

Standard Bidding Document

Procurement of Janitorial Services for NADRA RHO Quetta and Its Office (Non-Consultancy Services)

National

Single Stage-Two Envelope



October 30, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

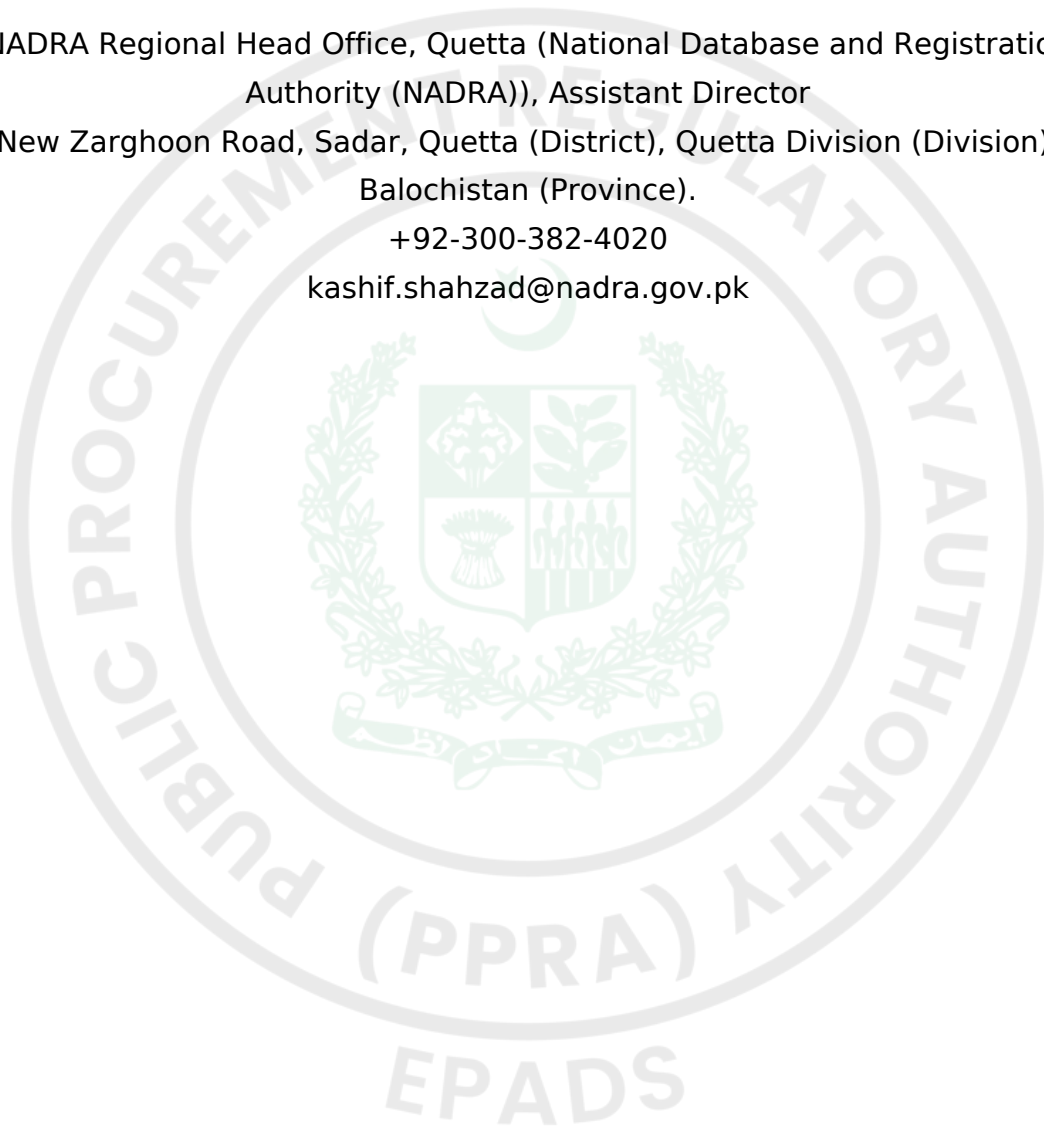
1. The **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA))** has reserved Funds for the procurement planned for FY **2026-27**. The **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the **"Procurement of Janitorial Services for NADRA RHO Quetta and Its Office"** with the reference of **"P156000"**
2. The **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA))** 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, 2026 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 **Call at Deposit, Bank Guarantee** 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/156000>**.
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 **Tuesday, November 10, 2026 11:00 AM**. E-bids will be opened on the same day at **Tuesday, November 10, 2026 11:30 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new

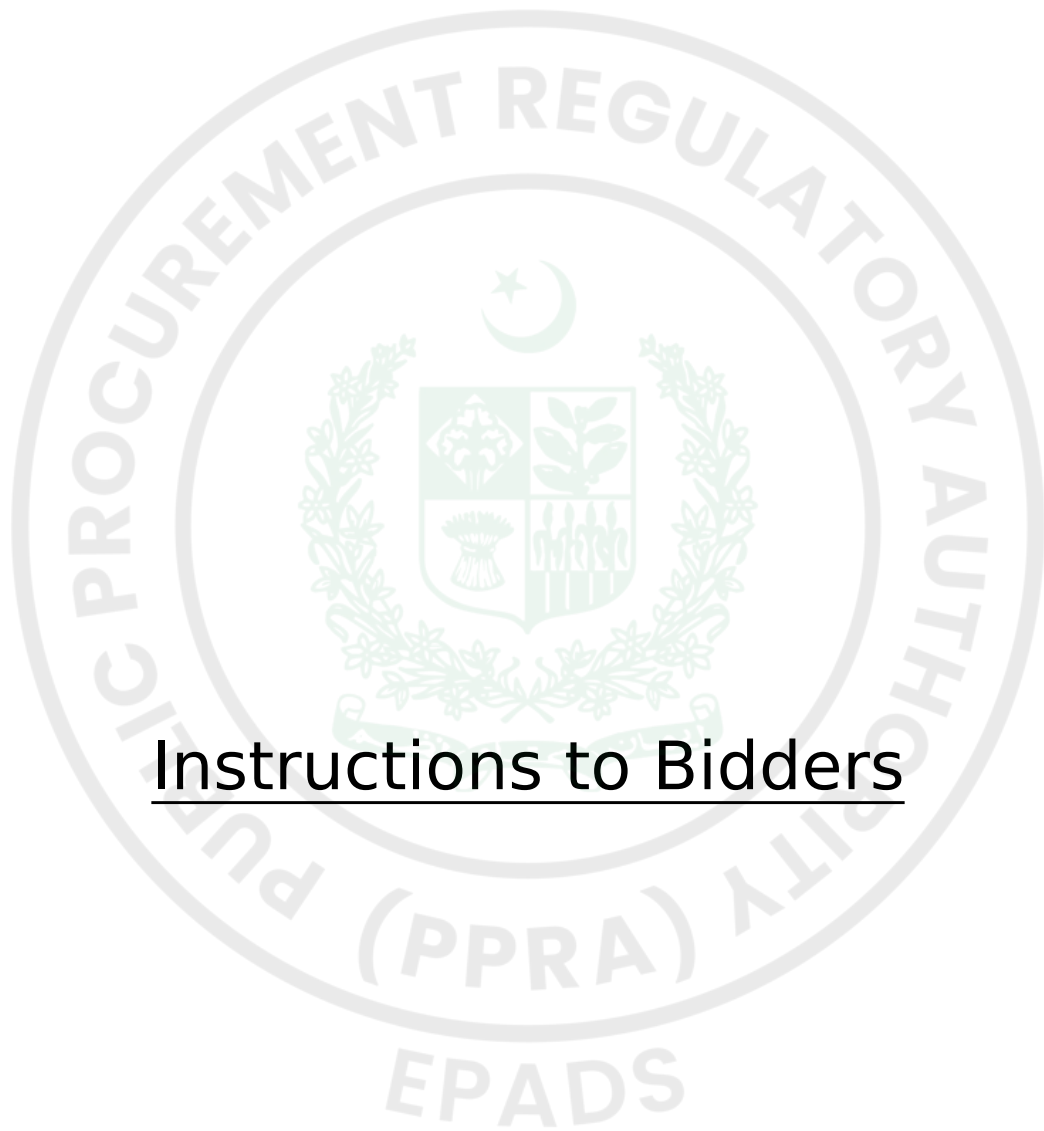
version of **EPADS v2.0**, may register themselves on <https://vendors.epads.gov.pk/>.

A tutorial to explain the registration process is available at <https://www.youtube.com/watch?v=MNW6T38v7tc>

In terms of Rules 65 of Public Procurement Rules, 2026 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.gov.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 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 Procurement Notice.

3. Fraud & Corruption

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. Eligible Bidders

4.1. A bidder shall be eligible to participate in a procurement process, if it—

4.1.1. possesses the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and past performance necessary to complete the procurement contract,

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

4.1.3. has not been declared bankrupt or, in the case of company or firm, insolvent or being wound up and its activities or affairs are suspended by a Competent Authority or by the Court of law;

4.1.4. is not under any legal proceedings which may result in bankruptcy or any other situation entailing the total or partial loss of the right to administer and dispose of the property;

4.1.5. has not been convicted by a final judgment of a Court of Law,

4.1.6. is not blacklisted by the procuring agency or cross-debarred by the Authority at the time of the submission of bid;

4.1.7. is not blacklisted or debarred at the time of the submission of bid by an international financial institution, international organizations, or other multilateral development Bank for the period defined by them; and

4.1.8. is not convicted in the case of a company, its owners and beneficial owners, directors or officers of a criminal offence related to-

4.1.8.1. its professional conduct; or

4.1.8.2. a prohibited practice within the period specified in the tender documents and has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been debarred from a procurement process in Pakistan.

4.2. Except as permitted under the Ordinance, rules and regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that-

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

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

4.2.3. is not related to the avoidance of 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.

5. Qualification of the Bidder

5.1. All Bidders shall provide 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 in accordance with **ITB 6.1** include:

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

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

Section V Fraud & Corruption

Section VI General Conditions of Contract (GCC)

Section VII Special Conditions of Contract (SCC)

Section VIII 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 8** .

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 pursuant to **ITB 8** .

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 pursuant to **ITB 8 .1** 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 after record reason in writing:

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 10 and 11;

9.1.2. Documentary evidence established in accordance with ITB 8 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 ITB 9 that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established in accordance with ITB 9.3 that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 14; 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 ITB 8, 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.

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, provisions of services 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 in accordance with ITB 10 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 pursuant to ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract.

14. Price Adjustment

14.1. Price adjustment shall not be applicable on the contract with less than 12 months period.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

14.3. Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 11.2 shall not be applicable 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.

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 Form 9 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, pursuant to ITB 14.5

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 14.5 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 pursuant to ITB 13. 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 pursuant to ITB 23; or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with ITB 32; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with ITB 33.**

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 Section V, 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.

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 accordance with ITB 8. 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

22.1. As per Rule 10 of Public Procurement Rules, 2026 (PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2026)

23. Opening & Evaluation of Bids by the Bid Evaluation Committee

23.1. As per Rule 11 of Public Procurement Rules, 2026 (PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up to two billion rupees)

24. Third Party Validation

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

25. External Bid Evaluation Committee

25.1. **As per Rule 13 of Public Procurement Rules, 2026**, procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. Opening of Bids

26.1. 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.

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

26.3. 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.

26.4. 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.

27. Confidentiality

27.1. 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.

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

28. Preliminary Examination of Bids

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

28.1.1. meets the eligibility criteria defined in **ITB 3**;

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

28.1.3. is accompanied by the required securities; and

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

28.2. The procuring agency will confirm that the documents and information specified under **ITB 7,8 and 9** 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 bid shall be rejected.

28.3. 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.

29. Examination of Terms and Conditions, Technical Evaluation

29.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21**, to confirm that all requirements specified in **Section V - Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed in the bidding document have

been met without material deviation or reservation.

29.2. 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 **ITB 21**, it shall reject the bids.

30. **Correction of Errors**

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

30.1.1. 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;

30.1.2. 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

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

30.1.4. 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.

30.2. 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 in accordance with **ITB 14**.

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. Evaluation of Bids

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 21**.

32.2. 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.

32.3. **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.**

32.4. The Procuring agency/Employer's evaluation of a bid will take into account:

32.4.1. 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;

32.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30**;

32.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

32.6. 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.

32.7. 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**.

33. Determination of Most Advantageous Bids

33.1. 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.

34. Abnormally Low Financial Bids

34.1. Subject to sub-rule (2), a procuring agency may, in the procurement of goods, works and services, 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.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its 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 documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (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 against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. Rejection of Bids

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. Cancellation of procurement

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. Single Responsive Bid

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. Alternate Dispute Resolution (ADR)

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. Arbitration Clause

39.1. (Appointing Authority for the Arbitrator shall be Chief justice of Honorable Islamabad High Court OR Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

40. Fee of the Arbitrator

40.1. The fee shall be specified in PKR as determined by the Appointing Authority and shall be shared equally by each party.

41. Socio-economic development

41.1. As per Rule 63 of Public Procurement Rules, 2026, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by according preferences in line with the notified policies of the Federal Government

42. Environmental objectives

42.1. As per Rule 64 of Public Procurement Rules, 2026, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

F. Award of Contract

43. Appointment of Contract Manager

43.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2026.

44. Criteria of Award

44.1. 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 Successful Bid .

45. Procuring Agency's Right to reject All Bids

45.1. 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).

45.2. 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.

46. Procuring Agency's Right to Vary Quantities at the Time of Award

46.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in

the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

47. Notification of Award

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

47.2. 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 Award 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).

47.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 33** and signing of the contract in accordance with **ITB 32**.

48. Signing of Contract

48.1. 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.

49. Performance Guarantee

49.1. After the receipt of the Letter of Award, 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.

49.2. Failure of the successful bidder to comply with the requirement of **ITB 33.1** 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.

50. Advance Payment

50.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

51. Arbitration

51.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

52. Corrupt & Fraudulent Practices

52.1. 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. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or

any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not raise any objection on technical evaluation of the report: Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

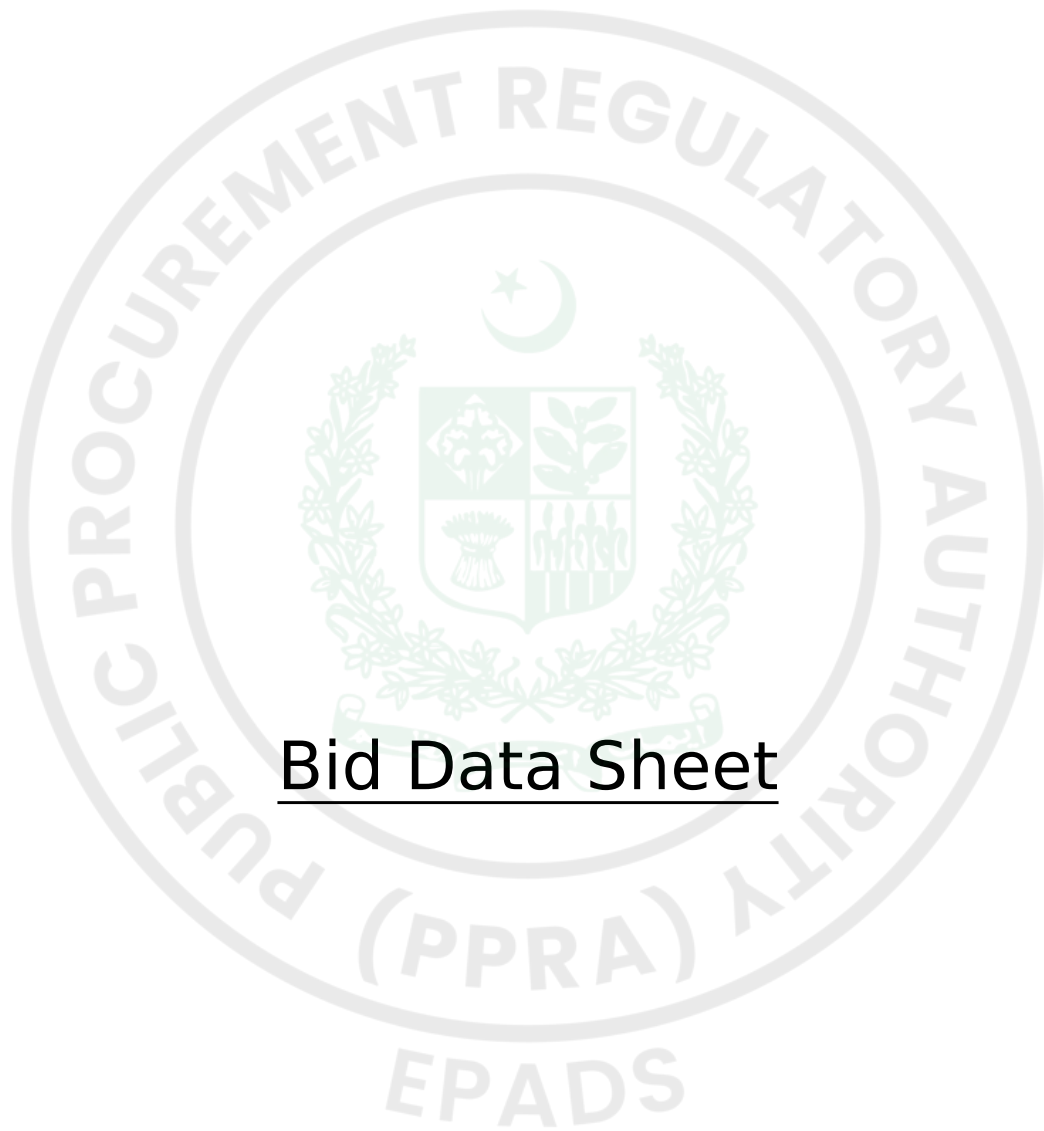
53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2026 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.





Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Goods 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

ITB Number 1.1

Name of Procuring Agency: **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA))**

The subject of procurement is: **Procurement of Janitorial Services for NADRA RHO Quetta and Its Office**

Expected commencement date: **Tuesday, December 1, 2026**

BDS Clause Number 2

ITB Number 2.1

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

Name and identification number of the Contract: **P156000**

BDS Clause Number 3

ITB Number 4.6

JV/Consortium or Association Allowed: **No**

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

B. Bidding Documents

BDS Clause Number 4

ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Saturday, November 7, 2026

BDS Clause Number 5

ITB Number 8.1

Any addendum, in case issued, shall be published on **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA))** website and on **EPADS v2.0**.

BDS Clause Number 6

ITB Number 9.1

List of documents required along with the bid: **No**

BDS Clause Number 7

ITB Number 11.1

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

see Eligibility Criteria

BDS Clause Number 8

ITB Number 7.6

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

ITB Number 13.1 & 13.2

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

see section price schedule.

BDS Clause Number 10

ITB Number 7.6.2

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12

ITB Number 15.1

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

BDS Clause Number 13

ITB Number 16.1

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 14

ITB Number 17.1

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

Instrument of Bid Security Shall be in the Name of : **NADRA NSRC Disbursement Account**

The Bid Security shall be in the form of: **Call at Deposit, Bank Guarantee**

BDS Clause Number 15

ITB Number 17.3

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 180 days so the bid security shall be valid for $180+28 = 208$ days.

BDS Clause Number 16

ITB Number 18.1

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

D. Submission of Bids

BDS Clause Number 17

ITB Number 21.1

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

New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).

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

The deadline for Bids submission is: **Tuesday, November 10, 2026 11:00 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

ITB Number 26.1

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

Day : **Tuesday**

Date: **Tuesday, November 10, 2026**

Time : **11:30 AM**

BDS Clause Number 19

ITB Number 32.1

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

F. Award of Contract

BDS Clause Number 20

ITB Number 49.1

The Performance guarantee shall: **6.00%**.

The Performance Guarantee shall be acceptable in the form of: **Call at Deposit, Bank Guarantee**

BDS Clause Number 21

ITB Number 51.1

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

G. Review of Procurement Decisions

BDS Clause Number 22

ITB Number 53.1

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

Eligibility Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Required Registration
NADRA CITIZENSHIP (CNIC/NICOP)
FBR (NTN)
FBR (GSTN)

Eligibility Criteria	Document
Letter of Bid Technical - Bidder must be attached / uploaded the Letter of Bid Technical as per attached Annex "A"	Yes
Letter of Bid Financial - Bidder must be attached / uploaded the Letter of Bid Financial Form as per attached Annex "B" with Financial Bid of this Tender	No
NTN, ATL, GST, BRA, Blacklisting Affidavit (as per Annex "C") and Bid Security (in Original) must be submitted on or before bid submission time at NADRA Regional Head Office, Zarghoon Road Quetta (Admin Section)	Yes
Firm has Registered with BRA	Yes
Income Tax Registration Certificate along with Proof of submission of Income Tax Return for the last 1 year (Financial Year)	Yes

Declaration/Undertaking of Non-blacklisting and authenticity of all documents on Non-Judicial Stamp paper duly attested by oath commissioner / notary public to be attached (as per format attached as annexure "C" of bidding documents)	Yes
Insurance Policy	Yes
EOBI Registration of Employees	Yes
EOBI and Social Security Contribution Charges Record against each cleaning staff which is currently deputed by firm at another govt offices	Yes
Tems & Conditions (Attached as Annex "D") must be attached with bidding documents (Technical Bid) duly signed & stamped by bidder. The Terms & Conditions shall also a part of Agreement	Yes
Bank Statement of Last One Year (1st July 2025 to 30th June 2026)	Yes
Past Relevant Experience of Similar Nature of 3x Years w.e.f January, 2023	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Weightage

Technical Evaluation %	
100	

Technical Marks	100
Passing Marks	60
Technical Evaluation Criteria	
Experience in Providing Janitorial Services (Quantitative)(Doc Required) 30 Marks will be given if the firm /Company/Vendor has provided more than 50 persons / cleaning staff for each contract and the successful deployment letter is attached (30) 8 Marks will be given if the firm /Company/Vendor has provided less than 40 & above 25 persons / cleaning staff for each contract and the successful deployment letter is attached. (8) 5 Marks will be given if the firm /Company/Vendor has provided less than 25 persons / cleaning staff for each contract and the successful deployment letter is attached. (5)	30

<p>No of years of service (Quantitative)(Doc Required)</p> <p>More than 7 years' experience than 20 Marks (20)</p> <p>5 to 7 years' experience than 15 Marks (15)</p> <p>3 to 5 years' experience than 10 Marks (10)</p>	20
<p>No of employees / cleaning staff on the company's permanent payroll. (Quantitative)(Doc Required)</p> <p>Upto 100 Cleaning Staff than 20 Marks (20)</p> <p>Upto 50 Cleaning Staff than 15 Marks (15)</p> <p>Upto 25 Cleaning Staff than 10 Marks (10)</p>	20
<p>Financial capability of last 1 year. (FY 2025-26) (Bank turnover certificate or bank statement) (Quantitative)(Doc Required)</p> <p>If having a turnover of 30 million or more than 30 million than 20 marks. (20)</p> <p>If having a turnover of less than 20 and more than 10 million than 15 marks (15)</p> <p>If having turnover upto than 10 million than 10 marks (10)</p>	20
<p>Location of Company / Firm Head Office / Branch office (Quantitative)(Doc Required)</p> <p>Office in Quetta (10)</p> <p>Office in other Province (5)</p>	10

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Procurement of Janitorial Services for NADRA RHO Quetta and Its Office	Address: NADRA RHO Quetta and Its Office Across the Balochitan Schedule: 7 Days Quantity: 56/Qty	56/Qty	403200 PKR

Related Services :

No



Services Specifications

Positions Without Lots :

Position: Procurement of Janitorial Services for NADRA RHO Quetta and Its Office

Specifications / Requirements:

SCHEDULE OF REQUIREMENTS AND SPECIFICATION					
S. No	Description	Estimated Quantity	Tentative date of supply / order	Tentative Deployment Date	Location of Deployment
1	Janitorial / Cleaning Staff	56	Dec-26	7 days w.e.f issuance of deployment order by procuring agency	Across the Province of Balochistan
Important Note:					

SCHEDULE OF REQUIREMENTS AND SPECIFICATION

a	One year agreement will be signed between NADRA Balochistan and Successful bidder, extendable for one year on same terms and conditions upon mutual understanding between the two parties. Moreover, In case of any increase in Government-notified minimum wages during the contract period, the agreed contract rates shall be adjusted proportionately to the extent of such statutory change only. No Additional profit, overhead or margin shall be allow.				
b	Bidders shall adhere the following points while quoting the rates if found unrealistic the bids may be treated as canceled.				
c					
d	The price shall include the EOBI and Social Security Charges to be adhered/ followed by bidders while quoting Prices.				
e	The prices shall include WHT & BRA Taxes.				

SCHEDULE OF REQUIREMENTS AND SPECIFICATION

f	EOBI and social security charges shall be adhered by the bidder and bidder shall be responsible to pay the minimum wages as declared by Government to deputy janitorial staff during the entire period of contract				
g	Percentage of quantity increase is twenty percent. The procuring agency reserve the right to decrease the number of deployed janitorial staff upto twenty percent (20%) of the original contract quantity during the contract period, depending upon operational requirements keeping in view the uncertainty of services / requirements. Payment shall be made on the basis of actual number of janitorial staff deployed at the agreed unit rates and no claim for compensation on account of such variation shall be entertained				
h	One working day is considering equal to 8 working hours.				

Scope of Work

Terms and Conditions

Tender # 156000

The scope of work for Janitorial Services at offices/NRCs of NADRA Balochistan.

1. The scope of work shall include but is not limited to the following:

1.1 The Contractor shall carryout janitorial services and provide the cleaning staff.

1.2 Contractor shall prepare and submit overall Schedule of cleaning along with deputed persons to the Employer's representative for approval.

2. The Contractor shall be responsible for the following:

a) Bidder / Firm / Company will not provide wages less than Government of Balochistan declared minimum wages. Otherwise the financial Bid will be rejected and the firm will be declared disqualify. Bidder / Firms shall be responsible to pay the mothly salary to the cleaning staff as per declared wages by the Government of Balochistsan during the entire contract otherwise contract shall be terminated.

b) All staff required for the work / services including mentioned in schedule of manpower & prices.

c) All such tools, instruments, tackles and equipments as will be required for cleaning purpose to support the Contractor's Operator for proper operation.

d) Supply of miscellaneous items required for work such as cotton waste and cloth, normal lubricant grease, oil and cleaning brushes.

e) Firm / Bidder shall be responsible to pay / disbursed monthly salary to the deputed cleaning staff on or before 5th Day of each month during the entire period of contract

f) The bidder / firm shall ensure that the monthly wages / salaries of all janitorial staff deployed under this contract are paid no later than the 5th calendar day of each month without any exception.

g) The obligation to pay salaries on time is independent of the payment schedule between the procuring agency and the firm / bidder. Delay in the release of payment by the procuring agency shall not be considered a valid justification for any delay in disbursement of salaries to deputed janitorial staff. Failure to comply with timely payment of the salaries shall be treated as a material breach of contract and may result imposition of penalty as determined by the procuring agency and or termination of the contract and blacklisting of the firm as per applicable rules.

3. The work of routine servicing and cleaning as required must be completed by the Bidder / Contractor's Staff every day.

4. Daily/weekly/fortnightly monthly servicing / cleaning of janitorial services.

a. **DAILY SERVICES**

i. Cleaning/sweeping and continuous mopping of main entrance, halls, central lobby and other areas including marble, granite and tiled flooring

ii. Cleaning/sweeping of staircases, lobbies, marble wall dusting etc.

iii. Cleaning/sweeping of all marble counters, front tiles, side and rare pavers.

iv. Vacuum cleaning/sweeping of carpeted areas.

v. Cleaning and sweeping of car parking areas front side of the building.

vi. Cleaning/sweeping and mopping of all toilets with disinfectants at least after every 1 hours and as per requirement and as per the direction of competent authority. Also clean gully traps of all toilets on daily basis.

- vii. Cleaning and sweeping of car parking areas of the building.
- viii. Dry/wet cleaning, and mopping of handrail of staircases.
- ix. Dry/wet cleaning, sweeping and mopping of all staircase landings and their walls.
- x. Dry cleaning and dusting of painted walls, signage and neon signs. Wet cleaning of all aluminum works and glass including textured wall.
- xi. Emptying of all dust bins/ash trays as many times as necessary and keeping all the dust bins in neat conditions.
- xii. Sweeping, cleaning and mopping of all common areas.
- xiii. Daily collection and disposal of all collected rubbish and waste materials to Quetta Metropolitan Corporation disposal area and cleaning the temporary storage areas with disinfectants. This includes the collection and disposal of waste material and rubbish from all office areas.

b. WEEKLY SERVICES

- I. Maintenance and up-keeping of sewerage lines, so as to facilitate proper functioning of sewerage system at all times.
- II. Dusting/cleaning of all logo and signage installed in common areas of the building.
- III. Vacuum cleaning of aluminum channels, window blinds, steel louvers etc.

c. FORTNIGHTLY SERVICES

- I. Cleaning/Dusting of all AC Grills/diffusers, false ceiling, steel louvers, steel grills, fittings and fixtures.
- II. Wet cleaning of all marble and granite finish surfaces.

d. MONTHLY SERVICES

I. Buffing/Polishing of the marble floor at all levels and locations. (The cleaning of marble shall be undertaken by use of heavy duty machines).

II. Wet cleaning of enamel painted surfaces.

The cleaning activity shall be programmed in such a manner that the window glazing, fixed glass panels, aluminum frames, exposed textured surfaces shall remain clean at all times.

The firm / applicant shall submit the details of their proposed methodology and arrangements for dusting, wet cleaning and mopping/drying of window glazing/fixed panels, aluminum frames and façade at higher elevation from outside as well as from other internal areas. They must check the site and study the building to ensure that the proposed methodology is technically feasible.

Tools and Equipment

Contractor / Bidder shall supply and maintain sufficient tools, equipment and instruments for the use of their staff that are required to enable them to fulfill their obligations under the contract.

Operational Timings

a. All Ground / Offices are operational on all calendar days from 0700 hrs to 2300 hrs except holidays (shift wise).

General Requirements

a. The EMPLOYER'S REPRESENTATIVE may instruct the CONTRACTOR'S for any deployment on Gazetted Public Holidays.

Bidder / Firms shall be responsible to provided following Machineries for cleaning purpose

S.No.	Machinery/Equipment with capacity
-------	-----------------------------------

1	Complete Tools kit
2	Polish Machine/ Buffing Machine
3	Vacuum Cleaners (heavy duty)
4	Ladders (small & medium)
5	Scaffolding ladder – 20 feet high (adjustable)
6	Stools for workers
7	Trolley

Note:

Above mentioned items / machineries shall be provided by firm / bidder during the cleaning. Moreover, quantity of items / machineries may increase subject to requirement by the client. Furthermore, samples of above items may also be provided by vendor on demand by procuring agency

Schedule of Requirements

JANITORIAL SERVICES

OPERATIONAL TIMING (0700-2300 hours)

S.No	Description	Estimated Quantity	Tentative date of supply / order	Tentative Date	Deployment	Location of Deployment
1.	Cleaning Staff	56 (may be increased or decrease as per demand)	December, 2026	7 days w.e.f issuance of deployment order by procuring agency		Across the Province of Balochistan

1. One working day is considering equal to 8 working hours.
2. All charges must be including all applicable taxes.
3. Deposit of EOBI and Social Security Contributions is the responsibility of bidder in accordance with govt Policy & Rules/regulations.
4. Percentage for quantity increase or decrease is 20 percent.

Section "C"

- a) That company shall provide to the Client, well-trained Janitorial Staff who shall be able to perform in accordance with requirements up to the entire satisfaction of the Client.

- b) That the Company shall provide copies of valid CNICs/latest Police verifications and medical fitness certificates (not more than one year old) of all janitorial personnel before deployment
- c) The COMPANY shall supervise the Janitorial Staff through designated supervisor deputed at the said premises of the Client at all times. The shift duty hours of the Janitorial Staff shall be based on 8 hours per shift.
- g) That the COMPANY shall nominate its authorized representative(s) to maintain a liaison with the Client and to receive and execute necessary instructions/ deployment plans from the Client within the parameters of this Agreement.
- h) That COMPANY ensures that the Janitorial Staff provided to the Client shall maintain discipline, good behavior, and does / do not in any manner cause any interference, hindrance, annoyance and / or nuisance to the Client and shall not disclose any information to anyone in respect of the domestic / internal affairs of the Client.
- i) That the COMPANY shall be duly bound to depute another Janitorial Staff as replacement at the premises of the Client with immediate effect in substitution of Janitorial Staff who is / are dismissed by COMPANY, proceeded on leave and / or is/are missing without leave.
- j) The COMPANY shall be duly bound to replace / substitute the Janitorial Staff immediately if the Client is not satisfied with the performance of any Janitorial Staff including the issues of discipline, behavior, illegal activities and wearing improper uniform.
- k) That COMPANY shall provide proper uniform(s) to all deputed cleaning staff
- l) That Janitorial Staff shall not be entitled to claim any payment(s) in any manner whatsoever, from the Client.
- m) That COMPANY at its own discretion will obtain life insurance/EOBI cover for its Janitorial Staff and shall take all other necessary steps accordingly.
- n) The Client shall not be liable for any loss to the Janitorial Staff or to any of his / their belongings under any circumstances whatsoever.

- o) That the Client shall make payment(s) to COMPANY on Monthly basis as per the payment invoice, in regard to the services provided by COMPANY to the Client.
- p) In case of absence of any Janitorial Staff from duty, the Client shall be entitled to deduct certain percentage of amount Liquidated damages.
- q) That COMPANY, upon receipt of the information of absence of Janitorial Staff from the Client shall depute another Janitorial Staff in his place within an hour from the time of Communication.
- r) That the Janitorial Staff shall act as Cleaning Staff. The Janitorial Staff shall be duty bound to perform the assignments as directed by NADRA In-Charge(s) concerned within the scope of services.
- s) That either party may terminate the Agreement if the other party fails to perform its obligations in terms of this Agreement within thirty days (30) days of a written notice by NADRA or ninety days (90) days notice by the company / firm.
- t) RHO NADRA Quetta has reserve the rights to terminate the agreement / contract without assign any reason within thirty days (30) days by a written notice.
- u) That the COMPANY shall not publish any information, photograph and / or any advertisement in public / media in regard to its Janitorial Services extended to the Client, without the prior written consent/ approval from the Client.
- v) The COMPANY shall submit his monthly invoice / bills completed in all respects to Admin Branch NADRA RHO Quetta during first week of every month for the work carried out during the preceding month.
- w) NADRA RHO QUETTA reserves the right to terminate the contract by giving a notice of thirty (30) days to the COMPANY / FIRM if:
- a. In the opinion of the NADRA RHO Quetta/ NADRA Competent Authority, the COMPANY's performance is unsatisfactory.
- b. he COMPANY fails to abide by any of the conditions of the contract or the instructions of NADRA RHO Quetta.

- c. If it decides to discontinue the services of the COMPANY due to any reason other than those mentioned above.
- x. NADRA RHO Quetta shall have the right to forfeit the performance guarantee in this / above scenarios of withdrawal / termination of contract and blacklisting of the company as per Public Procurement Rules.
- y. Firm / Bidder shall be responsible to pay / disbursed monthly salary to the deputed janitorial staff on or before 5th Day of each month during the entire period of contract.
- z. The bidder / firm shall ensure that the monthly wages / salaries as declared by Government of Balochistan for all janitorial staff deployed under this contract are paid no later than the 5th calendar day of each month without any exception.
- aa. The obligation to pay salaries on time is independent of the payment schedule between the procuring agency and the firm / bidder. Delay in the release of payment by the procuring agency shall not be considered a valid justification for any delay in disbursement of salaries to deputed janitorial staff. Failure to comply with timely payment of the salaries shall be treated as a material breach of contract and may result imposition of penalty as determined by the procuring agency and or termination of the contract and blacklisting of the firm as per applicable rules.
- bb. The rates quoted by the Janitorial Company (Inclusive of all applicable Governments Taxes & Janitorial Employee / Cleaning Staff minimum wages rates Notifications (Announced by Government of Balochistan time to time), EOBI, Social Security, Health and Life insurance etc as per Health & Labor law, once accepted by the NADRA shall be valid for the contracted period and no escalation of security- charges would be entertained during the term of contract.
- cc. Provision of benefits such as group insurance, registration with EOBI and social security etc. would be the sole responsibility of Janitorial Company.
- dd. Company will be fully responsible in case of misconduct caused by the janitorial staff
- ee. When circumstances warrant, NADRA may refuse to accept services from any employees of Company whose work has been found unsatisfactory reported by site In charge or not in accordance with the requirements of this agreement. In addition, penalties

/ actions would be initiated in case of unsatisfactory performances.

ff. All payments will be done as per NADRA RHO QUETTA rules on post monthly basis, after satisfactory performance certificate received from Site In charge for each Month

gg. Any type of corrupt or fraudulent practices and provision of false information will lead to the blacklist of firm.

hh. The authority reserve the right to verify the Minimum Wage as per Government of Balochistan Notification in the form of Credit transferred through Bank or Cheque. In case the Minimum wage not full filled by Janitorial Company then the authority reserve the right to cancel the Contract

ii. One year agreement will be signed between NADRA Balochistan and Successful bidder, extendable for one year on same terms and conditions upon mutual understanding between the two parties. Moreover, In case of any increase in Government of Balochistan notified minimum wages during the contract period, the agreed contract rates shall be adjusted proportionately to the extent of such statutory change only. No Additional profit, overhead or margin shall be allowed.

jj. Bidder shall submit the detail breakup of the quoted rates and attached with the financial proposal.

kk. Bidder shall submit the monthly charges of EOBI and Social Charges against each janitorial staff deputed at NADRA Regional Head Office Quetta and Its Office across the Balochistan. Bidder shall submit / attached the monthly invoices / receipts of EOBI and Social Security charges against each janitorial staff with the monthly claim / bill / invoice

ll. The bidder shall submit salary disbursement record for all janitorial staff deputed at NADRA. Furthermore, salaries must be disbursed strictly through banking channels and cash payments shall not be permitted.

Brief Description

Regional Head Office NADRA Quetta, invites bidders through Electronic Bids (EPADS 2.0) from the Suppliers/Contractors/Firms, registered with Income Tax / Sales Tax etc and must be registered with concerned government departments, bidder must be on Active Taxpayers List of the Federal Board of Revenue for Procurement of Janitorial Services for NADRA Regional Head Office Quetta and its offices across the Balochistan

Tender Documents, containing detailed terms and conditions, qualification and evaluation criteria etc are available for the registered bidders on EPADS 0 at <https://eprocure.gov.pk>



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 required resources 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 thirty (30) 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 thirty (30) 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 Service Provider 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 Service Provider 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

32.1.1. **Alternate Dispute Resolution (ADR)**, After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including

Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.



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: NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA)), Assistant Director New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).

Contractor is:

The title of the subject procurement is: Procurement of Janitorial Services for NADRA RHO Quetta and Its Office

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:

NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA)), Assistant Director
New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).
+92-300-382-4020
kashif.shahzad@nadra.gov.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:

NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA)), Assistant Director

New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).

+92-300-382-4020

kashif.shahzad@nadra.gov.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 Goods 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 goods or services due to a conflict of a nature described in Clause GCC 16.

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 **0.20%** to **10.00%** 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:

Instrument of Performance Guarantee shall be in the Name of : **NADRA Regional Head Office, Quetta**

The amount of performance guarantee shall be 6.00% of the contract price in acceptable form of Call at Deposit, 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 28

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 29

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.

Number of GC Clause 31

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.: **P156000**

To: **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA)), Assistant Director New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).**

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 **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA)), Assistant Director New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).**

(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., **Procurement of Janitorial Services for NADRA RHO Quetta and Its Office (P156000)** and has accepted a Bids by the Bidder for the provision of Services 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.

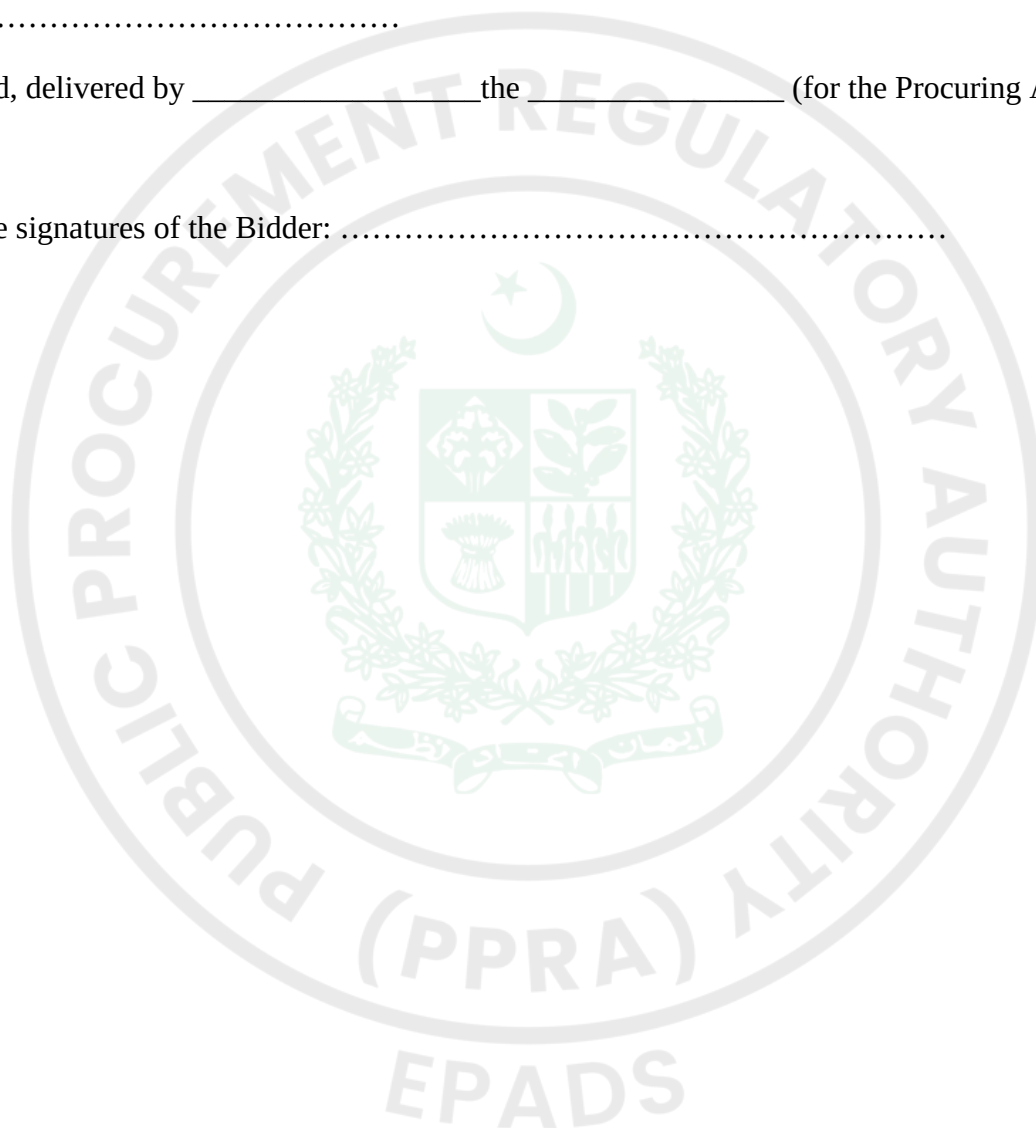
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

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: **NADRA Regional Head Office, Quetta (National Database and Registration Authority (NADRA)), Assistant Director New Zarghoon Road, Sadar, Quetta (District), Quetta Division (Division), Balochistan (Province).**

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 Non-Consultancy Services(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]*

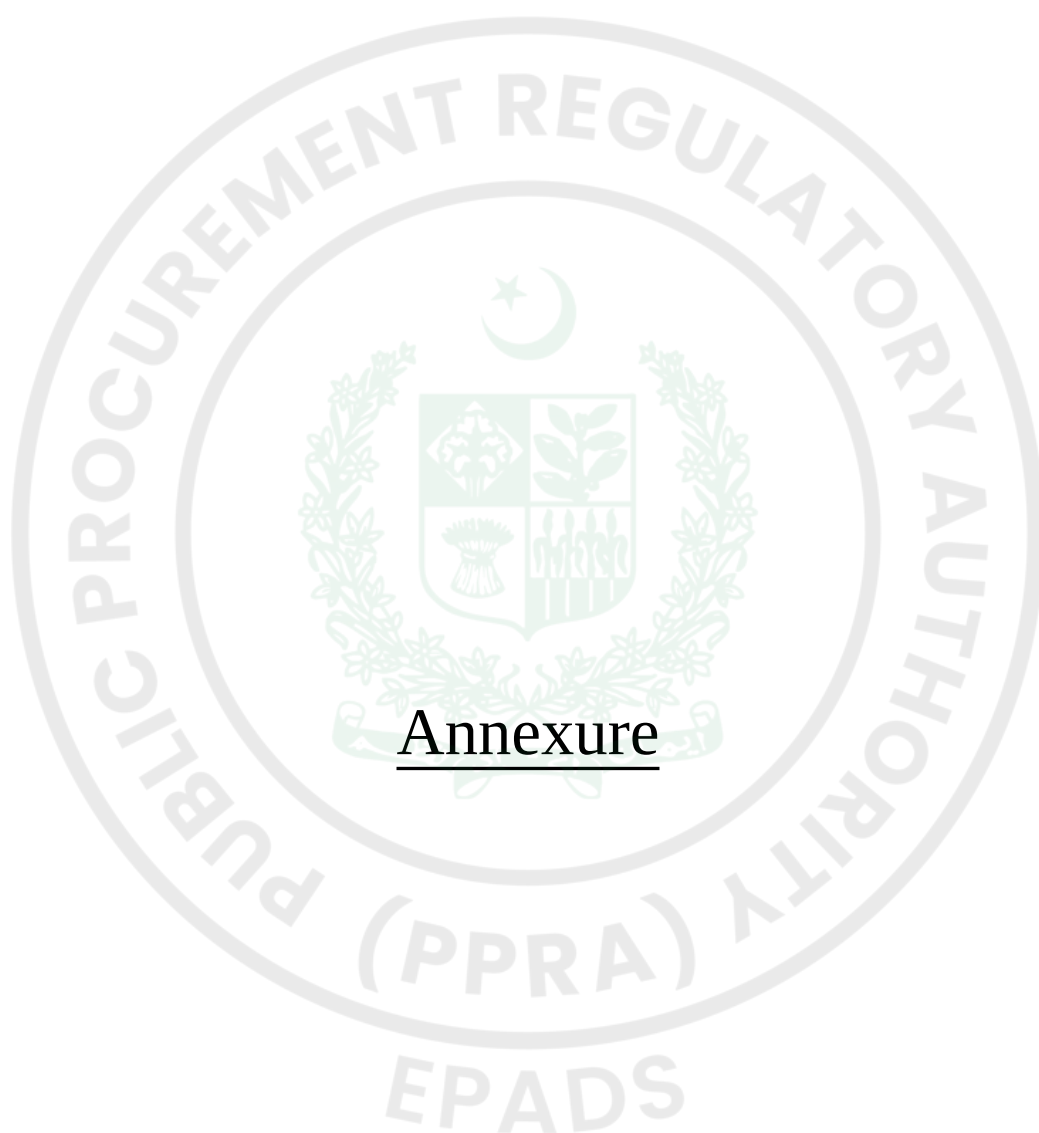
Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Annex-A - Letter of Bid - Technical Form

Letter of Bid must be attached by bidder in the technical bid of the tender and signed and stamped duly
Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex-A - Letter of Bid - Technical Form** (page number: 85)

Annex-B - Letter of Bid - Financial Form

Annex "B" . Letter fo Bid (Financial Form) must be attached by the bidder in financial bid of the tender and signed & stamped duly

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex-B - Letter of Bid - Financial Form** (page number: 87)

Annex-C- Affidavit

Annex "C" Affidivat must be attached by bidder in technical bid of the tender duly attested by oath commissioner / notary public and also signed by the bidder

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex-C- Affidavit** (page number: 89)

Annex - D - Terms and Conditions

Annex "D" Terms & Conditions must be uploaded / attached by bidder in technical bid of the tender and signed & stamped duly

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex - D - Terms and Conditions** (page number: 90)

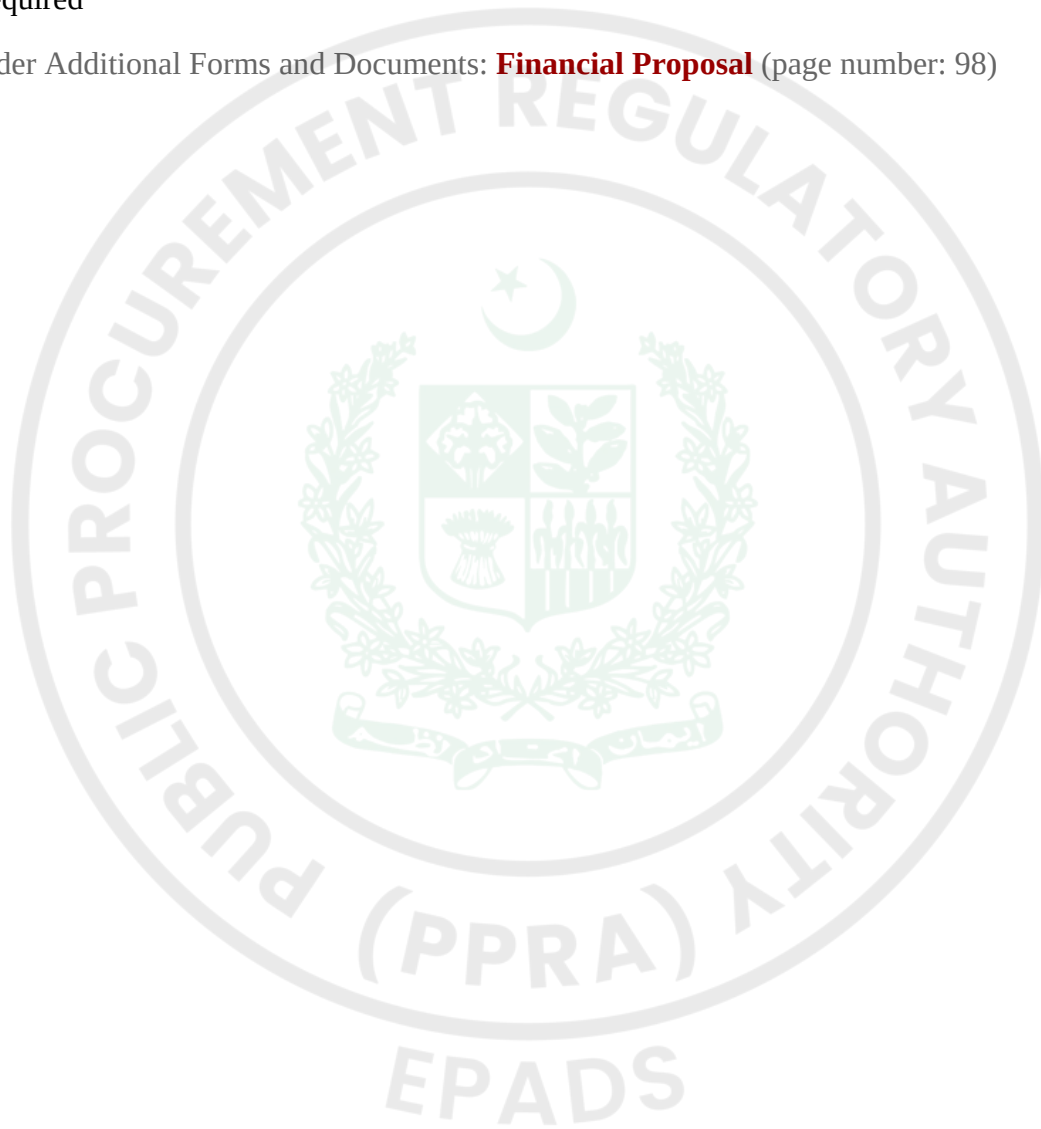
Financial Proposal

Financial Proposal must be attached / uploaded by bidder in financial bid of the tender and signed and stamped duly

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Financial Proposal** (page number: 98)





Procurement Forms







Additional Forms and Documents

Letter of Bid – Technical Proposal

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

Place this Letter of Bid in the first envelope “TECHNICAL PROPOSAL”.

The Bidder must prepare the Letter of Bid on stationery with its letterhead clearly showing the Bidder’s complete name and business address.

Note: All italicized text in black font is to help Bidders in preparing this form and Bidders shall delete it from the final document.

Date of this Bid submission: _____

[insert date (as day, month and year) of Bid submission]

RFB No.: _____

[insert number of Bidding process]

Request for Bid No.: _____

[insert identification]

Alternative No.: _____

[insert identification No if this is a Bid for an alternative] To: **NADRA, RHO Quetta**

We, the undersigned Bidder, hereby submit our Bid, in two parts, namely:

- (a) the Technical Proposal, and
- (b) the Financial Proposal.

In submitting our Bid we make the following declarations:

- (a) **No reservations:** We have examined and have no reservations to the bidding document, including addenda issued in accordance with Instructions to Bidders.
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance this BDS.
- (c) **Bid/Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Procuring Agency based on execution of a Bid Securing Declaration or Proposal Securing Declaration in the Procuring Agency’s country in accordance with bidding documents.
- (d) **Conformity:** We offer to supply / services in conformity with the bidding document and
in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods: [insert a brief description of the Goods and Related Services];
- (e) **Bid Validity Period:** Our Bid shall be valid for the period specified in BDS (as amended, if applicable) from the date fixed for the Bid submission deadline specified in BDS (as amended, if applicable), and it shall remain binding

- upon us, and may be accepted at any time before the expiration of that period;
- (f) **Performance Security:** If our Bid is accepted, we commit to provide a performance security in accordance with the bidding document;
 - (g) **One Bid per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other bid(s) as a Joint Venture member or as a subcontractor, and meet the requirements, other than Alternative Bids submitted in accordance with BDS.
 - (h) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the Procuring Agency. Further, we are not ineligible under Pakistan laws;
 - (i) **State-owned enterprise or institution:** *[select the appropriate option and delete the other] [We are not a state-owned enterprise or institution] / [We are a state-owned enterprise or institution but meet the requirements of];*
 - (j) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
 - (k) **Not Bound to Accept:** We understand that you are not bound to accept the the Most Advantageous Bid or any other Bid that you may receive; and
 - (l) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

Name of the Bidder: _____

**[insert complete name of Bidder]*

Name of the person duly authorized to sign the Bid on behalf of the Bidder: **

[insert complete name of person duly authorized to sign the Bid]

Title of the person signing the Bid: _____

[insert complete title of the person signing the Bid]

Signature of the person named above: _____

[insert signature of person whose name and capacity are shown above]

Date signed *[insert date of signing]* **day of** *[insert month]*, *[insert year]*

*: In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder.

**: Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.

Letter of Bid - Financial Form

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

Place this Letter of Bid - Financial Form in the “Financial Proposal / Financial Bid”

The Bidder must prepare the Letter of Bid - Financial Form on stationery with its letterhead clearly showing the Bidder’s complete name and business address.

Note: *All italicized text is to help Bidders in preparing this form.*

Date of this Bid submission: _____

[insert date (as day, month and year) of Bid submission]

No.: _____

[insert number of bidding process]

Name of Project.: _____

[insert identification]

Alternative No.: _____

[insert identification No if this is a Bid for an alternative]

To: NADRA - Regional Head Office Quetta

We, the undersigned Bidder, hereby submit the our Bid under single stage one envelope bidding procedure

In submitting our bid we make the following additional declarations:

- (a) **Bid Validity Period:** Our Bid shall be valid for the period specified in BDS (as amended, if applicable) from the date fixed for the bid submission deadline specified in BDS (as amended, if applicable), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (b) **Total Price:** The total price of our Bid

Total price of the Bid is

[insert the total price of the bid in words and figures, indicating the various amounts and the respective currencies];

Note: Indicate the various amounts and the respective currencies

- (c) **Discounts:** The discounts offered and the methodology for their application are:

(i) The discounts offered are: *[Specify in detail each discount offered]*

(ii) The exact method of calculations to determine the net price after application of discounts is shown below: *[Specify in detail the method that shall be used to apply the discounts];*

(d) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the bidding process or execution of the Contract: Not Applicable

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

(e) **Binding Contract:** We understand that this Bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed.

Name of the Bidder: _____

[insert complete name of the Bidder]

Name of the person duly authorized to sign the Bid on behalf of the Bidder: **

[insert complete name of person duly authorized to sign the Bid]

Title of the person signing the Bid: _____

[insert complete title of the person signing the Bid]

Signature of the person named above: _____

[insert signature of person whose name and capacity are shown above]

Date signed *[insert date of signing]* **day of** *[insert month]*, *[insert year]*

*: In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder.

**: Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.

Affidavit

I M/S _____ solemnly declare that:

1. The firm is not involved in any case in any court of law in all over Pakistan.
2. The firm is not blacklisted on any ground by any Government Department (Federal/Provincial/District), a local body or a public sector organization. On account of submission of false statement the bidder shall be disqualified forthwith and subsequently black listed.
3. The firm owned and authenticated all attached documents with this bid, in case of any fake & unverified documents found in attached bid the firm shall be responsible and stands disqualified from this bidding process.
4. The Firm has not gone against NADRA in any court of law.

M/S XYZ
Office Address
Contact

Important Note

(This Affidavit should be filled in stamp paper and attested by oath commissioner)

Terms and Conditions**Tender # 156000**

The scope of work for Janitorial Services at offices/NRCs of NADRA Balochistan.

1. The scope of work shall include but is not limited to the following:
 - 1.1 The Contractor shall carryout janitorial services and provide the cleaning staff.
 - 1.2 Contractor shall prepare and submit overall Schedule of cleaning along with deputed persons to the Employer’s representative for approval.
2. The Contractor shall be responsible for the following:
 - a) Bidder / Firm / Company will not provide wages less than Government of Balochistan declared minimum wages. Otherwise the financial Bid will be rejected and the firm will be declared disqualify. Bidder / Firms shall be responsible to pay the mothly salary to the cleaning staff as per declared wages by the Government of Balochistsan during the entire contract otherwise contract shall be terminated.
 - b) All staff required for the work / services including mentioned in schedule of manpower & prices.
 - c) All such tools, instruments, tackles and equipments as will be required for cleaning purpose tosupport the Contractor’s Operator for proper operation.
 - d) Supply of miscellaneous items required for work such as cotton waste and cloth, normal lubricant grease, oil and cleaning brushes.
 - e) Firm / Bidder shall be responsible to pay / disbursed monthly salary to the deputed cleaning staff on or before 5th Day of each month during the entire period of contract
 - f) The bidder / firm shall ensure that the monthly wages / salaries of all janitorial staff deployed under this contract are paid no later than the 5th calendar day of each month without any exception.
 - g) The obligation to pay salaries on time is independent of the payment schedule between the procuring agency and the firm / bidder. Delay in the release of payment by the procuring agency shall not be considered a valid justification for any delay in disbursement of salaries to deputed janitorial staff. Failure to comply with timely payment of the salaries shall be treated as a material breach of contract and may result imposition of penalty as determined by the procuring agency and or termination of the contract and blacklisting of the firm as per applicable rules.
3. The work of routine servicing and cleaning as required must be completed by the Bodder / Contractor’s Staff every day.
4. Daily/weekly/fortnightly monthly servicing / cleaning of janitorial services.

a. DAILY SERVICES

- i. Cleaning/sweeping and continuous mopping of main entrance, halls, central lobby and other areas including marble, granite and tiled flooring
- ii. Cleaning/sweeping of staircases, lobbies, marble wall dusting etc.
- iii. Cleaning/sweeping of all marble counters, front tiles, side and rare pavers.
- iv. Vacuum cleaning/sweeping of carpeted areas.
- v. Cleaning and sweeping of car parking areas front side of the building.
- vi. Cleaning/sweeping and mopping of all toilets with disinfectants at least after every 1 hour and as per requirement and as per the direction of competent authority. Also clean gully traps of all toilets on daily basis.
- vii. Cleaning and sweeping of car parking areas of the building.
- viii. Dry/wet cleaning, and mopping of handrail of staircases.
- ix. Dry/wet cleaning, sweeping and mopping of all staircase landings and their walls.
- x. Dry cleaning and dusting of painted walls, signage and neon signs. Wet cleaning of all aluminum works and glass including textured wall.
- xi. Emptying of all dust bins/ash trays as many times as necessary and keeping all the dust bins in neat conditions.
- xii. Sweeping, cleaning and mopping of all common areas.
- xiii. Daily collection and disposal of all collected rubbish and waste materials to Quetta Metropolitan Corporation disposal area and cleaning the temporary storage areas with disinfectants. This includes the collection and disposal of waste material and rubbish from all office areas.

b. WEEKLY SERVICES

- I. Maintenance and up-keeping of sewerage lines, so as to facilitate proper functioning of sewerage system at all times.
- II. Dusting/cleaning of all logo and signage installed in common areas of the building.
- III. Vacuum cleaning of aluminum channels, window blinds, steel louvers etc.

c. FORTNIGHTLY SERVICES

- I. Cleaning/Dusting of all AC Grills/diffusers, false ceiling, steel louvers, steel grills, fittings and fixtures.
- II. Wet cleaning of all marble and granite finish surfaces.

d. MONTHLY SERVICES

- I. Buffing/Polishing of the marble floor at all levels and locations. (The cleaning of marble shall be undertaken by use of heavy duty machines).

II. Wet cleaning of enamel painted surfaces.

The cleaning activity shall be programmed in such a manner that the window glazing, fixed glass panels, aluminum frames, exposed textured surfaces shall remain clean at all times.

The firm / applicant shall submit the details of their proposed methodology and arrangements for dusting, wet cleaning and mopping/drying of window glazing/fixed panels, aluminum frames and façade at higher elevation from outside as well as from other internal areas. They must check the site and study the building to ensure that the proposed methodology is technically feasible.

Tools and Equipment

Contractor / Bidder shall supply and maintain sufficient tools, equipment and instruments for the use of their staff that are required to enable them to fulfill their obligations under the contract.

Operational Timings

- a. All Ground / Offices are operational on all calendar days from 0700 hrs to 2300 hrs except holidays (shift wise).

General Requirements

- a. The EMPLOYER'S REPRESENTATIVE may instruct the CONTRACTOR'S for any deployment on Gazetted Public Holidays.

Bidder / Firms shall be responsible to provide following Machineries for cleaning purpose

S.No.	Machinery/Equipment with capacity
1	Complete Tools kit
2	Polish Machine/ Buffing Machine
3	Vacuum Cleaners (heavy duty)
4	Ladders (small & medium)
5	Scaffolding ladder - 20 feet high (adjustable)
6	Stools for workers
7	Trolley

Note:

Above mentioned items / machineries shall be provided by firm / bidder during the cleaning. Moreover, quantity of items / machineries may increase subject to requirement by the client. Furthermore, samples of above items may also be provided by vendor on demand by procuring agency

Schedule of Requirements **JANITORIAL SERVICES**

OPERATIONAL TIMING (0700-2300 hours)

S.No	Description	Estimated Quantity	Tentative date of supply / order	Tentative Deployment Date	Location of Deployment
1.	Cleaning Staff	56 (may be increased or decrease as per demand)	December, 2026	7 days w.e.f issuance of deployment order by procuring agency	Across the Province of Balochistan

1. One working day is considering equal to 8 working hours.
2. All charges must be including all applicable taxes.
3. Deposit of EOBI and Social Security Contributions is the responsibility of bidder in accordance with govt Policy & Rules/regulations.
4. Percentage for quantity increase or decrease is 20 percent.

Section “C”

- a) That company shall provide to the Client, well-trained Janitorial Staff who shall be able to perform in accordance with requirements up to the entire satisfaction of the Client.
- b) That the Company shall provide copies of valid CNICs/latest Police verifications and medical fitness certificates (not more than one year old) of all janitorial personnel before deployment
- c) The COMPANY shall supervise the Janitorial Staff through designated supervisor deputed at the said premises of the Client at all times. The shift duty hours of the Janitorial Staff shall be based on 8 hours per shift.
- g) That the COMPANY shall nominate its authorized representative(s) to maintain a liaison with the Client and to receive and execute necessary instructions/ deployment plans from the Client within the parameters of this Agreement.

- h) That COMPANY ensures that the Janitorial Staff provided to the Client shall maintain discipline, good behavior, and does / do not in any manner cause any interference, hindrance, annoyance and / or nuisance to the Client and shall not disclose any information to anyone in respect of the domestic / internal affairs of the Client.
- i) That the COMPANY shall be duly bound to depute another Janitorial Staff as replacement at the premises of the Client with immediate effect in substitution of Janitorial Staff who is / are dismissed by COMPANY, proceeded on leave and / or is/are missing without leave.
- j) The COMPANY shall be duly bound to replace / substitute the Janitorial Staff immediately if the Client is not satisfied with the performance of any Janitorial Staff including the issues of discipline, behavior, illegal activities and wearing improper uniform.
- k) That COMPANY shall provide proper uniform(s) to all deputed cleaning staff
- l) That Janitorial Staff shall not be entitled to claim any payment(s) in any manner whatsoever, from the Client.
- m) That COMPANY at its own discretion will obtain life insurance/EOBI cover for its Janitorial Staff and shall take all other necessary steps accordingly.
- n) The Client shall not be liable for any loss to the Janitorial Staff or to any of his / their belongings under any circumstances whatsoever.
- o) That the Client shall make payment(s) to COMPANY on Monthly basis as per the payment invoice, in regard to the services provided by COMPANY to the Client.
- p) In case of absence of any Janitorial Staff from duty, the Client shall be entitled to deduct certain percentage of amount Liquidated damages.
- q) That COMPANY, upon receipt of the information of absence of Janitorial Staff from the Client shall depute another Janitorial Staff in his place within an hour from the time of Communication.

- r) That the Janitorial Staff shall act as Cleaning Staff. The Janitorial Staff shall be duty bound to perform the assignments as directed by NADRA In-Charge(s) concerned within the scope of services.
- s) That either party may terminate the Agreement if the other party fails to perform its obligations in terms of this Agreement within thirty days (30) days of a written notice by NADRA or ninety days (90) days notice by the company / firm.
- t) RHO NADRA Quetta has reserve the rights to terminate the agreement / contract without assign any reason within thirty days (30) days by a written notice.
- u) That the COMPANY shall not publish any information, photograph and / or any advertisement in public / media in regard to its Janitorial Services extended to the Client, without the prior written consent/ approval from the Client.
- v) The COMPANY shall submit his monthly invoice / bills completed in all respects to Admin Branch NADRA RHO Quetta during first week of every month for the work carried out during the preceding month.
- w) NADRA RHO QUETTA reserves the right to terminate the contract by giving a notice of thirty (30) days to the COMPANY / FIRM if:
- a. In the opinion of the NADRA RHO Quetta/ NADRA Competent Authority, the COMPANY's performance is unsatisfactory.
 - b. he COMPANY fails to abide by any of the conditions of the contract or the instructions of NADRA RHO Quetta.
 - c. If it decides to discontinue the services of the COMPANY due to any reason other than those mentioned above.
- x. NADRA RHO Quetta shall have the right to forfeit the performance guarantee in this / above scenarios of withdrawal / termination of contract and blacklisting of the company as per Public Procurement Rules.
- y. Firm / Bidder shall be responsible to pay / disbursed monthly salary to the deputed janitorial staff on or before 5th Day of each month during the entire period of contract.
- z. The bidder / firm shall ensure that the monthly wages / salaries as declared by

Government of Balochistan for all janitorial staff deployed under this contract are paid no later than the 5th calendar day of each month without any exception.

- aa. The obligation to pay salaries on time is independent of the payment schedule between the procuring agency and the firm / bidder. Delay in the release of payment by the procuring agency shall not be considered a valid justification for any delay in disbursement of salaries to deputed janitorial staff. Failure to comply with timely payment of the salaries shall be treated as a material breach of contract and may result imposition of penalty as determined by the procuring agency and or termination of the contract and blacklisting of the firm as per applicable rules.
- bb. The rates quoted by the Janitorial Company (Inclusive of all applicable Governments Taxes & Janitorial Employee / Cleaning Staff minimum wages rates Notifications (Announced by Government of Balochistan time to time), EOBI, Social Security, Health and Life insurance etc as per Health & Labor law, once accepted by the NADRA shall be valid for the contracted period and no escalation of security- charges would be entertained during the term of contract.
- cc. Provision of benefits such as group insurance, registration with EOBI and social security etc. would be the sole responsibility of Janitorial Company.
- dd. Company will be fully responsible in case of misconduct caused by the janitorial staff
- ee. When circumstances warrant, NADRA may refuse to accept services from any employees of Company whose work has been found unsatisfactory reported by site In charge or not in accordance with the requirements of this agreement. In addition, penalties / actions would be initiated in case of unsatisfactory performances.
- ff. All payments will be done as per NADRA RHO QUETTA rules on post monthly basis, after satisfactory performance certificate received from Site In charge for each Month
- gg. Any type of corrupt or fraudulent practices and provision of false information will lead to the blacklist of firm.
- hh. The authority reserve the right to verify the Minimum Wage as per Government of Balochistan Notification in the form of Credit transferred through Bank or Cheque. In case the Minimum wage not full filled by Janitorial Company then the authority reserve the right to cancel the Contract
- ii. One year agreement will be signed between NADRA Balochistan and Successful bidder, extendable for one year on same terms and conditions upon mutual understanding

between the two parties. Moreover, In case of any increase in Government of Balochistan notified minimum wages during the contract period, the agreed contract rates shall be adjusted proportionately to the extent of such statutory change only. No Additional profit, overhead or margin shall be allowed.

- jj. Bidder shall submit the detail breakup of the quoted rates and attached with the financial proposal.
- kk. Bidder shall submit the monthly charges of EOBI and Social Charges against each janitorial staff deputed at NADRA Regional Head Office Quetta and Its Office across the Balochistan. Bidder shall submit / attached the monthly invoices / receipts of EOBI and Social Security charges against each janitorial staff with the monthly claim / bill / invoice
- ll. The bidder shall submit salary disbursement record for all janitorial staff deputed at NADRA. Furthermore, salaries must be disbursed strictly through banking channels and cash payments shall not be permitted.

We hereby accepted the above mentioned terms & conditions

Signature of Bidder

Financial Proposal

Procurement of Janitorial Services

1	2	3	4	5	6	7	8
Item No.	Item Description	Estimated Quantity	Agreement Period (Months)	Related Service Completion Period as per requirement	Unit Price	Unit Price (Including, Social Security, EOBI, BRA, Misc Taxes, Profit and all applicable taxes, etc)	Total Price (Col. 3*4*7) Inclusive of all Govt Taxes
1	Cleaning Staff	56	12	(08 Hrs) Day/Night (as per requirement)			
Total Bidding Amount (PKR) including all applicable taxes							
Total Bidding Amount (PKR) In Million including all applicable taxes							
Total Amount in Words:							

Important Note: Bidders shall adhere the following points while quoting the rates if found unrealistic, the Bid(s) shall be treated as disqualified.

- a. The prices shall be Government of Balochistan notified Minimum Wage Rates to be adhered/ followed by bidders while quoting Prices.
- b. The price shall include the EOBI and Social Security Charges to be adhered/ followed by bidders while quoting Prices.
- c. The prices shall include WHT & BRA Taxes.
- d. The bidder is required to quote the prices on their company letter head and signed and stumped duly
- e. Bidder is required to submit a stamp paper where clearly mentioned that all the

- applicable taxes shall be adhered by the bidder,
- f. EOBI and social security charges shall be adhered by the bidder and bidder shall be responsible to pay the minimum wages as declared by Government of Balochistan to deputed cleaning staff during the entire period of contract.
 - g. Percentage of quantity increase is 20 percent. The procuring agency reserve the right to decrease the number of deployed janitorial staff / cleaning staff upto twenty percent (20%) of the original contract quantity during the contract period, depending upon operational requirements keeping in view the uncertainty of services / requirements. Payment shall be made on the basis of actual number of janitorial staff / cleaning staff deployed at the agreed unit rates and no claim for compensation on account of such variation shall be entertained.
 - h. One year agreement will be signed between NADRA Balochistan and Successful bidder, extendable for one year on same terms and conditions upon mutual understanding between the two parties. Moreover, In case of any increase in Government of Balochistan-notified minimum wages during the contract period, the agreed contract rates shall be adjusted proportionately to the extent of such statutory change only. No Additional profit, overhead or margin shall be allowed.
 - i. Bidder shall submit the detail breakup of the quoted rates and attached with the financial proposal.
 - j. Bidder shall submit the monthly charges of EOBI and Social Charges against each janitorial staff deputed at NADRA Regional Head Office Quetta and Its Office across the Balochistan. Bidder shall submit / attach the monthly invoices / receipts of EOBI and Social Security charges against each janitorial staff with the monthly claim / bill / invoice.
 - k. The bidder shall submit salary disbursement record for all janitorial staff deputed at NADRA. Furthermore, salaries must be disbursed strictly through banking channels and cash payments shall not be permitted.
 - l. The bidder shall provide a detailed cost / price breakdown of the total quoted amount, including all applicable taxes, WHT, BRA etc and EOBI and Social Security Charges etc.