of the Procuring Agency under PPRA Rules.
15. Tender will be opened by the Purchase Committee in the presence of the bidders or representatives of the firms/company/corporation/bidder on the given date, time, and place.
16. The tender received after the deadline date and time will not be entertained in any case.
17. The tender will be evaluated in the light of PPRA 2014 (amended up to date) of Govt. of the Punjab.
18. The competent authority reserves the right to accept or reject the whole tender process at any stage.
19. Partial participation in tender is not allowed.
20. Rates must be inclusive of all taxes.

## **STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)**

1. The UOC can impose any condition(s) at any time which it deems proper.
2. The Contractor shall be responsible for engaging adequate number of trained/semi trained manpower required for providing services.
3. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
4. The Contractor, prior to the commencement of the operation of contract, make available the particulars of all the employees who will be deployed for janitorial/gardening services. Such particulars, inter alia, should include ***age/date of birth, permanent address, police verification report and profile of the health status*** of the employees.
5. The Contractor shall be responsible for timely payment of wages to his workers as per Minimum Wages Act of Government and fulfill all other statutory obligations and submitted undertaking on stamp paper. The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department) and all applicable taxes (imposed by FBR/PRA/GST/any other government organization) while preparing financial bid.
6. The Contractor shall ensure proper discipline among his workers and further ensure that they do not indulge in any unlawful activity.
7. Employment of child is strictly prohibited under the law. Therefore, the Contractor will not employ any child.
8. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the UOC by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the UOC. As a result of the acts of the Contractor, if the UOC is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the UOC or the UOC reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the UOC.
9. The Contractor shall be personally responsible for the conduct and behavior of his staff and any loss or damage to UOC's moveable or immovable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within stipulated time as intimated. The decision of the UOC's designated officer in this regard shall be final and binding on the Contractor.
10. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract.

11. All work shall be carried out with due regard to the convenience of UOC. The orders of the concerned authority shall be strictly observed.
12. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the UOC's campus, including Canteen.
13. Lunch/Dinner or any refreshment and residence will not be provided by this UOC.
14. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with UOC. UOC shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law.
15. The Contractor shall ensure that either he/she himself/herself or his/her representative is available for proper administration and supervision at the works to the entire satisfaction of the UOC.
16. The Contractor will provide uniform to his/her employees.
17. The consumable items related cleanliness will be arranged by the supplier himself.
18. Blacklisted Firms and those found involved in "Corrupt Practices" are not allowed to participate in bidding.

### **TERMINATION OF THE CONTRACT**

1. The Contract can be terminated by either party, i.e., UOC or the Contractor, after giving **three-month notice** to the other party extendable by mutual agreement till alternate arrangements are made. However, UOC reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. UOC decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.
2. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge of required services, UOC reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.
3. The contractor shall engage skilled and experienced staff in order to ensure high standards of cleanliness and services for University of Chakwal.
4. The Service Provider shall maintain the attendance of deployed staff under the supervision of Administration of the University. The Administration of the University on daily basis will verify the record of the same.
5. The contractor shall obey will obey the ***Punjab Minimum Wages Act, 2019 (XXVIII of 2019)*** vide Notification dated 22.06.2022 amended up to date. Moreover, the 16% PST will also be applied as per ***Second Schedule (Taxable Services) of the Punjab Sales Tax on Services Act 2012 (Act XLII of 2012)*** along with social security, EOBI and any taxes if any. The



contractor is responsible for all type of Govt. Taxes. The quoted rates should be justifiable as per current minimum wage rates of the Punjab Govt.

6. The Procuring Agency may increase or decrease number of Janitorial or Gardeners subject to availability of budget and requirement.
7. The procuring agency will take the strict action against the contractor for any cheating or fraud etc. in terms of PPRA Rules i.e. cancellation the contract or blacklisting of the firm/company etc.
8. Service provider shall be bound to pay its staff before 10th of each month and salaries shall not be linked to any other payment which contractor is entitled to receive from the Procuring Agency.
9. Service Provider shall pay its personnel not less than the minimum wages as notified by Government of the Punjab and any other labor laws of Pakistan including other benefits mandated by the law.
10. Service Provider will distribute salaries through Bank Account / Easy Paisa / Jazz Cash or any other mode and the proof of the same must be readily available with service provider all the time and must be attached with the respective monthly invoice. The Service Provider will ensure the minimum wages to the outsourced employees without fail.
11. Service Provider is liable to pay contributions to EOBI and PESSI of Janitorial/Gardeners/Mali Personnel employed against the instant contract.
12. The services provider shall provide the names, address, CNIC, age, Security Clearance Certificate and Medical Certificate of the Janitorial/Gardeners/Mali Personnel deployed to this University. File of JANITORIAL/GARDERS/MALI Personnel will be maintained by Service Provider and a copy will be shared with the Administration of the University.
13. The Procuring Agency reserves the right to direct the service provider for replacement of JANITORIAL/GARDERS/MALI Personnel and the service provider shall be bound to obey the directions of the Procuring Agency. Non-compliance may result in punitive action or contract cancellation against the Service Provider. The Procuring Agency also reserves the right to cancel the contract at any time or subject to availability of budget or required services as per prevailing scenario etc.
14. In the event of any illness / injuries resulting from any accident to their JANITORIAL/GARDERS/MALI staff, the service provider shall take all responsibility for the same and provide necessary compensation towards medical care and meeting all medical expenses incurred for the same without making Procuring Agency a party to it.
15. In case of any disputes among the JANITORIAL/GARDERS/MALI staff, the service provider shall resolve the same at the earliest to ensure that there is no interruption in the provision of janitorial/gardening services.
16. The JANITORIAL/GARDERS/MALI staff and their affairs relating to their employment will be the sole responsibility of the service provider and in this regard no extraneous influence will be brought to bear upon the University or the Procuring Agency.
17. The service provider will ensure that all JANITORIAL/GARDERS/MALI staff deputed at the University is adequately immunized against all types of communicable diseases/COVID-19 and preventively monitored through health check-ups.

18. The service provider will dispose the garbage of the University and the shifting responsibility of garbage in the Municipal's garbage containers is the service provider. Mostly garbage/solid waste containers of Municipal administration are near/adjacent to boundary walls of the University.
19. Fumigation every six month is also the responsibility of the service provider.
20. The service provider will provide the Heavy Duty Dust Vacuum Machine, Scrubber Brush and Buffing Brush for cleaning.
21. The service provider shall provide two uniforms and one pair of shoes every six months, identification cards (ID), Personal Protective Equipment Page 30 of 76 (PPE) etc., to its entire JANITORIAL/GARDERS/MALI staff deployed at the University free of cost and ensure its proper usage by the JANITORIAL/GARDERS/MALI. Each uniform will comprise of trousers, shirt, pair of socks, pair of shoes, disposable face masks, disposable head caps, disposable gloves etc. Supervisor shall ensure that disposable items and the uniform are made available to the JANITORIAL/GARDERS/MALI staff invariably.
22. Dress code of JANITORIAL/GARDERS/MALI Staff must be as per below mentioned descriptions:  
**Specification Descriptions:**  
Type JANITORIAL/GARDERS/MALI Suit trouser shirt (as per approved sample), Color Yellow or any other color approved by the Procuring Agency, Logo / Tag Line "JANITORIAL/GARDERS/MALI Staff" as Tag Line must be mentioned on the Back of the Shirt  
\*The dress code must be approved from the Procuring Agency before commencement of the Services.
23. The service provider shall ensure that female JANITORIAL staff is deployed for Girls Canteen, Special Girls areas and female's washrooms etc. as decided & directed by the Procuring Agency. The female sweeper can be increased or decreased as per the requirement of the Procuring agency in replacing of male Janitorial or Mali but strength of staff will be same as proposed in the documents. The Administration of the University will decide the number of such female JANITORIAL/GARDERS/MALI staff as per requirement of the University.
24. The JANITORIAL/GARDERS/MALI staff will be allowed leave(s) as per the relevant labor laws. However, the service provider shall ensure that 100% JANITORIAL/GARDERS/MALI staff is available for duty all the time.
25. The service provider shall be bound to provide trainings, as deemed necessary by the University, to its JANITORIAL/GARDERS/MALI staff for cleanliness of the University.
26. Service Provider in the performance of its services shall secure, maintain at its own expense all registrations, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the University / government.
27. Service Provider shall immediately upon receipt of request replace any JANITORIAL/GARDERS/MALI staff who may be considered undesirable and incompetent by the procuring agency / University's administration.
28. The Human Resource (HR) as mentioned in this Contract may increase or decrease subject to the approval of the Competent Authority/Procuring Agency as per need & ground circumstances of the University.
29. The Procuring Agency/University can surrender any extra JANITORIAL/GARDERS/MALI staff at any time.
30. The service provider's performance will be monitored on daily basis by the assigned Focal Person/Administration of the University. The Focal Person/Administration of the University at any time will visit and check the cleanliness of the indicator (s) of any/ all areas of the University as per

scope of work. The corrective actions for cleanliness of washrooms/toilets will be completed within 15 Minutes after reporting of problem to the service provider and the corrective actions for all other areas will be completed within 30 Minutes after reporting of problem to the service provider. The Focal Person will identify and record the non-conformances in Daily Activity Log. The focal person will visit the site once again after the stipulated time and in case the identified problem is not corrected; the fines will be imposed as mentioned in the Fines & Penalties section.

31. The Qualification & Experience of JANITORIAL/GARDERS/MALI Personnel are as follow:

<b>Sr#</b>	<b>Qualification &amp; Experience</b>
<b>1</b>	Supervisor (Janitorial and Gardening)
	<p><b>Education:</b> Minimum Intermediate with at least two years relevant experience</p> <ul style="list-style-type: none"> <li>▪ Age should not be more than 40 years</li> <li>▪ Responsible for overall supervision &amp; cleanliness / maintenance of the University premises, staff deployment and maintain attendance on daily basis.</li> <li>▪ Act as an interface between the University and the deployed staff.</li> <li>▪ Maintaining duly signed daily audit sheets and complaint registers to record requests and feedback from the contracting authority from time to time and appropriate actions taken.</li> <li>▪ Coordinate any kind of shifting/ relocations of the staff shall be reported to the contracting authority.</li> <li>▪ Responsible for the turnout / grooming of the entire deployed staff.</li> <li>▪ Determine and coordinate all the work schedules and to induce a sense of responsibility, discipline and hygiene in all employees.</li> <li>▪ Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.</li> <li>▪ Help the service provider in submitting the required forms and completion of documents/invoice / materials availability and issuance record etc</li> <li>▪ Compilation of all necessary documentations as per requirement of University and service provider</li> <li>▪ Should be medically fit</li> </ul> <p><b>Mandatory documents at the time joining is copy of CNIC, Copy of educational document (Metric and onward) Medical Fitness Certificate and Police Verification</b></p>
<b>2</b>	Janitorial
	<p><b>Education:</b> Literate</p> <ul style="list-style-type: none"> <li>▪ Age should not be more than 40 years</li> <li>▪ Can understand basic requirement of Janitorial / Cleaning works</li> <li>▪ Should be punctual during assigned work / activities</li> <li>▪ Can read / write in urdu and can understand duty roaster with assigned building.</li> <li>▪ Perform other related duties as assigned.</li> <li>▪ Should be medically fit.</li> </ul>

	<b>Mandatory documents at the time joining is copy of CNIC, Medical Fitness Certificate and Police Verification</b>
<b>3</b>	Gardner/Mali
	<p><b>Education:</b> Literate</p> <ul style="list-style-type: none"> <li>▪ Age should not be more than 40 years</li> <li>▪ Can understand basic requirement of Gardening / Horticulture works</li> <li>▪ Should be punctual during assigned work / activities</li> <li>▪ Can read / write in urdu and can understand duty roaster with assigned building.</li> <li>▪ Perform other related duties as assigned.</li> <li>▪ Should be medically fit.</li> <li>▪ Can operate and use grass cutting machines / cutters, shovel, trimmers, hand trowel, secateurs, spade etc.</li> </ul> <p><b>Mandatory documents at the time joining is copy of CNIC, Medical Fitness Certificate and Police Verification</b></p>

## PENALTY

1. The UOC reserves the right to impose a penalty as stated in penalty section on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the Contractor or his staff or for any adulteration.
2. If the UOC is not satisfied with the quality of services, provided or behavior of the contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the UOC will be at liberty to take appropriate necessary steps as deemed fit.

## JURISDICTION

1. Dispute, if any, arising out of the Contract, shall be settled by mutual discussion

## PRICE BID

The shifts would be for 08 hrs each. The plan given above should be based on this consideration.

## SPECIFICATIONS and Schedule of Requirement

### Janitorial and Gardening Services

Sr. No.	Description	No. of Person	Unit Rate with GST	Total Amount with GST
1	Hiring of Cleanliness Services	01 Supervisor 18 Sweepers including 02 female sweeper (With Cleaning items)		
2	Hiring of Gardeners/Mali to Look After of Plants, Lawns and Grounds	13 Mali (With Gardening items/equipment etc.)		
<b>Total (with all taxes/duties etc.)</b>				

Note: Partial Bidding is not allowed.

### Payment for Services provided:

Payment may be made in Pak. Rupees.

- (i) The invoice of the Service Provider shall be submitted as follows;

Invoice Checklist (to be attached with invoice)			
Sr.	Description	Annexure	Attached

<b>1.</b>	<b>Covering Letter / Noting</b> signed by the Estate Office (Covering letter must have proper Letter No., Date, Breakdown of Penalties and Consolidated Weekly & Monthly Obtained Score) and counter signed by the Registrar Office.	<b>A.</b>	
<b>2.</b>	<b>Original invoice/bill(s)</b> signed by the Estate Office & Registrar	<b>B.</b>	
<b>3.</b>	<b>Reviewed note/comments</b> signed by the Procurement Cell under P.P.R.A Rules 2014.	<b>C.</b>	
<b>4.</b>	<b>Daily activity log form</b>	<b>D.</b>	
<b>5.</b>	<b>Penalties Calculation Sheet</b> signed by the Estate Office & counter signed by the Registrar Office. Respective Supervisor is responsible to complete the documents/record & submission of invoice etc.	<b>E.</b>	
<b>6.</b>	Report for consumption of cleaning material (verified by Estate	<b>F.</b>	
<b>7.</b>	Other proofs/any supporting documents etc.	<b>G.</b>	
<b>8.</b>	Salary <b>Disbursement</b> Report	<b>H.</b>	
<b>9.</b>	Verified attendance report by Estate Office & counter signed by the Registrar Office	<b>I.</b>	
<b>10.</b>	Performance Satisfactory report signed by the Estate Office & counter signed by the Registrar Office.	<b>J.</b>	
<b>11.</b>	Following forms maintained by Service Provider signed by the Estate Officer and Supervisor.	<b>K.</b>	
	a) Weekly Report	<b>L.</b>	
	b) Monthly Checklist of Deployed Staff.	<b>M.</b>	
	c) Complain/Report slips (If any)	<b>N.</b>	
<b>12.</b>	Any other document if required for processing of payments.	<b>O.</b>	

Note:

- a) The Service Provider must submit the invoice in proper File Cover.
- b) It is mandatory for Estate Officer to Sign (signature & stamp) each page of the invoice/penalty/all other relevant documents and the Registrar Office will verified/counter sign with covering letter. The Estate Officer will ensure the work of Service Provider as per contract and performance satisfactory report must be signed/attached. The authority of the University can depute any monitoring person as per need or circumstances etc time to time or give instructions any time under the PPRA Rules 2014. The invoice file along with all required documents will be reviewed by the Procurement Cell before sending in the Treasure Office. The Treasure Office will process the payment/invoice/bill after completion of codal formalities under PPRA Rules 62.

The page numbering of the whole invoice must be done adequately and documents must be attached in the same sequence / order as mentioned in the table.

Prices shall be fixed and shall not be adjusted. However, in case of change in minimum wage rate through official notification; the contract price based on minimum wage rates shall be adjusted on prorate basis, as decided by the Procuring Agency.

## Fines and Penalties:

Sr.	Summary of Penalties	Penalties in PKR
1	2	3
1.	Attendance less than 100% (Absent / Vacant / Not Deployed) (It should be the responsibility of Service Provider to maintain 100% attendance (each day) of HR as mentioned in the Contract. In case any of service provider's personnel(s) as mentioned under the contract is (are) absent / Vacant / Not-deployed, for every missing personnel that was required to stay on duty for that particular day, a penalty as mentioned in column 03 shall be charged)	Rs. 500/- per person per day
2.	Staff is found without uniform. Supervisor will wear distinctive vest.	Rs. 500 will be charged for each such staff for that particular day.
3.	In case any of service provider's personnel deployed under this contract is not present at his assigned place of duty during inspection or is a habitual late comer or leaves early.	Penalty of Rs. 200/- per vacant point / late arrival / early leaving per shift will be imposed.
4.	If any worker (after performing duties for complete month) is not paid minimum wage as per the number of days he / she performed the duty.	Rs. 2,000 / staff shall be imposed for that particular month.
5.	Procuring agency may desire to replace any personnel with justifiable reason and failure to do so shall be considered a breach of contract.	Rs. 2,000 per Day will be imposed for non-compliance of directions of procuring agency.



6.	Any protest or strike observed by the staff / janitors/garder/mali etc. will be considered a breach of contract and may lead to issuance of show cause notice / explanation letter in addition to the fine mentioned in column 03. Three show cause notices / explanation letters may lead to blacklisting proceedings along with forfeiture of performance guarantee, as per discretion of the procuring agency.	Rs. 6,250 per hour or up to maximum 50,000 per incident per day till calling off the strike.
7.	If Service Provider fails to maintain the situation of cleanliness/horticulture or complaint of the end user within prescribed time as per bidding document.	Rs. 500 per complaint
8.	If Service Provider fails to provide cleaning and gardening material	Rs. 10,000/- per Month + deduction of material purchased by the University if any

**Important Points:**

- a) If the strike continues for more than 5 days, the process for termination of contract and forfeiture of Performance Guarantee of contract may be initiated after the generation of an official report by the University.
- b) In case damage occurs due to gross negligence or unsatisfactory performance of the service provider, the procuring agency reserves the right to withhold Performance Guarantee or recover the damages, occurred to the equipment / infrastructure of the University due to such negligence, from the invoice of service provider or do both.
- c) The amount of the penalty will be imposed / approved / recommended by the Estate Office and counter signed by the Registrar Office.

Note: The administration of the University and service provider shall create a Whatsapp Group to address the operational issues and complaint management for immediate response. However, official correspondence shall be made as per Govt. norms. The Estate Office will share the details of the performance penalties from time to time to the Service Provider.

Annexure- A      Technical Proposal Covering Letter

To

**The Deputy Director,**  
Procurement,  
University of Chakwal,  
Chakwal.

Dear Sir,

We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes. We have attached the **Technical Bid Form, Check List, Detailed Specifications** and the required **supporting documents** along with our Technical Bid.

Yours sincerely,

Authorized Signature

(In full and initials)

Name and Designation of Signatory Name of Firms/Company/Corporation/Bidder Address

## Annexure- B      Check List

The bidder must attach this list along with the Bid

### 1.1.      Packing of the Bid

S#	Description	YES/NO
1	Whether the Bid is submitted in <b>Two Envelopes</b>	
2	<b>Technical Proposal</b>	<i>Envelope A</i>
3	<b>Financial Proposal</b>	<i>Envelope B</i>
4	Whether both Technical and Financial Proposals are put into another <b>Outer Envelope.</b>	

### 1.2.      SUBMISSION AND ARRANGEMENT OF SUPPORTING DOCUMENTS

The Bidder must provide all the Supporting Documents, number all the pages of supporting documents, provide the page information and arrange the documents in the following order:

<b>Envelope A: Enclosures of Technical Proposal</b>		<b>Attached YES/NO</b>	<b>Page#</b>
1	<b>Covering Letter</b>		
2	Copy of <b>Income Tax Registration Certificate</b>		
3	Copy of <b>Sales Tax Registration Certificate, PRA Certificate</b>		
4	<b>Affidavit/Undertaking</b> on the Stamp Paper		
5	Specifications/other detail of quoted items on the Letter Head of the bidder		
6	Copies of relevant job performance		
7	The specified <b>catalogues / brochures/other docs</b> of items quoted by the bidder		
8	Copy of <b>Professional Tax</b> deposited slip		
<b>Note:</b> All the above documents and any other supporting document must be numbered and page number must be mentioned in the column specified for the purpose.			
<b>Total Number of pages attached with the Technical Bid</b>		_____ <b>Pages</b>	
9	<b>Tender Document</b> duly signed and stamped each page by the bidder must be attached at the end of the Technical Bid but numbering is not required for this document.		

<b>Envelope B :Enclosures of Financial Proposal</b>		<b>Attached YES/No</b>	<b>Page #</b>
1	Financial Proposal Form duly filled, signed and stamped by the bidder		
2	Price Schedule Form duly filled, signed and stamped by the bidder		
3	Bid Security in shape of Bank Draft, Pay Order or CDR.		

## Annexure- C Bid Form

### A) Profile of the Bidder:

<b>S#</b>	<b>Particulars</b>	<b>BIDDER</b>
1	Name of the Company	
<u>2</u>	Year of Incorporation	
<u>3</u>	<b>Registered Office</b>	
	Address	
	Office Telephone Number	
	Fax Number	
<u>4</u>	<b>Contact Person</b>	
	Name of Authorized Representative	
	Personal Telephone Number	
	Email Address	
<u>5</u>	<b>Registration Detail</b>	
	NTN Registration Number	
	GST Registration Number	

### B) Bid Security (Please do not mention amount of CDR)

<b>S#</b>	<b>Particulars</b>	<b>Please Furnish Details</b>
1	Name of the Bank	
2	Instrument Number and Date	

**Annexure- D AFFIDAVIT/BIDDER'S UNDERTAKING ON THE STAMP PAPER**

Ref: **Tender No. 10/2023**

1. We have examined the Tender/Bid Document and we undertake to meet the requirements regarding supply of Items, warranty and services as required and are prescribed in the Tender Document.
2. It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with.
3. We have read the provisions of Tender/Bid Document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our response shall not be given effect to.
4. We agree to unconditionally accept all the terms and conditions set out in the Tender/Bid Document
5. We undertake, if our Bid is accepted, to supply the items within the delivery period mentioned in the Tender Document.
6. We understand that no document regarding evaluation criteria will be accepted after opening of the Technical Bids and we are bound to provide all the documentary proofs regarding evaluation criteria or any other supporting document at the time of opening of Technical Bids.
7. We agree that the Purchase Committee of University of Chakwal is not bound to accept the lowest or any of the bids received. We also agree that the Purchase Committee reserves the right in absolute sense to reject all the products/ services specified in the Bid Response without assigning any reason whatsoever under PPRA Rules 2014.
8. We also declare that our Company/Organization is not blacklisted by any of the Federal or Provincial Government in Pakistan.

*[Name and Signatures of authorized Person along with stamp]*

**Annexure- E Financial Proposal Form**  
**(to be attached with Financial Proposal)**

To

**The Deputy Director,**  
Procurement,  
University of Chakwal,  
Chakwal.

Dear Sir,

With Reference to your Tender No.10/2023 OF JANITORIAL & GARDENING SERVICES; Please find attached our Financial Proposal for the sum of Rs. (insert amount in words and figures). This amount is inclusive of all taxes.

We have attached the Bid Security of amount Rs.639,300/- (Six hundred thirty nine thousand & three hundred only) having CDR, Demand Draft, Pay Order No. along with our Financial Bid.

Yours sincerely,

Authorized Signature

**Annexure- F    Price Schedule**

*(Please attach this page along with Financial Bid or quote rates on the Letter Head of the Bidder)*

**Janitorial and Gardening Services**

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Person</b>	<b>Unit Rate with GST</b>	<b>Total Amount with GST</b>
1	Hiring of Cleanliness Services	01 Supervisor 18 Sweepers including 02 female sweeper (With Cleaning items)		
2	Hiring of Gardeners/Mali to Look After of Plants and Lawns	13 Mali (With Gardening items/equipment)		
<b>Total (with all taxes/duties etc.)</b>				

## **Annexure- G Contract Agreement Form**

THIS AGREEMENT made the *[day]* day of *[month]* *[year]* between *[University of Chakwal]* (hereinafter called “the University”) of the one part and *[name and address of Supplier]* (hereinafter called “the Supplier”) of the other part:

WHEREAS the University invited Tender for certain goods and related services, viz, *[brief description of goods and related services]* and has accepted a Tender by the Supplier (Supply of Janitorial & Gardening Services) for the supply of those goods and related services in the sum of Rs. *[Contract Price in figures and in words]* (hereinafter called “the Contract Price”).

NOW THEREFORE the parties hereby agree as follow:

1- The following documents attached shall be deemed to form and integral part of this Contract:

- i- Tender/Bid Document
- ii- Letter of Acceptance
- iii- Performance Guarantee equal to 10% of Contract Price in shape of CDR, Demand Draft or Pay Order.

2- The Terms and Conditions of Supply Order/Contract given in the Tender/Bid Document will be applicable.

3- The mutual rights and obligations of the University and the Supplier will be preserved in the light of the Terms and Conditions mentioned in the Tender /Bid Document.

IN WITNESS whereof the parties have caused this Contract to be executed in accordance with the laws of Pakistan on the day, month and year written above.

**For University of Chakwal**

**For the Supplier:**

Signature

Print Name

Title