

Standard Bidding Document

Request For Proposal (RFP) for Facility Management Services (Security, Janitorial, Horticultural, Maintenance & Operation) at IT Park Islamabad
(Non-Consultancy Services)

National

Single Stage-Two Envelope



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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB))** has reserved Funds for the procurement planned for FY **2026-27**. The **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the **“Request For Proposal (RFP) for Facility Management Services (Security, Janitorial, Horticultural, Maintenance & Operation) at IT Park Islamabad”** with the reference of **"P88141"**
2. The **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB))** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Demand Draft** or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **<https://epads.gov.pk/opportunities/federal/procurements/88141>**.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Wednesday, September 9, 2026 03:00 PM**. E-bids will be opened on the same day at **Wednesday, September 9, 2026 03:30 PM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet

registered on the new version of **EPADS v2.0**, may register themselves on <https://vendors.epads.gov.pk/>. A tutorial to explain the registration process is available at <https://www.youtube.com/watch?v=MNW6T38v7tc>

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1. Scope of Bids

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. Source of Funds

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. Fraudulent & Corrupt Practices

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. Eligible Bidders

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. Qualification of the Bidder

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. Contents of Standard Bidding Document

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section VI Bidding Forms

Section VII Fraudulent & Corrupt Practices

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. Clarifications

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 7.6.1. evaluation & qualification criteria;
- 7.6.2. required scope of work or specifications;
- 7.6.3. all securities requirements;
- 7.6.4. tax requirements;
- 7.6.5. terms and conditions of bidding documents; and
- 7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. Amendment of Bidding documents

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. Documents Establishing Eligibility of the Services and Conformity to bidding documents

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. Documents Establishing Eligibility and Qualification of the Bidder

11.1. Pursuant to BDS, the bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. Form of Bid

12.1. The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.

13. Bids Prices

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. Price Adjustment

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.

15. Bids Currencies

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. Bid Validity Period

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. Bid Security or Bid Securing Declaration

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.

18. Alternative Bids by Bidders

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. Withdrawal, Substitution, and Modification of Bids

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. Format and Signing of Bids

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before Dead deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee**

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004, The Procuring Agency is required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids in accordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. **Opening of Bids**

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who

choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline.

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. Confidentiality

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. Preliminary Examination of Bids

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. Examination of Terms and Conditions, Technical Evaluation

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS**, to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with BDS, it shall reject the bids.

27. Correction of Errors

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

27.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. Conversion to Single Currency

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. Evaluation of Bids

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6**;

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS**.

30. Determination of Most Advantageous Bids

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. Abnormally Low Financial Bids

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency -

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. Rejection of Bids

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. Single Responsive Bid

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. Arbitration

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. Criteria of Award

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. Procuring Agency's Right to reject All Bids

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. Notification of Award

45.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. Signing of Contract

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. Performance Guarantee

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

48. Corrupt & Fraudulent Practices

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. Constitution of Grievance Redressal

53.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee.

54. GRC Procedure

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.





Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number

ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **Pakistan Software Export Board (PSEB)**
(Pakistan Software Export Board (PSEB))

The subject of procurement is: **Request For Proposal (RFP) for Facility Management Services (Security, Janitorial, Horticultural, Maintenance & Operation) at IT Park Islamabad**

Expected commencement date: **Monday, January 11, 2027**

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P88141**

BDS Clause Number 3

JV/Consortium or Association Allowed: **Yes**

Number of JV/Consortium Members: **3**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Wednesday, September 2, 2026
Pre-Bid Meeting: Thursday, August 27, 2026 12:00 PM
Venue: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area
Meeting Link:
<https://zoom.us/j/97762662967?pwd=O8aQflpFo31nwKs4f0uY1ALWMJysmL.1>

BDS Clause Number 5

Any addendum, in case issued, shall be published on **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB))** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid:

1. Must be a registered entity (company/firm) with the relevant registration authority, (e.g., SECP / Registrar of Firms) for at least 5 years Copy of Certificate of Incorporation/Registration issued by SECP / Registrar of Firms) along with documentary evidence demonstrating a minimum of five (5) years of continuous registration.
2. Must possess a valid National Tax Number (NTN) issued by Federal Board of Revenue (FBR) and be registered with Sales Tax (GST) with FBR or province authority Copy of NTN Certificate and Sales Tax Registration Certificate (STRN/ GST Registration) issued by FBR.
3. Must have an active status on the Active Taxpayers List (ATL) of FBR at the time of bid submission and must remain active until contract completion Latest ATL status printout/download from the FBR portal evidencing active taxpayer status as of the bid submission date.
4. The bidder (including any of its directors, partners, or key personnel) must not be blacklisted, debarred, or suspended by any Federal or Provincial Government, semi-government organization, PPRA, or any international donor agency Original Affidavit on PKR 200 Stamp Paper, duly notarized, declaring that the bidder, its directors, partners, and key personnel have not been blacklisted, debarred, or suspended.

5. Must sign and stamp the "Integrity Pact" as prescribed in the PPRA Standard Bidding Documents (Annex J) Duly completed, signed, and stamped Integrity Pact on the bidder's official letterhead in the prescribed format.

6. For Lot 4: Must possess a valid, active Private Security Company License issued by the Ministry of Interior and/or Islamabad Capital Territory (ICT) Administration under the Private Security Companies Ordinance, 2001. The bidder must be legally authorized to deploy armed security personnel and possess valid registered weapon licenses applicable within the Islamabad jurisdiction.

7. For Lot 4: Copy of valid Private Security Company License issued by the Ministry of Interior and/or ICT Administration; documentary evidence of authorization to operate within Islamabad Capital Territory; copy of valid corporate weapon licenses/permits; list of registered weapons proposed for deployment along with copies of corresponding weapon licenses/permits; and undertaking confirming that all armed guards deployed under the contract shall possess valid individual weapon authorizations.

8. Must possess valid Pakistan Engineering Council (PEC) registration for the firm. Copy of valid PEC Registration Certificate of the firm.

9. Mandatory Eligibility Criteria for JV Bidders (LOT-3 only): Where a bid for LOT-3 is submitted by a Joint Venture, each JV partner (including the lead partner) shall independently meet, in full, all of the mandatory eligibility requirements prescribed in the LOT-3 Mandatory Requirements table above (including but not limited to company registration/licensing, minimum years in business, relevant experience, financial standing/average annual turnover, tax registration, and absence of blacklisting)

10. No JV partner's deficiency in any mandatory criterion may be offset or cumulated using another partner's standing. Documentary evidence for each mandatory requirement must be submitted separately for every JV partner. Failure of any JV partner to independently satisfy all mandatory eligibility criteria shall render the entire JV bid non-responsive and liable to rejection under Rejection of Proposals.

11. Technical Scoring for JV Bidders (LOT-3 only): Unlike mandatory eligibility, for purposes of Technical Evaluation scoring only, the JV partners' relevant experience (years of registration, project/contract experience, and other

technical scoring parameters below) and financial strength (average annual turnover/revenues) shall be counted collectively/cumulatively across all JV partners. Each partner's contribution to the collective figures must be clearly attributable and separately documented.

12. . See General Terms and Conditions – JV Criteria (LOT-3 only) for the complete JV framework.

13. Note for all LOTs: PSEB reserves the right to verify any document/information through independent sources. False information shall lead to disqualification, forfeiture of Bid Security, and potential blacklisting.

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.

see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **180 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of: **Pay Order, Demand Draft**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for $90+28 = 118$ days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

**6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad
Capital Territory**

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Wednesday, September 9, 2026 03:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day : **Wednesday**

Date: **Wednesday, September 9, 2026**

Time : **03:30 PM**

BDS Clause Number 19

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see *Evaluation Criteria*

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Bank Guarantee**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

Grievance against this procurement shall be submitted online on EPADS v2.0.

Eligibility Criteria

Bidder's Type	Required Registration
Sole Proprietorship	FBR (NTN)
Partnership Firm	FBR (GSTN)
Company (Private Limited)	Punjab (PRA)
	SECP
	PEC
	AGPR (Gilgit-Baltistan Government)
	KPK (KPRA)
	Registrar of Firms

Eligibility Criteria	Document
Must be a registered entity (company/firm) with the relevant registration authority (e.g., SECP / Registrar of Firms) for at least 5 years Copy of Certificate of Incorporation/Registration issued by SECP along with documentary evidence demonstrating a minimum of five (5) years of continuous registration.	Yes

Must possess a valid National Tax Number (NTN) issued by Federal Board of Revenue (FBR) and be registered with Sales Tax (GST) with FBR Copy of NTN Certificate and Sales Tax Registration Certificate (STRN/ GST Registration) issued by FBR.	Yes
Must have an active status on the Active Taxpayers List (ATL) of FBR at the time of bid submission and must remain active until contract completion Latest ATL status printout/download from the FBR portal evidencing active taxpayer status as of the bid submission date.	Yes
The bidder (including any of its directors, partners, or key personnel) must not be blacklisted, debarred, or suspended by any Federal or Provincial Government, semi-government organization, PPRA, or any international donor agency Original Affidavit on PKR 500 Stamp Paper, duly notarized, declaring that the bidder, its directors, partners, and key personnel have not been blacklisted, debarred, or suspended.	Yes
Must sign and stamp the "Integrity Pact" as prescribed in the PPRA Standard Bidding Documents (Annex J) Duly completed, signed, and stamped Integrity Pact on the bidder's official letterhead in the prescribed format.	Yes
(For Lot-3 Only) Must possess valid Pakistan Engineering Council (PEC) registration for the firm. Copy of valid PEC Registration Certificate of the firm.	Yes
Mandatory Eligibility Criteria for JV Bidders (LOT-3 only): Where a bid for LOT-3 is submitted by a Joint Venture, each JV partner (including the lead partner) shall independently meet, in full, all of the mandatory eligibility requirements prescribed in the LOT-3 Mandatory Requirements table above (including but not limited to company registration/licensing, minimum years in business, relevant experience, financial standing/average annual turnover, tax registration, and absence of blacklisting)	Yes
(For Lot-3 only) No JV partner's deficiency in any mandatory criterion may be offset or cumulated using another partner's standing. Documentary evidence for each mandatory requirement must be submitted separately for every JV partner. Failure of any JV partner to independently satisfy all mandatory eligibility criteria shall render the entire JV bid non-responsive and liable to rejection under Rejection of Proposals.	Yes

Technical Scoring for JV Bidders (LOT-3 only): Unlike mandatory eligibility, for purposes of Technical Evaluation scoring only, the JV partners' relevant experience (years of registration, project/contract experience, and other technical scoring parameters below) and financial strength (average annual turnover/revenues) shall be counted collectively/cumulatively across all JV partners. Each partner's contribution to the collective figures must be clearly attributable and separately documente	Yes
See General Terms and Conditions – JV Criteria (LOT-3 only) for the complete JV framework.	Yes
(For Lot-1 Only) Must possess a valid, active Private Security Company License issued by the Ministry of Interior and/or Islamabad Capital Territory (ICT) Administration under the Private Security Companies Ordinance, 2001. The bidder must be legally authorized to deploy armed security personnel and possess valid registered weapon licenses applicable within the Islamabad jurisdiction.	Yes
(Lot-1 Only) Copy of valid Private Security Company License issued by the Ministry of Interior and/or ICT Administration; documentary evidence of authorization to operate within Islamabad Capital Territory; copy of valid corporate weapon licenses/permits; list of registered weapons proposed for deployment along with copies of corresponding weapon licenses/permits; and undertaking confirming that all armed guards deployed under the contract shall possess valid individual weapon authorizations.	Yes
Note for all LOTs: PSEB reserves the right to verify any document/information through independent sources. False information shall lead to disqualification, forfeiture of Bid Security, and potential blacklisting.	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Weightage

Technical Evaluation Weightage	
100	
Technical Marks	400
Passing Marks	280
LOT-4: Security Services	
Years of Registration Firm registration date 10 = ≥ 10 years of uninterrupted commercial security operations 7 = 7-9 years 5 = 5-6 years 0 = < 5 years (Qualitative)(Doc Required)	10
Experience with Large Multi-Tenant / High-Rise Buildings/ Facilities • Contracts showing security services with a minimum manpower supply of 20 staff (IT Parks, Multi Story Office Building, Mix Use Buildings, Government Offices); include client name, scope, contract value, contact (Documentary Evidence: • copies of contract awards or completion certificates/ work orders showing security operations), during the last 10 years. 10 = 5 or more qualifying contracts with large facilities 8 = 4 qualifying contracts 6 = 3 qualifying contracts 4 = 2 qualifying contracts 2 = 1 qualifying contract 0 = None / not verifiable (Qualitative)(Doc Required)	10

Technical Approach and Methodology (As per IT Park Site) Operational Plan: Deployment, Shift Management & Coverage Strategy Written methodology covering: 1. Guard Deployment Matrix showing posts, shifts, and manpower allocation 2. Relief and Absentee Replacement Plan 3. Supervisor-to-Guard Ratio and Command Structure 4. Patrol Schedules and Monitoring Procedures 5. Data Centre Security Protocols covering access control, visitor management, incident reporting, and emergency response 2 = Guard Deployment Matrix showing posts, shifts, and manpower allocation 2 = Relief and Absentee Replacement Plan 2 = Supervisor-to-Guard Ratio and Command Structure 2 = Patrol Schedules and Monitoring Procedures 2 = Data Centre Security Protocols covering access control, visitor management, incident reporting, and emergency response (Qualitative)(Doc Required)	10
Emergency Response Plan (ERP) Documented ERP must include escalation chain and coordination with Islamabad Police / Rescue 1122 1. covering fire response, 2. medical emergencies, 3. active-shooter threats, 4. bomb threat, 5. power failure scenarios; 1 = covering fire response, 1 = medical emergencies, 1 = active-shooter threats, 1 = bomb threat, 1 = power failure scenarios; (Qualitative)(Doc Required)	5
Reporting System & Technology Tools Requirements 1.Guard management system (GMS), 2. NFC/GPS patrol verification, 3. Incident reporting platform 3 = Guard management system (GMS), 3 = NFC/GPS patrol verification, 3 = Incident reporting platform (Qualitative)(Doc Required)	9

Presentation of Methodology 1. Demonstrated understanding of the Client's operational environment, security requirements, and Data Centre sensitivities 2. Clarity and completeness of the proposed guard deployment, supervision, and relief arrangements 3. Practicality and effectiveness of patrol, incident response, emergency response, and access control procedures 4. Quality of presentation, including organization, clarity, supporting materials, and communication of key concepts 5. Ability of the proposed management team to respond effectively to questions and demonstrate readiness for contract execution 1 = Demonstrated understanding of the Client's operational environment, security requirements, and Data Centre sensitivities 1 = Clarity and completeness of the proposed guard deployment, supervision, and relief arrangements 1 = Practicality and effectiveness of patrol, incident response, emergency response, and access control procedures 1 = Quality of presentation, including organization, clarity, supporting materials, and communication of key concepts 1 = Ability of the proposed management team to respond effectively to questions and demonstrate readiness for contract execution (Qualitative)(Doc Required)	5
Human Resource Capability Qualifications & Training of Security Personnel 1. Copies of valid Guard Licenses issued by ICT Administration / Ministry of Interior (for all proposed civilian security personnel) or proof of retirement from Armed Forces (for retired military personnel) 2. Valid First Aid Certification for proposed personnel 3. Physical Fitness Assessment Records/Medical Fitness Certificates issued within the last 12 months 4. Training Completion Certificates for Fire Safety and Emergency Response 5. Training Completion Certificates for Customer Handling, Public Dealing, and Security Protocols 1 = Copies of valid Guard Licenses issued by ICT Administration / Ministry of Interior or proof of retirement from Armed Forces 1 = Valid First Aid Certification for proposed personnel 1 = Physical Fitness Assessment Records/Medical Fitness Certificates issued within the last 12 months 1 = Training Completion Certificates for Fire Safety and Emergency Response 1 = Training Completion Certificates for Customer Handling, Public Dealing, and Security Protocols (Qualitative)(Doc Required)	5

Supervisory Structure & Key Personnel CVs The bidder shall submit CVs and supporting documents for the proposed Security Manager with minimum of 7 years of experience 4 = More than 12 years relevant experience 3 = 10-12 years relevant experience 2 = 7-9 years relevant experience The bidder shall submit CVs and supporting documents for the proposed Shift Supervisors, with a minimum of 3 years of experience. 2 = Proposed supervisors have more than 3 years average relevant experience 1 = Proposed supervisors meet minimum experience requirement The bidder shall submit CVs and supporting documents for the proposed CCTV Room Supervisor, with a minimum of 3 years of experience. 2 = More than 3 years relevant experience 1 = 3 years relevant experience Documented proof of valid certificates as proof of relevant certifications (Security Management, CCTV Operations, Emergency Response, HSE, etc.) At least one relevant certification for any key personnel 2 = Relevant Professional Certifications/Training (Qualitative)(Doc Required)	10
Equipment and Technology Communication Equipment Inventory list with quantities: 1. VHF/UHF walkie-talkies, 2. Body-worn cameras (if applicable), 3. Mobile phones for supervisors; ownership proof or procurement plan 6 = All 3 requirements fulfilled 4 = Only 2 requirements fulfilled 2 = Only 1 requirement fulfilled (Qualitative)(Doc Required)	6
Physical Security Equipment Inventory on letter head: hand-held metal detectors, vehicle under-search mirrors, traffic cones, barriers, torch lights, first aid kits 1=hand-held metal detectors 1= vehicle under-search mirrors 1=traffic cones 1=torch lights & first aid kits (Qualitative)(Doc Required)	4
Reference and Feedback Client References (Minimum 3, last 5 years) Reference letters on client letterhead OR completion certificates; must include: client name, address, contact number, contract value, period, scope. Evaluator will call for verification. 10 = 5 or more verified references satisfactory 8 = 4 verified references satisfactory 6 = 3 verified references satisfactory (Qualitative)(Doc Required)	10
Financial Strength Audit Report (past 3 Years 2024-25, 2023-24 2022-23) Submit complete audited financial statements, including the signed Independent Auditor's Reports and all accompanying notes, for the last three (3) consecutive fiscal years. 6= Complete audited reports for all 3 years with an unqualified ("clean") opinion. 4= only 2 years of audited reports submitted. 2= Only 1 year of audited reports submitted (Qualitative)(Doc Required)	6

Accumulative Revenues past 3 Years 2024-25, 2023-24, 2022-23 Audited financial statements for the last three (3) consecutive fiscal years. Must be attached. 10= The revenues are more than 10 million 7= The revenues are =or > than 8 million and < than 10 million 5= The revenues are = or > 6 million and < than 8 million (Qualitative)(Doc Required)	10
Lot No. 01 Janitorial Services	
Relevant Experience Years of Registration Firm registration date 10 marks = ≥ 10 years of uninterrupted commercial security operations 7 = 7-9 years 5 = 5-6 years (Qualitative)(Doc Required)	10
Experience with Large Multi-Tenant / High Traffic Buildings/ Facilities • Contracts showing janitorial services with a minimum manpower supply of 50 staff (IT Parks, Multi Story Office Building, Mix Use Buildings, Government Offices); include client name, scope, contract value, contact • (Documentary Evidence: copies of contract awards or completion certificates/ work orders showing janitorial operations), during the last 10 years. 10 = 5 or more qualifying contracts/work-order or completion certificate with large facilities for supply of min 50 staff 8 = 4 qualifying contracts 6 = 3 qualifying contracts 4 = 2 qualifying contracts 2 = 1 qualifying contract (Qualitative)(Doc Required)	10
Technical Approach and Methodology Daily Cleaning Plan & Zoning Strategy Site-specific cleaning plan on letterhead (IT Park Islamabad): 1. Floor-wise/Zonal cleaning plan 2. Cleaning frequency for each zone 3. Staff deployment by zone 4. Task allocation matrix 5. Shift timings/cleaning windows 6. Daily cleaning schedule/checklists 1 = Floor-wise/Zonal cleaning plan 1 = Cleaning frequency for each zone 1 = Staff deployment by zone 1 = Task allocation matrix 1 = Shift timings/cleaning windows 1 = Daily cleaning schedule/checklists (Qualitative)(Doc Required)	6
Deep Cleaning, Periodic & Specialized Cleaning Plan Schedule and methodology on letterhead for: 1. Glass facade, 2. External cleaning, 3. Grease traps, 4. Washroom deep clean, 5. Post-event cleaning, 6. Anti-static cleaning of DC/server room adjacent areas 2 = Glass facade, 2 = External cleaning, 2 = Grease traps, 2 = Washroom deep clean, 2 = Post-event cleaning, 2 = Anti-static cleaning of DC/server room adjacent areas (Qualitative)(Doc Required)	12

Waste Management Plan & EPA Compliance 1. Waste segregation protocol (organic, recyclable, hazardous, general), 2. Waste collection schedule, 3. Coordination plan with EPA/CDA-approved contractor for waste disposal, 4. Chain-of-custody plan till waste dumping 1 = Waste segregation protocol 1 = Waste collection schedule, 1 = Coordination plan with EPA/CDA-approved contractor 1 = Chain-of-custody plan (Qualitative)(Doc Required)	4
Presentation 1. Understanding of facility cleaning requirements, critical areas, and service standards 2. Proposed staffing, deployment plan, shift arrangements, and supervision structure 3. Cleaning methodology, equipment utilization, and chemical management approach 4. Quality assurance, inspection regime, complaint handling, and reporting mechanisms 5. Ability of the proposed management team to respond to technical and operational questions 1 = Understanding of facility cleaning requirements, critical areas, and service standards 1 = Proposed staffing, deployment plan, shift arrangements, and supervision structure 1 = Cleaning methodology, equipment utilization, and chemical management approach 1 = Quality assurance, inspection regime, complaint handling, and reporting mechanisms 1 = Ability of the proposed management team to respond to technical and operational questions (Qualitative)(Doc Required)	5
Human Resource Capability Supervisory Structure & Key Personnel CVs The bidder shall submit CVs and supporting documents for the proposed Janitorial Manager with minimum of 7 years of experience 4 = More than 12 years relevant experience 3 = 10-12 years relevant experience 2 = 7-9 years relevant experience The bidder shall submit CVs and supporting documents for the proposed Shift Supervisors, with a minimum of 3 years of experience. 2 = Proposed supervisors have more than 3 years average relevant experience 1 = Proposed supervisors meet minimum experience requirement (Qualitative)(Doc Required)	6
Equipment and Technology Cleaning Equipment Inventory 1. Vacuum cleaners (low-noise), 2. Auto-scrubbers, carpet extractors, 3. Ride on sweeper 4. High-pressure washers, 5. Carpet cleaners, 6. Scissor-lift or lift platform, on letterhead 2 = Vacuum cleaners (low-noise), 2 = Auto-scrubbers, carpet extractors, 2 = Ride on sweeper 2 = High-pressure washers, 2 = Carpet cleaners, 2 = Scissor-lift or lift platform; (Qualitative)(Doc Required)	12

Eco-Friendly Chemical Compliance & MSDS 1. List of proposed cleaning chemicals 2. MSDS/SDS for all proposed chemicals 3. Documentary evidence of recognized eco-certification 4. Biodegradable/low-VOC declaration 5. Food-safe designation for applicable chemicals 2 = List of proposed cleaning chemicals 2 = MSDS/SDS for all proposed chemicals 2 = Documentary evidence of recognized eco-certification 2 = Biodegradable/low-VOC declaration 2 = Food-safe designation for applicable chemicals (Qualitative)(Doc Required)	10
Reference and Feedback Client References (last 5 years) Reference letters on client letterhead OR completion certificates; must include: client name, address, contact number, contract value, period, scope. Evaluator will call for verification. 10 = 5 or more verified satisfactory references 8 = 4 verified satisfactory references 6 = 3 verified satisfactory references 4 = 2 verified satisfactory references (Qualitative)(Doc Required)	10
Financial Strength Audit Report (past 3 Years 2024-25, 2023-24 2022-23) Submit complete audited financial statements, for the last three (3) 2024-25, 2023-24 2022-23) consecutive fiscal years. 5= Complete audited reports for all 3 years with an unqualified ("clean") opinion. 4= only 2 years of audited reports submitted. 2= Only 1 year of audited reports submitted Annual average Revenues (past 3 Years 2024-25, 2023-24, 2022-23) Submit a certified historical revenue statement, extracted from the audited financial statements for the last three (3) consecutive fiscal years, clearly showing the annual revenues and the corresponding arithmetic mean used to demonstrate compliance with the financial qualification requirement. 10= The revenues are more than 20 million 7= The revenues are =or > than 10 million and < than 20 million 5= The revenues are = or > 8 million and < than 10 million (Qualitative)(Doc Required)	15
Lot No. 02 MEP (Mechanical, Electrical and Plumbing) Operations & Maintenance	
Relevant Experience Years of Registration PEC registration date 5 = ≥12 years 4 = 10-11 years 3 = 6-10 years 2 = 5 years (minimum threshold) (Qualitative)(Doc Required)	5

Experience Managing Central Chilled Water / HVAC Systems Full document proof of contracts showing operation of centrifugal or screw chillers ≥ 200 TR, cooling towers, AHUs and FCUs in large commercial buildings; Document proof should include chiller capacity, building area, and contact in the last 5 years 6 = 2+ contracts with ≥ 200 TR chiller systems 4 = 1 qualifying contract with ≥ 200 TR chiller systems 2 = Experience with < 200 TR chiller systems (Qualitative)(Doc Required)	6
Experience Managing HV/LV Electrical Systems incl. Generators & UPS Documented proof of Contracts showing operational and maintenance experience of following: 1. O&M of 11kV HT panels, 2. LV distribution, 3. Transformers ≥ 1000 kVA, 4. Diesel generators ≥ 1000 kVA, 5. Industrial UPS systems; 2 = O&M of 11kV HT panels, 2 = LV distribution, 2 = Transformers ≥ 1000 kVA, 2 = Diesel generators ≥ 1000 kVA, 2 = Industrial UPS systems; (Qualitative)(Doc Required)	10
Experience Operating BMS (Building Management System) Documented proof of records showing full BMS operation (eg. Honeywell, Siemens, Schneider, etc.), and maintenance: The integration scope includes HVAC, Fire Alarm, Electrical/Power Monitoring, and Access Control. 4 = BMS operation with integration of all 4 building systems 2 = Partial BMS experience (2 or 3 building services) 0 = Partial BMS including less than 2 building services (Qualitative)(Doc Required)	4
Technical Approach and Methodology Preventive Maintenance (PM) Programme & CMMS (Computerized Maintenance Management System) Draft PM plan covering: daily, weekly, monthly, quarterly, semi-annual and annual PM tasks for all major systems (electrical, HVAC, plumbing, fire) (Mandatory to cover all the equipment). Name and describe CMMS software to be deployed (asset register, WO management, spares tracking) and also attach screen shots for the previous system used. 6 = Detailed PM schedule for all 4 system categories + CMMS 4 = PM plan present but no CMMS 2 = Generic PM plan only (Qualitative)(Doc Required)	6
Data Centre Operations Protocol Specific methodology detailed plan for: 1. DC power continuity (UPS/ATS/generator hierarchy), 2. CRAC/precision cooling management, 3. FM-200 suppression system testing protocols, 4. Hot-aisle/cold-aisle containment protocols, 5. Environmental monitoring protocol 2 = DC power continuity 2 = CRAC/precision cooling management, 2 = FM-200 suppression system testing 2 = Hot-aisle/cold-aisle containment 2 = Environmental monitoring (Qualitative)(Doc Required)	10

Emergency Response & Business Continuity Plan for MEP Failures Written plan covering: 1. Power failure response (ATS + generator start), 2. Chiller failure (standby activation), 3. Water supply failure, 4. Fire system activation Each with response time and recovery steps 2 = Power failure response (ATS + generator start), 2 = Chiller failure (standby activation), 2 = Water supply failure, 2 = Fire system activation (Qualitative)(Doc Required)	8
Presentation 1. Understanding of facility MEP systems, critical assets, and operational requirements 2. Proposed staffing, deployment plan, technical supervision, and specialist resource availability 3. Methodology for preventive maintenance, corrective maintenance, fault response, and emergency support 4. Maintenance planning, CMMS/reporting approach, safety compliance, and quality assurance measures 5. Ability of the proposed management team to respond to technical and operational questions 1 = Understanding of facility MEP systems, critical assets, and operational requirements 1 = Proposed staffing, deployment plan, technical supervision, and specialist resource availability 1 = Methodology for preventive maintenance, corrective maintenance, fault response, and emergency support 1 = Maintenance planning, CMMS/reporting approach, safety compliance, and quality assurance measures 1 = Ability of the proposed management team to respond to technical and operational questions (Qualitative)(Doc Required)	5
Human Resource Capability Qualifications, Certifications & PEC Registration of Key Engineers CVs + PEC registration certificates for (Individual): Chief Engineer, Electrical Engineer(s), Mechanical Engineer(s), BMS Engineer. Additional: CRAC/chiller manufacturer certifications, FM-200 certification, DCIM/DCEP certification if held 4 = 1 Chief + 2 Electrical + 2 Mechanical + BMS all PEC/NTC-registered 3 = Partial PEC registration 2 = Engineers named but PEC registration pending 0 = Engineers without PEC registration (Qualitative)(Doc Required)	4

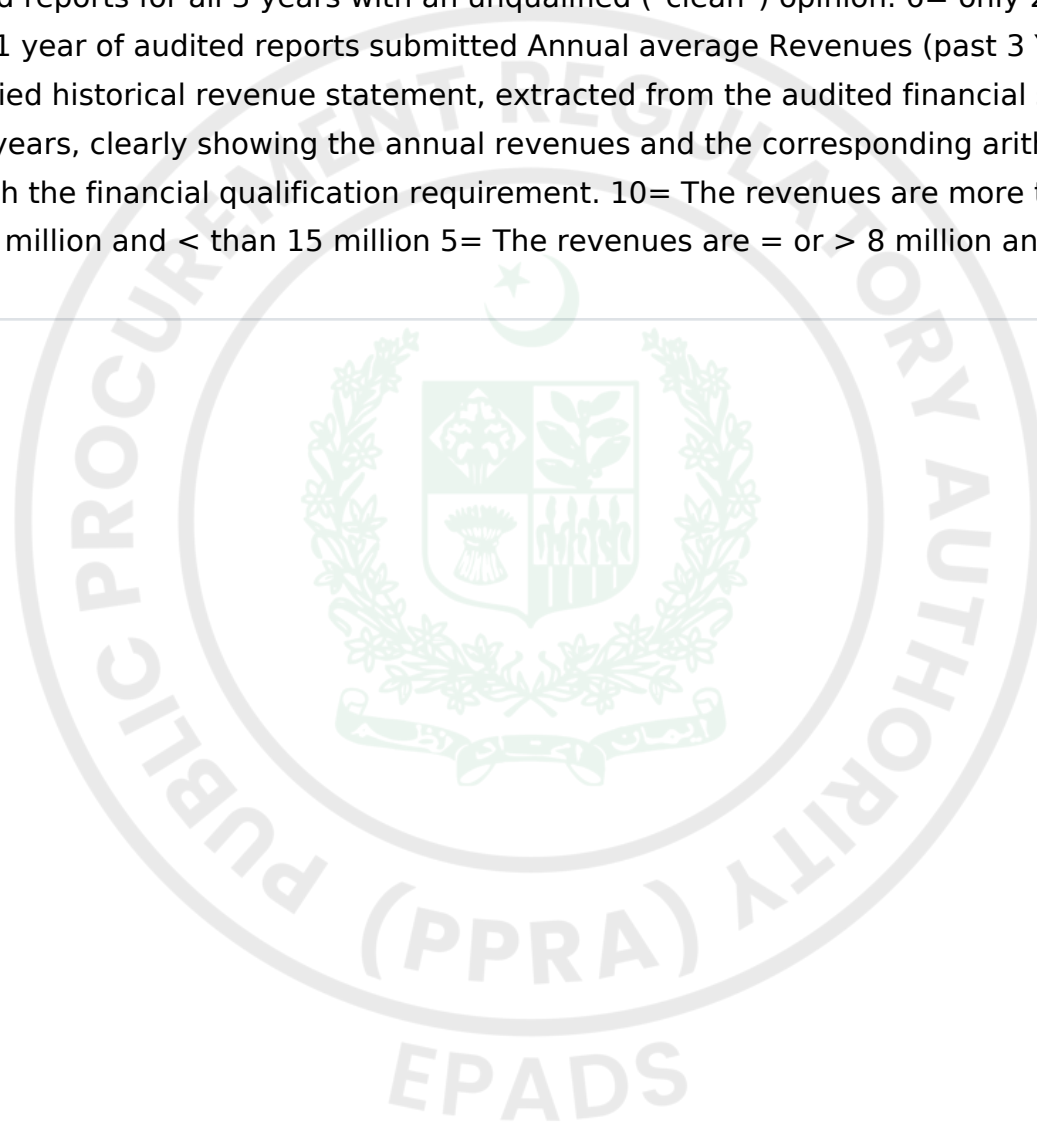
Technician Competency & Specialized Certifications Proof of technical trade certificates such as manufacturer certifications for: Generators: eg. Cummins/Cat/Perkins or equivalent 4 = More than 80% technicians have the certification 2 = 50 to 80% technicians have the certification Proof of technical trade certificates such as manufacturer certifications for: Chillers: eg. Carrier/Trane/York or equivalent 4 = More than 80% technicians have the certification 2 = 50 to 80% technicians have the certification Proof of technical trade certificates such as manufacturer certifications for: UPS Systems: eg. Vertiv/APC or equivalent 4 = More than 80% technicians have the certification 2 = 50 to 80% technicians have the certification Proof of technical trade certificates such as manufacturer certifications for: BMS platforms: eg. Honeywell or equivalent 4 = More than 80% technicians have the certification 2 = 50 to 80% technicians have the certification (Qualitative)(Doc Required)	12
Equipment and Technology Tools, Test Equipment Itemized equipment and tools list: 1. Thermal imaging camera, 2. Clamp meter and multimeters 3. Insulation tester (megger) 4. Refrigerant recovery unit 5. Electric Leak detector 6. Water Leak Detector 1.5 = Thermal imaging camera, 1 = Thermal imaging camera, 1 = Clamp meter and multimeters 1 = Insulation tester (megger) 1 = Refrigerant recovery unit 1 = Electric Leak detector 1 = Water Leak Detector (Qualitative) (Doc Required)	6
Local Parts Availability & Supply Chain Letter or MOU from authorized local dealer/distributor for major equipment brands (generators, chillers, UPS). Ensures spare availability within defined lead times. 4 = 2 or more dealer/distributor letters for major brands 2 = 1 dealer letter 0 = None (Qualitative)(Doc Required)	4
Reference and Feedback Client References (Minimum 3, last 5 years) Reference letters on client letterhead or completion certificates; must state: client name, phone, building type and area, systems maintained, contract value, SLA compliance history, contract period. Evaluator will call references. 10 = 5 or more verified references 8 = 4 verified references 6 = 3 verified references 0 = Less than 3 references (Qualitative)(Doc Required)	10
Financial Strength Audit Report (past 3 Years 2024-25, 2023-24 2022-23) Submit complete audited financial statements, including the signed Independent Auditor's Reports and all accompanying notes, for the last three (3) consecutive fiscal years. 5= Complete audited reports for all 3 years with an unqualified ("clean") opinion. 3= only 2 years of audited reports submitted. 1= Only 1 year of audited reports submitted (Qualitative)(Doc Required)	5

Annual average Revenues (past 3 Years 2024-25, 2023-24, 2022-23) Submit a certified historical revenue statement, extracted from the audited financial statements for the last three (3) consecutive fiscal years, clearly showing the annual revenues and the corresponding arithmetic mean used to demonstrate compliance with the financial qualification requirement. 5= The revenues are more than 50 million 3= The revenues are =or > than 20 million and < than 50 million 1= The revenues are = or > 10 million and < than 20 million (Qualitative)(Doc Required)	5
Lot No. 03 Horticulture, Gardening & Landscaping Services (With Materials)	
1. Relevant Experience Years of Registration SECP/firm registration date 12 = ≥10 years of uninterrupted commercial security operations 10 = 7-9 years 7 = 5-6 years 0 = <5 years (Qualitative)(Doc Required)	12
Experience in Office Building Indoor & out Door / Corporate Offices Contracts showing landscaping/ horticulture services in corporate facilities 10 = 5 or more qualifying contracts with large facilities 8 = 4 qualifying contracts 6 = 3 qualifying contracts 4 = 2 qualifying contracts 2 = 1 qualifying contract (Qualitative)(Doc Required)	10
1. Technical Approach and Methodology Landscaping & Maintenance Plan Site-specific plan: 1. Outdoor plants 2. Indoor plants 3. Irrigation (Plan and Maintenance) 4. Plan for seasonal plantation, 2 = Outdoor plants 2 = Indoor plants 2 = Irrigation (Plan and Maintenance) 2 = Plan for seasonal plantation, (Qualitative)(Doc Required)	8
Seasonal Plantation & Plant Replacement Strategy 1. Plan for summer flowers 2. Plan for winter flowers 3. Replacement cycle 4. Plant selection 2 = Plan for summer flowers 2 = Plan for winter flowers 2 = Replacement cycle 2 = Plant selection (Qualitative)(Doc Required)	8
Pest Control & Plant Health Management Plan and methodology for the following: 1. Integrated Pest Management (IPM) 2. Fertilization and Soil Management Capability 3. Disease Prevention and Control 4. Environmental Compliance (for pesticides) 2 = Integrated Pest Management 2 = Fertilization and Soil Management Capability 2 = Disease Prevention and Control 2 = Environmental Compliance (Qualitative)(Doc Required)	8

Presentation 1. Understanding of landscape, plant health, irrigation, and seasonal maintenance requirements 2. Proposed staffing, deployment plan, supervision structure, and resource allocation 3. Methodology for horticultural maintenance, fertilization, pruning, pest control, and plant replacement 4. Quality control measures, plant health monitoring, sustainability practices, and reporting mechanisms 5. Ability of the proposed management team to respond to technical and operational questions 1 = Understanding of landscape, plant health, irrigation, and seasonal maintenance requirements 1 = Proposed staffing, deployment plan, supervision structure, and resource allocation 1 = Methodology for horticultural maintenance, fertilization, pruning, pest control, and plant replacement 1 = Quality control measures, plant health monitoring, sustainability practices, and reporting mechanisms 1 = Ability of the proposed management team to respond to technical and operational questions (Qualitative)(Doc Required)	5
Key Personnel Qualifications The bidder shall submit CVs and supporting documents for the proposed Horticulture Supervisor with minimum of 7 years of experience and a Basic Horticulture qualification 9 = More than 12 years relevant experience 6 = 10-12 years relevant experience 3 = 7-9 years relevant experience (Qualitative)(Doc Required)	9
Supply of Plants & Materials Evidence of supply chain for 1. Plants, 2. Fertilizers, 3. Soil, 4. Pesticides 2.5 = Supply chain for Plants, 2.5 = Supply chain for Fertilizers, 2.5 = Supply chain for Soil, 2.5 = Supply chain for Pesticides (Qualitative) (Doc Required)	10
Reference and Feedback Client References (Minimum 3, last 5 years) Reference letters on client letterhead or completion certificates; must state: client name, phone, building type and area, systems maintained, contract value, SLA compliance history, contract period. Evaluator will call references. 10 = 5 or more verified references 8 = 4 verified references 6 = 3 verified references 0 = Less than 3 references (Qualitative)(Doc Required)	10

Financial Strength Audit Report (past 3 Years 2024-25, 2023-24 2022-23) Submit complete audited financial statements, including the signed Independent Auditor's Reports and all accompanying notes, for the last three (3) consecutive fiscal years. 10= Complete audited reports for all 3 years with an unqualified ("clean") opinion. 6= only 2 years of audited reports submitted. 2= Only 1 year of audited reports submitted Annual average Revenues (past 3 Years 2024-25, 2023-24, 2022-23) Submit a certified historical revenue statement, extracted from the audited financial statements for the last three (3) consecutive fiscal years, clearly showing the annual revenues and the corresponding arithmetic mean used to demonstrate compliance with the financial qualification requirement. 10= The revenues are more than 15 million 7= The revenues are =or > than 10 million and < than 15 million 5= The revenues are = or > 8 million and < than 10 million (Qualitative)(Doc Required)

20



Required Services

Lot Title : Janitorial Services

Bid Security : 400000 PKR

Position	Delivery Schedule	Quantity
Washroom / Toilet Attendant (Male) Along with Corridors (Floor 3 to 8)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 6/Qty	6/Qty
Janitorial Supervisor (Overall)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
Washroom / Toilet Attendant (Female) Along with Corridors (Floor 3 to 8)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 6/Qty	6/Qty

Position	Delivery Schedule	Quantity
Washroom / Toilet Attendant (Male) Along with Corridors (Floor Ground to 2)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 8/Qty	8/Qty
Washroom / Toilet Attendant (Female) Along with Corridors (Floor Ground to 2)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 8/Qty	8/Qty
Lobby & Reception Cleaner including lift lobbies	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty
Food Court/ Cafeteria	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty

Position	Delivery Schedule	Quantity
Staircases	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
External areas including Parking	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty
Basements (Parking)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty
Waste Management Operator	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty

Position	Delivery Schedule	Quantity
Deep Cleaning Staff	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty

Lot Title : MEP (Mechanical, Electrical and Plumbing) Operations & Maintenance

Bid Security : 1425000 PKR

Position	Delivery Schedule	Quantity
Manager	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
Electrical Engineer	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty

Position	Delivery Schedule	Quantity
Mechanical Engineer	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
BMS / Automation Engineer	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
HVAC Tech – Chiller & Water-Side	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty
HVAC Tech – General (Fans/Splits)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 8/Qty	8/Qty

Position	Delivery Schedule	Quantity
HVAC Tech – General (Fans/Splits)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 8/Qty	8/Qty
Electrical Tech – Senior (HV/LV)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
Electrical Tech – General Services	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 6/Qty	6/Qty
Plumbing Tech – Pumps & Water	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty

Position	Delivery Schedule	Quantity
Plumbing Tech – Sanitary & Fixtures	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty
Fire Safety Tech – Dampers & Extinguishers	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
MEP Helper	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 8/Qty	8/Qty
Stores / CMMS Operator	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty

Position	Delivery Schedule	Quantity
Lift Operators	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 48/Qty	48/Qty

Lot Title : Horticulture, Gardening & Landscaping Services (With Materials)

Bid Security : 125000 PKR

Position	Delivery Schedule	Quantity
Horticulturist / Supervisor	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 1/Qty	1/Qty
Head Gardener	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 1/Qty	1/Qty

Position	Delivery Schedule	Quantity
Gardeners (Outdoor)	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 4/Qty	4/Qty
Indoor Plant Care Staff	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
Helpers / Mali	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 8/Qty	8/Qty

Lot Title : Security Services

Bid Security : 530000 PKR

Position	Delivery Schedule	Quantity
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Security Supervisor	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
CCTV Control Room Operator	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 2/Qty	2/Qty
Armed Guards at the entrances	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 6/Qty	6/Qty
Unarmed Guards at the entrances	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 10/Qty	10/Qty

Guards at Building Entrances	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 16/Qty	16/Qty
Guards at Elevator Hall	Address: 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory Schedule: 27 Days Quantity: 16/Qty	16/Qty

Related Services :

No



Services Specifications

Lot Title : Janitorial Services

Position: Washroom / Toilet Attendant (Male) Along with Corridors (Floor 3 to 8)

Specifications / Requirements:

Position: Janitorial Supervisor (Overall)

Specifications / Requirements:

Position: Washroom / Toilet Attendant (Female) Along with Corridors (Floor 3 to 8)

Specifications / Requirements:

Position: Washroom / Toilet Attendant (Male) Along with Corridors (Floor Ground to 2)

Specifications / Requirements:

Position: Washroom / Toilet Attendant (Female) Along with Corridors (Floor Ground to 2)

Specifications / Requirements:

Position: Lobby & Reception Cleaner including lift lobbies

Specifications / Requirements:

Position: Food Court/ Cafeteria

Specifications / Requirements:

Position: Staircases

Specifications / Requirements:

Position: External areas including Parking

Specifications / Requirements:

Position: Basements (Parking)

Specifications / Requirements:

Position: Waste Management Operator

Specifications / Requirements:

Position: Deep Cleaning Staff

Specifications / Requirements:

Lot Title : MEP (Mechanical, Electrical and Plumbing) Operations & Maintenance

Position: Manager

Specifications / Requirements:

Position: Electrical Engineer

Specifications / Requirements:

Position: Mechanical Engineer

Specifications / Requirements:

Position: BMS / Automation Engineer

Specifications / Requirements:

Position: HVAC Tech – Chiller & Water-Side

Specifications / Requirements:

Position: HVAC Tech – General (Fans/Splits)

Specifications / Requirements:

Position: HVAC Tech – General (Fans/Splits)

Specifications / Requirements:

Position: Electrical Tech – Senior (HV/LV)

Specifications / Requirements:

Position: Electrical Tech – General Services

Specifications / Requirements:

Position: Plumbing Tech – Pumps & Water

Specifications / Requirements:

Position: Plumbing Tech – Sanitary & Fixtures

Specifications / Requirements:

Position: Fire Safety Tech – Dampers & Extinguishers

Specifications / Requirements:

Position: MEP Helper

Specifications / Requirements:

Position: Stores / CMMS Operator

Specifications / Requirements:

Position: Lift Operators

Specifications / Requirements:

Lot Title : Horticulture, Gardening & Landscaping Services (With Materials)

Position: Horticulturist / Supervisor

Specifications / Requirements:

Position: Head Gardener

Specifications / Requirements:

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Position: Gardeners (Outdoor)

Specifications / Requirements:

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Position: Indoor Plant Care Staff

Specifications / Requirements:

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Position: Helpers / Mali

Specifications / Requirements:

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Lot Title : Security Services

Position: Security Supervisor

Specifications / Requirements:

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Position: CCTV Control Room Operator

Specifications / Requirements:

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Position: Armed Guards at the entrances

Specifications / Requirements:

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Position: Unarmed Guards at the entrances

Specifications / Requirements:

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Position: Guards at Building Entrances

Specifications / Requirements:

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Position: Guards at Elevator Hall

Specifications / Requirements:

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Scope of Work

Scope of Services (LOT-wise)

The selected service providers shall deliver high-quality, reliable, and continuous services to maintain the IT Park at international standards. Services shall operate 24/7/365 with zero interruption to critical operations, especially the Tier-3 Data Center. Performance shall be strictly monitored through detailed Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

The provider shall be fully responsible for training, uniforms (with company + PSEB branding), equipment, tools, consumables, PPE, and all associated costs. All staff must undergo background verification, health screening, and mandatory training. The services are divided into the following LOTs:

LOT-1: Security Services

The security service provider shall be responsible for ensuring the safety and security of IT Park Islamabad, its assets, tenants, visitors, and staff. Key responsibilities include:

Access Control & Surveillance

1. Manage entry and exit points (main gates, pedestrian entrances, service entrances, parking barriers) for personnel, visitors, and vehicles 24/7
2. Issue, activate, deactivate, and audit temporary/permanent access badges/ID card or passes
3. Operate and monitor 24/7 CCTV surveillance systems across the facility
4. Maintain visitor logs and incident reports

Manned Guarding

1. Deploy trained, uniformed and equipped security personnel as per the shift schedule
2. Regular patrolling of all areas, including all floors, stairwells, parking area, common areas, and restricted zones
3. Provide specialized escorting and crowd management for international delegations (if any) and conferences
4. Enforce IT Park rules & regulations, including parking management, no-smoking zones, and restricted area access

Emergency Response

1. Respond immediately to emergencies (fire, medical, theft, intrusion, sabotage, natural disasters, active shooter, bomb threat, etc.)
2. Coordinate with local law enforcement or emergency services and maintain a direct hotline with Islamabad Police, Safe City, and Rescue 1122- fire brigade
3. Conduct regular emergency drills and training sessions for security personnel
4. Conduct regular emergency drills (fire evacuation, lockdown, medical) at least quarterly, with full documentation and participation reports

Reporting & Documentation

1. Maintain all required security logs (shift handover, visitor, incident, patrol, CCTV footage request) in both digital and physical formats

2. Submit daily shift reports, weekly summaries, and comprehensive monthly performance reports (including KPIs, incidents, trends, and improvement plans).
3. Investigate all security incidents and prepare detailed reports with root-cause analysis and recommendations
4. Attend monthly and as and when required coordination meetings with PSEB/IT Park management and other service providers

1.

1.1. LOT-2: Janitorial Services

The janitorial service provider shall maintain cleanliness, hygiene, and waste management across IT Park Islamabad. Key responsibilities include:

1. **Cleaning & Housekeeping**

- 1.1. Daily cleaning (sweeping, mopping, vacuuming, and dusting) of management offices, corridors, lobbies, elevators, staircases, and other common areas
- 1.2. Dedicated attendants for thorough cleaning and sanitization of all toilets, washrooms, and ablution areas; hourly deep cleaning and odor control logs
- 1.3. Periodic cleaning of glass facades, windows, signage, and entrance areas (internal + external)
- 1.4. Specialized cleaning of food court, cafeteria, dining areas, and kitchens (including grease traps and exhaust hoods)
- 1.5. Cleaning of parking areas, external walkways, and landscaping edges

1.6. Pest control and rodent management (monthly or as required).

1.7. Disinfection and fogging during outbreaks or as directed

1.8. Post-event deep cleaning of food court and common areas.

2. Waste Management

2.1. Maintain hygiene in waste collection points and bins

2.2. Daily pressure-washing of the central waste collection area

2.3. Coordinate with approved waste contractors for final disposal and maintain chain-of-custody records

3. Supplies & Consumables

3.1. Provision and replenishment of consumables (toilet paper, soap, hand sanitizer, air fresheners, bin liners, etc.)

3.2. Ensure availability of cleaning equipment and materials in good condition (silent vacuum cleaners for office floors to minimize noise)

3.3. Use only eco-friendly, low-VOC, and internationally approved cleaning chemicals

4. Staff & Supervision

4.1. Deploy trained janitorial staff according to the facility's schedule

4.2. Assign dedicated supervisors for real-time monitoring and quality checks and report to management

5. Compliance & Reporting

- 5.1. Ensure adherence to hygiene and sanitation standards
- 5.2. Submit weekly and monthly performance reports with audit scores
- 5.3. Maintain daily cleaning logs and report issues to management promptly

1. Services Execution Pattern

1. On Daily Basis:

- 1. Cleaning, Sweeping and water mopping of all tiled and glazed floors.
- 2. Dusting and cleaning of office furniture of management office.
- 3. Cleaning of all wash hand basins/vanities, sinks and water closets. Keeping at least one person for mopping of bathrooms, stair cases, and lobbies during office hours on each floor.
- 4. Cleaning scrubbing and disinfecting all toilets.
- 5. Emptying of all waste receptacles and cleaning of related items.
- 6. Chemical cleaning of bathrooms as and when required.
- 7. Sweeping of road and outside area.
- 8. Supply and maintenance of dust & garbage bins with plastic bags and collection & disposal of garbage.

9. Cleaning of drains and sewerage and keeping it free from choking.

10. Any other assignment given by PSEB Management regarding Janitorial and Allied Services.

1. On Weekly Basis:

1.1.

1.1.1.

1.1.1.1. Cleaning of all water closets, waste lines and taps by using appropriate methods including the use of chemical for removal of stains.

1.1.1.2. Scrubbing and cleaning of lobbies and stair cases.

1.1.1.3. Spotless cleaning of steel railing.

2. On Fortnightly Basis:

2.1.

2.1.1.

2.1.1.1. Cleaning of all walls.

2.1.1.2. Dusting of all visible pipes, air fans and electricity switch sockets/fixture etc.

2.1.1.3. Scrubbing and cleaning glass doors and windows.

2.1.1.4. Cleaning of all walls and ceiling lights.

2.1.1.5. Cleaning of roof top & terraces.

2.1.1.6. Dusting/cleaning of false ceiling.

3. On Monthly Basis:

3.1.

3.1.1.

3.1.1.1. Thoroughly scrubbing washing cleaning of all common areas and basement.

3.1.1.2. Removal of cobwebs.

3.1.1.3. Cleaning of rain water drain.

4. On Yearly Basis

1. Cleaning of all tanks and dispose of their disposal, if required.

1. Twice in the Agreement

1.1.

1.1.1.

1.1.1.1. Cleaning of exterior façade glass at the time desired by the client.

Area Details		
S/N	Description	Floor wise Area Details
1	Basement 1	10,725.42 SQM (Car Parking, corridors, toilets and elevator hall)
2	Basement 2	9636.27 SQM (Car Parking, corridors, toilets and elevator hall)
3	Ground Floor	8,709.22 (SQM (Auditorium, Business center, Class Rooms, Conference rooms, toilet blocks, Lobby, Elevator Hall, vestibule, stairs)

4	1st Floor	2287.83 SQM (Elevator Hall, Toilet blocks, corridors, Roof Garden, stairs)
5	2nd Floor	1277.67 (Elevator Hall, Toilet blocks, corridors, stairs)
6	3rd Floor	955.60 (Elevator Hall, Toilet blocks, corridors, stairs)
7	4th Floor	882.52 (Elevator Hall, Toilet blocks, corridors, Roof Garden, stairs)
8	5th Floor	838.27 (Elevator Hall, Toilet blocks, corridors, stairs)
9	6th Floor	1044.46 (Elevator Hall, Toilet blocks, corridors, Bridge, stairs)
10	7th Floor	838.27 SQM (Elevator Hall, Toilet blocks, corridors, stairs)
11	8th Floor	838.27 SQM (Elevator Hall, Toilet blocks, corridors, stairs)
12	9th Floor	838.27 SQM (Elevator Hall, Toilet blocks, corridors, stairs)
13	Roof Floor	588.06 (Mummtty, Elevator shafts, stairs)

14	Other Buildings	Mosque (561.53SQM), Visitor center (70.56SQM), Guard Posts (24.57SQM), Tubewell Rooms (26.52 SQM)
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1.

1.1. LOT-3: MEP Operations & Maintenance

The MEP service provider shall ensure the efficient functioning of all mechanical, electrical, and plumbing systems at IT Park Islamabad. Key responsibilities include:

1. **Electrical Systems**

- 1.1. Operation and maintenance of HT/LT medium voltage panels, distribution boards, Automatic Transfer Switches (ATS), transformers, UPS systems, and power factor correction units, light bulbs, LED lights, sockets
- 1.2. Routine inspections, preventive maintenance, troubleshooting and calibration of all electrical equipment
- 1.3. Monthly load testing and thermal scanning of UPS systems dedicated to the Data Center and IT suites
- 1.4. Daily checks of fuel levels, coolant, and automated start-up testing for back-up generators
- 1.5. Ensure 24/7 uninterrupted power supply through generators, ATS, and backup systems
- 1.6. Management of earthing, lightning protection, and surge protection systems

2. Mechanical Systems

- 2.1. Operation and maintenance of HVAC systems (central chillers, cooling tower, air handling units (AHUs), Split Units, VRF Units, CRAC units, ducting, ventilation systems, and Primary/Secondary pumps for chilled water, measuring instruments, expansion tanks) including all pipes network and accessories
- 2.2. Precision cooling and environmental control for the Data Center
- 2.3. Routine preventive maintenance, and system optimization
- 2.4. Regular cleaning of coils, filters, and ducts to maintain air quality across all floors
- 2.5. Energy optimization and performance tuning of HVAC systems
- 2.6. Address mechanical faults promptly to avoid operational disruption

3. Plumbing & Water Supply

- 3.1. Maintenance of Treatment Plants, domestic and firefighting water supply systems, pumps (gear pumps, submersible pumps, centrifugal pumps), storage tanks, and pipelines, plumbing accessories (for toilets), sprinklers,
- 3.2. Weekly testing of Fire Hydrant pumps, Jockey pumps, and fire fighting system for Data center
- 3.3. Operation and maintenance of sewage, drainage, and stormwater systems
- 3.4. Ensure leak-free and hygienic water supply throughout the facility

4. Building Management System (BMS) & Controls

- 4.1. Full operation, monitoring, and maintenance of the BMS (including integration with security, fire alarm, and power systems)
- 4.2. Real-time monitoring, alarm management, trending, and reporting through BMS
- 4.3. Regular software updates, sensor calibration, and system optimization

5. Fire Safety & Life Safety Systems

- 5.1. Maintenance of fire alarm, smoke detection, suppression systems (for Data Center), sprinklers, and fire extinguishers
- 5.2. Ensure all life safety systems are fully operational at all times
- 5.3. Emergency exits, expiry check date of fire extinguishers and filling gauges

6. Preventive & Corrective Maintenance

- 6.1. Develop, implement, and strictly follow a detailed (daily, weekly, monthly, quarterly, annual) using CMMS software
- 6.2. Attend to breakdowns promptly and restore services with minimum downtime, reporting action taken for serious or major breakdown
- 6.3. Maintain critical spares inventory at agreed minimum levels

7. Staffing & Supervision

- 7.1. Provide qualified engineers, technicians, and skilled personnel as required with 24/7 coverage
- 7.2. Maintain attendance, shift schedules, and deployment plans and provide all staff list available for each shift

7.3. Submit detailed monthly MEP performance reports, energy consumption analysis, and incident reports

8. Reporting

8.1. Submit regular maintenance reports, incident reports, and performance updates

8.2. Maintain complete maintenance logs, history cards, and digital records in CMMS for all preventive and corrective maintenance activities

9. Compliance

9.1. Full adherence to PEC regulations, manufacturer guidelines, NFPA standards, Uptime Institute Tier-3 requirements, and all local relevant laws

9.2. Ensure all MEP operations adhere to safety standards, regulatory requirements, and manufacturer guidelines

9.3. Conduct regular safety audits and risk assessments

9.4. Availability of Tools and equipment list for different categories required for operation and maintenance

1. Service Execution Plan

1.1. Daily Maintenance Activities

Equipment / System	Daily Tasks
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Central Chillers & Cooling Towers	Visual inspection, check oil levels, refrigerant pressure, cooling tower water level & chemical dosing
AHUs / FCUs	Check air filters, fan operation, unusual noise/vibration
VRF Systems	Inspect VRF indoor and outdoor units for abnormal noise, vibration, alarm indications, refrigerant leaks, and ensure normal system operation.
HT/LT Panels & Switchgear	Visual inspection, check temperature (IR thermography where possible), cleaning of dust
Diesel Generators	Check fuel level, battery voltage, oil level, running test (if not in auto mode)
UPS Systems	Check load, battery status, temperature, alarms
BMS System	Check all critical alarms, trending of temperature & humidity (Data Center)
Water Pumps & Tanks	Check pump operation, pressure, leakage, water quality (pH, TDS)
Firefighting System	Check pressure gauges, pump house, jockey pump operation

1.

1.1. Weekly Maintenance Activities

Equipment / System	Weekly Tasks
Chillers	Check condenser & evaporator tubes, water treatment parameters
Cooling Towers	Clean strainers, check drift eliminators, blow-down
AHUs	Clean drain pans, check belts & bearings
VRF Systems	Clean and inspect indoor unit air filters and verify proper operation of controllers, sensors, and condensate drainage systems.
Electrical Panels	Tightening of connections, insulation resistance check (sample)
Generators	Load test for 30 minutes, changeover test
BMS	Backup of all data & configurations

Plumbing & Pumps	Greasing, alignment check, vibration analysis
Fire Alarm & Suppression	Functional test of detectors & panel

1.

1.1. Monthly Maintenance Activities

Equipment / System	Monthly Tasks
Chillers	Full performance test, oil analysis, refrigerant top-up if required
HVAC Ducts & Filters	Replace/clean filters, duct inspection
VRF System	Check refrigerant pressures, electrical connections, operating parameters, and clean outdoor unit coils and surrounding areas as required.
Transformers & HT Panels	Thermographic scanning, oil testing (if oil-filled)

UPS & Battery Banks	Deep discharge test, impedance testing
Water Storage Tanks	Cleaning & disinfection
Plumbing System	Check for leaks, valve operation
Firefighting Pumps & Hydrants	Full flow test
BMS Sensors & Actuators	Calibration check

1.

1.1. Quarterly Maintenance Activities

Equipment / System	Quarterly Tasks
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Chillers & Cooling Towers	Chemical cleaning of tubes, comprehensive water treatment audit
AHUs / FCUs	Major servicing, bearing replacement if required
VRF System	Perform comprehensive inspection and testing of compressors, fans, control systems, insulation, condensate pumps, and refrigerant piping to ensure optimum performance and efficiency.
Generators	Full load test (minimum 4 hours), fuel system cleaning
Electrical System	Complete insulation & earth resistance testing
BMS	Full system audit, software updates
Pumps & Motors	Overhaul, alignment, vibration analysis

1.

1.1. Annual Maintenance Activities

Equipment / System	Annual Tasks
Chillers	Major overhaul, eddy current testing of tubes, compressor servicing
Cooling Towers	Structural inspection, fill replacement if required
VRF System	Perform comprehensive servicing, testing, calibration, and condition assessment as per OEM recommendations.
Transformers	Oil filtration / replacement, DGA test
Generators	Major servicing as per OEM, load bank test
UPS Systems	Battery replacement (if life expired), full system testing
HT/LT Switchgear	Contact resistance, timing test, protection relay testing
Complete MEP System Audit	Third-party energy & performance audit

BMS	Complete system recalibration & upgrade
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LOT-4: Horticultural/Gardening and Landscaping Services

The Service Provider shall provide complete horticulture, gardening, and landscaping services on a “with materials” basis, including supply, installation, maintenance, and replacement of all plants, flowers, soil, fertilizers, pesticides, tools, and consumables required for both external and internal areas of the IT Park. Key responsibilities include:

1. External Areas (Outdoor Landscaping)

The Service Provider shall be responsible for **end-to-end management** of all external landscaped areas including lawns, green belts, planters, parking surroundings, and open spaces.

Supply & Plantation (when and where required)

- Supply and plantation of:
 - Grass/turf (as required for patching and replacement)
 - Seasonal flowers (summer/winter varieties)
 - Ornamental plants, shrubs, hedges, and trees
- Replacement of all dead, damaged, or diseased plants at no additional cost
- Soil preparation, improvement, and supply of compost/manure

Lawn & Green Area Maintenance

- Grass cutting, edging, leveling, and turf care
- Regular fertilization and soil conditioning
- Removal of weeds and unwanted vegetation
- Aeration and top dressing of lawns

Trees, Shrubs & Hedges

- Pruning, trimming, shaping, and training
- Disease diagnosis and treatment
- Tree support, staking, and replacement where required

Irrigation System Management

- Operation, routine maintenance, and minor repair of irrigation systems
- Provision of hoses, sprinklers, fittings, etc.
- Efficient water management and scheduling

Pest & Disease Control

- Supply and application of pesticides, insecticides, and fungicides
- Use of environmentally safe and approved chemicals

Planters & Hardscape Areas

- Supply and maintenance of outdoor planters
- Cleaning and upkeep of landscaped areas around parking and walkways
- Replacement of broken or damaged plants/soil in planters



Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		





General Conditions of Contract

A. General

1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. “Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. "Party" means the Procuring Agency or the Contractor, as the case may be, and "Parties" means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. "Subcontractor" means any entity to which the Bidder subcontracts any part of the Services.

2. Applicable Law

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. Language

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractor and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. Notices

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC.

5. Location

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in SCC.

6. Authorized Representatives / Authority of Member in charge

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the SCC.

B. Commencement, Completion, Modification, and Termination of Contract

7. Effectiveness of Contract

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the SCC.

8. Commencement of Services

8.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

9. Program schedule

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. Starting Date/Expiration Date

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

11. Entire Agreement

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. Modification

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. Force Majeure

13.1. Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. Extension of Time

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. Termination

14.1. By the Procuring Agency

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. By the Contractor

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. General

15.1. Standard of Performance

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. Law Applicable to Services

The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. Conflict of Interests

16.1. Contractor Not to Benefit from Commissions and Discounts

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. Contractor and Affiliates Not to be Otherwise Interested in Project

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- 16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- 16.3.3. after the termination of this Contract, such other activities as may be specified in the SCC.

17. Insurance to be Taken Out by the Contractor

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the SCC; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. Contractor's Actions Requiring Procuring Agency's Prior Approval

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

- 18.1.1. appointing such members of the Personnel not provided by the Contractor;
- 18.1.2. changing the Program of activities; and
- 18.1.3. any other action that may be specified in the SCC.

19. Reporting Obligations

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. Liquidated Damages

20.1. Payments of Liquidated Damages

The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the SCC for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in SCC.

20.3. Lack of performance penalty

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. Performance Guarantee

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC**.

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC**.

22. Sustainable Procurement

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC**.

D. Contractor's Personnel

23. Description of Personnel

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. Removal and / or Replacement of Personnel

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. Change in the Applicable Law

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

26. Services and Facilities

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. Contract Price

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC.

28. Terms and Conditions of Payment

28.1. Payments will be made to the Contractor according to the payment schedule stated in the SCC and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. Quality Control Identifying Defects

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC.

30. Correction of Defects, and Lack of Performance Penalty

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. Settlement of Disputes Amicable Settlement

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. Dispute Settlement

32.1. Arbitration

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB)), Manager 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is: Request For Proposal (RFP) for Facility Management Services (Security, Janitorial, Horticultural, Maintenance & Operation) at IT Park Islamabad

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English**.

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB)), Manager
6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory
+92-333-552-6527
rarif@pseb.org.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB)), Manager
6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory
+92-333-552-6527
rarif@pseb.org.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2.

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.01% to 2.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

- i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
- ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties.

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.



Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.: **P88141**

To: **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB)), Manager 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the ____ day of _____ 20____ between **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB))**, Manager 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory

(hereinafter called “the Procuring Agency”) of the one part and [name of Bidder] of [city and country of Bidder] (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Request For Proposal (RFP) for Facility Management Services (Security, Janitorial, Horticultural, Maintenance & Operation) at IT Park Islamabad (P88141)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency’s Letter of Acceptance; and
8. [add here: any other documents]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

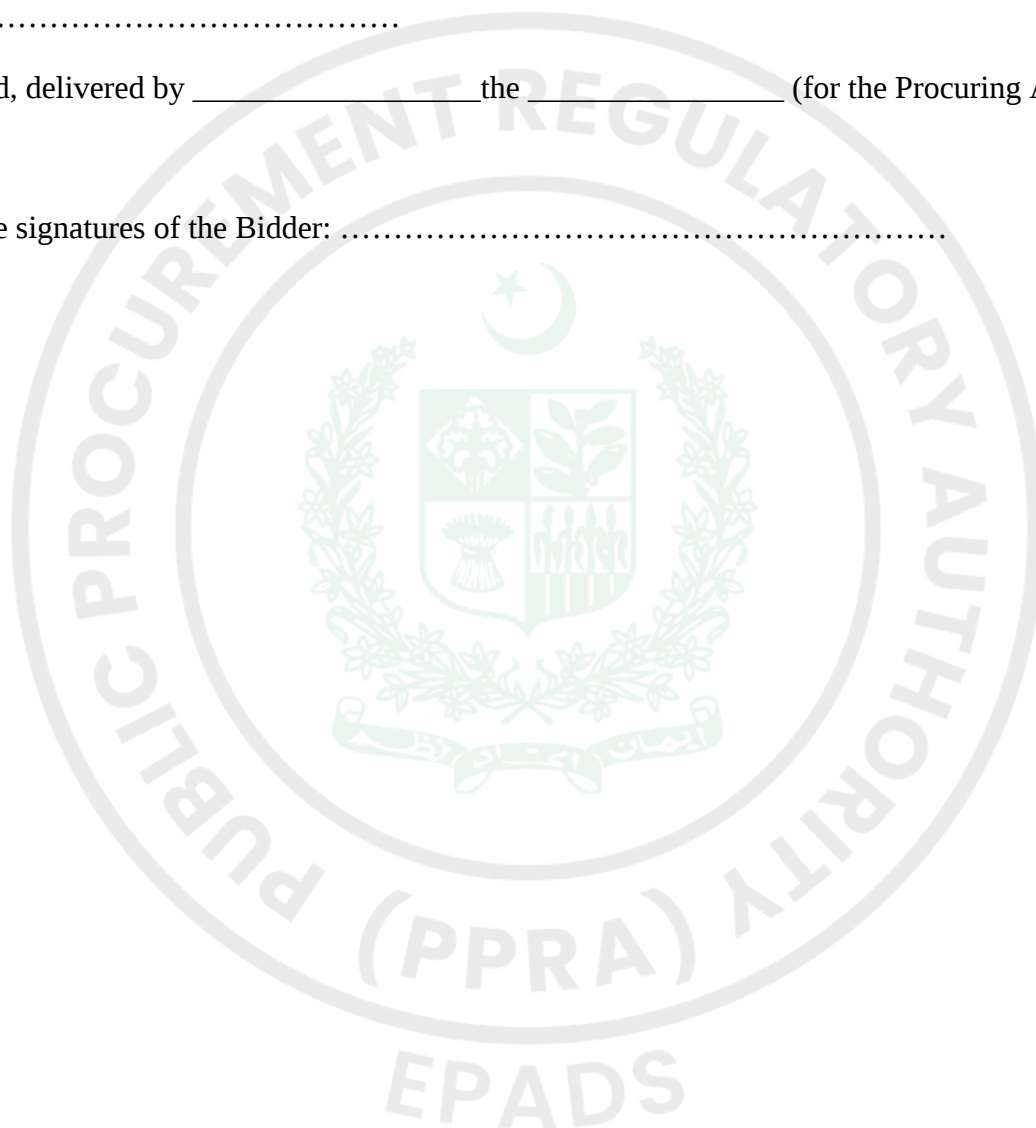
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract

Number: Contract

Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee 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, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.



Performance Guarantee Form

Performance Guarantee Form

To: **Pakistan Software Export Board (PSEB) (Pakistan Software Export Board (PSEB)), Manager 6th Floor, New State Life Tower, Jinnah Avenue, Blue Area, Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called “the Bidder”) has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Annex A – Minimum Manpower Requirements (All Lots)

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex A – Minimum Manpower Requirements (All Lots)** (page number: 125)

Annex B – Detailed KPIs with Financial Penalties

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex B – Detailed KPIs with Financial Penalties** (page number: 129)

Annex C– Bid Form

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex C– Bid Form** (page number: 133)

Annex D – Bidder Profile Form

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex D – Bidder Profile Form** (page number: 136)

Annex E – Affidavit

Technical Submission (Vendor)

See Form Under Additional Forms and Documents: **Annex E – Affidavit** (page number: 138)

Annex F – Bid Security Form

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex F – Bid Security Form** (page number: 140)

Annex G – Letter of Financial Bid (LOT 1)

Estimated Quantities

The quantities/number of horticulture/gardening personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex G – Letter of Financial Bid (LOT 1)** (page number: 142)

Annex H – Letter of Financial Bid (LOT 2)

Estimated Quantities

The quantities/number of horticulture/gardening personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex H – Letter of Financial Bid (LOT 2)** (page number: 145)

Annex I – Letter of Financial Bid (LOT 3)

Estimated Quantities

The quantities/number of horticulture/gardening personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex I – Letter of Financial Bid (LOT 3)** (page number: 149)

Annex J – Letter of Financial Bid (LOT 4)

Estimated Quantities

The quantities/number of horticulture/gardening personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex J – Letter of Financial Bid (LOT 4)** (page number: 152)

Annex K – FORM OF PERFORMANCE SECURITY

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annex K – FORM OF PERFORMANCE SECURITY** (page number: 155)

Annex L – INTEGRITY PACT

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annex L – INTEGRITY PACT** (page number: 157)

Annex M Submission Requirement & TOR's

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annex M Submission Requirement & TOR's** (page number: 159)



Procurement Forms







Additional Forms and Documents

7 Annexes

7.1 Annex A – Minimum Manpower Requirements (All Lots)

The following minimum manpower requirements are defined based on the building parameters of IT Park Islamabad (720,000 sq ft, 8 floors, Data Centre, Food Court, Parking, ~5,500 occupants) and international best practice for IT Parks and mixed-use commercial facilities. These must be incorporated as contract obligations (Schedule of Staffing) within the RFP.

The following requirements shall apply to all personnel deployed under the Contract, including Security, Janitorial, Horticulture, and MEP Maintenance Services:

- a. All personnel deployed under the Contract shall possess valid Computerized National Identity Cards (CNICs) and shall be eligible to work in Pakistan.
- b. The Contractor shall provide, prior to deployment, copies of all relevant personnel records, including CNICs, educational and technical qualifications (where applicable), employment records, certifications, and any other documents reasonably required by the Employer for verification purposes.
- c. All deployed personnel shall possess valid police verification and/or security clearance certificates from the relevant authorities, where required by applicable laws, regulations, or the Employer's security policies.
- d. The Contractor shall ensure that all personnel are medically fit for duty and shall provide valid medical fitness certificates issued by a recognized public or private healthcare institution upon request by the Employer.
- e. Personnel deployed at the Employer's premises shall be dedicated to the assigned duties and shall not be simultaneously assigned to perform services at another location during their scheduled working hours.
- f. The Contractor shall ensure that all personnel receive adequate induction and job-specific training, including workplace safety, emergency response procedures, fire safety awareness, and any site-specific operational requirements communicated by the Employer.
- g. All personnel shall comply with the Employer's policies, procedures, access control requirements, safety regulations, code of conduct, and any lawful instructions issued by authorized representatives of the Employer.
- h. The Contractor shall maintain proper discipline, professional conduct, personal hygiene, grooming standards, and appropriate uniforms and personal protective equipment (PPE), as applicable to the nature of the services.
- i. Any personnel found unsuitable, negligent, incompetent, involved in misconduct, or otherwise unacceptable to the Employer shall be replaced by the Contractor within the timeframe specified by the Employer. Such personnel shall not be redeployed at the Employer's premises without prior written approval.

- j. The Contractor shall be solely responsible for arranging relief personnel, shift coverage, leave replacements, absentee management, and continuity of services at all times.
- k. The Contractor shall maintain an adequate supervisory structure and ensure the availability of designated supervisors during all operational hours as required under the Contract.
- l. The Employer reserves the right to increase or decrease manpower requirements, service locations, shifts, or operational schedules in accordance with the terms of the Contract.
- m. The Contractor shall maintain adequate insurance coverage, including workers' compensation, employer's liability, and any other insurance required under applicable laws or the Contract.
- n. In the event of any accident, injury, fire, theft, damage, service disruption, or other incident occurring in connection with the services, the Contractor shall fully cooperate with any inquiry, investigation, or fact-finding process initiated by the Employer.
- o. The Contractor shall ensure uninterrupted service delivery throughout the Contract period and shall immediately provide suitably qualified replacement personnel in the event of leave, absence, resignation, termination, illness, or any other circumstance affecting personnel availability.
- p. The Bidder shall, at its own cost, provide and maintain all uniforms, PPE, tools, equipment, machinery, communication devices, and hand-held instruments required for the safe, efficient, and uninterrupted performance of the Services. No separate payment shall be made by PSEB for such items.
- q. All materials, spare parts, consumables, replacement components, and horticulture inputs required for maintenance, repairs, or landscaping activities shall be identified and requested by the Bidder and shall be procured only after obtaining PSEB's prior written approval. Approved items shall be reimbursed by PSEB on an actual-cost basis against valid supporting documentation.

7.1.1 LOT-1: Security Services — Minimum Manpower

Post / Designation	Shift A (12 hrs)	Shift B (12 hrs)	Total Deployed
Security Supervisor	1	1	2
CCTV Control Room Operator	1	1	2
Armed Guards at the entrances	3	3	6
Unarmed Guards at the entrances	5	5	10

Guards at Building Entrances	8	8	16
Guards at Elevator Hall	8	8	16
MINIMUM TOTAL (LOT-1)	26	26	52

7.1.2 LOT-2: Janitorial Services — Minimum Manpower

Post / Designation	Shift A (12 hrs)	Shift B (12 hrs)	Total Deployed
Janitorial Supervisor (Overall)	1	1	2
Washroom / Toilet Attendant (Male) Along with Corridors (Floor 3 to 8)	3	3	6
Washroom / Toilet Attendant (Female) Along with Corridors (Floor 3 to 8)	3	3	6
Washroom / Toilet Attendant (Male) Along with Corridors (Floor Ground to 2)	4	4	8
Washroom / Toilet Attendant (Female) Along with Corridors (Floor Ground to 2)	4	4	8
Lobby & Reception Cleaner including lift lobbies	2	1	4
Food Court/ Cafeteria	2	2	4
Staircases	1	1	2
External areas including Parking	2	2	4
Basements (Parking)	4	4	8
Waste Management Operator	1	1	2
Deep Cleaning Staff	0	2	2
MINIMUM TOTAL (LOT-1)	27	28	56

7.1.3 LOT-3: MEP Operations and Maintenance — Minimum Manpower

Post	Shift A	Shift B	Total Deployed
Manager	1	1	2
Electrical Engineer	1	1	2
Mechanical Engineer	1	1	2
BMS / Automation Engineer	1	1	2
HVAC Tech – Chiller & Water-Side	2	2	4
HVAC Tech – AHU & Air-Side	2	2	4
HVAC Tech – General (Fans/Splits)	4	4	8
Electrical Tech – Senior (HV/LV)	1	1	2
Electrical Tech – General Services	3	3	6
Plumbing Tech – Pumps & Water	1	1	2
Plumbing Tech – Sanitary & Fixtures	2	2	4
Fire Safety Tech – Dampers & Extinguishers	1	1	2
MEP Helper	4	4	8
Stores / CMMS Operator	1	1	2
Lift Operators	24	24	48
TOTAL	49	49	98

7.1.4 LOT-4: Horticulture — Minimum Manpower

Position	Quantity
Horticulturist / Supervisor	1
Head Gardener	1
Gardeners (Outdoor)	4
Indoor Plant Care Staff	2
Helpers / Mali	8
Total	16

7.2 Annex B – Detailed KPIs with Financial Penalties

The following KPI framework must be incorporated into the Service Level Agreement (SLA) for each LOT. Penalties are structured as monthly deductions from the invoice, with a maximum cumulative deduction cap of 20% per month. Cumulative penalties exceeding 30% over a 3-month period shall trigger a Contract Show-Cause Notice, and upon breach of 40%, PSEB may terminate the contract after due process.

7.2.1 LOT-1: Security Services KPIs & Penalties

KPI / Performance Indicator	Target / Standard	Measurement Frequency	Penalty for Non-Compliance
Manpower Availability (Minimum Staffing)	100% of agreed deployed strength at all times	Daily (attendance register + biometric)	PKR 2,000 per missing guard per shift
Response Time to Security Incident	On-site response within 3 minutes	Per incident log / CCTV review	PKR 10,000 per breach per incident
CCTV Uptime / Operational Status	99.5% uptime per month (max 3.6 hrs downtime)	Monthly BMS	PKR 5,000 per hour beyond tolerance
Unauthorized Access Incidents	Zero unauthorized access to restricted zones	Per incident / monthly audit	PKR 50,000 per incident + incident report
Guard Patrol Compliance	100% patrol completion per schedule (GPS/NFC verified)	Daily patrol log + monthly audit	PKR 1,500 per missed patrol point per day
Visitor Log Accuracy	100% visitor registration with ID verification	Random weekly audit	PKR 3,000 per unregistered entry per occurrence
Emergency Drill Compliance	Minimum 4 drills per year; documented	Quarterly review	PKR 25,000 per missed drill
Uniform & Grooming Standard	100% compliance — all deployed guards	Daily supervisor inspection	PKR 500 per non-compliant guard per day
Incident Reporting Timeliness	Preliminary report within 1 hr; full report within 24 hrs	Per incident log	PKR 5,000 per delayed report
Client Satisfaction Score (PSEB Monthly Audit)	Minimum 85% satisfaction score	Monthly audit by PSEB	PKR 20,000 per month below threshold
Guard Misconduct / Complaints	Zero substantiated complaints per quarter	Per complaint register + investigation	PKR 15,000 per substantiated complaint + replacement within 24 hrs

Monthly KPI Report Submission	Submitted by 5th of following month	Monthly	PKR 10,000 per late/incomplete report
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7.2.2 LOT-2: Janitorial Services KPIs & Penalties

KPI / Performance Indicator	Target / Standard	Measurement Frequency	Penalty for Non-Compliance
Manpower Availability	100% of contracted cleaning staff on duty	Daily biometric attendance	PKR 1,500 per absent cleaner per shift
Overall Cleanliness Score (All Floors)	Minimum 90% on monthly hygiene audit checklist	Monthly PSEB audit	PKR 30,000 per month below 90% score
Washroom Cleaning Frequency	Minimum once per hour during peak hours (8am-6pm)	Hourly cleaning log sign-off	PKR 3,000 per missed cleaning session per washroom
Washroom Consumable Availability	Zero stock-out of soap, paper, sanitizer at any time	Daily inspection / spot checks	PKR 2,000 per stock-out incident per washroom
Waste Collection Compliance	100% daily waste collection by 8am; segregation at source	Daily verification by supervisor	PKR 5,000 per non-segregated or missed collection
Odor / Pest / Rodent Control	Zero reported instances of pest/rodent sighting	Monthly audit + complaint log	PKR 20,000 per verified sighting + pest control within 24 hrs
Deep Cleaning Schedule Adherence	100% completion of monthly/quarterly deep cleaning plan	Scheduled audit	PKR 15,000 per missed deep cleaning session
Data Centre Adjacent Area Cleanliness	Zero dust/contaminant alerts; antistatic protocols followed	Weekly inspection	PKR 25,000 per non-compliance in DC-adjacent zones
Chemical Safety & Eco-Compliance	Only approved eco-chemicals used; MSDS available on site	Quarterly chemical audit	PKR 50,000 per use of non-approved chemical + halt to contract
Complaint Response Time	Cleaning complaint attended within 30 minutes	Complaint log + response record	PKR 2,000 per complaint exceeding 30-minute response time
Tenant / Occupant Satisfaction	Minimum 85% satisfaction on quarterly survey	Quarterly PSEB survey	PKR 25,000 per quarter below 85% threshold
Monthly Report Submission	Submitted with cleaning logs by 5th of following month	Monthly	PKR 8,000 per late submission

7.2.3 LOT-3: MEP Operations & Maintenance KPIs & Penalties

KPI / Performance Indicator	Target / Standard	Measurement Frequency	Penalty for Non-Compliance
Manpower Availability	100% of contracted cleaning staff on duty	Daily biometric attendance	PKR 1,500 per absent Technician per shift
Power Availability / Uptime	99.99% uptime for Data Centre power systems	Continuous BMS monitoring (monthly report)	PKR 100,000 per hour of unplanned DC outage exceeding 15 mins
General Building Power Uptime	99.9% uptime for all other areas	Monthly BMS/metering report	PKR 10,000 per hour of non-DC power outage beyond tolerance
Generator Readiness	100% readiness: auto-start within 10 seconds of outage	Monthly load test	PKR 50,000 per failed load test; PKR 200,000 per actual failure during outage
HVAC Uptime (Comfort Cooling)	99% uptime; temperature 22-24°C maintained in offices and other areas	Monthly BMS log	PKR 5,000 per hour per floor outside tolerance beyond 30 mins
Data Centre Cooling (CRAC/HVAC)	99.99% uptime; DC temp 18-27°C, humidity 40-60%	Continuous DC environmental monitoring	PKR 150,000 per incident breaching DC environment thresholds
Preventive Maintenance Compliance	100% completion of PM schedule (daily/weekly/monthly)	CMMS report — monthly	PKR 10,000 per missed PM task; repeat = 2x penalty
Corrective Maintenance Response Time	Critical: 30 mins; Major: 2 hrs; Minor: 4 hrs	CMMS incident log	PKR 5,000 per 30 mins delay beyond SLA for each category
Fire Safety System Uptime	100% — zero false negatives tolerated in fire/smoke detection	Weekly test + monthly inspection	PKR 100,000 per system failure + mandatory remediation within 4 hrs
FM-200 / Suppression System Readiness	100% readiness with weekly test logs	Weekly testing + monthly certification	PKR 200,000 per found-not-ready incident; halt work order
Water Quality & Supply	Zero supply interruption; water quality within WHO standards	Monthly lab test + daily flow check	PKR 15,000 per supply interruption exceeding 30 mins
BMS Availability	99.5% uptime; all alarms responded to within 15 mins	Monthly BMS log	PKR 20,000 per day BMS offline beyond 2 hrs
Spare Parts Inventory Compliance	Maintain min. 90-day critical spares inventory	Quarterly stock audit	PKR 30,000 per missing critical spare item confirmed at audit

Energy Efficiency Target	Reduce Energy Use Intensity (EUI) by 5% year-on-year	Annual energy audit	No financial penalty for Y1; PKR 50,000/year failure in Y2 & Y3
Monthly MEP Report Submission	Submitted by 5th with full CMMS extract, energy report, incident log	Monthly	PKR 15,000 per late or incomplete submission
Staff Competency & PEC Compliance	100% of engineers maintain valid PEC registration	Annual verification	PKR 25,000 per non-registered engineer deployed; removal within 5 days

7.2.4 LOT-4: Horticultural, Gardening and Landscaping Services

Penalty & Deduction Mechanism

Sr. No.	Non-Compliance	Penalty
1	Dead/dried plants not replaced within 72 hours	PKR 500 per plant per day
2	Poor lawn maintenance / uncut grass	Up to 5% of monthly bill
3	Non-Accumulation of waste	3% of monthly bill
4	Non-Availability of staff / absenteeism	PKR 500 per person per day
5	Repeated complaints (more than 3 per month)	5-10% of monthly bill
6	Failure to maintain indoor plants aesthetics	3% of monthly bill

7.3 Annex C– Bid Form

[To be signed & stamped by the Service Provider and reproduced on the letter head. To be attached with the Bid, in case of Single Stage Two Envelope Procedure]

Date: _____

To: *[name and address of Procuring Agency]*

Gentlemen and/or Ladies:

Having examined the Bidding documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, in conformity with the said Bidding documents for the sum of *[total Bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to _____ percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring Agency.

We agree to a Bid by this Bid for a period of *[number]* days from the date fixed to Bid opening under Clause 5.2.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed *(if required)*, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

The Composition of our bid consists on separate Technical and financial bids, detail of which is as follows:

Technical bid includes the following:-

- a) Complete bidding document (without filling) signed and stamped by the bidder
- b) All the forms relevant to the technical bid, to be reproduced on the letter head of the bidder as indicated on each individual form.
- c) Copy of bid security form along with copy of financial instruments *[to be decided by the procuring agency i.e. Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) or Banker's cheque]* valid for () Days, beyond the validity of Bid in the manner as prescribed on the bid security form **Annex - E**.
- d) Any other document required by the procuring agency not inconsistent with PPR-14.

Financial bid includes the following:-

- a) Original Bid form (as per **Annex – A** of Bidding documents) on letter head of the firm, duly signed and stamped.
- b) Price schedule / financial form (as per **Annex F, G, H, I**) to be reproduced on the letter head of the bidder duly signed and stamped.
- c) Original Bid security form (as per **Annex E**) along with Original financial instrument *[to be decided by the procuring agency i.e. Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) or Banker's cheque]* valid for () Days, beyond the validity of Bid.
- d) *Any other document required by the procuring agency not inconsistent with PPR-14.*

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of
service provider

Amount and Currency

(if none, state “none”)

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this _____ day of _____ 20_____.

[signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of __

[The Procuring Agency should formulate Bid Form in accordance with PPR-14 keeping in view its requirements, nature of procurement. i.e. simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. However, for a standard procurement/contract, contents of a generalized Bid Form may be as provided above.]

7.4 Annex D – Bidder Profile Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]

Sr.#	Particulars
1.	Name of the company:
2.	Registered Office:
Address:	
Office Telephone Number:	
Fax Number:	
3.	Contact Person:
Name:	
Personal Telephone Number:	
Email Address:	
4.	Local office if any:
Address:	
Office Telephone Number:	
Fax Number:	
5.	Registration Details:

a) Audited Financial Statement Attachment (Last 3 years)

Yes	No
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b) Details of Experience (Last Five Years)

(i)	Similar Project (Agency/Department)	Item Name
(ii)	Value of total Projects/Tenders/POs	Amount

c) Staff Detail and last month Payroll

Yes	No
-----	----

[The Procuring Agency should formulate Bidder Profile Form in accordance with PPR-14 keeping in view its requirements, nature of procurement. i.e. simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. However, for a standard procurement/contract, contents of a generalized Bidder Profile Form may be as provided above.]



Annex E – Affidavit

[To be printed on PKR 500 Stamp Paper, duly attested by oath commissioner. To be attached with Technical Bid]

Name: _____

(Applicant) TO ADD statement for directors etc

I, the undersigned, do hereby certify that all the statements made in the Bidding document and in the supporting documents are true, correct and valid to the best of my knowledge and belief and may be verified by employer if the Employer, at any time, deems it necessary.

The undersigned hereby authorize and request the bank, person, company or corporation to furnish any additional information requested by the *[name of Procuring Agency]* of the Punjab deemed necessary to verify this statement regarding my (our) competence and general reputation.

The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the *[name of Procuring Agency]*. The undersigned further affirms on behalf of the firm that:

- (i) The firm is not currently blacklisted by the Procuring Agency.
- (ii) The documents/photocopies provided with Bid are authentic. In case, any fake/bogus document was found at any stage, the firm shall be blacklisted as per Law/ Rules.
- (iii) Affidavit for correctness of information.
- (iv) *****omitted***

[Name of the Contractor/ Bidder/ Service Provider] undertakes to treat all information provided as confidential.

Signed by an authorized Officer of the company

Title of Officer: _____

Name of Company: _____

Date: _____

[The Procuring Agency may alter or modify the details of this form in accordance with PPR-14 keeping in view its requirements, nature of procurement i.e. simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. However, for a

standard procurement/contract, contents of a generalized this Form may be as provided above.]



7.5 Annex F – Bid Security Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]

Whereas *[name of the Bidder]* (hereinafter called “the Bidder”) has submitted its Bid dated *[date of submission of Bid]* for the supply of *[name and/or description of the services]* (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that we *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called “the Bank”), are bound unto *[name of Procuring Agency]* (hereinafter called “the Procuring Agency”) in the sum of for which payment well and truly to be made to the said Procuring Agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 20__.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring Agency during the period of Bid validity:

(a) fails or refuses to execute the Contract Form, if required; or

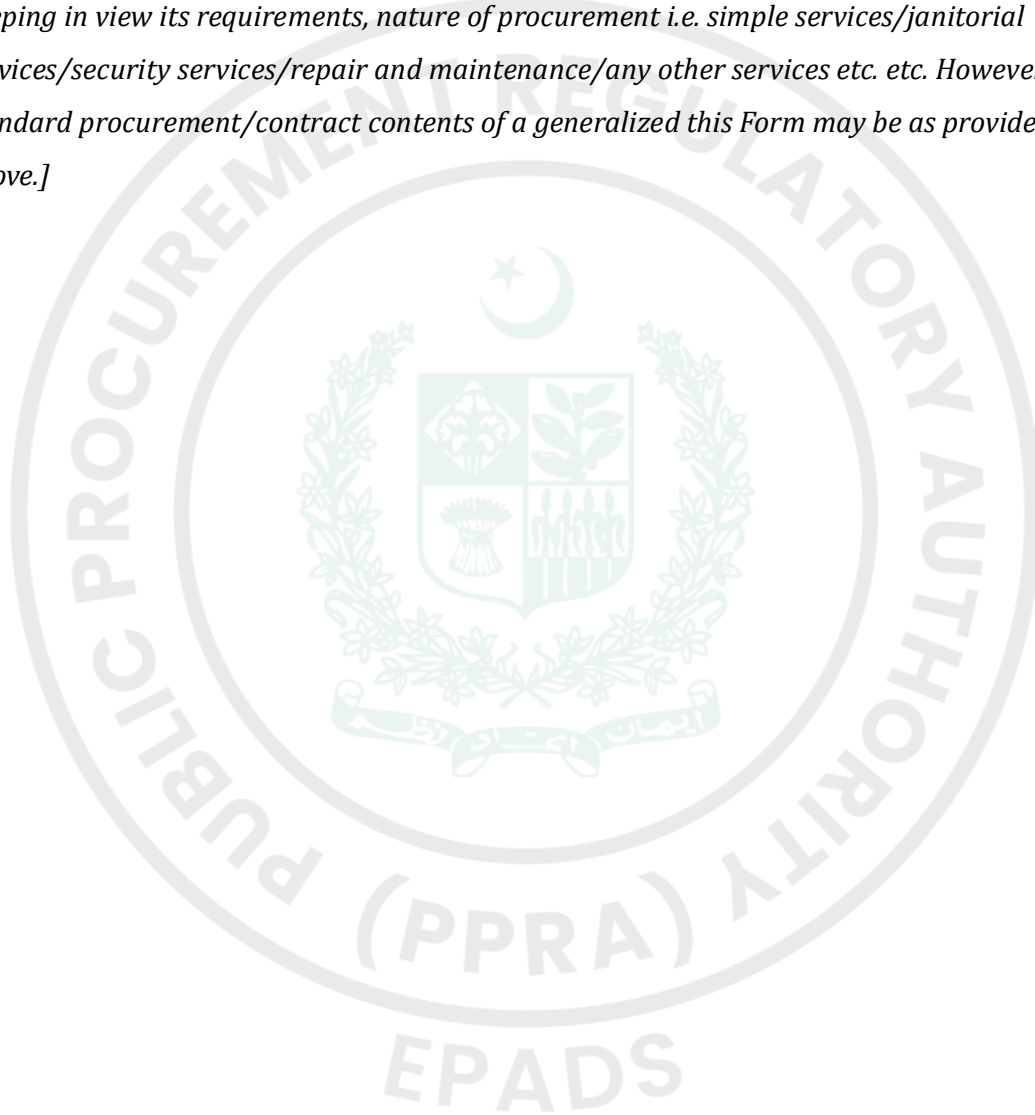
(b) fails or refuses to furnish the Performance Guarantee, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of Bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]

[The Procuring Agency may alter or modify the details of this form in accordance with PPR-14 keeping in view its requirements, nature of procurement i.e. simple services/janitorial services/security services/repair and maintenance/any other services etc. etc. However, for a standard procurement/contract contents of a generalized this Form may be as provided above.]



7.6 Annex E – Letter of Financial Bid (LOT 1)

7.6 Annex G – Letter of Financial Bid (LOT 1)

Security Services for IT Park Islamabad.

To:

Manager Procurement

PSEB

Gentleman,

We, the undersigned, declare that:

1. Having examined the Bidding Documents, we offer to provide the Janitorial and Housekeeping Services for IT Park Islamabad, for the sum of PKR _____ as per the following Price Schedule:

Description of required Services	Position for the required Services	No. of Required Resource	Unit Rate/ Month	Service Charges against each resource	Applicable Taxes on Services Charges	Unit Rate incl. of Service Charges and Taxes	Rate (PKR)	
							Total / Month	Annual Total
Supervision	Security Supervisor	2						
CCTV Operation	CCTV Control Room Operator	2						
Guarding	Armed Guards at the entrances	6						
	Unarmed Guards at the entrances	10						
	Guards at Building Entrances	16						
Security at Elevators	Guards at Elevator Hall	16						

RFID Issuance	RFID Issuer and Entry Control	2						
Total:							PKR	

Estimated Quantities

The quantities/number of security personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

YEAR 1 GRAND TOTAL IN WORDS (PKR):

*Sales tax and all other Taxes may vary by Govt. rules and shall be deducted as per actual without any extra cost.

Note:- The cost quoted by the Bidders shall include overhead, service charges and all applicable taxes on the Bidder under prevailing laws of Islamic Republic of Pakistan.

- We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 180 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder.

Dated this _____ day of _____ 2026

Signature: _____

in the capacity of _____ duly authorized to sign Bids for and on behalf of

(Name of Bidder in Block Capitals)

(Seal)

Business Address: _____

Witness: _____

Signature: _____

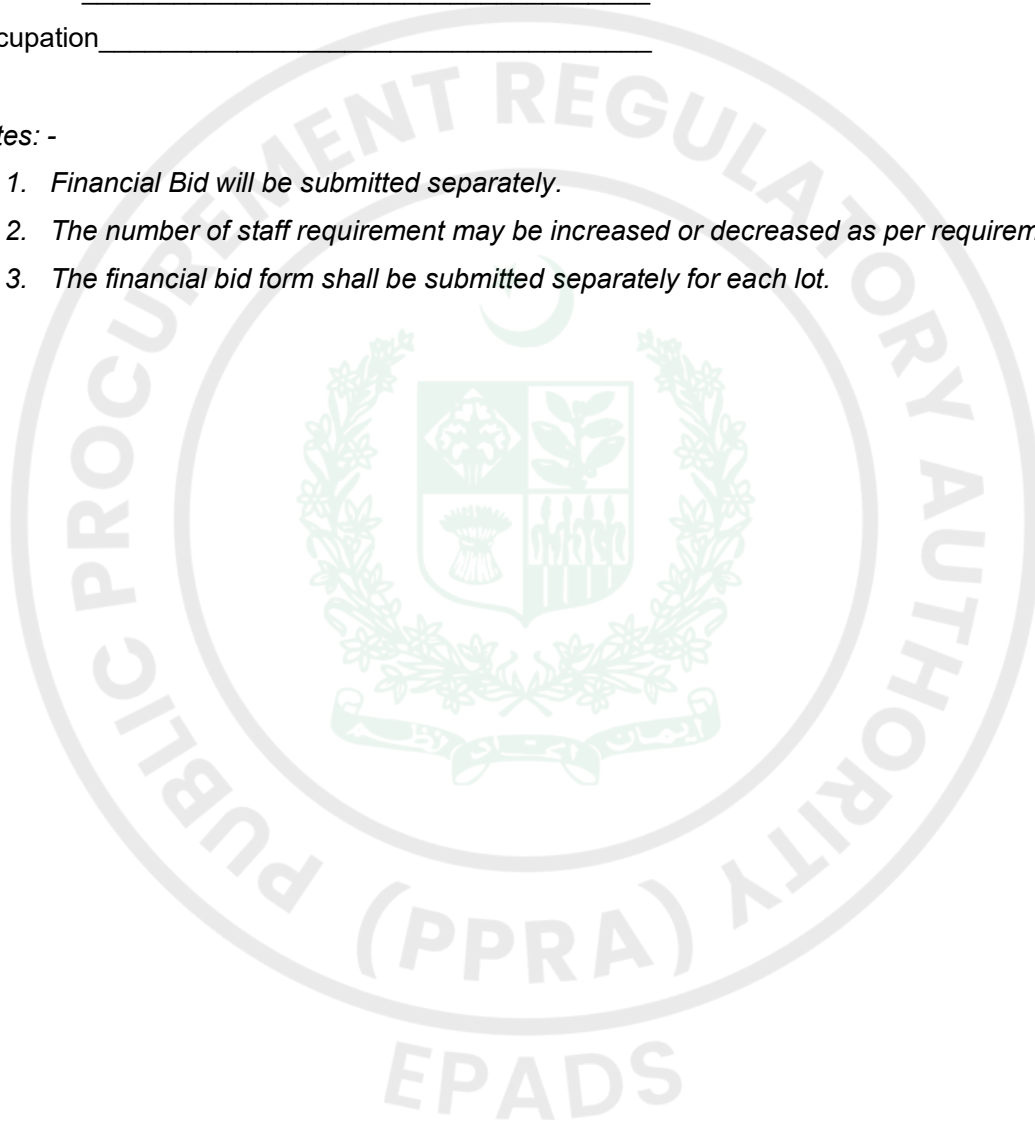
Name: _____

Address: _____

Occupation _____

Notes: -

1. *Financial Bid will be submitted separately.*
2. *The number of staff requirement may be increased or decreased as per requirement.*
3. *The financial bid form shall be submitted separately for each lot.*



7.7 Annex H – Letter of Financial Bid (LOT 2)

Janitorial Services for IT Park Islamabad.

To:

Manager Procurement
PSEB

Gentleman,

We, the undersigned, declare that:

1. Having examined the Bidding Documents, we offer to provide the Janitorial and Housekeeping Services for IT Park Islamabad, for the sum of PKR _____ as per the following Price Schedule:

Description of required Services	Position for the required Services	No. of Required Resource	Unit Rate	Applicable Taxes	Unit Rate incl. of Taxes	Rate (PKR)	
						Total/ Month	Annual Total
General Supervision	Janitorial Supervisor (Overall)	2					
Floor Supervision	Washroom / Toilet Attendant (Male) Along with Corridors (Floor 3 to 8)	6					
Management offices Cleaning	Washroom / Toilet Attendant (Female) Along with Corridors (Floor 3 to 8)	6					
Toilets Cleaning	Washroom / Toilet Attendant (Male) Along with Corridors	8					

	(Floor Ground to 2)						
Toilets Cleaning	Washroom / Toilet Attendant (Female) Along with Corridors (Floor Ground to 2)	8					
Reception Cleaning	Lobby & Reception Cleaner including lift lobbies	4					
Food Court Cleaning	Food Court/ Cafeteria	4					
Cleaning of Staircases	Staircases	2					
Cleaning of External Areas	External areas including Parking	2					
Cleaning of Basement	Basements (Parking)						
Total:						PKR	2
							2

Estimated Quantities

The quantities/number of janitorial personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

Cost Item / Description	Units	Quantities	Unit Rate	Applicable Taxes	Unit Rate incl. Tax	Rate (PKR)	Rate (PKR)
						Total / Month	Annual Sub-total
Routine Consumables							
Toilet Paper Rolls	Rolls	6000					
Hand Soap (Liquid)	Liters	500					
Air Fresheners/Odor Control	Units	500					
Plastic Bin Liners (Large)	Rolls	2000					
Plastic Bin Liners (Medium)	Rolls	3000					
Floor Cleaning Chemicals	Liters	1,440					
Toilet Cleaning Chemicals	Liters	500					
Glass/Window Cleaner	Liters	300					
Carpet Extraction Cleaning Solution	Liters	400					
Grease Trap Cleaning Chemicals	Liters	150					
Drain Cleaning Chemicals	Liters	200					
Floor Polish/Wax	Liters	150					
Insect Control (Pest Management)	Units	150					
Total:						PKR	

GRAND TOTAL IN WORDS (PKR):

*Sales tax and all other Taxes may vary by Govt. rules and shall be deducted as per actual without any extra cost.

Note:- The cost quoted by the Bidders shall include overheads, service charges and all applicable taxes on the Bidder under prevailing laws of Islamic Republic of Pakistan.

- We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 180 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder.

Dated this _____ day of _____ 2026

Signature: _____

in the capacity of _____ duly authorized to sign Bids for and on behalf of

(Name of Bidder in Block Capitals)

(Seal)

Business Address: _____

Witness:

Signature: _____

Name: _____

Address. _____

Occupation _____

Notes: -

4. *Financial Bid will be submitted separately.*
5. *The number of staff requirement may be increased or decreased as per requirement.*
6. *The financial bid form shall be submitted separately for each lot.*

7.8 Annex I – Letter of Financial Bid (LOT 3)

MEP Maintenance Services for IT Park Islamabad.

To:

Manager Procurement

PSEB

Gentleman,

We, the undersigned, declare that:

1. Having examined the Bidding Documents, we offer to provide the Janitorial and Housekeeping Services for IT Park Islamabad, for the sum of PKR _____ as per the following Price Schedule:

Description of required Services	Position for the required Services	No. of Required Resource	Unit Rate	Applicable Taxes	Unit Rate incl. of Taxes	Rate (PKR)	
						Total/ Month	Annual Total
Overall Supervision	Manager	2					
Electrical Supervision	Electrical Engineer	2					
Mechanical Supervision	Mechanical Engineer	2					
BMS Operations	BMS / Automation Engineer	2					
Maintenance of HVAC	HVAC Tech – Chiller & Water-Side	4					
Maintenance of HVAC	HVAC Tech – AHU & Air-Side	4					
Maintenance of HVAC	HVAC Tech – General (Fans/Splits)	8					
Maintenance of Electrical	Electrical Tech – Senior (HV/LV)	2					

Maintenance of Electrical	Electrical Tech – General Services	6					
Maintenance of Plumbing	Plumbing Tech – Pumps & Water	2					
	Plumbing Tech – Sanitary & Fixtures	4					
Maintenance of Fire equipment	Fire Safety Tech – Dampers & Extinguishers	2					
Helping Hand for Maintenance	MEP Helper	8					
CMMS Operator	Stores / CMMS Operator	2					
Operation of Lifts	Lift Operators	48					
Total:						PKR	

Estimated Quantities

The quantities/number of MEP technical personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

GRAND TOTAL IN WORDS (PKR):

*Sales tax and all other Taxes may vary by Govt. rules and shall be deducted as per actual without any extra cost.

Note:- The cost quoted by the Bidders shall include overheads, service charges and all applicable taxes on the Bidder under prevailing laws of Islamic Republic of Pakistan.

2. We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 180 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
3. The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder.

Dated this _____ day of _____ 2026

Signature: _____

in the capacity of _____ duly authorized to sign Bids for and on behalf of

(Name of Bidder in Block Capitals)

(Seal)

Business Address: _____

Witness:

Signature: _____

Name: _____

Address: _____

Occupation _____

Notes: -

7. *Financial Bid will be submitted separately.*
8. *The number of staff requirement may be increased or decreased as per requirement.*
9. *The financial bid form shall be submitted separately for each lot.*

7.9 Annex J – Letter of Financial Bid (LOT 4)

Horticulture/ Landscaping & Gardening Services for IT Park Islamabad.

To:

Manager Procurement

PSEB

Gentleman,

We, the undersigned, declare that:

1. Having examined the Bidding Documents, we offer to provide the Janitorial and Housekeeping Services for IT Park Islamabad, for the sum of PKR _____ as per the following Price Schedule:

Description of required Services	Position for the required Services	No. of Required Resource	Unit Rate	Applicable Taxes	Unit Rate incl. of Taxes	Rate (PKR)	
						Total/ Month	Annual Total
Supervision	Horticulturist / Supervisor	1					
On Ground Supervision	Head Gardener	1					
Plantation	Gardeners (Outdoor)	4					
Indoor Plantation	Indoor Plant Care Staff	2					
Helping Hands	Helpers / Mali	8					
						PKR	

Estimated Quantities

The quantities/number of horticulture/gardening personnel specified in the Price Schedule are estimated and indicative only and have been included solely for the purpose of bid evaluation. PSEB does not guarantee deployment of the stated quantities during the contract period.

PSEB reserves the right to increase or decrease the number of personnel, in whole or in part, during the contract period in accordance with its operational requirements. The successful bidder shall provide the additional personnel or accommodate any reduction at the same unit rates quoted in the Financial Proposal and accepted in the Contract. Payment shall be made only for the actual number of personnel deployed and duly certified by PSEB.

Any increase or decrease in the quantities shall remain within the original scope of the Contract, shall be subject to the availability of funds and approval of the Competent Authority, and shall be governed by the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of the Contract.

GRAND TOTAL IN WORDS (PKR):

*Sales tax and all other Taxes may vary by Govt. rules and shall be deducted as per actual without any extra cost.

Note:- The cost quoted by the Bidders shall include overheads, service charges and all applicable taxes on the Bidder under prevailing laws of Islamic Republic of Pakistan.

2. We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 180 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
3. The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder.

Dated this _____ day of _____ 2026

Signature: _____

in the capacity of _____ duly authorized to sign Bids for and on behalf of

(Name of Bidder in Block Capitals)

(Seal)

Business Address: _____

Witness:

Signature: _____

Name: _____

Address. _____

Occupation _____

Notes: -

- 10. Financial Bid will be submitted separately.*
- 11. The number of staff requirement may be increased or decreased as per requirement.*
- 12. The financial bid form shall be submitted separately for each lot.*



7.10Annex K – FORM OF PERFORMANCE SECURITY

(Bank Guarantee)

Guarantee No. _____

Executed on _____

Expiry date _____

(Letter by the Guarantor to the Client)

Name of Guarantor (Scheduled Bank in Pakistan) with address: _____

Name of Principal (Service Provider – insert awarded LOT: Security / Janitorial / MEP Operations & Maintenance / Horticulture) with address: _____

Penal Sum of Security (express in words and figures) _____

Letter of Acceptance No. _____ dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the _____ (hereinafter called the Client) in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the said Client, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Client's above said Letter of Acceptance for [insert awarded LOT services] for IT Park Islamabad.

NOW THEREFORE, if the Principal (Service Provider) shall well and truly perform and fulfil all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Client , with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfil all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made,

notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Remedying Defects, of Conditions of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defences under the Contract, do hereby irrevocably and independently guarantee to pay to the Client without delay upon the Client's first written demand without cavil or arguments and without requiring the Client to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Client's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to Client's designated Bank & Account Number.

PROVIDED ALSO THAT the Client shall be the sole and final judge for deciding whether the Principal (Service Provider) has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Client forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

Guarantor (Bank)

Witness:

1. _____

1. Signature _____

Corporate Secretary (Seal)

2. Name _____

3. Title _____

2. _____

(Name, Title & Address)

Corporate Guarantor (Seal)

7.11Annex L – INTEGRITY PACT

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH

RS. 10.00 MILLION OR MORE

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

..... [Name of Contractor] hereby declares that it has not obtained or

induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoP through any corrupt business practice.

Without limiting the generality of the foregoing, [name of 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, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. [Name of 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 declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [name of Contractor] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Name of Employer:

Signature:

Name of Contractor:

Signature:

[Seal]



Objective

The objective of this outsourcing initiative is to ensure efficient, reliable, and high-quality service delivery across all operational domains of the IT Park, thereby creating a safe, clean, and fully functional environment for tenants, visitors, and staff.

Bidders may participate in one, multiple, or all LOTs, depending on their expertise and capacity. However, separate technical and financial proposals must be submitted for each LOT. Each LOT will be evaluated independently, and contracts may be awarded to one or multiple bidders based on the evaluation results.

PSEB seeks to engage reputable service providers with proven track records, qualified personnel, and the capability to deliver services in accordance with defined Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

Invitation to Bid

Proposals are invited from reputable and qualified firms, companies, and service providers for the outsourcing of facility management services at IT Park Islamabad.

The required services are categorized under the mentioned LOTs:

Interested bidders may submit proposals for one, multiple, or all LOTs, depending on their expertise and capacity. However, separate technical and financial proposals must be submitted for each LOT. Each LOT will be evaluated independently, and contracts may be awarded to one or multiple bidders accordingly.

The procurement process will follow a single-stage, two envelope procedure comprising of:

- **Technical Proposal**
- **Financial Proposal**

Technical proposals will be evaluated first, and only the financial proposals of technically qualified bidders will be opened.

Detailed instructions regarding eligibility criteria, proposal preparation, submission requirements, evaluation methodology, and terms & conditions are provided in this RFP document.

Proposals must be submitted on EPADS. Late, incomplete, or non-compliant proposals shall not be considered.

The competent authority reserves the right to accept or reject any or all proposals, annul the bidding process at any stage, and/or reject all bids in accordance with applicable procurement rules.

Advertisement & Response Time: This RFP shall be advertised in accordance with Rule 12 and Rule 13 of the Public Procurement Rules, 2004, on the PPRA website and, where the estimated procurement value exceeds the prescribed threshold, in at least two national daily newspapers of wide circulation. The response time between the date of first advertisement and the bid submission deadline shall not be less than fifteen (15) days for national competitive bidding, calculated from the date of first publication in the newspaper where advertised in both print and electronic media, or from the date of posting on the PPRA website where advertised electronically only.

Note for All LOTs

1. Service providers shall operate 24/7/365 as required, ensuring continuous availability of services with adequate relief staff
2. Performance will be measured against Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) with financial penalties for non-compliance
3. Providers are responsible for training, uniforms, equipment, and consumables required to deliver services at international standards
4. All staff must wear proper uniforms, carry ID cards, and maintain professional conduct

Instructions to Bidders (ITB)

General Instructions

Bidders are advised to carefully read the complete RFP document and ensure full compliance with all requirements prior to submission of their proposals. Failure to furnish all required information or submission of a proposal not substantially responsive to the RFP may result in disqualification.

All costs associated with the preparation and submission of proposals shall be borne by the bidder. No claim for reimbursement of such costs shall be entertained.

The potential bidder should visit the site for the confirmation of the data provided prior to the submission of the proposal.

LOT-wise Participation

Bidders may apply for:

1. A single LOT, or
2. Multiple LOTs, or
3. All LOTs

However, the following conditions shall apply:

1. A separate technical proposal must be submitted for each LOT
2. A separate financial proposal must be submitted for each LOT

3. Each LOT will be evaluated independently
4. Award of contract may be made for one or multiple LOTs to a bidder based on evaluation results

Proposal Submission Procedure

Only those proposals will be entertained who applied through EPADS

<https://eprocure.gov.pk> Proposals shall be submitted under a single-stage, two envelope procedure as detailed below:

Technical Proposal

1. Cover Letter (on company letterhead)
2. Other required and supporting documents as required by the mandatory requirements and as specified in the technical and financial evaluation.

Financial Proposal

1. Cover Letter (Financial Offer)
2. Monthly Service Charges (PKR)
3. Detailed Cost Breakdown, including:
 - Manpower cost
 - Equipment cost
 - Consumables (if applicable)
 - Overheads
 - Taxes
4. Total Annual Contract Value

Financial proposal must be complete, clear, and without conditions. The price quoted will be considered inclusive of all applicable taxes.

NOTE: All required documents and supporting evidence shall be uploaded through the e-PADS portal. The complete submission shall be compiled into a single searchable PDF file, properly indexed with bookmarks and section separators to facilitate review and verification by the Evaluation Committee.

1. Submission Requirements
2. Single stage two envelope bidding process will be followed.
3. Bids shall be submitted electronically via the PPRA e-Procurement Portal (EPADS) at <https://epads.gov.pk>. Manual, email, or courier-based bid submissions shall not be accepted, except for the original bid security. In case of any disruption/failure in submitting the bid on E-Pad, PSEB shall not be held liable, since the E-PADS is owned and operated by PPRA. In case of any disruption observed on the day of bid opening due to any reason related to server/internet connectivity, the next working day shall be considered as the opening day for the same.
4. Assistance with EPADS registration or technical support may be obtained from:

PPRA EPADS Support Team

Director MIS, Room No. 109, 1st Floor, FBC Building, Sector G-5/2, Islamabad

Phone: 051-111-137-237.

1. The bids, prepared in accordance with the instructions in the bidding documents along with bid security instrument (Copy) & Proof of Eligibility documents as specified in bid documents in favor of the undersigned must be submitted through EPADS by **9th September, 2026 at 03:00 pm**. Technical bids only will be opened on the same day at **03:30 pm** at below mentioned address in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session.
2. The financial bids will be opened only of those bidders who qualifies in technical proposals evaluation. The opening of financial bids will be notified separately once technical evaluation has been completed. Please note that submission date and time shall be strictly adhered, and it will be bidders' responsibility to ensure the submission of bid before closing date and time.

Note: Original Bid Security instrument MUST BE submitted to the undersigned before closing hours of the bids submission time, otherwise the Bid will not be accepted. **Only those bids will be entertained who applied through EPADS <https://epads.gov.pk>**

1.
 1. Performance Guarantee

The successful bidder(s) shall be required to provide a Performance Guarantee equivalent to 10% of the contract amount (for each awarded LOT separately) in the form of Bank Guarantee, prior to signing of the agreement.

1. The Performance Guarantee shall remain valid throughout the contract period
2. Failure to submit the Performance Guarantee may result in cancellation of award of contract and forfeiture of bid security

Withdrawal of Bid

1. A bidder may withdraw the bid prior to the deadline for submission of bid as prescribed in these tender documents.
2. The bid security will be forfeited if a bidder withdraws the bid after the deadline of bid submission or during the period of bid validity or in the case of a successful bidder fails to sign/accept the Purchase Order/Contract.

Rejection of Proposals

Proposals may be rejected if:

1. Bid security has not been submitted as per the relevant clause.

2. Incomplete, conditional, or optional bids will be rejected forthwith.
3. Bids received after due date & time will not be accepted.
4. Bids failing to meet the eligibility / evaluation criteria.
5. Any noncompliance to the terms and conditions of bidding documents.
6. Company shall be disqualified if financial figures are mentioned in the technical proposal.
7. Redressal of Grievances

Any bidder aggrieved by a decision of the Procuring Agency at any stage prior to the entry into force of the procurement contract may lodge a written complaint. PSEB shall constitute an independent Grievance Redressal Committee (GRC), comprising officials not directly involved in the procurement, to consider and decide such complaints without institutional or external pressure, in accordance with Rule 48 of the Public Procurement Rules, 2004 and the Regulations for Redressal of Grievances, 2022. The GRC shall communicate its decision in writing within the period prescribed by the said Regulations. A bidder aggrieved by the decision of the GRC may file a formal appeal before PPRA within thirty (30) days of communication of the decision, under Rule 48(7), subject to the prescribed fee and procedure notified by the Authority.

Arbitration

Any dispute arising out of or in connection with the procurement contract, which cannot be resolved amicably between the parties, shall be referred to arbitration in accordance with the Arbitration Act, 1940 (or any successor legislation), as provided in the conditions of contract, in accordance with Rule 49 of the Public Procurement Rules, 2004. The seat of arbitration shall be Islamabad, and the arbitration proceedings shall be conducted in the English language.

- Compliance to the Instructions
- Quoted rates shall include all applicable GoP taxes otherwise all the prices quoted will be considered all taxes included.
- No cutting / overwriting of the offered prices will be accepted.

Strict Compliance of bidding documents, given Specifications and eligibility / qualification criteria.

Performance of Bidder.

In case of unsatisfactory or poor performance by the selected bidder, PSEB reserves the right to issue a Poor Performance Certificate, recording the specific grounds for such finding, after affording the bidder an opportunity to respond via a show-cause notice. Where a bidder's performance failure or breach of contract is established, and after exhaustion of the dispute-resolution/arbitration process provided in the contract, PSEB may initiate blacklisting or debarment proceedings in accordance with the Regulations for Mechanism for Blacklisting and Debarment of Bidders or Contractors, 2024, and the applicable provisions of the Public Procurement Rules, 2004. Any such blacklisting or debarment shall: (a) be limited to a period not exceeding three (3) years for contractual or performance failure, or up to ten (10) years where corrupt or fraudulent practice is established; (b) be communicated to PPRA together with

the grounds for the decision, for cross-debarment and publication; and (c) be subject to the bidder's right to file a review petition before PPRA within thirty (30) days of communication of the decision. PSEB also reserves the right to confiscate the bid security or performance guarantee of a bidder found in breach of its contractual obligations, in accordance with the terms of this RFP and the resulting contract.

General Terms and Conditions.

1. Bid security is confiscated and a Poor Performance Certificate issued if a selected bidder declines the Purchase Order/Contract;
2. Should the selected bidders decline to accept the Purchase Order/Contract, their bid security will be confiscated, and a poor performance certificate will be issued to vendor.
3. In the event of a discrepancy between the unit price and total price for any items quoted in the bid, the unit price of that/those items shall prevail and decision of PSEB in this regard shall be final.
4. Total Prices must align with the individual prices of all the items quoted and delivered.
5. Participating vendors are requested to abstain from all overt & covert activities that may arise any doubt or ambiguity in the tendering process and tender opening session.
6. **Execution Schedule:** The contractor / service provider is required to start the delivery of services after signing of contract.
7. **Basis for Extension & Cost Escalation:** The one-year extension and the associated 10% cost escalation are contract-management provisions of the original procurement and do not constitute a fresh procurement. Before any extension is exercised, PSEB shall record in the procurement file a written justification confirming: (a) the incumbent's performance has been satisfactory across the initial term, supported by performance reports/KPI records; (b) the extension and escalation rate were disclosed upfront in this RFP and the resulting contract, and were factored into bid evaluation; and (c) the extension does not, in substance, function as an unadvertised re-procurement of services beyond the scope, LOT, or value originally competed. This justification shall be approved by the competent authority prior to exercising the extension.
8. **Termination of Contract:** Either party can terminate contract for its convenience by giving a two months' notice period.
9. The employer reserves the right to terminate the contract if unsatisfactory services are provided for two consecutive months.
10. No consortium/Joint Venture will be entertained for LOT-1 (Security Services), LOT-2 (Janitorial Services), or LOT-4 (Horticultural/Landscaping Services); bids for these LOTs must be submitted by a single eligible firm in its own name. A Joint Venture (JV) of up to two (2) firms shall be permitted only for LOT-3 (Mechanical, Electrical & Plumbing – MEP – Operations & Maintenance), subject to the JV criteria below.
11. **JV Criteria (LOT-3 only):** Where a bidder for LOT-3 elects to bid as a Joint Venture, the following shall apply: (a) the JV shall comprise not more than two (2) firms, each holding a relevant, valid license/registration for the MEP discipline(s) it will perform (e.g., electrical, mechanical/HVAC, plumbing, or fire & safety systems); (b) the JV agreement/MOU, duly signed and notarized by all partners, must be submitted with the technical proposal, clearly identifying the lead partner and each partner's scope of work and equity share, with the lead partner having overall responsibility for contract

management; (c) all JV partners shall be jointly and severally liable for the full and satisfactory performance of the contract, and shall jointly execute the Integrity Pact, Bid Security, and Performance Guarantee; (d) each JV partner, including the lead partner, shall independently meet, in full, all mandatory eligibility criteria prescribed for LOT-3 — no JV partner's shortfall in any mandatory criterion may be offset by another partner's standing, as detailed under the LOT-3 eligibility criteria; for the Technical Evaluation scoring only (not the mandatory eligibility criteria), the JV partners' relevant experience (years of registration, project/contract experience, and similar technical scoring parameters) and financial strength (average annual turnover/revenues) shall be counted collectively/cumulatively across all JV partners, subject to each partner's contribution being clearly attributable and documented; (e) no JV partner may simultaneously bid individually, or as part of another JV, for LOT-3; and (f) sub-contracting of the awarded LOT-3 scope beyond the declared JV partners shall not be permitted without PSEB's prior written consent.

12. Bid security must remain valid for at least one eighty days (180) days from the date of bid submission.
13. PSEB may reject all the bids and cancel the invitation at any stage of bidding process as per PPRA rule 33.
14. The bidder shall be solely responsible for the payment and compliance of all statutory employment benefits for its personnel, including EOBI, gratuity, and any other obligations required under the applicable laws of Pakistan.
15. It shall be the responsibility of the selected firm to arrange all necessary materials, tools, equipment, and other essentials required for the execution of the scope of work/services for each LOT.
16. The potential bidder should visit the site for the confirmation of the data provided prior to the submission of the proposal.
17. Payments are monthly and LOT-wise; each invoice must be accompanied by a performance report, consumables report, SLA/KPI compliance report and attendance records; payment is subject to PSEB verification and certification; no advance payment is allowed; incomplete documentation delays payment; payments are subject to KPI-linked deductions; PSEB may withhold payment during disputes.

Selection Method

The evaluation of proposals shall be carried out on a Technically Responsive and Lowest Evaluated Price (Least-Cost Selection) basis, in accordance with Rule 38 of the Public Procurement Rules, 2004, whereby technical qualification is assessed on a pass/fail basis against a minimum technical score, and award among technically qualified bidders is made to the lowest evaluated financial bid.

- Technical Evaluation: Pass/Qualified. A minimum score of 70% (70 out of 100 marks) is required for each LOT.
- Financial Evaluation: Financial bids of only technically qualified bidders will be opened. No separate financial scoring/weightage will apply. The bidder offering the Lowest Evaluated Price for each LOT will be declared successful.

- Financial Proposal: Bidders shall submit the financial proposal using the prescribed forms in Annexures G, H, I and K, for the specific LOT(s) in which they intend to participate.

Each LOT shall be evaluated independently under this methodology.

The selected service providers will enter into a formal agreement with PSEB for an initial period of one (1) year, extendable for one (1) year based on satisfactory performance and mutual consent, and the cost will increase at a rate of 10% of the of previous year (contractual) amount or as per the decision of PSEB.

