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.pkProposals 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:
    - Manpwer cost
    - Equipment cst
    - Cnsumables (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.