

BIDDING DOCUMENT

***“PROVISION OF HOUSEKEEPING, JANITORIAL &
SUPPORT STAFF AT DRAP OFFICES”***

(Single Stage Two Envelop Procedure)

(Open Competitive Bidding)

Tender No. 05/2024

November 12th, 2024

INVITATION TO BID

PROVISION OF HOUSEKEEPING, JANITORIAL & SUPPORT STAFF AT DRAP OFFICES

Drug Regulatory Authority of Pakistan (DRAP), an autonomous body of the Federal Government established under DRAP Act, 2012, invites sealed bids from eligible firms/ companies/ suppliers registered with the Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for provision of housekeeping, janitorial & Support Staff at DRAP Offices located in Islamabad, Karachi, Lahore, Peshawar & Quetta using single stage-two envelope bidding procedure under the Public Procurement Rules, 2004 and e-Pak Procurement Regulations, 2023.

2. Bidding documents, containing detailed terms and conditions etc. are available at Public Procurement Regulatory Authority (PPRA)'s Online Portal e-Pak Acquisition and Disposal System (EPADS) as well as DRAP website i.e. www.dra.gov.pk for free download.
3. Bids prepared in accordance with instructions in the bidding documents, must be submitted through PPRA's Online Portal i.e. EPADS on or before 28th November 2024 at 11:00 AM. Bids will be opened the same day atleast 30 minutes after the closing time at DRAP Head Office, Prime Minister's Health Complex, Park Road, Islamabad in the presence of representatives of bidders, if they chose to attend the proceedings. This advertisement is available on PPRA Online Portal i.e. www.eprocure.gov.pk and DRAP website i.e. www.dra.gov.pk.
4. Only e-bids received through EPADS shall be accepted and bids submitted in printed form shall not be entertained.

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TENDER DOCUMENT / TERMS & CONDITIONS FOR HIRING
OF HOUSEKEEPING, JANITORIAL SERVICES FOR DRAP HEAD OFFICE & NCLB,
ISLAMABAD

1. INTRODUCTION

Drug Regulatory Authority of Pakistan (DRAP), hereinafter referred to as ‘the Authority, is an autonomous body of the Federal Government established under the DRAP Act, 2012 to provide for effective coordination and enforcement of Drugs Act, 1976 and to bring harmony in interprovincial trade and commerce of drugs and therapeutic goods. DRAP Headquarter is located at Prime Minister’s Health Complex, Park Road Islamabad.

2. INVITATION FOR BIDS

The Authority invites sealed tenders from reputed/ experienced firms duly registered with relevant Government Authorities/ Federal Board of Revenue for **“Provision of janitorial & support staff services including cleaning material and supplies at DRAP Headquarters located at:**

- i. NCLB (National Control Laboratory for Biologicals), Prime Minister’s Health Complex, Park Road, NIH Islamabad
- ii. DRAP HQ, FDSL, Prime Minister’s Health Complex, Park Road, NIH Islamabad
- iii. DRAP Field Office, 6-AR, Birdwood Road, Lahore
- iv. DRAP Field Office, 1st Floor, Benevolent Fund Building, Saddar Road, Peshawar
- v. Central Drugs Laboratory (CDL), Building No. IV, Block “B”, Sindhi Muslim Cooperative Housing Society, Karachi
- vi. DRAP Field Office, 2nd Floor, Building No IV, Block “B” Sindhi Muslim Cooperative Housing Society, Karachi
- vii. DRAP Field Office, 92-F, Satellite Town, Block-5, Near Chandni Chowk, Quetta

Single stage two envelope bidding procedure shall be used for preparation and submission of bids.

3. DEFINITIONS

3.1. "Procuring Agency" means the DRAP or any of its officer duly authorized to act on its behalf in matters pertaining to procurements.

3.2. “Bidder/Tenderer” means the interested Firm/ Company/ Supplier/ Distributor who submit its bid/ tender for provision of services to the procuring agency in accordance with this tender document;

3.3. "Authorized Representative" means a representative authorized by the bidder company to sign on its behalf the bids/ orders/ contracts or any other document submitted to the procuring agency.

3.4. "Contractor/ Vendor" means the bidder/ tenderer whose bid has been accepted and who is issued Letter of Acceptance for the specific service/ supply followed by signing of Contract.

3.5. "Client" means the Drug Regulatory Authority of Pakistan and its authorized officers dealing with janitorial services and maintenance of buildings.

3.6. "Contract" means the agreement entered into between the Procuring Agency and the Contractor.

3.7. "Commencement Date of Contract" means the date of signing of the Contract between the Procuring Agency and the Contractor.

3.8. "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

3.9. "Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract which is properly apportion-able to the Services in question.

3.10. "Day" means calendar day.

3.11. "Services" means the services provided / required under this tender document.

3.12. "Worker" means a person appointed by the bidder firm/ contractor to carry out the required services, who must be literate, physically fit and healthy and within the age bracket of 18-50 years of age as on the date of employment and fulfills the prescribed qualification, skills and experience etc.

3.13 "Place of Posting" means the area where the specific staff has been posted to provide services, in writing by the appropriate authority / client.

3.14 "Shift" the uninterrupted duration of eight hours beginning from 08:00 AM to 04:00 PM and 4:00 PM to 12:00 AM for day and night shifts, respectively.

4. Scope of Work

4.1. The successful bidder/ contractor will provide housekeeping services for external areas, internal common areas, offices, toilets & washrooms, lobbies, windows of all floors, staircases and other areas within the vicinity. Successful bidder / contractor shall also provide on demand human resource with job descriptions and services as mentioned below.

Housekeeping / Janitorial service includes but not limited to:

1. Daily continuous cleaning/mopping/sweeping of all floors, walls, handrails, main entrance, staircases, lobbies, lifts, walkways, glazed / aluminum panels, glass windows, panels of windows, partition glasses, fire hose cabinet's, toilets & washrooms, carpets etc. and other common areas with frequent interval of time as per site requirements.
2. Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices and common areas;
3. Supply and Maintenance of Dust Bins with garbage bags and collection of garbage from offices and all common areas and its disposal to main Municipality's collection point;
4. Spray of air fresheners in offices and common areas except holidays.
5. Removal of stains / dirt spots / marks etc.
6. Any other duty assigned by the client.

Gardener duty includes but not limited to:

1. Mowing/ Cutting/ leveling of grass on weekly basis to maintain lawn / green areas and beautification of buildings/ lawns.
2. Maintenance of Plants in soil, planters and pots including hedge cutting, timing tidying up on regular basis.
3. Watering plantation / grass / green areas on daily basis.
4. Provision of necessary equipment to the workers to carry out all the assigned tasks related to gardening.
5. Provision of necessary fertilizers / pesticides for maintenance of plants.
6. Any other duty assigned by the client.

Office Runner duties include but not limited to:

1. Manage communication by delivering DAK to internal / local offices / sections of DRAP while maintaining strict confidentiality of official record at all duty stages.
2. Assist in office tasks i.e. photocopy documents sorting, meetings and workshops etc.
3. Stay in office till the presence of officer concerned.
4. Making and serving tea and coffee, water etc. to the guests
5. Dusting of offices, furniture and fixture as per directions of the officer in-charge.
6. Any other duty assigned by the client.

Electrician & A.C technician duty includes but not limited to:

1. Look after electrical works of the office buildings.
2. Perform minor repair & maintenance of electrical equipment.
3. Should be well versed with A.C repair & maintenance having requisite skill certificate from the concerned Government institute.
4. Should be able to perform trouble shooting of A. Cs including minor repairs.
5. Perform effective troubleshooting to identify hazards or malfunctions of electrical installations.
6. Provision of essentially required equipment/ tools to carry out the assigned tasks.
7. Any other duty assigned by the client related to electrical & A.Cs.

Plumber duty includes but not limited to:

1. Install, repair, and maintain all plumbing related fixtures including pipes, valves, fittings, drainage systems, and other fixtures (such as sinks, toilets, and water heaters)
2. Perform routine inspections of plumbing and drainage systems, identifying and diagnosing plumbing problems using appropriate tools and techniques.
3. Provision of essentially required equipment to carry out the assigned tasks.
4. Ensure all work meets safety standards and follow best practices
5. Any other work assigned by the client related to plumbing.

Labor duty includes but not limited to:

1. Shifting of office equipment and record.
2. Perform labor related duties in offices.

3. Loading and Unloading of office record and maintenance of record rooms.
4. Assist the store keeper or building caretaker in smooth operations.
5. Provision of trollies and load lifting tools to the laborers.
6. Any other work assigned by the client.

Generator Operator duty includes but not limited to:

1. Operation & Maintenance support of Diesel fired Generators
 2. To operate the generators as per schedule, monitor its operations and take timely steps to sustain continuous power supply. Must remain available for auto and manual operations of generators during duty time to avoid power failures in offices.
 3. Troubleshoot and resolve minor technical issues related to generators
 4. Change oil and filters as needed
 5. Monitor fuel levels and ensure proper refueling procedures are followed.
 6. Conduct load tests and other diagnostic procedures to ensure generators are functioning properly.
 7. Respond to and address any emergency or unscheduled maintenance issues promptly.
 8. Maintain accurate records of generator performance and maintenance activities and maintain proper generator log books etc.
 9. Any other duty assigned by the client related to Generators.
- 4.2. The Contractor shall provide branded / best quality cleaning materials i.e. liquid cleaners, cleaning acids, detergents, air fresheners, and shall possess all necessary cleaning equipment/ tools for carrying the housekeeping services.
- 4.3. The Contractor shall ensure that all the toilets & washrooms are cleaned continuously on hourly basis including floors, walls, tiles, windows, dusting and cleaning of all sanitary fittings so as to keep these facilities in clean and hygienic condition.
- 4.4. The Contractor shall ensure the provision of Hand Napkins, Tissue Rolls and Liquid Soaps in all washrooms at its own expense.
- 4.5. The Contractor shall ensure that all public areas are cleaned continuously on daily/ regular basis.
- 4.6. The Contractor shall ensure spray of disinfectants in the toilet and urinals to kill bacteria / insects on weekly basis at its own expense.
- 4.7. The Contractor shall ensure general fumigation of offices and common areas on weekly basis at its own expense.
- 4.8. The Contractor shall ensure rodent control in offices twice a month at its own expense.
- 4.9. The Contractor shall provide 100% staff attendance on daily basis.
- 4.10. The Contractor shall provide 1x Supervisor at DRAP Islamabad for supervision of all kind of housekeeping and gardening work and other services mentioned herein.
- 4.11. The Contractor shall provide Office Runners for dusting of office furniture, equipment and other installations at NCLB, Islamabad as per requirement. All equipment, tools etc. shall be provided by the Contractor as per attached schedule of requirement.

4.12 The Contractor shall provide Gardner for grass cutting and maintenance of Plantation/ lawns at offices as per requirement. All equipment, tools etc. shall be provided by the Contractor.

4.13. The Contractor shall provide plumbers & electricians, at DRAP Islamabad, NCLB Islamabad & DRAP Karachi, for routine repair & maintenance service of plumbing and electrical installation at DRAP Islamabad & NCLB, Islamabad. The workers to be detailed must have necessary skills and experience in their respective trade.

4.14. The Contractor must possess and shall provide its workers the required machinery and equipment required to carry out activities mentioned in the scope of work.

4.15. The Contractor shall be responsible for any damage to the property caused during cleaning and housekeeping activities.

4.16. The Contractor shall comply with the following conditions of service:

1. The workers as well as the Contractor shall adhere to all policies and norms specified by the client.
2. The Contractor shall adhere to all applicable laws including labor laws, worker's protection laws and any other relevant law.
3. The Contractor shall ensure to hire qualified staff as per tender document.
4. The Contractor shall submit the copy of CNIC, One Photograph, qualification / skill certificate in case of plumber, electrician and generator operator along with police verification certificate in respect of each worker.

5. DRESS CODE

Minimum two (02) pairs of neat and clean uniforms and shoes per year must be provided to each worker by the Contractor Firm which must be worn by the workers during working hours as per following:

Winter:

Company logo Shirts, Trousers, Jersey, Shoes

Summer:

Company logo Shirts, Trousers, Shoes

5.2. Contractor will provide the above mentioned Uniform to all its staff during their work hours at DRAP Offices and will also ensure provision of separate/ different colored uniforms to Janitorial staff from the other support staff in order to distinguish between them.

6. GENERAL CONDITIONS

6.1. The Client at its discretion can increase / decrease the number of workers, on already approved tender rate and on the same terms & conditions, on the request of relevant Incharge in case of emergencies. Verbal intimation would be followed by immediate written request mentioning therein the circumstances / reasons for increase of workers.

6.2. In case number of workers increased/ decreased upon directives of the Client, the payment shall be made/ adjusted on the already approved tender rates.

6.3. The Contractor shall ensure the attendance of workers, strictly in accordance with agreement/ Terms and Conditions of tender and shall submit with the invoice/ bill the monthly attendance report of staff duly verified by the client.

6.4. The Contractor shall be liable to provide the required strength of workers at site including replacement of absent workers, failing which, the Client shall reserve the right to deduct proportional service charges of absent workers in addition to any penalty as may be imposed under the agreement/ tender document.

6.5. The Contractor will provide physically fit workers of sound health within the age bracket of 18-40 years' age and ensure that each worker must have following documents while on duty: -

1. Attested photocopy of NADRA Computerized ID Card.
2. Original Service Card issued by Contractor.

6.6. The agreement shall be effective from date of signing and shall continue to be in force for a period of one year unless terminated in accordance with the provisions of tender documents. The contract agreement can be extendable with mutual consent for a further period of one year on satisfactory performance on the same rates.

6.7. The Contractor firm shall be responsible to cover all financial costs of workers, including payment of salary and compensation to the workers as per government approved wages and all type of taxes and levies whether acquired through collective bargaining or otherwise and all the expenditure for providing allied services and the client shall have no responsibility other than contract price to be paid to the contractor. If the Contractor firm is found to be paying salary to the workers below minimum wage approved by the government, the Client shall have the right to terminate the contract without notice and blacklist the Contractor firm for future government contracts.

6.8. Any increase or decrease in any levies or rates imposed by the Government/CBA, wages and/or salaries', fluctuation in market rates of equipment, materials etc. during the currency of this agreement shall be on the Contractor Firm's account and no claims for such increase shall be entertained by the Authority.

6.9. Any taxes/duties already in place or levied by the Government during the currency of the agreement will be on Contractor Firm's account and no claim shall be entertained by the Authority. If during the subsistence of this agreement or any renewal thereof any excess tax charges or surcharge is levied in respect of the services which are subject of this agreement, by the Federal, Provincial or Local Government. Such excess tax charges or surcharge, as the case may be, shall be payable by the Contractor Firm.

6.10. The Contractor Firm's will keep the Authority free of any liability for the cause of compensation/ legal course, if any employee of the firm claims in case of their injury, death etc.

6.11. Any claims of injuries, loss of limb or life of labor and other workers engaged/employed by the Contractor Firm for operations under this agreement or work connected directly or indirectly

with the agreement shall be settled and paid by the Contractor Firm. The Authority shall in no way be responsible for any compensation in this regard.

6.12. One-month prior notice in writing mentioning valid reason shall be served by either party for termination of contract. Upon the termination of this agreement the Contractor Firm shall be permitted to remove all its apparatus and equipment which may have been placed in the premises.

6.13. The Authority shall make the payment to the Contractor Firm on monthly basis after submission of bill in detail with attendance sheet with name of workers duly countersigned by client.

6.14. In case of any dispute or difference arising between the parties hereto relating to the interpretation or effect of any clause of this Agreement, the same shall be referred to Chief Executive Officer, Drug Regulatory Authority of Pakistan or his nominee as sole arbitrator and his decision shall be final and binding upon the parties hereto.

6.15. The Contractor Firm shall be responsible to complete all documentation, if notified from time to time.

6.16. The Contractor Firm shall possess minimum 05 years' relevant experience of providing Janitorial / Housekeeping and support Services to reputed organization including at least three clients of Public Sector Organizations and/ or private sector registered Companies.

6.17. Affidavit to the effect that there was no previous litigation of the contractor or his employees with Drug Regulatory Authority of Pakistan

6.18. Affidavit to the effect that the contractor has not been blacklisted by any Government Department/ Autonomous Body/ Corporation etc.

6.19. The Contractor Firm must have demonstrated financial soundness and human resource capacity to execute the assignment without any dependence on external sources i.e. capability to pay atleast **three-months' salary** of the deputed staff from its own resources and detail required number of workers at the client offices on demand.

6.20. The selected firms will provide services within 15 days from receipt of supply orders. If services are not provided in due time, a fine of 0.5% of bid value per day will be charged to the firm. If provision of services is delayed beyond 30 days from receipt of work order, the earnest money will be confiscated and bid of the firm will be cancelled.

6.21. Earnest money of unsuccessful bidder will be returned at the end of tender process and earnest money of successful bidder will be converted into performance guarantee and will be retained till validity of contract period, which will be returned, subject to deductions, if any, at conclusion of the contract.

6.22. Bidder(s) not 'active' on active tax payer list of FBR are not eligible to apply. Firm(s) blacklisted by any government organization under PPRA Rules are also not eligible for participation.

6.23 Bidder shall also provide following attested experience / skills certificate / diplomas from Govt. or private institutions in respect of skilled workers:

S.No.	Description of Staff	Required qualifications and experience/ skills etc.
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1.	Supervisor	Minimum 05 years' experience in support staff administration
2.	Housekeeping / Janitorial Workers	-
3.	Plumber	Attested copy of certificate / diploma in relevant skill with minimum 03 years' experience
4.	Electrician & A.C Technician	Attested copy of certificate / diploma in relevant skill with minimum 03 years' experience
5.	Office Runner	Matric Pass Certificate
6.	Gardner	Knowledge & Experience of Gardening and Horticulture
7.	Generator Operator	Attested copy of certificate / diploma in relevant skill with minimum 03 years' experience
8.	Labor	-

7. REQUIREMENT OF JANITORIAL STAFF

7.1. The Contractor Firm shall commence services at DRAP offices immediately after issuance of letter of award/ signing of contract as per following deployment plan or as may be demanded in writing:

7.1.1 DRAP HQ, FDSL, Prime Minister's Health Complex, Park Road, NIH Islamabad

DAY SHIFT (8:00 AM to 4:00 PM)

S.No.	Description of Staff	Required qualifications and experience/ skills etc.	No. of Staff
1.	Supervisor		01
2.	Housekeeping / Janitorial Workers		09 08-Male 01-Female
3.	Plumber		01
4.	Electrician & A.C Technician		01
5.	Office Runner		12
6.	Gardner		01
7.	Generator Operator		01

8.	Labor		On demand
Total Staff			26

NIGHT SHIFT (04:00 PM to 12:00 AM)

S.No.	Description of Staff	No. of Staff
1.	Electrician & A.C Technician	01
2.	Generator Operator	On Demand
Total Staff		01

NCLB (National Control Laboratory for Biologicals), Prime Minister's Health Complex, Park Road, NIH Islamabad

DAY SHIFT (8:00 AM to 4:00 PM)

S.No.	Description of Staff	No. of Staff
1.	Housekeeping / Janitorial Workers	06 05-Male 01-Female
2.	Plumber	01
3.	Electrician & A.C Technician	01
4.	Office Runner	8
5.	Gardner	01
6.	Generator Operator	01
7.	Labor	On demand
Total Staff		18

NIGHT SHIFT (04:00 PM to 012:00 AM)

S.No.	Description of Staff	No. of Staff
1.	Electrician & A.C Technician	01
Total Staff		01

7.1.2 DRAP Office, 6-AR, Birdwood Road, Lahore

DAY SHIFT (8:00 AM to 4:00 PM)

S.No.	Description of Staff	No. of Staff
1.	Housekeeping / Janitorial Workers	04 03-Male 01-Female

2.	Plumber	01
3.	Electrician & A.C Technician	01
4.	Office Runner	On Demand
5.	Generator Operator	01
6.	Labor	On demand
Total Staff		08

7.1.3 Central Drugs Laboratory (CDL), Building No. IV, Block “B”, Sindhi Muslim Cooperative Housing Society, Karachi

DAY SHIFT (8:00 AM to 4:00 PM)

S.No.	Description of Staff	No. of Staff
1.	Supervisor	01
2.	Housekeeping / Janitorial Workers	08 07-Male 01-Female
3.	Plumber	01
4.	Electrician & A.C Technician	01
5.	Office Runner	02
6.	Generator Operator	01
7.	Labor	On Demand
Total Staff		14

NIGHT SHIFT (04:00 PM to 12:00 AM)

S.No.	Description of Staff	No. of Staff
1.	Electrician & A.C Technician	01
2.	Generator Operator	01
Total Staff		02

DRAP, 2nd Floor, Building No IV, Block “B” Sindhi Muslim Cooperative Housing Society, Karachi

DAY SHIFT (8:00 AM to 4:00 PM)

S.No.	Description of Staff	No. of Staff
1.	Housekeeping / Janitorial Workers	04 03-Male

		01-Female
2.	Plumber	01
3.	Electrician & A.C Technician	01
4.	Office Runner	02
5.	Generator Operator	01
6.	Labor	On demand
Total Staff		09

7.1.4 **1st Floor, Benevolent Fund Building, Saddar Road, Peshawar**

DAY SHIFT (7:00 AM to 5:00 PM)

S.No.	Description of Staff	No. of Staff
1.	Housekeeping / Janitorial Workers	02 02-Male
2.	Plumber	On Demand
3.	Electrician & A.C Technician	On demand
4.	Office Runner	02
5.	Labor	On demand
Total Staff		04

7.1.5 **92-F, Satellite Town, Block-5, Near Chandni Chowk, Quetta**

DAY SHIFT (7:00 AM to 5:00 PM)

S.No.	Description of Staff	No. of Staff
1.	Housekeeping / Janitorial Workers	01 01-Male
2.	Office Runner	02
3.	Electrician & AC Technician	On Demand
4.	Plumber	On Demand
5.	Labor	On Demand
Total Staff		03

7.2 The bidders may visit the offices during office time i.e. 08:30 AM to 04:30 PM from 11.11.2024 to 22.11.2024 before submitting their bids for desired locations.

8. GUIDELINES FOR PREPARATION & SUBMISSION OF BIDS

8.1. The bids shall follow single stage two envelopes and each envelop shall contain separately the ‘financial proposal’ and the ‘technical proposal’. The bidders shall submit their bids through EPADS and send the tender document in hard to this office.

8.2 The firm / bidder shall submit its bid separately for Islamabad, Karachi, Lahore, Peshawar & Quetta Offices respectively and the firm should have its office establishment at the place/ station where provision of services is applied in the bid.

8.3. Each financial bid should accompany with the amount of earnest money (refundable) which is 350,000/- (Three Hundred and Fifty Thousand Only) payable in the form of bank draft or pay order from any scheduled bank in favor of Drug Regulatory Authority of Pakistan Islamabad.

8.4. The firms must clearly attach the following mandatory documents as checklist with the technical bid and non-submission of any document will result into rejection of technical bid of the firm:

a) Company profile

b) Income Tax & General Sales Tax Registration Certificate (Active Status)

c) Income Tax Returns of the firm for last three years

d) List of Permanent Technical and Managerial Staff of the firm/ company.

e) Proof of experience of the firm with previous clients as per clause 6.16 i.e. experience letters or copies of work orders or contract agreement.

f) An affidavit on stamp paper in favor of DRAP to the effect that the bidder firm has never been blacklisted by any government department and it is not involved in litigation with DRAP/ Government of Pakistan as per clause 6.17 and 6.18.

g) An affidavit on stamp paper to the effect that the bidder firm have sound financial capacity to pay at least **three-month salary** timely to the deputed workers and bear all other expenses of services as per contract, to be signed by the CEO/ CFO or Managing Partner (**Annex-I**)

h) A signed copy of tender document ascertaining that the bidder has read and agreed to all terms and conditions of the tender.

8.5. Financial Bid / Financial Proposal shall be submitted in the same format as given in (**Annex-III**) of this document which must accompany with the earnest money as per Para 8.3 above i.e. 350,000/- in favor of Drug Regulatory Authority of Pakistan, Islamabad.

8.6. Bid Security must be attached with the technical proposal and hard copy must be sent to “Deputy Director (Procurement, Project & Logistics) DRAP Islamabad”.

9. EVALUATION OF BIDS

The bids will be evaluated in accordance with the prescribed evaluation criteria. Technical bids obtaining minimum 70% marks in technical evaluation criteria will be considered as technically responsive bids and such bids will qualify for financial evaluation. Bids that did not obtain minimum 70% marks in technical evaluation will be declared as non-responsive and will be rejected. Financial bids will be considered on the basis of lowest bid price/ most advantageous bid as per PPRA Rules.

9.2. EVALUATION CRITERIA FOR TECHNICAL & FINANCIAL BIDS

The qualifying score out of 100 is 70% of the total Marks, obtained on evaluation criteria stated below:

S.NO	Evaluation Parameter	Max. Marks	Marks Obtained
1.	Profile of the Firm	10	
2.	Permanent technical and managerial staff having relevant qualifications & experience (Attach attested copies of certificates / diplomas / experience as per clause 6.23) Workforce more than 100 = 20 marks Workforce more than 50 but less than 100 = 10 marks Workforce more than 10 but less than 50 = 05 marks	20	
3.	Previous similar experience of the firm/ company More than 20 years' experience = 20 Marks More than 15 years' experience = 15 Marks More than 10 years' experience = 10 Marks	20	
4.	Number of similar contracts executed with public sector organizations 05 or more contracts = 20 Up to 04 contracts = 10 marks Up to 02 contracts = 05 marks	20	
5.	Income tax returns (Slab/ceiling of income tax paid during last 03 years) 1. More than three million (20 Marks) 2. One to three Million (10 Marks) 3. Less than one million (05 Marks)	20	
6.	Requisite affidavit on stamp paper for non-blacklisting of the firm/ company	05	
7.	Requisite affidavit on stamp paper to the effect that the bidder firm have sound financial capacity to pay at least three-months' salary to the deputed workers	05	

Note: All necessary documents i.e. profile of firm, list of technical and managerial staff, previous similar experience, details of similar contracts with public sector, income tax returns

for last 3 years, requisite affidavits etc. in support of evaluation parameters above must be attached with the technical bid.

9.3. Most advantageous bid i.e. technically responsive bid having quoted the lowest bid price in PKR for each location separately as per clause 8.2 & 7.1 above will be considered for acceptance and letter of acceptance will be issued accordingly. The financial bid for the offices / locations must be submitted as per **Annex-III** of the tender document.

9.4. The successful bidder for each office / location separately will be required to sign the contract agreement as per prescribed format for one year from date of contract within seven days of issuance of letter of acceptance.

9.4 Supply order for provision of number of support staff may be increased or decreased at the discretion of client however, the rate quoted in financial bid shall remain same and will not be changed for the duration of contract.

10. PENALTY

10.1. In case the bidder fails to sign the contract agreement within seven days of the issuance of letter of acceptance, the procuring agency will cancel the letter of acceptance and forfeit the bid security/ performance guarantee of the firm/ company. In such situation, the procuring agency will consider the next most advantageous bid of next lowest company/ firm.

10.2. In case of non-placement of required number of workers, the Authority has the right to deduct the amount of actual wage of the absent workers for each absence from the monthly bill of Contractor Firm.

10.3. In case of any damage/loss to the Authority due to negligence of workers, the amount of damage/ loss shall be recovered from the Contractor's bill. For determination of liability, a three-member committee to be nominated by CEO DRAP will give its findings to be considered by the management of the Authority to take appropriate measures. The decision of the Authority in this regard shall be binding on the Contractor Firm.

10.4. Besides penalty, the Authority can take appropriate action against the contractor, which may include the suspension of contract and blacklisting of the contractor in accordance with the public procurement rules on account of loss due to negligence of employee of Contractor Firm or otherwise failure of the company to discharge its obligations in accordance with this contract.

10.5. In case of any theft/damage caused by the contractor staff at premises of Client's offices, the Contractor Firm will be held responsible to pay the entire losses to the Authority as determined by the Client/ its Committee.

10.6. In case of absence of any worker from his place of duty more than three days in a month, the Authority reserve the right to deduct the whole or partial salary in respect of such worker in addition to other penalty as deem appropriate.

10.7. In case of placement of inefficient workers/ placement of over-aged workers, lethargic workers, workers without proper uniform, the Authority reserve the right to deduct the whole or partial salary for such worker in addition to other penalty as deem appropriate.

11. PAYMENT

11.1. 100% payment will be made after completion of each month.

11.2. The Contractor Firm is required to submit the following documents along with bill: -

1. Invoice with covering letter, both duly signed and stamped by authorized officer
2. Attendance sheet of the workers daily and monthly duly verified by the site Incharge.
3. Copy of any/all correspondence made with the Authority or any other agency/ person/ organization during that month regarding this contract.
4. Any other details/documents, if required by the Authority.
5. Evidence / support of all claims in bills.
6. List of deputed workers along with their cell numbers/ CNIC number and present address.

11.3. Payment shall be made through crossed Cheque and online bank transfer in the name of Contractor firm, within two or three weeks after receipt of bills from the Contractor Firm. Contractor Firm is required to provide all the relevant and complete documents properly for early processing of the bill by 5th of the next month. If the bill is submitted later than 5 days, the payment due on 15th to the said month may also get accordingly delayed. The Authority requires at least 15 days for processing of payment.

11.4. All applicable taxes and penalties shall be deducted at source from monthly invoice.

12. ARBITRATION

12.1. In case of any difference or dispute arising between the parties during the contract period, the matter shall be referred for resolution to the Chief Executive Officer, Drug Regulatory Authority of Pakistan whose decision shall be final and binding on both the parties.

13. BASIS OF OFFERS/ PRICE

13.1. For placement of Janitorial staff and allied services, the rates shall be quoted in Pak Rupees, category wise per personnel and shall be inclusive of all taxes.

14. VALIDITY OF BIDS

14.1. The bids shall remain valid for a period of 90 days w.e.f. the date of opening of financial bids. However, on acceptance of bid, the rates of successful bidder shall remain valid for the entire period of contract without any claim for escalation.

14.2. The bids validity period can be extended with mutual consent. If any bidder does not agree to extend validity period, his bid will be treated as withdrawn and the remaining valid bids will be considered.

Annexure-I

ON STAMP PAPER

UNDERTAKING

I/We hereby undertake on behalf of M/S _____ (the bidder company) and give firm assurance to Drug Regulatory Authority of Pakistan (Government of Pakistan) that M/S _____ (the bidder company) is financially sound to pay the salaries of deputed workers and other related expenses for at least three months, if payment is delayed by the Authority (DRAP) due to any unavoidable circumstances or bills are not verified by the bidder company in due time as the case may be.

SIGN & SEAL OF CEO/Director

Name: _____

CNIC # _____

FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day of _____ 2024 between “Drug Regulatory Authority of Pakistan (DRAP), Islamabad” (hereinafter referred to as the Authority) of one part, and “M/S _____” having its offices at _____ (hereinafter referred to as the Contractor) of the other part.

WHEREAS the Authority is desirous of availing the Janitorial Services/ support staff / supply of material and equipment of the Contractor as per rates/ terms & conditions contained in the letter of acceptance/ tender documents/ financial bid and the contractor has accepted to provide the said services/ security personnel/ equipment as per scope, rates and terms & conditions contained in letter of acceptance/tender documents for one-year w.e.f _____ to _____.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as integral part of this agreement, viz:

a) Contract agreement

b) The letter of acceptance

c) Tender documents

d) The signed bids

1. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies, shall take precedence in the order set out above.
2. In consideration of the payment to be made by the Authority to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Authority to provide janitorial services in conformity in all respects with the provision of the Contract.
3. The Authority hereby covenants to pay to the Contractor in consideration of the services the amount due in accordance with the provisions of the contract.
4. In witness whereof, the parties hereto have caused their respective Common Seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

Sign & Seal on behalf of Contractor	Sign & Seal on behalf of Employer
Name: _____	Name: _____
Designation: _____	Designation: _____
Date _____	Date _____

Annexure -III

DRUG REGULATORY AUTHORITY OF PAKISTAN

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FINANCIAL BID/PROPOSAL FORM

Name of Firm/Supplier: _____

Bid for office / location: DRAP HQ & NCLB, PRIME MINISTER'S HEALTH COMPLEX,
NIH, PARK ROAD, ISLAMABAD

Bid Security Draft No. _____ Amount. _____ Dated: _____

Sr.	Description	Unit Rate Per month	Quantity	Total Cost per Month	Total Cost for Year
1.	Provision of Supervisor		01		
2.	Provision of House Keeping / Janitorial Staff		15 13 - Male 02 - Female		
3.	Provision of Plumber		02		
4.	Provision of Electrician & A.C Technician		02		
4.	House Keeping Services including supplies of toiletries and materials as per Scope of Work in tender documents		-		
5.	Office Runner		25		
6.	Gardener		02		
7.	Generator Operator		02		

8.	Labor		On demand		
			SUB-TOTAL		
9.	Provision of Electrician & A.C Technician		02		
10.	Provision of Generator Operator		02		
			Sub Total		
			Grand Total		

Total Rs: _____ (in figures) _____ (In words)

Name: _____

Signature: _____

Date: _____

Stamp: _____

Note: ***Prospective Bidders are encouraged to visit/Inspect DRAP & NCLB premises before quoting the Cost/Price.***

No overwriting/cutting allowed. Entries may be preferably typed.

DRUG REGULATORY AUTHORITY OF PAKISTAN

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FINANCIAL BID/PROPOSAL FORM

Name of Firm/Supplier: _____

Bid for office / location: DRAP OFFICE, 6-AR, BIRDWOOD ROAD, LAHORE

Bid Security Draft No. _____ Amount. _____ Dated: _____

Sr.	Description	Unit Rate Per month	Quantity	Total Cost per Month	Total Cost for Year
1.	Provision of House Keeping / Janitorial Staff		04 3 - Male 1 - Female		
2.	Provision of Plumber		01		
3.	Provision of Electrician & A.C Technician		01		
4.	House Keeping Services including supplies of toiletries and materials as per Scope of Work in tender documents		-		
5.	Office Runner		02		
6.	Generator Operator		01		
7.	Labor		On demand		
GRAND TOTAL					

Total Rs: _____ (in figures) _____ (In words)

Name: _____

Signature: _____

Date: _____

Stamp: _____

Note: ***Prospective Bidders are encouraged to visit/Inspect DRAP LAHORE premises before quoting the Cost/Price.***

No overwriting/cutting allowed. Entries may be preferably typed.

DRUG REGULATORY AUTHORITY OF PAKISTAN

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FINANCIAL BID/PROPOSAL FORM

Name of Firm/Supplier: _____

Bid for office / location: DRAP KARACHI, 2ND FLOOR, BUILDING NO IV & CENTRAL DRUGS LABORATORY (CDL), BUILDING NO. IV, BLOCK "B", SINDHI MUSLIM COOPERATIVE HOUSING SOCIETY, KARACHI

Bid Security Draft No. _____ Amount. _____ Dated: _____

Sr.	Description	Unit Rate Per month	Quantity	Total Cost per Month	Total Cost for Year
1.	Provision of Supervisor		01		
2.	Provision of House Keeping / Janitorial Staff		14 12 - Male 02 - Female		
3.	Provision of Plumber		02		
4.	Provision of Electrician & A.C Technician		02		
4.	House Keeping Services including supplies of toiletries and materials as per Scope of Work in tender documents		-		
5.	Office Runner		10		

7.	Generator Operator		02		
8.	Labor		On demand		
			SUB-TOTAL		
9.	Provision of Electrician & A.C Technician		01		
10.	Provision of Generator Operator		01		
			Sub Total		
			Grand Total		

Total Rs: _____ (in figures) _____ (In words)

Name: _____

Signature: _____

Date: _____

Stamp: _____

Note: ***Prospective Bidders are encouraged to visit/Inspect DRAP & CDL KARACHI premises before quoting the Cost/Price.***

No overwriting/cutting allowed. Entries may be preferably typed.

DRUG REGULATORY AUTHORITY OF PAKISTAN

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FINANCIAL BID/PROPOSAL FORM

Name of Firm/Supplier: _____

Bid for office / location: 1ST FLOOR, BENEVOLENT FUND BUILDING, SADDAR ROAD,
PESHAWAR

Bid Security Draft No. _____ Amount. _____ Dated: _____

Sr.	Description	Unit Rate Per month	Quantity	Total Cost per Month	Total Cost for Year
PROPOSAL FOR DRAP PESHAWAR					
DAY SHIFT (08:00 AM to 04:00 PM)					
1.	Provision of House Keeping / Janitorial Staff		04 04 - Male		
2.	Provision of Plumber		01		
3.	Provision of Electrician & A.C Technician		01		
4.	House Keeping Services including supplies of toiletries and materials as per Scope of Work in tender documents		-		
5.	Office Runner		04		
6.	Labor		On demand		
GRAND TOTAL					

Total Rs: _____ (in figures) _____ (In words)

Name: _____

Signature: _____

Date: _____

Stamp: _____

Note: ***Prospective Bidders are encouraged to visit/Inspect DRAP PESHAWAR
premises before quoting the Cost/Price.***

No overwriting/cutting allowed. Entries may be preferably typed.

DRUG REGULATORY AUTHORITY OF PAKISTAN

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FINANCIAL BID/PROPOSAL FORM

Name of Firm/Supplier: _____

Bid for office / location: 92-F, SATELLITE TOWN, BLOCK-5, NEAR CHANDNI CHOWK,
QUETTA

Bid Security Draft No. _____ Amount. _____ Dated: _____

Sr.	Description	Unit Rate Per month	Quantity	Total Cost per Month	Total Cost for Year
1.	Provision of House Keeping / Janitorial Staff		01 01 - Male		
2.	House Keeping Services including supplies of toiletries and materials as per Scope of Work in tender documents		-		
3.	Office Runner		02		
4.	Labor		On demand		
GRAND TOTAL					

Total Rs: _____ (in figures) _____ (In words)

Name: _____

Signature: _____

Date: _____

Stamp: _____

Note: ***Prospective Bidders are encouraged to visit/Inspect DRAP QUETTA premises
before quoting the Cost/Price.***

No overwriting/cutting allowed. Entries may be preferably typed.