



**REGIONAL HEADQUARTER BUILDING**

**CENTRAL REGION LAHORE**

**TENDER DOCUMENTS**

***Outsourcing of Cleaning Of Main Façade Of RHQ's Building NTC LAHORE***

# **INSTRUCTIONS TO THE BIDDERS**

## **1. SCOPE OF TENDER**

**1.1** National Telecommunication Corporation intends to outsource the services of "Cleaning of Main Façade (inner & outer, both sides of glasses) of RHQ Building NTC Lahore" Once in each Three Months/ 4 x times in One Year, at 6-Race Course Road Lahore on rate running contract basis for a period of One Year (extendable for further Two Years on yearly performance basis). The detail of the same is as under: -

### **1.1.1 SERVICES TO BE PROVIDED**

**CLEANLINESS OF MAIN FAÇADE GLASS OF RHQ BUILDING NTC LAHORE ONCE ON QUARTERLY BASIS( ONCE IN EACH THREE MONTHS / 4 X TIMES IN A YEAR; ALONGWITH MATERIAL / MANPOWER AND REQUIRED ACCESSORIES TO EXECUTE THE TASK/WORK**

### **1.1.2 GENERAL INSTRUCTIONS**

- Company will provide all relevant material for cleanliness of main façade glass (inner & outer, both sides of glasses) of RHQ Building along-with manpower and accessories to execute/perform the work on Quarterly Basis (Once in each three months) & 04 x times in one year.
- The personnel will wear a uniform with identification card showing his name and company name duly signed by company manager in NTC premises.
- Company will provide a safety kit to staff during working hour and they must be well equipped.
- Safety of personnel (i.e. Insurance) will be the responsibility of contractor.
- The security clearance of hired staff from concern security agencies will be the responsibility of contractor and will be shared with ultimate consignee.
- Bidder will conduct a survey on the basis of which he will select the type of solution required for cleaning of main façade as per site conditions.
- The entire financial liability in respect of the Staff deputed shall be that of the Service Provider and the Office concerned will in no way be liable.
- The Contractor/ Company shall be solely responsible for redress of grievances or resolution of disputes relating to the deployed staff. NTC shall, in no way, be responsible for settlement of such issues whatsoever.
- The Authority shall not be responsible for any financial loss or any injury to the deployed staff during the course of their performing the functions/duties, or for payment towards any compensation.

### **1.1.3 NUMBER OF STAFF REQUIRED**

The prospective bidder may survey NTC RHQs Building 6-Race Course Road Lahore and decide number of skilled manpower required for ensuring the Cleaning Services of NTC RHQs Building. The prospective bidder may coordinate with Assistant Director (Admin & HR) NTC RHQs Lahore (Tel: 042-99201266).

However, contractor will depute the staff as per his willing/requirement to execute the work within 03/04 weeks for each turn / well in time.

## **2. ELIGIBLE BIDDERS**

Tendering is open to all suppliers who meet following criteria.

- a. Have relevant experience of at least five (5) years of providing such services mentioned in Annex-A to other Government / Reputable Private organizations in Pakistan.
- b. Having basic required machines/equipment for required services mentioned in Annex-A (bidder must provide list of available machine/equipment).
- c. Duly registered with the income tax authorities of Pakistan
- d. Never been black listed from any government organization. **In this regard the bidders shall submit an undertaking on judicial paper.**
- e. Incorporated in Security Exchange Commission of Pakistan as Company/stock exchange (If applicable).
- f. The bidders shall submit relevant certificate/ documents pertaining to serial # a to e.

*Note: Bidder must submit documentary proof against all eligibility criteria.*

## **3. 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.

## **4. CLARIFICATIONS OF TENDER DOCUMENTS**

A prospective bidder requiring any clarification(s) in respect of tender documents may notify Assistant Director (Admn & HR.) Central Region Lahore (Ph:042-99201266) Fax: 042-99201236) in writing well before (approximate **05** days or more) the deadline for the submission of bids. Copies of NTC response will be forwarded to all prospective bidders (if not already clarified in the tender or deemed necessary for the bidder).

## **5. AMENDMENT OF TENDER DOCUMENTS**

- 5.1 At any time prior to the deadline for submission of bids, the NTC may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents by issuing addendum.
- 5.2 Any addendum 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.

## **6. PREPARATION OF BID**

- 6.1 Bids should be prepared considering **“Single Stage-Single Envelope”** procedure with detail list of equipment.
  - i. The proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;

- ii. The bid found to be the lowest evaluated bid shall be accepted along with list of equipment/material related to the task.
- 6.2 The bid should have a covering letter on printed letter pad of the firm. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized from their company/firm. All pages of the bid, except for un-amended printed literature shall be initialed by the person or persons signing the bid. The bid shall contain no inter lineation, erasures or over writing at any page except as necessary to correct errors made by the bidder in which case such corrections shall be initialed by the person or persons signing the bid.
- 6.3 Following documents shall be furnished / submitted with the bid at the time of opening:
- a) Technical brochures and list of Equipment/ Machine used for cleaning with all justifications and technical documents.
  - b) Tender security/ Earnest Money.
  - c) GST/ NTN Certificates.
  - d) Previous relevant experience in providing such services with documentary proof.
  - e) Certificate on judicial paper of never black listed by any Govt./ defense organization.

**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.**

6.4 Every page/ document of the bid shall be numbered & duly signed by authorized personnel along with the company seal.

## **7. LANGUAGE, DOCUMENTS**

7.1 Bid documents and all correspondence will be in English language.

7.2 The bid should have a covering letter on printed letter pad of the firm. All pages of the bid shall be initialed/singed and official seal be affixed by the authorized person.

## **8. PRICE**

8.1 Prices should be quoted in Pak Rupees inclusive of all the government taxes (if applicable)

8.2 The price quoted should be firm, final, and clearly written/typed without any ambiguity on printed letter pad.

8.3 The bidder shall be deemed to have obtained all information as to all the requirements thereto which may affect the bid price.

## **9. TENDER SECURITY / EARNEST MONEY**

9.1 The bidder shall furnish a tender security/ earnest money amounting to **PKR 10,000/-** in the form of Deposit at Call, Bank Draft or a Bank guarantee issued by a scheduled bank of Pakistan in favour of Director NTC Lahore valid for a period of **120 days** beyond the bid validity date.

9.2 Any bid not accompanied by an acceptable tender security shall be rejected by the NTC as non-responsive.

9.3 The Tender Securities / Earnest money of the unsuccessful bidders will be returned upon award of contract / purchase order to the successful bidder or on expiry of validity of tender security whichever is earlier. The tender securities of bidders, who are not in competition, can be returned earlier at NTC discretion upon receiving a request.

9.4 The Tender Security of the successful bidder will be returned upon submission of performance security and signing of contract.

## **10. VALIDITY OF BIDS**

Bid shall remain valid for **120 days** from the date of opening.

## **11. DEADLINE FOR SUBMISSION OF BID**

11.1 The bid shall be delivered in person or sent by the registered mail which should reach the RHQ NTC Lahore on or before **1100 hours on due date i.e. 02-07-2026**.

11.2 Sealed bid should be put in the tender box placed at the reception gate of RHQs NTC on or before the prescribed time on given date.

11.3 Bid should be submitted in sealed envelope having necessary information regarding tender notice and warning message "DO NOT OPEN BEFORE **1130 hours on 02-07-2026**."

11.4 No open, e-mailed or faxed bid will be accepted.

11.5 Any bid received by the NTC concerned officer after the date and time of tender opening will be returned unopened to such bidder.

11.6 No bid may be modified or withdrawn by a bidder after the deadline for submission of bids.

## **12. OPENING OF BID**

12.1 The NTC tender committee will open the bids at **1130 hours on 02-07-2026** in the presence of bidders representatives who choose to attend, at the office of Director NTC Lahore

12.2 The bidder's name, 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.

12.3 The tender committee will resolve any issue raised by the bidders, on the spot.

12.4 The tender committee reserves the right to reject any one or all bids without assigning any reasons.

## **13. RESPONSIVENESS OF BIDS**

13.1 The valid bid security is submitted

13.2 The bid is valid till required period

13.3 The bid prices are firm during its validity and inclusive of all taxes, duties etc

13.4 Completion period offered is within specified limits

13.5 The bidder is eligible to tender and possesses the requisite experience

#### **14. EVALUATION OF BIDS**

14.1 A bid determined as substantially non-responsive will be rejected and will not subsequently be made responsive by the bidder by correction of the non-conformity.

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

14.3 The tender evaluation committee will evaluate the bids section wise. The bids can be evaluated on "**item-wise**" basis or as a "**whole**", on the discretion of NTC.

14.4 Any minor informality or non-conformity or irregularity 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.

#### **15. CLARIFICATIONS / CORRECTIONS OF BID**

15.1 To assist in the examination, evaluation and comparison of the bids the committees, at its discretion, 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.

#### **16. EVALUATION CRITERIA / METHOD**

16.1 The contract will be awarded to the technically qualified financially lowest bidder

16.2 No bidder shall contact NTC on any matter relating to its tender from the time of opening to the time of contract is awarded.

16.3 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. AWARD CRITERIA & NTC'S RIGHT**

17.1 The contract/purchase order will be awarded to substantially responsive lowest evaluated bidder, provided that such bidder has been determined to be qualified to satisfactorily perform the order.

17.2 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.

#### **17. ARBITRATION AND GOVERNING LAW**

17.1 This Agreement shall be governed under Pakistani law and the Courts at Lahore shall have exclusive jurisdiction over any matter that may be referred to a Court under this Agreement.

17.2 In the event that any dispute arises between the Parties under this Agreement, one Party shall issue notice to the other Party to mutually negotiate a resolution to the dispute. If the negotiations fail to resolve the dispute within seven (7) days of

receipt of the notice, the dispute shall be referred to the Managing Director, National Telecommunication Corporation (“MD”) or his nominee who shall provide a personal hearing to Contractor and render a decision thereon within a period of thirty (30) days. In the personal hearing conducted pursuant to this clause, the Contractor shall not be represented by a legal practitioner within the meaning of the Legal Practitioners and Bar Councils Act, 1973.

- 17.3 If the Contractor is aggrieved of the decision of the MD or his nominee rendered under clause (10.2) hereof, the Contractor may refer the dispute to arbitration within thirty (30) days of the date of the decision of the MD or his nominee under the Arbitration Act, 1940 or any law that the Arbitration Act, 1940 is repealed, amended, or modified by at the time of referral of the dispute to arbitration. The arbitration shall be conducted before a Sole Arbitrator to be appointed by the consent of the Parties. The seat and venue of arbitration shall be at the National Telecommunication Corporation Headquarters, Sector G-5/2, Islamabad. The arbitration and the award thereof shall be conducted in the English language.
- 17.4 The costs and fees of the Sole Arbitrator shall be shared by the Parties equally. A Party shall bear the costs and fees of its legal practitioners and other personnel that a Party engages for the arbitration unless otherwise awarded by the Sole Arbitrator.

## **IMPORTANT CONDITIONS OF CONTRACT / PURCHASE ORDER**

### **1. PERFORMANCE SECURITY**

- 1.1 The contractor shall furnish performance bond of **PKR 50,000/-** issued by any scheduled bank of Pakistan valid for a period of **12-months** at the time of confirmation. NTC has the right to confiscate the performance security in case of default during the period. This performance security will be released by NTC after successful completion of the warranty period.
- 1.2 The performance securities shall be further extended if required by NTC due to default of contractor.
- 1.3 The performance securities will be released upon successful completion of contract. Failure of the contractor to complete the work or render the required services within retention of guarantee will result in confiscation of performance security.

### **2. RESPONSIBILITIES/OBLIGATIONS OF THE CONTRACTOR**

The Contractor shall undertake the following assignments:

- 2.1 Provision of rational cleaning services on quarterly basis (once in each 03 x months) at NTC RHQs Building Lahore. The contractor shall ensure the cleaning of main façade and windows (inner & outer, both sides of glasses) of NTC RHQ Building Lahore in all respect.
- 2.2 The contractor shall conform in all respects with the provisions of all Federal Provincial and Local Laws, Regulations and any other Laws for the time being in force in Pakistan including all regulations or by-laws of any local or other duly constituted authority within Pakistan which may be applicable to the performance of the contract and the rules and regulations of public bodies and companies whose property or rights are affected or may be affected in any way by the works (hereinafter referred to as "State laws") and shall give all notices and pay all fines required to be given or paid thereby and shall keep indemnified against all penalties of every kind for breach of any of the same. For the term of the contract, as far as reasonably practicable and without liability on its part, NTC shall provide such information as may be required by the contractor.

### **3. RESPONSIBILITIES OF NTC**

All the payments will be made on monthly/quarterly basis (OR on receiving of Bill) by the Director NTC Lahore after pre-audit and financial concurrence by Assistant Director (Finance) Lahore

### **4. ULTIMATE CONSIGNEE**

- Director NTC Lahore

### **5. AMENDMENTS IN CONTRACT**

No variation in or modification of the terms of the contract shall be made except by written amendments signed by the both parties.

**6. EXTENSION IN CONTRACT**

The contract can be extended for further Two Years (Total Period is 36 x Months) on yearly basis, if agreed by both the parties and after issuance of satisfactory report by the Director NTC Lahore. However, the terms and conditions except rates shall be same as to those of 1<sup>st</sup> year. Rates can be increased up to maximum of 10% of preceding year on the recommendations of Director NTC Lahore

**7. PAYMENT OF WAGES TO THE JANITORS AS PER GOVT POLICY**

- 7.1 All Unit Prices set forth in Annex-A (BOQ) are firm and final and no variation whatsoever shall be acceptable to NTC. All the prices in PKR on inclusive of all taxes, duties, fees or any other charges/taxes till the date of submission of the bid. The payment will be made on completion of task (as per rates approved & quoted in tender documents) on Quarterly Basis; however minimum wages policy or revision of rates is not applicable on this contract/tender. NTC may amend the contract and incorporate Government's notified minimum wages (if required), after accord of approval from NTC Authorities.
- 7.2 The contractor shall be responsible to comply all applicable law and in case of violation, only the contractor shall be liable.

**BILL OF QUANTITY**

<b>S. No</b>	<b>Description</b>	<b>Price per Turn</b> (without Service Tax)	<b>Price per Turn</b> (with Service Tax)	<b>Price Per Year (For 04 Turns)</b> (without Service Tax)	<b>Price per Year (For 04 Turns)</b> (with Service Tax)
01	Cleaning Of Main Façade Glass of RHQ's Building, NTC Lahore as per scope of work				
<b>Sub-Total (Section-1):</b>					
<b>Total</b>					

FORMAT OF BANK GUARANTEE  
FOR BID SECURITY

Bank Guarantee No. -----  
Dated -----  
Amount \_\_\_\_\_  
Validity \_\_\_\_\_

To,

Director NTC Lahore

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: \_\_\_\_\_