

**PUBLIC PROCUREMENT REGULATORY**  
**AUTHORITY (PPRA)**

**CONTRACT AWARD PROFORMA – I**

**To Be Filled and Uploaded on PPRA Website In Respect of All**  
**Public Contracts of Works, Services and Goods Worth Fifty**  
**Million or More**

- NAME OF THE ORGANIZATION/DEPTT. National Telecommunication Corporation
- FEDERAL / PROVINCIAL GOVT. Federal Govt Autonomous Body
- TITLE OF CONTRACT Outsourcing of Janitorial Services for NTC  
HQs G-5/2 Islamabad on Rate Running  
Contract Basis
- TENDER NUMBER **HQ/ADV-04(a)/2024-25**
- BRIEF DESCRIPTION OF CONTRACT Outsourcing of Janitorial Services for NTC  
HQs G-5/2 Islamabad on Rate Running  
Contract Basis
- TENDER VALUE **PKR 14,608,538/-**
- ENGINEER'S ESTIMATE (for civil Works only) N/A
- ESTIMATED COMPLETION PERIOD **One Year Rate Running Contract**
- WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN? **Yes**
- ADVERTISEMENT:
  - (i) PPRA Website (Federal Agencies) (If yes give date and PPRA's tender number) **TS549097E dated: 02-10-2024**
  - (ii) News Papers Daily Dunya (03-10-2024) and  
The Nation (03-10-2024)

**TENDER OPENED ON (DATE & TIME)**

**22<sup>th</sup> October, 2024 @ 1030 Hrs**

- NATURE OF PURCHASE Local
- EXTENSION IN DUE DATE (If any) **No** (as per above)

- NUMBER OF TENDER DOCUMENTS SOLD **Sixty Nine (09)**  
(Attach list of Buyers) **downloads through EPADS**
- WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS **Yes**  
(If yes enclose a copy).
- WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS **Yes**  
(If yes enclose a copy).
- WHICH METHOD OF PROCUREMENT WAS USED:- (Tick one)
- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE \_\_\_\_\_ ☐ **Yes**
- b) SINGLE STAGE - TWO ENVELOPE PROCEDURE. ☐
- c) TWO STAGE BIDDING PROCEDURE. \_\_\_\_\_ ☐
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE. \_\_\_\_\_ ☐
- PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED WITH BRIEF REASONS (i.e EMERGENCY, DIRECT CONTRACTING, NEGOTIATED TENDERING ETC.)
- WHO IS THE APPROVING AUTHORITY **MD NTC**
- WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING. **NA**
- NUMBER OF BIDS RECEIVED **Six (06)**
- WHETHER THE SUCCESSFUL BIDDER WAS LOWEST BIDDER **Yes**
- WHETHER INTEGRITY PACT WAS SIGNED **Yes**

**PUBLIC PROCUREMENT REGULATORY**  
**AUTHORITY (PPRA)**

**CONTRACT AWARD PROFORMA – II**

**To Be Filled and Uploaded on PPRA Website in Respect of All**  
**Public Contracts of Works, Services & Goods Worth Fifty**  
**Million Rupees or More**

➤ NUMBER OF BIDDERS PRESENT AT THE TIME OF  
OPENING OF BIDS                      **Nil**

➤ NAME AND ADDRESS OF THE SUCCESSFUL BIDDER **M/s United Human  
Resource Services Pvt Ltd**, House No. 198, Street No. 10, Block-A, Gulberg  
Greens, Islamabad.

➤ RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT  
(i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATED BID).

<b>M/s UHRS</b>	<b>1<sup>st</sup> lowest</b>
M/s Professional Services	2 <sup>nd</sup> lowest
M/s Pak Multi Services	3 <sup>rd</sup> lowest

NEED ANALYSIS (Why the procurement was necessary?) Upkeep and cleanliness of  
NTC HQs is carried out on outsource model.

➤ IN CASE EXTENSION WAS MADE IN RESPONSE TIME, WHAT WERE THE  
REASONS (Briefly describe)                      **No**

➤ WHETHER NAMES OF THE BIDDERS AND THEIR PRICES WERE READ  
OUT AT THE TIME OF OPENING OF BIDS                      **Yes (Through EPADS)**

➤ DATE OF CONTRACT SIGNING **24<sup>th</sup> December, 2024** (Attached copies of  
agreement)

➤ CONTRACT AWARD PRICE                      **PKR 14,608,538/-**

➤ WHETHER COPY OF EVALUATION REPORT GIVEN TO ALL  
BIDDERS                      **Results Announced**

- ANY COMPLAINTS RECEIVED **No**
- ANY DEVIATION FROM SPECIFICATIONS GIVEN  
IN THE TENDER NOTICE/DOCUMENTS **No**
- DEVIATION FROM QUALIFICATION CRITERIA **No**
- SPECIAL CONDITIONS, IF Any  
(Give Brief Description)

**No Special Conditions**

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[F.No.2/1/2008PPRA-RA.III]



**NATIONAL TELECOMMUNICATION CORPORATION**

**HEADQUARTERS G-5/2 ISLAMABAD**

**EPADS E-TENDER DOCUMENTS**

**Outsourcing of Janitorial Services for NTC HQs G-5/2**  
**Islamabad on Rate Running Contract Basis**  
EPADS Tender Notice # HQ/ ADV-04(a)/2024-25

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## SECTION-I

### INSTRUCTIONS TO THE BIDDERS

#### 1 INVITATION TO e-BIDS

##### Tender Notice No. HQ/ADV-04(a) / 2024-25

National Telecommunication Corporation (NTC), invites electronic bids from the contractor's / service providers, registered with Income Tax and Sales Tax Department having relevant experience for supply of following services:

Tender No.	Description of Service	Last Date & Time of Bid Submission	Bid Opening Date & Time
04 (a)	Outsourcing of Janitorial Services for NTC HQs G-5/2 Islamabad on Rate Running Contract Basis	22-10-2024 @ 10:00 Hrs.	22-10-2024 @ 10:30 Hrs.

Bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at ([www.eprocure.gov.pk](http://www.eprocure.gov.pk)).

Electronic bids must be submitted through EPADS on or before the bid closing date and time, as specified in the table. Manual bids will not be accepted. Electronic bids will be opened on the same day, at least 30 minutes after the bid closing time, as indicated in the table.

Note: Notification of the GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS at [www.eprocure.gov.pk](http://www.eprocure.gov.pk) and on [www.ntc.net.pk](http://www.ntc.net.pk).

#### **Director (Procurement)**

Room # 05, Ground Floor, NTC HQs, Sector G-5/2 Islamabad

**Phone:** 051-9245833, 9245975 **Fax:** 051-9245719

[www.ntc.net.pk](http://www.ntc.net.pk)



## **2 GENERAL**

### **2.1 Introduction**

National Telecommunication Corporation (NTC) was established on 1st January 1996 through Pakistan Telecommunication (re-organization) Act 1996 Under section 5 (2) (a) of the subject Act. NTC provides Telecommunication Services to its designated customers in accordance with the rights and privileges granted to the Corporation vide Pakistan Telecommunication (re-organization) Act 1996 and the license issued by the Pakistan Telecommunication Authority (PTA). NTC is registered with Federal and all Provincial Sales Tax Authorities like Punjab Revenue Authority, Sindh Revenue Board, Baluchistan Revenue Authority and Khyber Pakhtunkhwa Revenue Authority

### **2.2 Scope of Work**

National Telecommunication Corporation intends to outsource the janitorial services of NTC Headquarters Building G-5/2, Islamabad for 05 × working days (Monday to Friday) or as notified by NTC on rate running contract basis for a period of one year. The detail of the same is as under: -

#### **2.2.1 Daily Services (at least once)**

The detail of cleaning services required at least once daily are given below:

- a) Vacuum and spot cleaning of all carpets and rooms of all officers
- b) Reception Area
- c) Basement.
- d) Corridors.
- e) Staircases
- f) Sweeping of area in front and behind of NTC HQs building (around NTC premises).
- g) Removal of all fingerprints, dirt, etc. from all glasses, doors and light switches.
- h) Empty all waste paper bins and other trash containers and then dispose them off.
- i) Washing of all mirrors, dispensers, faucets, flush tanks etc. with non-scratch disinfectant cleaners, wipe and dry all sinks.
- j) Washing of all toilets, urinals and sinks three time in a day or as per requirement.

#### **2.2.2 Daily Services (at least twice)**

The detail of cleaning services required at least twice daily are given below:

- a) Cleaning, Sweeping and mopping of
- b) Corridors.
- c) Lifts
- d) Waiting Areas on all Floors
- e) Cleaning of toilets with branded disinfectant material and provision of phenyl balls in basins and urinals three time in a day
- f) Emergency cleaning whenever required.

#### **2.2.3 Weekly Services**

- a) Washing of towels on weekly basis



- b) Cleaning and washing of external area of NTC HQs Building i.e. in front and back of building.
- c) Removal of Spider webs from offices.
- d) Cleaning of windows

#### 2.2.4 General Instructions

- a) Company will provide soaps (Lux), anti-bacterial liquid soaps, towels (white export quality), tissues rolls (Rose Petal Soft) and other toilet accessories including air freshener tablets & phenol balls in washbasins etc. as per requirement in the toilets of the building. The quality and quantity of these fast consuming products shall be on the discretion of NTC and company will ensure regular availability.
- b) The personnel will wear a uniform with identification card showing his name and company name duly signed by company manager in NTC premises.
- c) Contractor will provide a cleaning trolley to janitor for each floor which will be equipped with all required material used for cleaning etc.
- d) Safety of personnel (i.e. Insurance) will be the responsibility of contractor.
- e) The security clearance of hired staff from concern security agencies will be the responsibility of contractor and will be shared with ultimate consignee.
- f) The entire financial liability in respect of the Janitor(s) deployed shall be that of the contractor and the Office concerned will in no way be liable.
- g) The contractor shall be solely responsible for redressal of grievances or resolution of disputes relating to the deployed sweeper(s). NTC shall, in no way, be responsible for settlement of such issues whatsoever.
- h) NTC 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.
- i) 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 contractor.
- j) Accommodation and meals/refreshments for the Sweepers/cleaners would be the responsibility of the contractor.

**Note:** *The prospective bidder may survey NTC HQs New Building G-5/2 Islamabad and decide in liaison with Director (Admin & HR) NTC HQs G-5/2 Islamabad (Tel: 051- 9245959, 9245960) to determine the quantity of cleaning material (Soap, Towels, Tissue Rolls and other Toilet Accessories including Air Fresheners and phenyl Balls etc).*

### 3 ELIGIBILITY CONDITIONS OF BIDDERS

Invitation to submission of sealed bids is open to all firms in Pakistan who meet following conditions: -

- 3.1 The firm must be registered with taxation departments of Pakistan as active taxpayers.
- 3.2 Have relevant experience of at least three (03) years of providing such services to Government / Reputable Private organizations in Pakistan.

- 3.3 Having basic required tools, machinery and equipment for such services (bidder must provide list of available equipment).
- 3.4 Certificate on at-least PKR 200/- Judicial Paper that the firm is not black listed from any government organization.
- 3.5 Certificate on at-least PKR 200/- Judicial Paper that the firm is never been involved in litigation with any government organization.
- 3.6 Duly notarized undertaking on at-least PKR 200/- judicial paper that the bidder does not have any linkage with Israel or India regarding ownership, sponsoring and financing.

**Note:** *Prospective Bidder Must Provide Valid Documentary Proof against serial # (3.1-3.6) along with the bid. Non-Submission of any of above document will lead to Consideration of a firm as NON-RESPONSIVE & Sub-sequent NON-CONSIDERATION for the evaluation.*

#### 4 COST OF TENDERING

The bidder shall bear all costs associated with the preparation and submission of its bid and the NTC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

#### 5 CLARIFICATIONS OF TENDER DOCUMENTS

A prospective bidder requiring any clarification(s) regarding may inquire through EPADs Platform to NTC. The concerned NTC officer will respond to any request for clarification, which receives well before (approximate 05 working days or more) to the deadline for the submission of bids. Moreover for survey of NTC Headquarters the bidder may contact Director (Procurement)/DE (Procurement) NTC HQs Islamabad, (Phone: 051-9245833, 051-9245864 Email: [kashif.nawaz@ntc.org.pk](mailto:kashif.nawaz@ntc.org.pk), [shaukat.ali@ntc.org.pk](mailto:shaukat.ali@ntc.org.pk)).

#### 6 AMENDMENT OF TENDER DOCUMENTS

- 6.1 At any time prior to the deadline for submission of bids, the NTC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents by issuing addendum/amendment.
- 6.2 Any addendum/amendment thus issued shall be part of the tender documents. To afford bidders reasonable time in which to take an addendum into account in preparing their bids, the NTC may at its discretion extend the deadline for submission of bids.

#### 7 PREPARATION OF BID

- 7.1 Bid should be prepared in accordance with “Single Stage-Single Envelope” procedure.
  - a. The bidder shall clearly mention the name of bidder & necessary information in bold & legible letters to avoid any confusion.
  - b. Bid documents and all correspondence will be in English language.
  - c. The bid should have a covering letter on scanned letter pad of the firm. All pages of the bid shall be initialed/signed and official seal be affixed by the person(s) authorized to sign. This shall be indicated by submitting

a written Power of Attorney authorizing the signatory of the bid to act for and on behalf of the bidder. In addition, all the pages of the submitted bid must be numbered.

7.2 Following documents shall be submitted with the proposal:

- a. Duly filled Bill of Quantity as per **Annex-A**.
- b. Duly filled commercial compliance statement as per **Annex-B**.
- c. Tender security (as per clause 9).
- d. Documentary and Certificates evidence as per clause # 2.
- e. Company Profile

**Note:** *Every participant bidder shall submit all above mentioned documents. Non-submission of any of above documents will lead to declaration of bidder as non-responsive & non-consideration for further evaluation.*

## 8 LANGUAGE OF BID DOCUMENTS

- 8.1 Bid documents and all correspondence will be in English language.
- 8.2 The bid should have a covering letter on printed letter pad of the firm. All pages of the bid shall be initialed/signed and official seal be affixed by the person(s) authorized to sign.

## 9 PRICE

- 9.1 Prices should be quoted in Pak Rupees as per **Annex-A**.
- 9.2 The price quoted should be firm, final, and clearly typed without any ambiguity.
- 9.3 The price should include all the applicable government taxes, duties etc.
- 9.4 The prices should be valid for duration of the contract i.e. One Year.
- 9.5 The bidder shall be deemed to have obtained all information as to all the requirements thereto which may affect the bid price.

## 10 BID SECURITY / EARNEST MONEY

- 10.1 The bidder shall furnish tender security amounting to **PKR. 280,000/- (Pak Rupees Two Hundred and Eighty Thousand Only)** in the form of Pay Order or Deposit at Call or a Bank guarantee as per **Annex-C** issued by a scheduled bank of Pakistan in favor of NTC valid for a period of 120 days.
- 10.2 The Original Bid Security shall be delivered in person or sent by the registered mail which should reach the office of Director (Procurement) Room # 05, Ground Floor, NTC HQ, G-5/2 Islamabad on or before **10: 00 hours on dated 22<sup>nd</sup> October, 2024**. Any online bid for which original bid security does not reach before deadline of the bid shall be rejected by the NTC as non-responsive
- 10.3 Scanned Copy of bid security shall be uploaded by the bidder on EPADS before deadline of bid submission. Any bid not accompanied by bid security shall be rejected by the NTC as non-responsive.
- 10.4 The bid securities / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of tender security whichever is earlier. The bid securities of bidders, who are not in competition, can be returned earlier at NTC discretion upon receiving a request.
- 10.5 The tender security of the successful bidder will be returned when the bidder has furnished the required Performance Security and signed contract agreement.

- 10.6 All correspondence regarding release/extension of bid security shall be made with Director (Procurement) NTC HQ.
- 10.7 The bid security may be forfeited:
- If a bidder withdraws his bid during the period of bid validity.
  - If the bidder does not accept the correction of their bid price.
  - In the case of successful bidder, if bidder fails to furnish the required performance security or sign the contract agreement.
  - If bidder does not respond to clarifications called by NTC.

## 11 VALIDITY OF BIDS

Bid shall remain valid for a period of 120 days from the date of tender opening.

## 12 DEADLINE FOR SUBMISSION OF BID

- 12.1 The bid shall be uploaded in PDF format on PPRA EPADS website i.e. [www.eprocure.gov.pk](http://www.eprocure.gov.pk) on or before **10: 00 hours on dated 22<sup>nd</sup> October, 2024**.
- 12.2 The bidders are required to follow procedure of EPADS and for any clarification/assistance regarding EPADS they may contact PPRA Helpline UAN: 051-111-137-237.
- 12.3 Bid received other than EPADS i.e. hard/Soft copy delivery in person or through e-mail or fax or registered mail will be not accepted by NTC.

## 13 MODIFICATION & WITHDRAWAL OF BID

- 13.1 Any bidder may withdraw their bid after bid submission provided that written notice of the modification or withdrawal is received by the concerned officer prior to the deadline for submission of bids.
- 13.2 No bid may be modified or withdrawn by a bidder after the deadline for submission of bids.

## 14 OPENING OF BID

- 14.1 The NTC tender committee will download the bids at **10:30 hours on dated 22<sup>nd</sup> October, 2024** in the presence of bidders' representatives who choose to attend, at NTC HQ G-5/2 Islamabad.
- 14.2 The bidder's name, bid prices, any discount, the presence or absence of tender security, and such other details as the committee at its discretion may consider appropriate, will be announced at the tender opening.
- 14.3 The tender committee will resolve any issue raised by the bidders, on the spot.
- 14.4 NTC reserves the right to reject any one or all bids prior acceptance of a bid / proposal.

## 15 RESPONSIVENESS OF BIDS

- 15.1 The tender security is submitted.
- 15.2 The bid is valid till required period.
- 15.3 The bid prices are firm during its validity and inclusive of all taxes, duties etc.
- 15.4 The bidder is eligible to tender and possesses the requisite experience.
- 15.5 The bid does not deviate from basic tender requirements.
- 15.6 The bid is generally in order etc.

**Note:** "Any bidder found non-compliant in any of above mentioned conditions will be declared as non-responsive and will not be considered for further Evaluation proceedings. A

*bidder once declared "Non-responsive" shall not subsequently be made responsive by the NTC."*

## 16 EVALUATION CRITERION

16.1 The tender evaluation committee will evaluate and compare only the bids determined to be substantially responsive.

### 16.2 Eligibility Criteria Evaluation

In the first step proposals will be evaluated on preliminary grounds. For this purpose, the eligibility criteria conditions mentioned in clause-3 will be considered for evaluation. All bidding firms will be evaluated as per these conditions without taking into account their financial proposals. **Any firm found non-compliant in any of these conditions will be declared ineligible and will not be considered for further evaluation proceedings.**

### 16.3 Technical evaluation:

It will be examined in detail whether the bidder complies the technical criteria as enunciated below. For this purpose, the bidder's data submitted with the bid will be compared with terms and conditions set forth in the tender documents; supported documents & clarification will be sought in case compliance is not evident from the literature / documents. Bidders obtaining minimum 70% marks in the technical criteria will be considered technically qualified. **Any technical proposal obtaining less than 70% marks against following technical criteria will be rejected by NTC.**

S. No	Description	Marks
1	Number of Janitorial services/contracts provided	30
2	Personnel Capabilities (No of janitors & Supervisors)	30
3	Equipment Capabilities (Equipment required for janitorial services)	30
4	Financial Soundness (Annual Turnover as per bank statement / Balance Sheet for last 03 years)	10
5	<b>Total Marks</b>	<b>100</b>

\* Bidders are required to submit supporting documentary evidence along-with their bid.

### 16.4 Commercial Evaluation:

Compliance to tender clauses is mandatory. It will be examined in detail whether the bids comply with the commercial / contractual conditions of the tender documents. It is expected that no major deviation/stipulation shall be taken by the bidders.

16.5 Any minor informality or non-conformity or in the bid which does not constitute a material deviation may be waived by NTC, provided such waiver does not prejudice or affect the relative ranking of any other bidders. **Any bid which does not comply to the commercial compliance statement as per Annex-B will be rejected by NTC.**

### 16.6 Financial Evaluation:

Financial evaluation of the bids shall be carried out by comparison of bid prices as per RFT BoQ at **Annex-A**.



- 16.7 The bid of eligible, technically qualified and commercially compliant bidder with financially lowest evaluated bid shall be considered **most advantageous bid/lowest evaluated bid.**
- 16.8 Contract will be awarded to most advantageous bid/lowest evaluated bid.
- 16.9 The cost of making good and deficiency resulting from any quantifiable variations and deviations from the tender schedules and conditions of the contract, as determined by the NTC will be added to the corrected total bid price for comparison purpose only.
- 16.10 No bidder shall contact NTC on any matter relating to its tender from the time of opening to the time of contract is awarded.
- 16.11 Any effort by a bidder to influence NTC in the tender evaluation, bid comparison or order award decision may result in the rejection of his bid.

## **17 CLARIFICATIONS / CORRECTIONS OF BID**

- 17.1 To assist in the examination, evaluation and comparison of the bids the committee, at its discretion, may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- 17.2 Arithmetical errors will be rectified on the following basis:  
If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected.
- 17.3 If the bidder does not accept the corrected amount of bid, his bid will be rejected and its tender security forfeited.

## **18 COMMERCIAL COMPLIANCE STATEMENT**

The bidder will furnish a compliance certificate with the bid as per enclosed format (Annex-B).

## **19 AWARD CRITERIA & NTC'S RIGHT**

- 19.1 The contract will be awarded to substantially responsive, eligible, technically qualified and commercially compliant, financially lowest evaluated bidder i.e. Most Advantageous Bidder, provided that such bidder has been determined to be qualified to satisfactorily perform the order.
- 19.2 The NTC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids, at any time prior to award of order, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the NTC's action.

## **20 NOTIFICATION OF AWARD & SIGNING OF CONTRACT AGREEMENT**

- 20.1 Prior to expiration of the period of tender validity prescribed by NTC, the NTC will notify the successful bidder Letter of Intent (LoI) through EPADS that their tender has been accepted.

- 20.2 Within 7 days from the date of furnishing of acceptable performance security under the condition of contract, the formal contract shall be executed with the successful bidder.

## SECTION-II

### TERMS & CONDITIONS OF CONTRACT

#### 1 PERFORMANCE SECURITY

- 1.1 The successful bidder shall furnish to the NTC a performance security amounting to ten percent 10% of Contract Value, in the shape of Pay order or CDR or bank guarantee as per **Annex-D** issued from any scheduled bank of Pakistan valid for a period of **13 months** at the time of signing of contract.
- 1.2 The performance security will be released upon successful completion of contract period.
- 1.3 Failure of the successful bidder to furnish acceptable performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security.
- 1.4 All the correspondence regarding release of performance guarantee shall be made with Director (Procurement) NTC HQ.

#### 2 CONTRACTOR'S RESPONSIBILITIES

- 2.1 The contractor shall provide services as described in scope of work defined in Tender Documents.
- 2.2 The contractor shall ensure release of salaries to janitors before 5<sup>th</sup> day of each month.
- 2.3 The contractor shall ensure to register all the janitors under this contract with relevant welfare bodies i.e. EOBI, Social Security, Life Insurance etc and will make monthly payments ensuring minimum wages as per prevailing laws and notification by the Govt and prescribed in Annex-A.
- 2.4 During contract agreement, if the Government enhance minimum wages the contractor shall be bound to enhance the wages unconditionally without delay as notified by the Government.

#### 3 NTC's RESPONSIBILITIES

- 3.1 Project Director will be responsible for day to day coordination for successful execution of this contract.
- 3.2 NTC shall enhance minimum wages as notified by the Government during contract agreement upon request of the contractor.

#### 4 DURATION OF THE CONTRACT

The contract shall remain in force for a period of one (01) year. The contractor shall provide recurring services on regular basis throughout the duration of the rate running contract. NTC may increase or decrease the number of janitors on as and when required basis.

#### 5 LIQUIDATED DAMAGES / PENALTY CHARGES

Unless the failure to render services is caused by force majeure or delay is not on part of NTC, If the contractor fails to deliver services as per contract, the contractor shall pay to NTC Headquarters as penalty charges as under:

- a. Deduction of applicable per day payment in case of non-provision of services.



- b. 2.5% of total monthly payment per week up to maximum of 10% of total monthly payment in case of non-provision of quality/standard services.
- c. Deduction of per day applicable payment against individual, in case of unauthorized absence of Janitor/Supervisor on working days.

## **6 ACCEPTANCE CERTIFICATE**

Ultimate Consignee NTC shall issue acceptance certificate in favor of contractor at the end of each month upon verification of satisfactory performance of the contractor, and verification of Janitors attendance during the month.

## **7 TERMS OF PAYMENT**

Payment of contract price shall be made in the following manners.

- 7.1 100% payment will be made by Finance wing NTC HQ through Director (Admin) NTC HQ after issuance of Acceptance Certificate. The bidder will submit the invoice in triplicate to Director (Admin) NTC HQ.
- 7.2 All the payments shall be made through cross cheque in the Pak Rupees.
- 7.3 Taxes will be deducted as per government rules at the time of payment.

## **8 CONTRACTOR'S NEGLIGENCE**

- 8.1 The contractor will indemnify NTC against actual losses, subject to limitation of liability not exceeding 10% of the prevailing annual contract value as detailed hereinafter for loss and / or damage to property and / or persons of NTC arising from negligence errors or omissions or default and / or infidelity during period of this contract and arising out of and in the course of the performance by the contractor of its obligations under this contract. However, the said clause will be governed by prevailing laws of Islamic Republic of Pakistan.
- 8.2 The laws of Islamic Republic of Pakistan shall prevail in case of any inconsistency / anomaly.

## **9 DEFAULT BY CONTRACTOR**

- 9.1 If the contractor fails to provide the services, refuses or fails to comply with a valid instruction of the NTC, the NTC may give notice and stating the default.
- 9.2 If the contractor has not taken all practicable steps to remedy the default within 14 days after receipt of NTC notice, the NTC may by a second notice cancel the contract and confiscate the performance security.

## **10 ARBITRATION AND APPLICABLE LAW**

- 10.1 The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN.
- 10.2 NTC and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 10.3 Any dispute, disagreement or question arising out of or relating to or in consequence of this contract or relating to its execution or performance which cannot be settled amicably, shall be referred to arbitration to Chairman/MD NTC. Only Chairman/MD NTC will have sole authority in arbitration to decide. All the decisions will be made in view of Arbitration Act 1940.

- 10.4 Within 30 days of the said notice, one arbitrator shall be nominated in writing by NTC and one arbitrator shall be nominated in writing by the Contractor.
- 10.5 The arbitration shall initiate arbitration proceedings at Islamabad. In case the arbitration does not reach on conclusion, then case would be referred to the court of Law.
- 10.6 Each party shall bear the cost of its own arbitrator and the cost of the third arbitrator shall be borne equally by both parties.
- 10.7 This Agreement shall be governed under Pakistani law and the Courts at Islamabad shall have exclusive jurisdiction over any matter that may need to be referred to a Court under this Agreement.

## **11 FORCE MAJEURE**

- 11.1 The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 11.2 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure.
- 11.3 The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other cause similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome.
- 11.4 The term of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 12 (twelve) months from performing or accepting performance, the party concerned shall have the right to terminate this contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement
- 11.5 If a Force Majeure situation arises, the Contractor shall promptly notify NTC in writing of such conditions and the cause thereof. Unless otherwise directed by NTC in writing, the supplier shall continue to perform its obligations under the

contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **12 TERMINATION FOR INSOLVENCY**

The NTC may at any time terminate the contract by giving written notice to the contractor, without any compensation to contractor. If the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to action to the NTC.

## **13 TERMINATION FOR CONVENIENCE**

The NTC may send a written notice to the contractor and terminate the contract in whole or in part any time for its convenience. The notice of termination shall specify that the termination is for the NTC's convenience, the extent to which performance or work under the contract is terminated and the date upon which such termination becomes effective.

## **14 PROJECT DIRECTOR / ULTIMATE CONSIGNEE**

Director (Admin) NTC HQs Islamabad

## **15 DEBARMENT / BLACKLISTING OF FIRM**

15.1 As per clause-19 of the PPRA rules 2004, NTC reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts: -

- a. Consistent failure to provide satisfactory performance.
- b. Contractor becomes insolvent.
- c. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
- d. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
- e. Commission of fraud.
- f. Contractor abandons the contract.
- g. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
- h. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
- i. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc, giving false evidence, furnishing of false information of serious nature.

15.2 Managing Director NTC will constitute a committee comprising of three NTC officers and they will investigate the matter in connection with allegation of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat. Moreover, the committee shall also accord adequate opportunity of being heard to the contractor who is to be debarred / blacklisted. The said committee

will forward its clear recommendations for the approval of Managing Director NTC.

- 15.3 The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, NTC also reserves the right of permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

## **16 INTEGRITY**

- 16.1 The Contractor hereby declares that it has not obtained or induced the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract from Government of Pakistan or any administrative subdivision or agency thereof or any other owned or controlled by it (GoP) through any corrupt business practice.
- 16.2 Without limiting the generality of the foregoing the Contractor represents and warrants that it has fully declared the brokerage, commission, fees etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.
- 16.3 The Contractor accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this Clause 16.

## **17 VARIATION ORDER**

- 17.1 NTC reserves the right to increase or decrease the number of Janitors / Supervisor during the course of contract. Such variation, shall be conveyed at the time of contract signing or anytime during the contractual period.

Annex-A: Bill of Quantity

S#	Description of Human Resource	A/U	Qty	Pay Package per month	Bidder's Services Charges per employee/month	Unit Price/month without services tax	Tax Rate %	Unit Price/month with services tax	Total Price/month with services tax
			a	b	c	d = (b+c)	e	f = (d+e)	g = (f*a)
1	<b>Category 1 (Supervisor):</b> <b>Basic Pay:</b> Govt Notified Minimum wage + 25% Supervision Allowance <b>Other Benefits:</b> EOBI @ 5% of Basic Pay + Social Security @ 6% of Basic Pay + PKR 250/- (Group Life Insurance)	No.	1	51,588			15%		
2	<b>Category 2 (Janitor):</b> <b>Basic Pay:</b> Govt Notified Minimum wage <b>Other Benefits:</b> EOBI @ 5% of Basic Pay + Social Security @ 6% of Basic Pay + PKR 250/- (Group Life Insurance)	No.	23	41,320			15%		
S#	Description of Store	A/U	Qty	Price per month without GST			Tax Rate %	Price/month with GST	Total Price /month with GST
			a	b			c	d = (b+c)	e = (d*a)
1	<b>Cleaning Material</b> (Soap, anti-bacterial liquid soaps, Towels, Tissue Rolls and Air Fresheners and phenyl Balls etc)	Lot	1				18%		
Grand Total in Pak Rupees Per Month (Inclusive of taxes)									
Grand Total in Pak Rupees Per Year (Inclusive of taxes)									
Note: Current minimum wage @ PKR.37,000/- is assumed for above calculation.									
NTC reserves the right of variation Order i.e. to Increase or decrease the number of Janitors / Supervisor									

### Annex-B: Commercial Compliance Statement

Clause. #	Description	Complied	Not Complied	Partially complied
1	General			
2	Eligibility Conditions of Bidders			
3	Cost of Tendering			
4	Clarifications of Tender Documents			
5	Amendment of Tender Documents			
6	Preparation of Bid			
7	Language of Bid Documents			
8	Price			
9	Tender Security/Earnest Money			
10	Validity of Bids			
11	Deadline for Submission of Bid			
12	Modification & Withdrawal of Bid			
13	Opening of Bid			
14	Responsiveness of Bids			
15	Evaluation Criterion			
16	Clarifications / Corrections of Bid			
17	Commercial Compliance Statement			
18	Award Criteria & NTC's Right			
19	Notification of Award of Work & Singing of Contract Agreement			
	<b>Contract Conditions</b>			
1	Performance Security			
2	Contractor's Responsibilities			
3	NTC's Responsibilities			
4	Duration of Contract			
5	Liquidity Damages			
6	Acceptance Certificate			
7	Terms of Payment			
8	Contractor's Negligence			
9	Default by contractor			
10	Arbitration & Applicable Law			
11	Force Majeure			
12	Termination for Insolvency			
13	Termination for Convenience			
14	Project Director			
15	Debarment/Blacklisting of Firm			
16	Integrity			
17	Variation Order			



### Annex-C: Bid Security Format

Bank Guarantee No.-----  
Dated at Islamabad, the -----  
Amount-----  
Validity-----

To,

THE MANAGING DIRECTOR,  
NATIONAL TELECOMMUNICATION CORPORATION  
HEAD QUARTERS G-5/2  
ISLAMABAD.

Dear Sir,

WHEREAS M/S \_\_\_\_\_ (hereinafter called the Tenderer) have requested us through \_\_\_\_\_ Bank Ltd., to furnish Bid Security by way of Bank Guarantee in your favour in the sum of \_\_\_\_\_ (IN FIGURE) \_\_\_\_\_ (IN WORDS) against your Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ for supply / installation of \_\_\_\_\_.

#### WE HEREBY AGREE AND UNDERTAKE:

- i. To make unconditional payment \_\_\_\_\_ to you on demand without further question or reference to the Tenderer in case of withdrawal or modification of bid or any default or non-execution of the Contract or refusal to accept order by the Tenderer from the date of opening of bids until the expiry of the validity of their offer,
- iii. To keep this guarantee in full force from (date) \_\_\_\_\_ upto \_\_\_\_\_ (date) \_\_\_\_\_ the date until which the Tenderer's offer is valid.
- iii. To extend the period of guarantee if such extension be necessary beyond the date stated in para (ii) and as so desired by the tenderer.

Any claim arising out of this guarantee must be lodged with this Bank within the period the guarantee is valid and before the date of its expiry. After this date the guarantee will be considered null and void and should be returned to us.

Yours faithfully,

Name of the Bank: \_\_\_\_\_  
Authorized officer's Signature & Seal: \_\_\_\_\_



**Annex-D: Performance Bond Format**

Bank Guarantee No.-----  
Date of Issue -----  
Valid upto -----  
Value (Rs.) -----

FROM: \_\_\_\_\_  
TO,

THE MANAGING DIRECTOR,  
NATIONAL TELECOMMUNICATION CORPORATION  
HEAD QUARTERS G-5/2  
ISLAMABAD.

SUBJECT: B/G AND DATE FOR \_\_\_\_\_ ON BEHALF OF \_\_\_\_\_ FOR DUE  
AND FAITHFUL PERFORMANCE ORDER NO. \_\_\_\_\_  
DATED \_\_\_\_\_.

Whereas M/s \_\_\_\_\_ (hereinafter called the Supplier) have  
requested us to furnish a Bank Guarantee in your favour in the sum \_\_\_\_\_ (IN  
WORDS) \_\_\_\_\_ as performance security against order  
No. \_\_\_\_\_ dated \_\_\_\_\_ to be concluded between the Supplier and National  
Telecommunication Corporation HQs G-5/2 Islamabad.

**WE HEREBY AGREE:**

- 1). To make an un-conditional payment of \_\_\_\_\_ to you on demand without any further question or reference to the Supplier upon failure of the Supplier to perform the Order for which you will be the sole judge.
- 2). To keep this guarantee valid in full force from this date upto the time of the due and faithful completion of the Order under reference (the schedule of implementation shall be as described in the Purchase order and its subsequent amendments) or till \_\_\_\_\_ whichever date is later. The faithful completion of the order by the Supplier will be intimated by the NTC.
- 3). To extend the period of the enforceability of this guarantee if such extension be necessary or desired by you of us. All claims thereunder must be submitted to the Bank of \_\_\_\_\_ on or before the expiry date mentioned in this guarantee are the date mentioned in its extensions issued from time to time, after which this guarantee will become null and void and should be returned to us. Irrespective of its return, we shall consider ourselves fully discharged from any obligation there under after the said expiry date.

Dated This Day of

Authorized Signature:

\_\_\_\_\_  
& Seal of bank

Witness: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Sworn & Sign before me  
this day of.... ..  
by. \_\_\_\_\_



# FINAL EVALUATION REPORT

(As per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: National Telecommunication Corporation
2. Method of Procurement: Open Competitive Bidding
3. Title of Procurement: Outsourcing of Janitorial Services for NTC HQs G-5/2 Islamabad on Rate Running Contract Basis
4. Tender Inquiry No.: HQ/ADV-04(a)/2024-25
5. PPRA Ref. No. (TSE): TS549097E
6. Date & Time of Bid Closing: 22-10-2024 @ 1000 Hrs
7. Date & Time of Bid Opening: 22-10-2024 @ 1030 Hrs
8. No of Bids Received: Six (06)
9. Criteria of Bid Evaluation: Clause 16 of Section-I of RFT
10. Details of Bid(s) Evaluation:

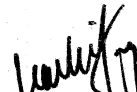
Name of Bidder	Marks		Evaluated Cost	Rule/Regulation/SBD*/Policy/ Basis of Rejection/ Acceptance as per Rule 35 of PP Rules, 2004
	Technical (if applicable)	Financial (if applicable)		
M/s UHRS	100%	N/A	PKR 14,608,538/-	Technically Qualified, Financially Lowest
M/s Professional Services	77%	N/A	PKR 16,017,432/-	Technically Qualified, Financially 2 <sup>nd</sup> Lowest
M/s Pak Multi Services	100%	N/A	PKR 17,284,401/-	Technically Qualified, Financially 3 <sup>rd</sup> Lowest
M/s MIRAJ	N/A			Ineligible due to noncompliance of 16.5 of Section-I of RFT
M/s The Caretakers	N/A			Ineligible due to noncompliance of 3.4 to 3.6 of Section-I of RFT
M/s Momi Associates	N/A			Ineligible due to noncompliance of 3.1 of Section-I of RFT

11. Most Advantageous Bidder: M/s United Human Resources Services (UHRS)



Shaukat Ali

Divisional Engineer (Procurement), NTC



Kashif Nawaz

Director (Procurement), NTC

# CONTRACT

BETWEEN

NATIONAL TELECOMMUNICATION  
CORPORATION

AND

M/s United Human Resource Solutions Pvt Ltd

FOR

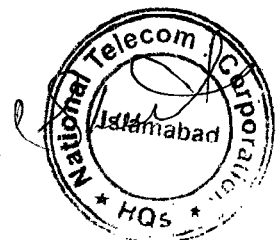
Tender Notice # HQ/ADV-04(a)/2024-25

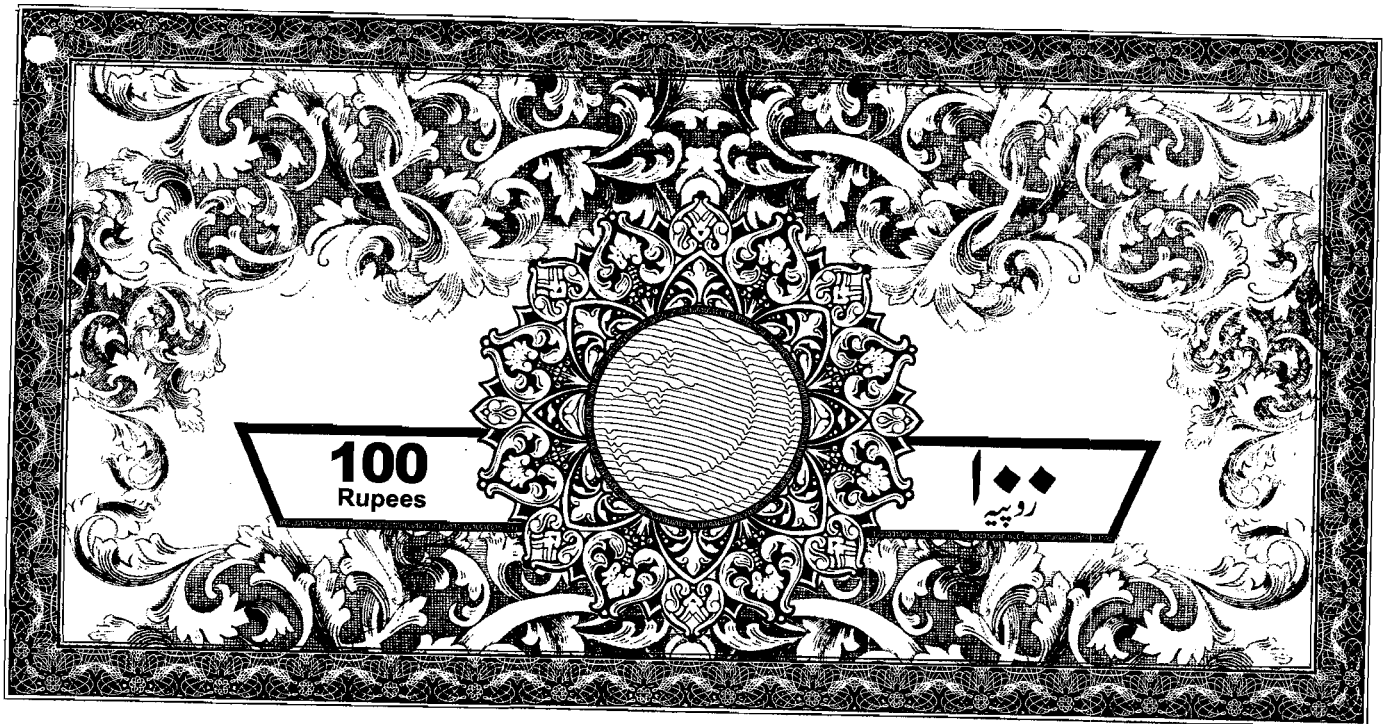
**Outsourcing of Janitorial Services for NTC**  
**HQs G-5/2 Islamabad on Rate Running**  
**Contract Basis**

Frame Contract Agreement No: HQ/24-25/Janitorial/UHRS

Dated: 24<sup>th</sup> Decemeber, 2024

*Yousaf Memon*  



## **FRAME CONTRACT AGREEMENT**

**: HQ/24-25/Janitorial/UHRS**

THIS FRAME CONTRACT AGREEMENT is made at Islamabad on this 24<sup>th</sup> day of December, 2024 by and between **NATIONAL TELECOMMUNICATION CORPORATION, Headquarters, G-5/2, Islamabad (PAKISTAN)** (hereinafter called "NTC") of the one part,

**AND**

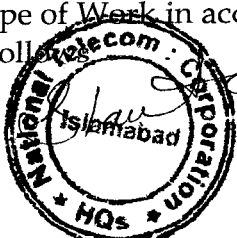
**M/s United Human Resource Services Pvt Ltd, House No. 198, Street No. 10, Block-A, Gulberg Greens, Islamabad. (Cell: 0308-7770807)** (hereinafter called "CONTRACTOR") Of the Other part.

WHEREAS, NTC desires to Outsource Janitorial Services for NTC HQs G-5/2 Islamabad (hereinafter called "services") to be rendered on Rate Running Frame Contract Agreement DDP Site basis through the contractor

AND WHEREAS, the contractor has made their offer No. Nil dated 22-10-2024 and all subsequent clarifications from the date of submission of the offer up to the date of signing of the contract. and they are willing to oblige to NTC as defined herein and as described in the Annex "A" attached hereto, under the terms and conditions set forth herein.

NTC accepted the offer of the contractor for provision of services as per Annex-A on rate running frame contract agreement DDP site basis for a period of one year. The total contract value is **PKR.14,608,538/- (Pak Rupees Fourteen Million Six Hundred and Eight Thousand Five Hundred and Thirty-Eight Only) inclusive of Tax** at monthly rate of **PKR.1,217,378/- (Pak Rupees One Million Two Hundred Seventeen Thousand Three Hundred and Seventy-Eight Only inclusive of Tax.**

NOW THEREFORE, this contract also witness in consideration of the terms and conditions contained herein, and the contractor shall provide services as defined in the Scope of Work in accordance with the time schedule of this contract, and hereby agreed as follows:



*Handwritten signature: Yasir Mahmood*

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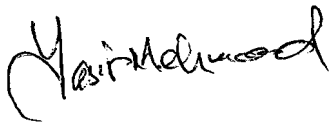
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IN WITNESS HEREOF, The Parties hereto executed this Contract as of the day and year and at the respective place of business herein above set forth and have set their hand below:

**25 SIGNATURES:**


FOR AND ON BEHALF OF  
M/s United Human Resource Services  
Pvt Ltd

  
Yaseen Mahmood  
(Manager operation)

Name:





FOR AND ON BEHALF OF  
NATIONAL TELECOMMUNICATION  
CORPORATION

  
Director (Procurement)  
NTC HQs, G-5/2, Islamabad

Director (Procurement) NTC HQs

Witness

  
Jonaid Khan  
Supervisor UHRS

  
SHAUKAT ALI  
DE(Proc) - I

**Shaukat Ali**  
Divisional Engineer (Procurement)  
NTC HQs, G-5/2, Islamabad  
PST-9245864

