

**TENDER NOTICE NO. GS/19/2025**

**(OPEN FRAMEWORK AGREEMENT)**

**TENDER DOCUMENT**

**FOR**

**OUTSOURCING OF GENERAL, NON-CORE SERVICES**



<b>GENERAL PRO-FORMA FOR TENDER SUBMISSION (to be filled by Bidder/firm)</b>	
Bid/ proposal submitted for	
Firm/ Company Name	
Address: (Head office)	
Address: Office(s) in Islamabad/ Rawalpindi	
Contact Number	
Email address	
Owner(s) Name	
NTN/GST Number	
PEC Registration Number (in case of Civil work)	
Work Experience in relevant field/ Category (in Years)	
Previous reputation/work completion certificates / evidence submitted	Yes / No
Earnest Money/Bid Security Submitted	Yes / No (Rs. _____) % age _____ (If required)
Submission of undertaking that, firm has not been blacklisted by any Organization/establishment etc.	Yes / No
Last date for tender submission <b>October 20, 2025</b>	Submitted on: _____/_____/2025

## TENDER NOTICE No.GS/19/2025

The Pakistan Institute of Development Economics (PIDE) invites Bids through e-Pak Acquisition & Disposal System (E-PADS) <https://eprocure.gov.pk> on “Single-Stage, One-Envelope” method from the reputed Firms/Contractors for **Open Framework Agreement** (for three years) registered with income tax and sales tax department.

➤ **Outsourcing of General, Non-Core Services**

The Bid Security of Rs.50,000/- (refundable) is required to submit in hard form in the shape of pay order/bank draft in favor of PIDE, Islamabad and scanned copy of the same is require to be uploaded through E-PADS.

Complete Tendering process shall be carried out through E-PADS. Interested firms/bidders are requested to register themselves on the E-PADS <https://eprocure.gov.pk/#/supplier/registration> and submit their tender documents. For registration and guidance/training on E-PADS, you may contact E-PADS UAN: 051-111-137-237.

Closing date of submission is **October 20, 2025** by 11:00 hours. The bids shall be opened **half hour after the closing time** in the presence of the bidders who wish to be present in the office of the Chairman, Purchase Committee, PIDE. The Institute reserves the right to accept or reject any or all the bids as per PPRA rules.

**(Dr. Nasir Iqbal)**

Registrar, PIDE

Telephone # 051-9248051, 051-9248089

## **PURPOSE OF TENDER**

Pakistan Institute of Development Economics (PIDE) invites **SINGLE STAGE – ONE ENVELOPE PROCEDURE** (OPEN FRAMEWORK AGREEMENT FOR THREE YEARS) under PPRA Rules from well reputed firms having minimum 3 years; experience in rendering similar services.

## **MODE OF ADVERTISEMENT(S):**

Complete Tendering process shall be carried out through EPADS. Interested firms/bidders are requested to register themselves on the EPADS <https://eprocure.gov.pk/#/supplier/registration> and submit their tender documents. For registration and guidance/training on EPADS, you may contact EPADS UAN: 051-111-137-237.

As per Rule 12(1&2), this tender document is being placed online at PPRA's website, the website of procuring agency [www.pide.org.pk](http://www.pide.org.pk) as well as being advertised in print media.

## **TYPE OF OPEN COMPETITIVE BIDDING:**

As per PPRA Rule, Single Stage One Envelope -Bidding Procedure shall be followed. The said Procedure is reproduced as follows:

36. Procedures of open competitive bidding.-

Save as otherwise provided in these rules the following procedures shall be permissible for open competitive bidding, namely:-

- i. Single stage – one envelope procedure.-
- ii. Each bid shall comprise one single envelope containing, separately, financial proposal and technical proposal (if any). All bids received shall be opened and evaluated in the manner prescribed in the bidding document.

## **TENDER PRICE & CURRENCY:**

The quoted price shall be:

- Inclusive of all Government applicable taxes; and
- Denominated in Pak Rupees;

## **SCOPE OF WORK:**

The institution seeks to engage a qualified manpower service provider to deploy trained, uniformed, and disciplined staff for various operational support roles. These services are essential for maintaining institutional hygiene, maintenance, security, and daily functioning. The personnel shall perform their duties under the supervision of the institution's authorized representatives and in accordance with applicable rules and safety standards.

## 2. Categories of Required Manpower

The following categories of staff are required under this agreement:

- Receptionist and other related supporting staff
- Naib Qasid/Attendant/Daftri
- Security Guard
- Frash/Cleaner/Sanitary Worker/Sweeper
- Mali / Gardener
- Cook
- Loader
- Carpenter
- Electrician
- Lift Operator
- Plumber
- Daycare Mad/Aya

## 3. General Scope of Duties

### A. Cleaning & Sanitation Staff

- Daily cleaning of floors, washrooms, furniture, and workspaces
- Garbage collection and disposal
- Maintaining hygiene in public areas
- Replenishment of consumables (soap, tissue, etc.)

### B. Maintenance & Technical Staff

- **Electrician / Plumber / Carpenter / Lift Operator**
  - Perform routine maintenance and emergency repairs
  - Ensure safe and functional operation of systems
  - Maintain logs and report faults

### C. Gardening Staff

- Maintenance of lawns, gardens, and green areas
- Watering, mowing, pruning, and planting

### D. Support Staff

#### Receptionist:

- Manage the front desk operations, including receiving visitors and directing them appropriately.
- Handle incoming calls, emails, and maintain a visitor logbook.
- Ensure the reception area is clean, professional, and welcoming

- **Naib Qasid / Daftri / Loader / Attendant/record Sorter**
  - Internal movement of files and materials
  - Support in office, kitchen, or store-related tasks
  - Assistance in loading/unloading, serving, and cleaning duties

## E. Security Staff (Armed & Unarmed)

### Designations:

- **Security Guard**

### Scope of Duties:

- Ensure the **safety and security** of the institution's premises, assets, personnel, and visitors.
- **Control entry and exit points**, including verification of identity, vehicle checks, and visitor log maintenance.
- **Conduct regular patrolling** of the premises (both inside and outside) as per designated shift schedules.
- Remain alert and report any suspicious activity or unauthorized access immediately to designated authorities.
- Assist in **emergency situations**, such as fire, medical incidents, or evacuations, following proper protocols.
- **Monitor CCTV (if applicable)** and coordinate with the control room or administrative office.
- **Ensure discipline and order** during institutional events, examinations, and peak public hours.

### Uniform & Equipment Requirements:

- All security personnel must wear a **proper uniform** provided by the service provider, including:
  - Shirt/pants (seasonal appropriate), cap, belt, and security badge
  - Proper footwear and visible ID card
- **Armed security guards** must:
  - Be legally authorized and licensed to carry arms
  - Carry arms only as per applicable laws and institutional policy
  - Be trained in the safe handling and usage of firearms
- Security staff must maintain a **neat and professional appearance** at all times while on duty.
- Quarterly Training should also be provided physically.

## F. Hospitality & Personal Care:

- **Cook / Mad/Aya**
  - Cooking and serving meals as required
  - Assisting in care of children, patients, or elderly (Aya)

#### 4. Service Provider Responsibilities:

- Recruit and deploy trained, medically fit personnel
- Provide uniforms, ID cards, and basic tools (if applicable)
- Ensure timely replacement of absent staff
- Comply with all applicable labor, health, and safety regulations
- Maintain attendance records and submit regular reports

#### 5. Institutional Responsibilities

- Provide work schedules and duty assignments
- Monitor performance and report any issues to the provider
- Supply consumables and materials as mutually agreed

#### **BID SECURITY:**

The Bidder shall furnish the Bid Security (Earnest Money) with the Tender Document and the same should be upload on EPADS, detail is as under:

- a) Bidders applying for “**Outsourcing of General, Non-Core Services**” (**open framework agreement for three years**) to submit the Bank draft as earnest money of amount Rs. 50,000/- as a bid security in favor of “Pakistan Institute of Development Economics, Islamabad”.

#### **OPENING OF THE TENDER:**

PIDE shall open all bids through EPADS at the time, date, and place specified in tender notice, in presence of bidders’ representatives who wish to attend the meeting and shall sign an attendance sheet as evidence of their presence.

#### **TERMS AND CONDITIONS:**

The tenderers must comply with the following conditions; failure to do so will lead to disqualification of the quotation:

1. For this Pre-Qualification PPRA’s Rule 15, 16 and 16A will be adopted.
2. Financial bids will be called as when required from only Pre-Qualified bidders/ firms by the Competent Authority at PIDE.
3. The bids should be submit through EPADS, which will be opened in the presence of the bidders.
4. The tenderers shall have to deposit earnest money in the form of Pay Order/Demand Draft only (Cheque are not acceptable) in favour of Pakistan Institute of Development Economics, Islamabad along with bid documents.
5. The earnest money will remain with the PIDE till the completion of the contract period
6. The services will be required without any cost of transportation.

7. Only registered service providers appearing on the Active Taxpayer List (ATL) maintained by the Federal Board of Revenue (FBR) are eligible to participate.
8. The service provider must have a registered office located in Islamabad or Rawalpindi.
9. Any overwriting, erasures, or cutting on the quotation documents will not be accepted and will result in rejection of the bid.
10. The participating firm(s) shall submit valid copies of the following registrations and certificates:
  - o National Tax Number (NTN)
  - o General Sales Tax (GST) registration certificate
  - o Registration with Employees Old-Age Benefits Institution (EOBI)
  - o Registration with Social Security Institution
  - o Any other licenses or registrations as mandated by provincial/federal laws
11. The service provider shall furnish an affidavit stating that it has not been blacklisted or barred by any provincial or federal government department, autonomous body, or agency in Pakistan.
12. The firm must be duly registered under the relevant Pakistani laws (Companies Ordinance 1984 or applicable laws) and operating legally.
13. The service provider must provide an **armed license** issued by the relevant authority for all armed security guards deployed under this contract.
14. All personnel provided shall be employees of the contractor and must be medically fit, properly trained, and experienced for their assigned duties.
15. The service provider is responsible for obtaining police verification and background checks of all personnel prior to deployment and submitting evidence thereof to the institution.
16. All personnel must wear prescribed uniforms with clear identification badges while on duty and maintain a professional appearance.
17. The contractor shall comply with Pakistan's labor laws, including payment of minimum wages, overtime, EOBI contributions, social security benefits, and all statutory obligations under the **Industrial and Commercial Employment (Standing Orders) Ordinance, 1968**, and other relevant labor regulations.
18. The contractor is responsible for paying all wages, allowances, benefits, and statutory dues to its employees and shall indemnify the institution against any claims arising thereof.
19. The institution shall not be liable for any employment-related disputes, claims, or obligations towards the contractor's personnel.
20. The contractor must include all applicable taxes (Federal and Provincial) in the financial proposal, and tax deductions will be made as per Pakistan's tax laws.
21. Payment will be made monthly upon submission of verified invoices and satisfactory service delivery reports.
22. The service provider shall ensure continuous and uninterrupted services. In the case of absenteeism, immediate replacement of personnel must be provided without disruption.
23. The institution reserves the right to request replacement of any staff found incompetent, negligent, or in violation of institutional rules or misconduct.
24. The contractor will provide all required uniforms, identity cards, and necessary tools/equipment at its own cost.
25. The institution may supply consumables (cleaning agents, minor materials, etc.) as mutually agreed.
26. The institution reserves the right to inspect the deployed staff's performance and compliance with these terms at any time.

27. The institution may terminate the contract with written notice if the contractor fails to meet contractual, legal, or performance obligations.
28. All personnel must maintain strict confidentiality of institutional information encountered during duty.
29. All deployed staff shall strictly adhere to the institution's code of conduct, displaying professionalism, discipline, and respect.
30. The institute reserves the right to accept or reject any or all quotations as per government procurement rules.

## **TENDER ELIGIBILITY/QUALIFICATION CRITERIA:**

Eligible Bidder/Tenderer is a Bidder/Tenderer who:

- a. Must be registered with Tax Authorities, and having valid registration of Sales Tax and NTN & also having sound financial strengths can participate (copy must be attached);
- b. Has submitted bid for all quoted categories and relevant bid security). Non-compliance of the same shall cause rejection of the bid;
- c. Must be involved in relevant field for last 3 years (copy must be attached);
- d. At least 02 Previous reputation /work completion certificate and current working proof/reputation certificate. (Previous reputation shall be highly matter).
- e. Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or Autonomous body or Private Sector Organization anywhere in Pakistan (submission of undertaking on legal stamp paper is mandatory), failing which will cause rejection of the bid.

## **REQUIRED DOCUMENTS:**

- Company Profile (Manpower Services)
- Certificate of Incorporation with Securities and Exchange Commission of Pakistan (SECP)
- NTN and GST Registration Certificate
- List of Current Clients with contact information
- Details of Experience in Manpower Services (with supporting proof)
- Last Two Years' Audit Reports
- Name and Contact Details of Authorized Person / Account Manager on company letterhead
- Affidavit stating the firm has **never been blacklisted** by any government or private organization (on legal stamp paper)
- At least 03 current client references with contact information.