

**Bidding Documents
for
Outsourcing of Cleaning Services
at
Consulate General of Pakistan, Frankfurt am Main**

Tender No TS _____ on PPRA Website (www.ppra.org.pk)

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Scope of Bids

The Consulate General of Pakistan in Frankfurt am Main, is interested in outsourcing cleaning services of its premises. All interested firms/companies registered with concerned German authorities and having a good reputation in the relevant field may participate.

Invitation of Bids - Outsourcing of Cleaning Services

The Consulate General of Pakistan, Frankfurt, invites sealed bids from the firms/companies, registered with concerned local German/EU authorities, for outsourcing the cleaning services of the Consulate premises. Single stage two envelope procedure shall be followed as provided in Public Procurement Rules, 2004 notified by the Government of Pakistan (*This advertisement is also available at www.ppra.org.pk*)

Complete details/bidding documents can be requested at Email parepfrankfurt@pakmissionfrankfurt.de or may be downloaded from www.pakmissionfrankfurt.de/cleaning-services

Duly completed bidding documents must reach at the address given below on or before 2 January 2024 at 1600 hours. Bids will be opened on same day at 1630 hours. Bidders may like to join.

Consulate General of Pakistan,
Eschenbachstrase 28, 60596,
Frankfurt am Main
Ph (069)-69867850
Fax (069)-698678517
Email: parepfrankfurt@pakmissionfrankfurt.de

Instructions to Bidders

Bidders are advised to read the following, Instruction to Bidders (ITB), carefully: -

Nature of work

Cleaning includes:

- Cleaning maintenance (including dusting, sweeping, mopping, vacuuming) of the Consulate premises.
- Cleaning also includes sanitary areas of the Consulate.
- All areas in the Consulate would be cleaned with relevant cleaning material and tools. It may be noted that Consulate flooring consists of various types e.g wooden, tiles, marble, carpet etc.
- Dusting/cleaning of all exposed surfaces such a table, cabinets, book shelves, chairs, lamps, windows etc.
- Emptying, cleaning of all dustbins and disposing the garbage off at designated place.
- Toilets need to be cleaned up properly including cleaning up of sanitary items and replenishing tissue rolls and soaps etc.
- Cleaning of main entrance and stairs of the Consulate building. Area with grey stone tiles outside the covered area and between the two small gates; and two stairways, adjacent to the grey stone tiled area, also needs to be cleaned.
- Every cleaning material (tools/liquids/sprays etc) to be used for the cleanliness, will be responsibility of the firm at their own cost.
- The Consulate may provide a designated place to store the cleaning material/items.
- The cleaning must be carried out after 1700 hours.

Half-yearly and yearly cleaning; as per following, would be part of scope of the agreement between the parties.

- Twice a year, thorough cleaning of windows of the Chancery by the firm.
- Thorough annual cleaning (Grundreinigung) of the premises.

Miscellaneous:

- Used cleaning mops/stuff need not to be left wet at the Consulate premises. Staff members of the cleaning firm may either take them back to the firm on daily basis or may make arrangements for a mechanism of washing and drying the mops etc.
- Firm may bring one cabinet/shelve to store its cleaning material, however, all the cost would be borne by the cleaning firm. Consulate may only specify the area to place the cabinet/shelve.

About the Bid

- Submitted bid must be complete in all aspects considering bidding documents within the specified date and time.
- The firm/company must be registered/approved under local German laws.
- The mode of payment options (against the services rendered) should necessarily be the part of offer/quotation, made by the firm.
- Überweisung (transfer of payment from one account to another account) would be preferred mode of payment for the Consulate.
- Consulate, in no way, would make cash payment.
- Payment will be made on receipt of original invoice.
- The firm/company must have a valid tax identification number issued from concerned German/EU authority.
- No bank accounts would be attached for payments of the bills.

- Selection will be based on cleaning service plan, firms' reputation/strong clientage and also with quoted rates.
- It is clarified to all the bidders that after award of the contract, in no way, the firm will sublet the job/contract to any other firm /individual/organistaion.
- In order to visit the premises before bidding, interested bidders may like to fix an appointment at the email given in the advertisement.

Cost of Bidding Documents

- The Bidder shall bear all costs associated with preparation and submission of his/her bid, and the Consulate shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- The bidding documents shall be provided to the interested bidders for a fee of **Euros 5 (Five euros only)** or these may be downloaded free of cost from the Mission's website (<http://www.pakmissionfrankfurt.de/cleaning-services>) or may be requested at email parepfrankfurt@pakmissionfrankfurt.de

Amendment (s) in the Bidding Documents.

- At any time prior to the deadline for submission of bids, the Consulate General, for any reason, whether at its own initiative or in response to clarification(s) requested by prospective Bidder, may modify the Bidding Documents by amendment(s) in accordance with Public Procurement Rules, 2004.
- All prospective Bidders who have received the Bidding Documents shall be notified of the amendment(s) in writing through Post, e-mail or fax, and shall be binding on them.
- In order to allow prospective Bidders reasonable time for taking the amendment(s) into account in preparing their bids, the Consulate General, at its discretion, may extend deadline for submission of bids in accordance with Public Procurement Rules, 2004.

Language of Bid(s)

- All correspondence, communications, associated with preparation of Bids, clarifications, amendments, submissions etc. shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English.

The Governing Rules

- The Bidding procedure shall be governed by the Public Procurement Rules, 2004 issued and amended from time to time, by the Public Procurement Regulatory Authority (PPRA), Government of Pakistan. All related rules are available on PPRA website www.ppra.org.pk

Form of Bid

- The bidding firm/company must provide its complete address, contact details and focal person's details.
- The firm/company must have a valid tax number with the local authority.
- The mode of payment options should necessarily be the part of offer/quotation, made by the firm.
- All the interested bidders must be compliant to all relevant local/European Union rules and regulations.

Bidding Procedure

- The bidding procedure is governed under rule 36 "Procedures of Open Competitive Bidding" sub-rule (b) "Single stage - two envelop procedure".
- The bid shall comprise of a single package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- The envelopes shall be marked clearly as FINANCIAL PROPOSAL and TECHNICAL PROPOSAL in bold and legible letters to avoid confusion;
- At the specified bid opening time/date initially, only the envelope marked TECHNICAL PROPOSAL shall be opened;

- The envelope marked as FINANCIAL PROPOSAL shall be retained in the custody of the procuring agency without being opened;
- The Consulate General shall evaluate the technical proposal in a manner prescribed in the evaluation criteria without reference to the price and reject any proposal which does not conform to the specified/requisite requirements;
- During the technical evaluation no amendments in the technical proposal shall be permitted;
- The financial proposals of bids shall be opened publicly at the time, date and venue announced to the interested bidders in the Bidding Documents;
- After the evaluation and approval of the technical proposal the Consulate General, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only.
- The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- The bid found to be the most advantageous bid, shall be accepted.

Deadline for Submission of Bids

- Bids must be submitted by the Bidders and received by the Consulate General before the expiry of deadline. Bids received after the deadline will be rejected.
- The Consulate General may, in its discretion, extend the prescribed deadline for the submission of bids by amending the bidding documents, in which case all rights and obligations of the Consulate General and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

Late Bids

- Any bid received by the Consulate General after the deadline for submission of bids prescribed by the Consulate General shall be rejected and returned unopened to the Bidder.

Withdrawal of Bids

- The Bidder may withdraw his/her bid after the bid's submission and prior to the deadline/closing time & date prescribed for submission of bids. No bid shall be withdrawn after opening of bids.

Terms and Conditions

- Cleaning, mopping and sweeping of floors will be the main responsibility of the firm/company.
- All cleaning material such as bleach, detergent powder, fragrance liquid and anti-septic/bacterial agent used for mopping, toilet cleaners, glass cleaner etc required for cleaning purposes shall be provided/arranged by the cleaning firm at their own cost. This does not include toilet papers, tissue papers, air fresheners and soap used for washing of hands.
- The cleaning must be carried out after office hours i.e 1700 hours.
- The company needs to share the details of the cleaner well before the work to be done. If there is any change in the cleaner, company needs to convey in writing. Frequent changes in cleaners must be avoided.
- Payment will be made within specified time, upon receipt of the original invoice from the company/firm, through bank transfer.
- No cash payment(s) will be made to the firm/company.
- The mode of payment options should necessarily be the part of offer/quotation, made by the firm.
- In case the Consulate is closed on account of some holiday/activity, it will be conveyed to the firm in advance. The Consulate however reserves the right to utilize the services of the firm on some other days.

- All interested bidders must be compliant to all relevant local/European Union rules and regulations.

Delivery time/schedule

- After completion of the whole bidding procedure, successful /the most advantageous bidder will have to start cleaning work from the date and time as mutually agreed by the Consulate General.

Bid Price

- The Bidder shall indicate the total bid price (inclusive of tax) of the services, he/she proposes to supply under the Contract.
- The price quoted must clearly indicate the amount of Value Added Tax (VAT) included in the quoted price.
- Quoted prices, should be typed with stamp and signatures. Any alteration/correction must be avoided. Every page of the bid is to be signed and stamped at the bottom.
- The Bidder should quote prices of all services/cleaning materials. The company/firm must quote only those prices of services as required, if these are different from the required services, then it may be rejected.
- The Bidder is required to offer a competitive price. All prices must include all taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The bidder shall be responsible for all new taxes, if any, levied by the Government until completion of the contract.
- The benefit of exemption from or reduction in the taxes and duties shall be passed on to the Consulate General.
- Prices offered should be for the entire period of initial contract period; partial quantity offers shall straightaway be rejected. Conditional offer shall also be considered as non-responsive Bid
- While making a price quote, trend/ inflation in the rate of services in the market should be kept in mind. No request for increase in price due to market fluctuation in the cost of services shall be entertained.

Bid Currencies and Supporting Documents

- Prices shall be quoted in Euro.
- The bidders may like to provide leaflets/brochures/catalogs of quoted products with the bid.
- Certificates from the existing clients may also be attached with the bid.

Documentation on Eligibility of Bidders

- Bidder shall furnish, as part of its bid, the documentary evidence mentioned in the eligibility criteria for the Bidder's eligibility and its qualifications to perform the Contract if his bid is accepted.

Bid Security

- The interested firm/company is not required to submit any amount as bid security.

Submission of Bids

Sealing and Marking of Bids

- The envelope shall be marked as "BID" in bold and legible letters to avoid confusion. Similarly, the Bidder shall seal the bid(s) in separate envelopes. The envelopes shall then be sealed in an outer envelope.
- The inner and outer envelopes shall:
 - a. be addressed to the Consulate General at the address given in the advertisement; and
 - b. have bid Reference number indicated in the Invitation for Bids, and a statement: "DO NOT OPEN BEFORE," the time and the date specified in the Invitation for Bids for opening of Bids.
- The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared as "non-responsive" or "late".

- If the outer as well as inner envelope is not sealed and marked as required above, the Consulate General shall assume no responsibility for the bid's misplacement.
- The bids must be delivered by hand or by courier so as to reach the address of the Consulate General on the date and time prefixed in the Invitation for Bids.

Opening and Evaluation of Bids

Opening & Evaluation of Bid by the Consulate General

- The "Bids" received, shall be opened by the Consulate General publicly in the presence of the Bidders or their representatives who may choose to be present at the Consulate General of Pakistan, Frankfurt on 2 January 2024 at 1630 hours.
- All Bidders in attendance shall sign an attendance sheet.
- Prior to the detailed evaluation, the Consulate General shall determine the substantial responsiveness of offered bids to the bidding documents. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviation. Deviations from, or objections or reservations to critical provisions, such as those concerning Applicable Laws, delivery schedule, taxes & duties etc. shall be deemed to be a material deviation for Bids. The Consulate General's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- The Bids shall be evaluated in terms of the compliance of the offered services technical specifications with the demanded ones.
- The Technically qualified Bids (i.e. compliant to technical requirements and other terms & conditions) shall be opened publicly on a specified date, time and venue.
- The Consulate General shall open Bids and read out aloud its contents which may include name of the Bidder, items bided for and unit prices and total amount of the Bid (if applicable). The Consulate General may

choose to announce any other details which it deems appropriate if not in conflict with the Public Procurement Rules, 2004.

- In the Bids, the arithmetical errors shall be rectified on the following basis: -
 - a. If there is a discrepancy between the unit price 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.
 - b. If the Bidder does not accept the correction of the errors, its bid shall be rejected.
 - c. If there is a discrepancy between words and figures, the amount in words shall prevail.

Rejection of Bids

- The Consulate General may reject any or all bids at any time prior to the acceptance of a bid under Public Procurement Rules (PPR) 2004. The Consulate General may upon request communicate to any Bidder who submitted a bid, the grounds for its rejection of any or all bids, but is not required to justify those grounds.
- Conditional or incomplete bid(s) shall be rejected.
- The bid(s) received with over-writing, cutting and doubtful figure(s) shall be rejected.
- The Consulate General incurs no liability, solely by virtue of its invoking Rule 33.1 of PPR 2004, towards bidders who have submitted bids.
- Notice of the rejection of any or all bids shall be given promptly to the concerned Bidders who submitted bids.

Re-Bidding

- If the Consulate General has rejected all bids, it may call for a re-bidding.

Announcement of Evaluation Report

- Announcement of Evaluation Report will be as per PPR 2004.

Contacting the Consulate General

- No Bidder shall contact the Consulate General on any matter relating to its bid. If a Bidder wishes to bring additional information to the notice of the Consulate General, it should do so in writing prior to its opening and announcement of evaluation report.
- Any effort by a Bidder to influence the Consulate General in its decisions on bid evaluation, bid comparison, or Contract award may result in the rejection of the Bidder's bid. Any infringement shall lead to disqualification.

Queries regarding Bidding Documents

- A prospective Bidder requiring any clarification(s) on the Bidding Documents may notify the Consulate General in writing at the Consulate's address indicated in the Invitation for Bids. The queries may also be sent via fax, phone or on email. The Consulate shall respond in writing to any request for clarification(s) of the bidding documents, which it receives 5 days prior to the deadline for submission of bids prescribed in the Invitation for Bids. Written copies of the Consulate General's response (including an explanation of the query but without identifying the source of inquiry) shall be sent to all prospective Bidders who have requested for the bidding documents. It may, however, be noted that queries/clarifications must be sent/forwarded as per timelines mentioned above and any delayed query would in no way result in extension of the last day/time of submission of the bidding documents.
- Address for requesting a clarification or sending query for all correspondence(s) with the Consulate General of Pakistan, Frankfurt, Germany is as under: -

Mr. Shifaat Ahmad Kaleem
Head of Chancery
Eschenbachstrasse 28, 60596, Frankfurt am Main
Office No. (069)-69867850
Fax Number (069)-69867851
Email address: parepfrankfurt@pakmissioninfrankfurt.de

Evaluation Criteria

The firm/company scoring the highest marks, as per following criteria, will be preferred.

Evaluation Criteria for Bids (1-5 score, 5 being the highest) (Technical)

- Whether the bidder is registered with local tax authority? Yes/No (1-5 score)
- Whether the bidder is offering all services as mentioned in Instructions to Bidders? Yes/No (5/0 score)
- Whether the bidder is willing to purchase all cleaning material at his/her own cost? (Yes/No). (5/0 score)
- Whether the bidder is willing to do dusting of the windows/doors and furniture on all working days? (Yes/No). (5/0 score).
- Whether the bidder is willing to perform Annual and Biannual thorough cleaning of the Consulate. (Yes/No). (5/0 score).
- Whether the bidder is willing to properly manage its cleaning equipment as per Instruction to Bidders. (Yes/No). (5/0 score)
- Whether the company/firm is registered with the local German /EU authorities (Yes/No). (5/0 score)
- Where the company/firm is located. *Closer the proximity, higher the marks.* (1-5 score)
- The business history of the company/firm. (1-5 score)

- The outreach/clientage of the company/firm. (1-5 score)

Evaluation Criteria for Bids (1-5 score, 5 being the highest)
(Financial)

The firm quoting the lowest rates will be given maximum marks.

Award of Contract

Acceptance of Bid and Award of Criteria

- The Bidder whose bid is found the most advantageous bid, if not in conflict with any other law, rules, regulations, or policy of the Government of Pakistan, shall be awarded the Contract, within the original or extended period of bid validity.

Notification of Award of Contract

- Prior to the expiration of the period of bid validity, the Consulate General shall notify to the successful Bidder in writing that his bid has been accepted.
- The notification of award shall constitute the signing of Agreement of Services between the Consulate General and the successful Bidder.
- The enforcement of the Contract shall be governed in the light of the contract.

Signing of Contract

- After the notification of award, the Consulate General shall send the successful Bidder the Agreement of Services form.
- The Agreement of Services shall become effective upon affixation of signature of the Consulate General and the selected Bidder on the Contract document.

If the successful Bidder, after completion of all codal formalities shows an inability to sign Agreement of Services then in such situation the Consulate General may award the contract to the next most advantageous Bidder or call for new bids.

Any party may file its written complaint against the eligibility parameters, evaluation criteria or any other terms and conditions prescribed in the bidding documents if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the grievance redressal committee (GRC) well before the proposal submission deadline.