

Prequalification of Janitorial Services Bldg/36(29)/JanitorialServices/01/2011

Applications are invited to pre-qualify reputable firms for providing Janitorial Services at NICL House, Sunset Street DHA Karachi and NIC Building, Abbasi Shaheed Road, Karachi having an area of about 187,000 Sft under a single contract. Interested firms having successfully completed similar types of services in reputed government, Semi-government, autonomous bodies and Commercial banks etc. are requested to express their interest on the prescribed Performa which may be obtained from the office of Manager (Real Estate) NIC building, Abbasi Shaheed Road, Karachi against non refundable pay order of Rs. 1000.00 (Rupees One Thousand Only) in favour of National Insurance Company Limited or may be downloaded from PPRA/NICL official websites and submitted along with the pay order.

Applications on the prescribed Performa should be submitted under sealed cover in the office of General Manager (Real Estate) 3rd floor, Real Estate department NIC building Karachi within 20 working days of appearance of this advertisement in the Newspapers. National Insurance Company reserves the right to reject any or all applications subject to PPRA rules.

Terms of tender documents shall prevail in case of any conflict between the contents of the advertisement and the tender documents.

All received applications shall first be checked for responsiveness. Further evaluation as per evaluation criteria shall be carried out only on those applications that pass the responsiveness conditions. If concealment of facts is detected at any stage, it would be sufficient cause to reject the pre-qualification.

General Manager (Real Estate)
National Insurance Company Ltd
3rd floor, NIC, Building,
Abbasi Shaheed Road,
Karachi.
Phone No.99203172

PRE-QUALIFICATION DOCUMENTS
FOR
JANITORIAL & CLEANING SERVICES

ISSUED TO

M/s. _____

NATIONAL INSURANCE COMPANY LIMITED
NIC BUILDING, ABBASI SHAHEED ROAD

KARACHI

Tel: (021) 99203172

Fax:(021) 35635421

INSTRUCTIONS TO APPLICANTS

A. Submission of Pre-Qualification Documents

1. The application shall be submitted by hand or through courier service to General Manager (RE), National Insurance Company Limited, 3rd Floor, NIC building, Abbasi Shaheed Road, Karachi. Documents received after the due date will not be considered. The name and mailing address of the firm/Company shall be indicated on the envelope.
2. All the information shall be filled-in/submitted strictly as per enclosed forms. If necessary, photocopies of the forms may be made. Each page of each form should be clearly marked in the right top corner as follows. Page 1 of Form A, Page 2 of Form B etc.
3. Some of the forms will require attachments (documentary evidence etc.). Such attachment should be clearly marked as follows. Attachment 1 to Form A, Attachment 2 to Form A etc. In case the attachments where required, are not enclosed with the application, no credit will be given for that particular item.
4. Each sheet shall be duly stamped and signed by the applicant or a person or persons duly authorized to sign on behalf of the applicant.
5. All documents submitted by the applicants shall be treated as confidential and will not be returned.

6. The documents duly completed in all respects shall be submitted at the office of General Manager (RE) on 3rd floor, NIC building, Abbasi Shaheed Road, Karachi by hand or by courier service on or before the indicated date and time .
7. National Insurance Company Limited will only inform the successful Janitorial Services firms of the result of process. National Insurance Company Limited reserves the right to reject or accept any application subject to PPRA Rules.

SCOPE OF WORK

DAILY

- Cleaning, sweeping, mopping of all areas mentioned in Scope of work comprising of COVERED AREA, Parking area, Tiles, outside footpath area, marble or terrazzo. Dado corridors etc.
- Vacuum cleaning of all carpeted areas.
- Cleaning/washing of all toilets, fixtures, such as wash-basins, W.C. Commodes, Urinals, Tiles, Marbles and mopping with the phenyl (2times in a day) in the entire area falling in the scope of work, including the detergents and sanitary requirements like surf, soap, towels, phenyl etc. at his cost.
- Cleaning, booming of outside area, lawns, gardens, parking and passages etc.
- Cleaning / Dusting of Glasses, tables, chairs almirahs (Steel / Wooden), Racks, partitions, doors, fire-extinguishers, fans, electrical points/fixtures, sofa sets, blinds, all switch-board and other fixtures (installed or movable) planters etc. before the start of office.
- Cleaning of dust-bins of the floors and stair cases, lobbies and removing of garbage to outside building, outside municipal disposal thereof.
- Cleaning of lift doors / interiors with brasso polish or suitable material
- Cleaning of all electric installations, windows pane (inside), I.T Equipments, doors, ceiling fans, pedestal fans, brackets fans etc.

TWICE DAILY

The area under excessive usage will be cleaned twice daily, such as:

- a) Wash basins, toilets, commodes etc.
- b) Main passage, stair cases, corridors, court yards, waiting area etc.
- c) All parking area, roads, outside area and front garden.
- d) Any other areas as and when required

WEEKLY

- a. Cleaning dusting of walls, ceiling lift doors wooden partitions, glazed partitions, stair railing sky lights top roof area etc.

- b. Thoroughly cleaning of toilets blocks and tiles, drinking water coolers walls, tiles, bathrooms fixtures and fittings
- c. Thorough cleaning of all doors, window-pans etc.
- d. Removal of cobwebs.
- e. Complete vacuum cleaning of carpeted areas.
- f. Complete washing of bathrooms walls and other related utensils. With branded detergents materials.
- g. Anti insects spray of bathrooms, kitchen and dumping points.
- h. Washing/cleaning of all light fixtures
- i. Complete washing /cleaning of kitchen and canteen area
- j. Cleaning of drain and sewerage lines.

Fortnightly

- a. Dusting cleaning of all building lights, logo boards name plates.
- b. Complete washing /cleaning of floors without carpet and dry/wet , moping.
- c. Complete top roof cleaning.
- d. Cleaning of all glass windows/doors and glass panels.
- e. Cleaning of false ceiling, wherever necessary.
- f. Spot cleaning if any.
- g. Any other sanitation or janitorial job assigned to the 'contractor' by the company's management as per need or contingency so as to keep the premises in tidy conditions

MONTHLY

- a. Washing cleaning of all tiles/marble, ships floor other than toilets and carpet area.
- b. Floor Polishing of office area (Terrace/Marble/PVC)
- c. Floor Polishing of main foyer areas, Lift Lobbies and passages etc.
- d. Brass polishing of staircase strips from bottom to top on both towers.
- e. Grinding of toilet floors, walls and lobbies as and when required by the owner.
- f. Cleaning of Roof Tops.

Number of staff to be deputed

The contractor will provide/depute 26 trained and experience staff members comprising of 19 sweepers/cleaners, one government licensed plumber, two gardener, two government licensed electrician and two supervisors which may be enhanced, in view of the requirement load, of work.

Duties of all the workers should be managed/arranged by the contractor in a proper way to get complaint-free services before, after and during office hour's upto the required standards of the corporation.

Working hours

The working hours of the contractor's staff, shall firstly be by 7:30 am (06 days a week) inside the office premises at which time they should be ready in operative condition before start of the office. Secondly, the second cleaning would do after close of office hours as intimated by the company. The services shall work o working days only. Tine schedule will be submitted to employees after mutual discussion/understanding and the same will be changeable/adjustable according to and as per job requirement.

INSTRUCTIONS TO APPLICANTS

Pre Qualification Documents Questionnaire:

The Pre Qualification Documents_Questionnaire contains following Forms:-

- Form A - Letter of Application
- Form B - General Information
- Form C - Financial Data
- Form D - Litigation / Arbitration information
- Form E - List of Clients
- Form F - List of equipment owned by the company.
- Form G - Detail of Permanent Staff.
- Form H - Quality Assurance / Quality Control & Safety.
- Form I - List of Key Personnel to be assigned to the Projects.

Note :

All the information shall be strictly submitted in accordance with the above formats / forms. Pre Qualification Documents Evaluation Janitorial Services Firms will be done on the basis of information / data given on these forms / formats after determining the responsiveness of the firm as per conditions mandatory for responsiveness of firms for pre qualification. Company brochures, etc. could be forwarded as supplementary but will not be entertained in lieu of the prescribed formats and no data will be extracted from such pre-printed documents.

Mandatory conditions for tenders to be responsive for pre qualification

- I. The Janitorial Services Company must have minimum four year work experience.
- II. The Janitorial Services Company must have NTN Certificate.
- III. The Janitorial Services Company must be registered for social security and EOBI of his employees.
- IV. The Janitorial Services Company must provide income tax return for last 3 years.
- V. Attested copies of Income Tax Registration Certificates and GST Number.
- VI. Confirmation to the effect that the firm has not been black listed by any Government, Semi Government and Autonomous Body.

General Condition for Contract

- I. 'The contractor' shall engage its own employees / staff shall be competent experienced physically and medically fit. The contractor assumes full cost and responsibility for these employees/staff and shall cause them to be punctually present at 'the building' premises. The contractor's employees /staff shall always remain under the management control, supervision and at the disposal of the building but shall for all the purposes be the contractor. Under no circumstances, whatsoever, shall at the contractor' or its employees be regarded as the company employees, and there would be no employer employees relationship between them and 'the company'
- II. The contractor shall obtain police clearance e/verification of all its employees deployed for work in 'the building' submit the same for record and reference to the 'building'.
- III. That the contractor shall exclusively responsible for the payment of remuneration and all legal benefits to its employees including compensation for any death or injury while performing the contractor's obligation under this agreement and the 'company' will have no obligation or responsibility on any count whatsoever. Further 'the contractor' shall be exclusively responsible for the safety and well being of its staff/employees and will get them adequately insured against accidental death or injury on 'the building' premises at his cost. In this respect, the contractor indemnifies and agrees to hold 'the building' harmless against any claims, demands or legal benefits, workmen's compensation claims or any grievances arising out of their employees with the contractors.
- IV. The Contractor shall be personally liable for any loss or damages to the Building's property or any injury caused to 'the Buildings' staff/employees or visitors as a result of any direct or indirect negligence of 'the Contractor' or its staff/employees and 'the Contractor' shall make good the loss or damage within three days of lodging of such claim by 'the Company'.
- V. The Contractor shall be responsible for obtaining all Government permits and license that may be needed for performing the services contemplated under this Agreement.
- VI. In case no tax exemption certificate is provided by 'the Contractor' the Company will deduct all the state levies prescribed by the Government from time to time. Income Tax shall be directly deposited to the authority in terms of Section 50(4) of the Income Tax Ordinance 1979.
- VII. 'The Contractor's' staff/employees shall be in neat and clean uniforms. 'The Contractor' further undertakes to equip them with all necessary instruments, equipments, tools and supplies. 'The Contractor' further assures the NICL of their good health, conduct and character and to provide replacement in case any other staff is absent.

Reports shall be prepared and submitted by 'the Contractor' for its employees in such format and at such frequency as 'the NICL may reasonably require giving details of all aspects of the duties carried out by them.

VIII. 'The Company' reserve the right to terminate this contract/agreement upon 30 days notice in writing or till any suitable alternate arrangement is made by 'the company, whichever is earlier. The NICL shall, however, have the right to terminate the contract forthwith without any compensation if 'the Contractor' fails to provide the service to the utmost satisfaction of 'the Company' or commits any other breach of its obligations under this Agreement.

IX. EXIGENCY SERVICES

In case of any exigency like holding of any meeting or otherwise, extra manpower shall be provided by 'the Contractor' as required on additional payment as approved by 'the Company'.

X. WARNING

In case of any default or un-satisfactory work, which is not in strict accordance with the terms and conditions of this Agreement, a notice shall be issued as a warning to 'the Contractor' as calling upon him to redress, improve the standard and make good of any lapses, if so occurred, within a specified period of time, failing which 'the Contractor shall stand annulled and terminated with costs and consequences on the part of 'the Contractor'.

XI. SERVICES

The contractor shall at his own cost provide competent, efficient and at the required time sanitation and cleaning services, supervised and inspected by experienced and trained supervisor, who shall be available all the time during the office hours inside the building. The services shall include but no limited to regular supervision of the services provided to the building, in accordance with its requirement and adequate standard of hygiene. The contractors in take to provide these services to the NICL full satisfaction and shall accordingly carry out the necessary planning, management and supervision of the services. The contractors shall provide all necessary equipment & tools used for cleaning purpose i.e. carpet cleaning machines, floor polishing machines, grinders, vacuum cleaners, gardening tools, trolleys etc. etc.

Evaluation of Contractors/ Firms / Companies:

1. The factors to be considered shall include but not be limited to: Experience, financial capacity and technical capability (inclusive of equipment and staff). Each bidder will be compared with a predetermined set of minimum values. The Janitorial Services Firms must attain at least the minimum value for each category.
2. Firms not meeting mandatory conditions shall be treated as non responsive and shall not be considered for evaluation.
3. The evaluation of Janitorial Services Firms will be done as per following criteria:
 - a. General Information / Company details.....10
 - b. Financial capacity.....20
 - c. Experience.....20
 - d. List of Janitorial Equipments.....10
 - e. Detail of Permanent Staff.....05
 - f. Quality Assurance / Quality Control & Safety.....20
 - g. Key Personnel to be assigned to the projects.....15

Total	100
-------	-----
4. The decision by National Insurance Company Limited to accept or reject any application will be final subject to PPRA Rules.

FORM A : LETTER OF APPLICATION

Registered Business Name:

Registered Business Address:

Telephone : _____

Fax : _____

E Mail : _____

Mobile Phone : _____

To : The General Manager (RE)

National Insurance Company Ltd.

3rd Floor, NIC Building, Abbasi Shaheed Road, Karachi.

Submission of Pre-Qualification Documents

Sir,

1. We hereby submit Pre-Qualification Documents for evaluation with National Insurance Company Limited as contractor for provision of Janitorial Services at any/ all of the following locations:
 1. NIC building, Abbasi Shaheed Road, Karachi.
 2. NICL House, Sunset Street, DHA phase 2, Karachi.

2. I / We authorize National Insurance Company Limited or its authorized representatives to conduct any investigations and to verify the statements, documents and information submitted and to clarify the aspects of this application from any person, bank, department, agency or firm etc.

3. I / We declare that:-
 - i. The statements made and the information provided in the documents is complete, true and correct in every detail.

- ii. This Janitorial Services firm has never been black listed by any Government Department, Semi-Government Authority or Private Company or Corporation and not involved in litigation / arbitration with any client. (Separate undertaking may be attached).

Respectfully,

(Name / Designation)
(Authorized representative)

Date: _____

FORM B : GENERAL INFORMATION

1. Name of the Company: _____

Owner's representative may visit your office premises to ascertain details / data provided by you.

2. Nature of the Company: _____
Partnership / Private Limited / Proprietorship.

3. Year of Establishment in case of Partnership / Proprietorship.

Year of Incorporation in case of Private Limited Company.

4. Please enclose copy of Certificate from Registrar of Firms in case of Partnership / Proprietorship.

Or

Copy of incorporation Certificate in case of Private Limited Company.

Certificate No. _____ Date: _____

5. Office Address:

6. Ph: _____ Fax: _____ E.mail: _____

Mobile _____.

7. Branch office (s) address (if any):

Ph: _____ Fax: _____ E.mail: _____

Mobile _____.

8. Name of Company Representative:
_____ (State name and position
of your nominated representative to be addressed in future
communication).

9. Name of Technical Representative:
_____ (State Name & Job title)
NIC No.

10. Registration with any Government Department:

(Please attach proof)

FORM C : FINANCIAL DATA

The Janitorial Services Company/firm must be able to demonstrate they have sufficient economic and financial means to fully guarantee finance and execute the security measures over the period of the assignment of the job.

1.	Name of Firm / Company				
2.	Name of Banks & Branch	Bank		Branch	
		Bank		Branch	
		Bank		Branch	
3.	Certificate From Bank	Please attach current Bankers reference / certificate stating financial soundness.			
4.	National Tax Number				
5.	Income Tax Paid during last three years.				
6.	Professional Tax Registration No.				
7.	Sales tax Registration No.				
8.	Govt. Registration/ Relevant Government License.				

FORM D: LITIGATION / ARBITRATION INFORMATION

1.	Indicate brief details of any litigation / arbitration entered into with any employer and result thereof:

FORM E : LIST OF CLIENTS

S. No.	Project Description	Name of Client & Contact Person with Tele No.	Location where the Janitorial Services are Provided	Covered Area of the Project	Monthly Bills Received

FORM F : EQUIPMENT OWNED BY THE COMPANY

Description	No. of Each	Year of Manufacture	Owned or Leased	Type & Capacity Performance	Present Location
A. Tools Plants & Equipment					
B. Vehicle Trucks, Etc.					

FORM G : DETAIL OF PERMANENT STAFF

S. No.	Name	Age	Years of Experience	Educational Qualification	Designation	Address / Telephone No.

FORM H : QUALITY ASSURANCE / QUALITY CONTROL & SAFETY

A- QUALITY ASSURANCE / QUALITY CONTROL.

The Firms must demonstrate that he has a quality Management System and acceptable accreditation's for quality management and shall submit the following details:-

i) Quality Management:

Description of System and Copy of Quality Manual

ii) Internal Quality Assurance:

Name of Quality Representative (Management) and Organization Chart Showing Quality reporting hierarchy etc.

B- SAFETY.

The Janitorial Services Firms must be able to demonstrate a commitment to safety, Health and the Environment at workplace. Submit details regarding safety measures that you shall adopt during execution of Janitorial Services at various premises including office buildings owned / occupied and lands owned by National Insurance Company Limited.

Janitorial Services Firms will have to adopt latest ISO Standards.

FORM I : LIST OF KEY PERSONNEL TO BE ASSIGNED TO THE PROJECTS.

S. No.	Name	Age	Years of Experience	Educational Qualification	Proposed Designation	Address / Telephone No.

Disputes

All Questions, disputes, controversies arising directly or consequent to agreement between the security company and National Insurance Company except matters which are the sole discretion of the National Insurance Company under the Terms of this agreement, shall be settled by mutual negotiations. Should such negotiation fail the matter shall be referred to arbitration to be appointed by secretary Law, Justice and Human Rights Division .The sole arbiter shall be a retired judge of the Supreme Court of Pakistan and his award and rights shall be final and binding on the parties. The Successful Company shall enter into an agreement with National Insurance Company Karachi.