

**FEDERAL OMBUDSPERSON SECRETARIAT FOR PROTECTION AGAINST HARASSMENT**



Tender document for	<u>Acquiring Janitorial Services/Cleaning Services For Office of the Federal Ombudsperson Secretariat for Protection against Harassment, ISLAMABAD.</u>
Tender document No.	<u>Acquiring Janitorial Services /2025-26/ 26-27 &amp; 27-28.</u>

**Office of the Federal Ombudsperson Secretariat for Protection against Harassment of Women at Workplace (FOSPAH)**

**LG & RD Complex, First Floor, Sector G-5/2, Islamabad**

**Telephone No.051-9262953**

**Federal Ombudsperson Secretariat for Protection against Harassment,**  
**ISLAMABAD**

**TENDER NOTICE FOR ACQUIRING JANITORIAL SERVICES**

1. Federal Ombudsperson Secretariat for Protection against Harassment, (FOSPAH), ISLAMABAD invites bids through EPADS from well-reputed Janitorial Firms, having at least Three (03) years relevant experience and registered with Income Tax and Sales Tax Departments, stationed at Islamabad/Rawalpindi for provision of Janitorial/Cleaning Services to FOSPAH Office, LG&RD Complex Building First Floor, G/5/2, FOSPAH Office, Islamabad, & Mir plaza First Floor G/6 Markaz Melody, FOSPAH Office, Islamabad, for three years, starting from the date of signing of contract.
2. Bidding documents, containing detailed terms and conditions, etc. can be downloaded from FOSPAH website ([www.fospah.gov.pk](http://www.fospah.gov.pk)) and PPRA website ([www.ppra.org.pk](http://www.ppra.org.pk)), and EPADS (<https://eprocare.gov.pk>).
3. Bids along with Complete Profile of the Company prepared in accordance with the instructions in the bidding documents, must be submitted through **EPADS**, on or before 18<sup>th</sup> September, 2025 by 11:00 a.m. Single stage- two envelope bidding procedure will be adopted. Bids will be opened the same day at 11:30 hours on the address given below. This advertisement is also available on PPRA website.

**(Muhammad Hammad Ul Hassan)**  
Assistant Director (Admn)  
LG&RD Complex Building,  
G/5/2, FOSPAH, Islamabad.

Ph. No. 9262953

## **Federal Ombudsperson Secretariat for Protection against Harassment, ISLAMABAD**

### **TENDER DOCUMENTS**

**ACQUIRING THE JANITORIAL SERVICES FOR OFFICE BUILDING, FOSPAH Office, LG&RD Complex Building, First Floor G/5/2, ISLAMABAD & Mir Plaza First Floor, Melody G-6 Markaz, Islamabad.**

#### **General Terms and Conditions:**

1. The bidder should submit both proposals i.e. Technical & Financial proposal through EPADS.
2. The firm should be registered with Income & Sales Tax Departments (Registration Number should be clearly mentioned and valid documentary evidence be attached).
3. The firm should have a minimum of three (03) years' experience of similar assignment with reputable organizations and should have a well-equipped set up, having proper office at Islamabad/Rawalpindi.
4. The bidder will be required to submit a Pay Order amounting to Rs. 40,000/- as earnest money in favour of DDO FOSPAH, payable at Islamabad.
5. The Procurement Committee of FOSPAH will open the technical proposals (Annex-I & III) in the first instance for evaluation as per criteria given at Annex-III, on 18th September, 2025 at 11:30 hours in the presence of the bidders or their authorized representatives, who may like to be present.
6. The Purchase Committee will open the financial proposals (Annex-II) of the bidders whose technical proposals are accepted, on a date and time to be communicated to them in advance, in the presence of the bidders or their authorized representatives, who may like to be present.
7. The bidder with the most advantageous bid, if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.
8. The successful bidder will be required to enter into a formal Agreement, to be executed with mutual consent of both the parties.

9. The proposals should not have any over-writing or cutting. Bids with any of the aforementioned defects may not be considered.
10. The bidders should examine carefully the terms & conditions of the tender. They should also visit the office of FOSPAH at any time during working hours at their own expenses and obtain all necessary information prior to submitting the tender. Clarification if any, about the job may be obtained from the undersigned at any time during working hours before submitting tenders. Once the tender is submitted, it will be assumed that no further clarification is required.
11. Payment of the bills will be subject to the deduction of all government taxes.
12. Terms of Scope of work and evaluation criteria as enclosed below would be strictly adhered.
13. Interested firms are required to visit the site before submission of tender documents.
14. The Bids should be in conformity with all the prevailing laws in the country including minimum wages as notified by the Federal Government.
15. The firm is bound to provide neat and clean uniform to the janitors during office timings.
16. Only those Bid(s) will be considered which would be submitted on the E-PAD.
17. FOSPAH's shall have the right at any stage to change (increase/decrease) the required quantity or cancel the agreement without assigning the reason thereof.
18. If performance of company/janitorial worker is not up to the mark, FOSPAH shall reserve the right to cancel the agreement or to request the Janitorial firm to change the deployed resource.

**(Muhammad Hammad Ul Hassan)**  
Assistant Director (Admn)  
LG&RD Complex Building,  
G/5/2, FOSPAH, Islamabad.

Ph. No. 9262953

**ANNEX-I**

**Federal Ombudsperson Secretariat for Protection against Harassment, ISLAMABAD**

<b>Particulars</b>	<b>Description</b>	<b>Remarks</b>
Name of the Firm		
Address (Telephone, Fax & e-mail)		
Year of Establishment (attach any documentary evidence or furnish a statement on Oath)		
National Tax No. (Attach documentary evidence)		
Whether Pay Order or Earnest Money amounting to Rs. 20,000/-		
Banker's Name and Contact Details.		
Experience related to the similar assignments with reputable organizations		
Annual Turnover supported by sales or income tax return		
Jobs in Hand (Current)		
Affidavit (That the firm has not been blacklisted by private, Govt., Semi Govt. or Autonomous Body)		
Managerial/Technical Capability(Manpower): a) Total No. of Permanent Staff: b) Total No. of Contract/Project Staff (Attach as separate Annexure, if necessary)		

Contact Person :		
Date:..... Name & Designation		
Authorized Signature & Stamp		

### Scope of Work

**a) Provision of 03 Nos. x Janitors**

<b>03 Janitors ( Human resource only no sweeping material)</b>	<b>To be filled in by the Bidder (Yes/No)</b>	<b>Remarks (if any)</b>
02 x Janitor for G 5-2 first floor and the other 01 x Janitor for G 6 Mir Plaza building first floor for internal and external cleaning on daily basis with lunch break and holidays as observed by FOSPAH.		
<b>Eligibility</b>		
i. Services are required for five days a week basis (in case of exigency if the office is opened on holiday, the firm shall deploy staff without additional claim in terms of remuneration/ charges).		
ii. Cleaning staff must be present 40 minutes before and after closing of office hours.		
iii. Cleaning staff should wear proper uniform provided by the firm itself.		
iv. Age for janitor must be maximum up to 60 years.		

v. At least five (05) years relevant experience.		
vi. Should have latest equipment with good quality material.		
vii. In case of any damage during the cleaning, firm will be responsible for repair/replacement purely at their own cost.		
viii. Payment will be made on monthly basis after receipt of valid invoice.		

**b) Services**

<b>Work Schedule</b>	<b>Description of Work (Cleaning, swabbing and mopping)</b>	<b>To be filled in by the Bidder (Yes/No)</b>	<b>Remarks (if any)</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
Daily Work	Daily cleaning/mopping of marble and tiled floors & Reception Areas.		
	Daily buffing of marble and tiled floors.		
	Clean all waste paper baskets in the wash rooms, offices and corridors and cleaning all related items.		
	Clean the bathrooms, wash basin sinks and toilet bowl with Phenyl.		
	Collection and disposal of garbage.		
	Sweeping of entrance, car parking, and ground area.		
	Cleaning of mirrors in toilets and offices.		

	Spray air freshener in toilets and corridors.		
	Emergency cleaning whenever required.		
	Ensure there is soap, toilet roll and Phenyl tablet etc in every toilet in FOSPAH Office Building on daily basis.		
Weekly	Cleaning of all interior and exterior glasses and grills.		
	Floor washing with surf/vim and cleaned water.		
	Clean all windows externally.		
	Scrubbing and cleaning lobbies and stairs.		
Monthly	<p>Cleaning of all exterior glasses and grills which are reachable and non-reachable.</p> <p>Polishing of office room floors.</p> <p>Cleaning of wall claddings.</p> <p>Clean the Venetian blinds, lights, pictures and if necessary doors inside and outside the rooms/ offices.</p> <p>Removal of cobwebs.</p> <p>Fumigation of the whole building and as and when required.</p>		

**Federal Ombudsperson Secretariat for Protection against Harassment, ISLAMABAD**

**FINANCIAL PROPOSAL**

**ACQUIRING THE JANITORIAL SERVICES FOR OFFICE BUILDING, FOSPAH Office, LG&RD Complex Building, First Floor G/5/2, ISLAMABAD & Mir Plaza Melody G-6 markaz Building First Floor, Islamabad.**

Name of the Firm & Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. The monthly charges/rate for provision of janitorial services mentioned at (a) & (b) of Annex-I (Pre-qualification Proposal) is Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only)

(Including all prevalent government taxes must be observed while quoting rates keeping in view the terms of scope of work).

\_\_\_\_\_

Authorized Signature with Stamp

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Federal Ombudsperson Secretariat for Protection against Harassment, ISLAMABAD**

**ASSESSMENT CRITERIA**

**ACQUIRING THE JANITORIAL SERVICES FOR OFFICE BUILDING, FOSPAH Office, LG&RD Complex Building, First Floor G/5/2, ISLAMABAD & Mir Plaza Melody G-6 markaz Building First Floor, Islamabad.**

The bids will be evaluated as per the following criteria:

<b>S #</b>	<b>Grading</b>	<b>Marks</b>
1	Proper Office and Store	10
2	Experience related to the similar assignments (02 marks for each assignment)	20
3	Registration with various Departments e.g. EOBI & Social Security Registration (Certificate enclosed) (05 marks each)	10
4	Job in Hand (05 marks for each client/ job in hand)	20
5	Human Resource (02 marks for each employee)	20
6	Annual Turnover (05 mark per million)	20
<b>Total Marks</b>		<b>100</b>

*Qualifying Marks = 50%*

**Note:- Only technically qualified firms shall be considered for financial bid opening.**