



KARANDAAZ PAKISTAN

Request for Quotations

RFQ # 008

“JANITORIAL SERVICES FOR KARANDAAZ PAKISTAN”

Date: April 06, 2016

Deadline for Questions: April 11, 2016

Deadline for Karandaaz Responses: April 13, 2016

Deadline for submission of quotations: April 22, 2016

www.karandaaz.com.pk

SECTION 1. LETTER OF INVITATION**RFQ No. 8**

April 06, 2016, Islamabad

1. The purpose of this RFQ is to solicit quotations from companies interested in providing Janitorial Services to Karandaaz for a period of one year.
2. Karandaaz Pakistan invites sealed bids from interested and eligible organizations. More details on the Services required are provided in the Terms of Reference (Section 4 of RFQ).
3. The company will be selected under open competitive procedures, in accordance with the procurement policies and procedures of Karandaaz Pakistan.
4. Quotations must be submitted before 05:00 pm Pakistan Standard Time on April 22, 2016. Offers must be submitted in **sealed** envelopes to the attention of '**The Procurement Department**' 1-E, Mezzanine Floor, Ali Plaza, D Chowk, Nazimuddin Road, Blue Area, Islamabad. The quotations must also be sent via an email to procurement@karandaaz.com.pk.
5. Any bidder/potential contractor feeling aggrieved may lodge a written complaint at ProcComplaint@karandaaz.com.pk not later than fifteen (15) days after the completion of evaluation process; however mere fact of lodging a complaint shall not warrant suspension of the procurement/award process.

Yours sincerely,

The Procurement Department

Karandaaz Pakistan

SECTION 2. INSTRUCTIONS TO FIRMS

A. General

1 Scope of Quotation

Karandaaz Pakistan issues this Request for Quotation (RFQ) for the following services:

“Janitorial Services to Karandaaz Pakistan”

Throughout this RFQ:

- i. The term “in writing” means communicated in written form (e.g., by mail, e-mail, fax)
- ii. “Day” means calendar day

2 Fraud and Corruption

Firms shall comply with Karandaaz Pakistan’s policy regarding fraud and corruption given in Section 3 of the RFQ.

3 Eligibility

The minimum qualification criteria is mentioned in the Terms of Reference. The firm has an obligation to disclose to Karandaaz Pakistan any situation of actual or potential conflict that impacts its capacity to serve Karandaaz Pakistan’s best interests. Failure to disclose such situations may lead to the disqualification of the firm or the termination of its Contract. Karandaaz Pakistan’s policy with regard to conflict of interest is given Section 3 of the RFQ. Firms shall provide such evidence of their continued eligibility satisfactory to Karandaaz Pakistan, upon request.

4 One Quotation Per Firm

Each firm shall submit only one Quotation, either individually or as a partner in a joint venture. A firm that submits or participates in more than one quotation shall cause all the quotations with the firm’s participation to be disqualified.

5 Cost of Preparation of Quotation

The firm shall bear all costs associated with the preparation and submission of its Quotation. Karandaaz Pakistan shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. Request for Quotation

6 Contents of the RFQ

The RFQ includes the documents listed below and any Addendum issued in pursuant to point 8 of this section 'Amendment of RFQ'.

- Section 1 - Letter of Invitation
- Section 2 - Instructions to firms
- Section 3 – Procurement Policy – vendor conduct
- Section 4 - Terms of Reference
- Annexure A – Quotation Submission Form

7 Clarification of RFQ

All questions and/or clarifications regarding this RFQ must be submitted via email to Procurement@karandaaz.com.pk no later than 5:00 pm local time on April 11, 2016. All correspondence and/or inquiries regarding this solicitation must reference the RFQ number. No phone calls or in-person inquiries will be entertained; all questions and inquiries must be in writing

Questions and requests for clarification—and the responses thereto—will be circulated to all RFQ recipients who have indicated an interest in bidding by 5:00 pm on April 13, 2016.

Only the written answers will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from a Karandaaz employee or other entity should not be considered as an official response to any questions regarding this RFQ.

8 Amendment of RFQ

At any time prior to the deadline for submission of bids, Karandaaz Pakistan may amend the RFQ by issuing an Addendum.

Any Addendum issued shall be part of the RFQ and will be communicated via the Karandaaz Pakistan website. Firms are advised to monitor the site for updates.

To give prospective firms reasonable time in which to take an Addendum into account in preparing their bids, Karandaaz Pakistan may, at its discretion, extend the deadline for the submission of bids, pursuant to point 17 'Deadline for Submission of Quotations' of this section.

C. Preparation and Submission of Quotations

9 Language of quotation

All documents relating to the quotation shall be written in the English language.

10 Documents Comprising the Quotation

- I. Company profile
- II. List of clients
- III. Cost proposed for the assignment

11 Currencies of Bid and Payment

Firms may express the price only in PKR.

12 Quotation Validity

Quotation shall remain valid for ninety (90) days after the quotation submission deadline date established by Karandaaz Pakistan. A quotation valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, prior to the expiration of the quotation validity period, Karandaaz Pakistan may request all firms who submitted their quotations to extend the period of validity of their quotation for a specified additional period. The request and the responses shall be made in writing. If the firm agrees to extend the validity of its quotation, it shall be done without any change in the original quotation and with the confirmation of the availability of the key experts. The firm has the right to refuse to extend the validity of its quotation in which case such quotation will not be further evaluated.

13 Quotation Security

In this procurement, a bid security is not required.

14 Alternative Quotations

Alternative quotations shall not be considered.

15 Format, Signing, and Submission of Quotations of Quotation

The firm shall prepare and email a scanned copy of the documents comprising the Quotation as described in point 10 on official company letterhead. Each document shall be signed by a person duly authorized to sign on behalf of the firm.

The Quotation shall contain no alterations or additions, except those to comply with instructions issued by Karandaaz Pakistan, or as necessary to correct errors made by the firm, in which case such corrections shall be initialled by the person or persons signing the Quotation.

16 Deadline for Submission of Quotations

Quotations must be received by Karandaaz Pakistan no later than 05:00 pm Pakistan Standard Time on April 22, 2016.

Karandaaz Pakistan may extend the deadline for submission of quotations by issuing an amendment in accordance with point 8 'Amendment of RFQ', in which case all rights and obligations of Karandaaz Pakistan and the firms previously subject to the original deadline shall then be subject to the new deadline.

17 Late Quotations

Any Quotation received late by Karandaaz Pakistan will be considered only at the discretion of the evaluation team.

18 Withdrawal, Substitution, and Modification of Quotations

Firms may withdraw, substitute or modify their quotations by giving notice in writing before the deadline for submission of quotations prescribed in point 16 ‘Deadline for Submission of Quotation’ of this section.

Each firm’s withdrawal, substitution or modification notice shall be prepared, sealed, marked, and delivered in accordance with point 15 ‘Format, Signing, and Submission of Quotations of Quotation’, with the subject line as: Responding to RFQ for “JANITORIAL SERVICES FOR KARANDAAZ PAKISTAN - “WITHDRAWAL,” SUBSTITUTION” or “MODIFICATION” as appropriate. No Quotation may be substituted or modified after the deadline for submission of quotations.

E. Quotation Opening and Evaluation

19 Quotation Opening

Karandaaz Pakistan shall open the quotations, including modifications made pursuant to point 18, within 5 working days after the deadline.

20 Confidentiality

Information relating to the examination, evaluation, comparison, and post-qualification of quotations, and recommendation of contract award, shall not be disclosed to firms or any other persons not officially concerned with such process until publication of the contract award. Any effort by a firm to influence Karandaaz Pakistan in the examination, evaluation, comparison, and post-qualification of the Quotations or contract award decisions may result in the rejection of its quotation. Notwithstanding the above, from the time of quotation opening to the time of contract award, if any firm wishes to contact Karandaaz Pakistan on any matter related to the bidding process, it should do so in writing at the address indicated in point 7 'Clarification of RFQ'.

21 Clarification of Bids

To assist in the examination, evaluation, and comparison of quotations, Karandaaz Pakistan may, at its discretion, ask any firm for clarification of the firm's quotation. The request for clarification and the response shall be in writing, but no change in the price or substance of the quotation shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by Karandaaz Pakistan in the evaluation of the quotations in accordance with point 25 'Correction of Errors'.

22 Preliminary Examination of Quotations

Prior to the detailed evaluation of quotations, Karandaaz Pakistan shall first review each Quotation and check the power of attorney or any other form demonstrating that the representative has been duly authorized to sign the quotation etc.

23 Determination of Firm's Eligibility and Qualifications

Then Karandaaz Pakistan shall determine whether the firm meets the eligibility and qualification requirements of the bidding documents. Firms failing to comply with the eligibility criteria indicated in point 3 'Eligibility' shall be disqualified.

Further, Karandaaz Pakistan shall determine whether the quotation is substantially responsive to the requirements of the bidding documents.

Karandaaz Pakistan's determination of a quotation's responsiveness is to be based on the contents of the quotation itself. A substantially responsive quotation is one, which conforms to all the terms, conditions, and specifications of the RFQ, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the service; (b) which limits in any substantial way, inconsistent with the RFQ, Karandaaz Pakistan's rights or firm's obligations under the contract; or (c) whose rectification would affect unfairly the competitive position of other firms presenting substantially responsive Quotations.

24 Evaluation of Technical Quotation

The quotations will be evaluated on the basis of "**Least Cost Technically Acceptable Criteria**" (LCTA). The technically acceptable criteria can be found in Section No. 4 of the RFQ.

25 Correction of Errors

Quotations determined to be substantially responsive shall be checked by Karandaaz Pakistan for any arithmetic errors. Errors shall be corrected by Karandaaz Pakistan as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

The amount stated in the quotation shall be adjusted by Karandaaz Pakistan in accordance with the above procedure for the correction of errors and, with the concurrence of the firm, shall be considered as binding upon the firm. If the firm does not accept the corrected amount, the quotation shall be rejected.

26 Currency for Price Evaluation

PKR only.

27 Evaluation of Quotation Price and ranking :

The contract will be awarded to the firm with the lowest cost. However, the firm should meet the technically acceptable criteria mentioned in Section 4 of this RFQ.

F. Award of Contract**28 Award Criteria**

Subject to 31 below, Karandaaz Pakistan shall award the contract to a responsible firm with a complete financial and technical quotation.

29 Karandaaz Pakistan's right to accept Any quotation and to reject any or all quotations

Notwithstanding point 28 above, Karandaaz Pakistan reserves the right to accept or reject any quotation, and to cancel the bidding process and reject all bids, at any time prior to the award of contract, without thereby incurring any liability to the affected firm or firms or any obligation to inform the affected firm or firms of the grounds for Karandaaz Pakistan's action.

30 Notification of Award and Signing of Agreement

The firm whose Quotation has been accepted shall be notified of the award by Karandaaz Pakistan prior to expiration of the quotation validity period in writing.

Karandaaz Pakistan will also promptly notify in writing each unsuccessful firm. After publication of the award. Also, Karandaaz Pakistan shall entertain a complaint from any firm that claims to have suffered or that may suffer, loss or injury due to a breach of a duty by the company in the conduct of this bidding process. Any bidder/potential contractor feeling aggrieved may lodge a written complaint at ProcComplaint@karandaaz.com.pk not later than fifteen (15) days after the completion of evaluation process; however mere fact of lodging a complaint shall not warrant suspension of the procurement/award process.

SECTION 3. PROCUREMENT POLICY – VENDOR CONDUCT

31 Corrupt or fraudulent practices

Bidders, suppliers, contractors and their agents (whether declared or not), contractors, sub-consultants, firms or suppliers, and any personnel thereof, shall observe the highest standard of ethics during the procurement and execution of contracts.

Karandaaz Pakistan shall not award contract if it is determined that the bidder, or any of its personnel, or its agents, or its consultants, sub-contractors, firms, suppliers and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question. As part of bidding/ solicitation documents, Karandaaz Pakistan will seek declaration of 'Non collusive non corrupt practices' from each bidder. Format for such declaration is prescribed in section 3 of the standard bidding document. In pursuance of this policy, following terms are defined as follows:

- a. "Corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- b. "Fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- c. "Collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- d. "Coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- e. "Obstructive practice" is deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

32 Avoidance of conflict of interest

Any firm participating in the procurement process should disclose any actual or perceived conflict of interest situation/condition. Any firm found to have a conflict of interest shall be ineligible for award of a contract.

A firm shall be considered to have a conflict of interest in a procurement process if:

- a. Such firm is providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of a project that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
- b. Such firm submits more than one bid, either individually or as a joint venture partner in another bid, except for permitted alternative bids. This will result in the disqualification of all bids in which the bidder is involved. However, this does not limit the inclusion of a firm as a sub-contractor in more than one bid. Only for certain types of procurement, the participation of a bidder as a sub-contractor in another bid may be permitted subject to the company's no objection and as allowed by the standard bidding documents applicable to such types of procurement; or
- c. Such firm (including its personnel) has a close business or family relationship with a professional staff of the company who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict

- stemming from such relationship has been resolved in a manner acceptable to the company throughout the procurement process and execution of the contract; or
- d. Such firm does not comply with any other conflict of interest situation as specified in the standard bidding documents relevant to the specific procurement process.

33 Duty of care

The supplier in performance of services for Karandaaz Pakistan shall exercise duty of care. Duty of care holds the supplier responsible for the safety and well-being of its personnel and any third party affected by its activities.

TERMS OF REFERENCE

Thematic Area:	Admin Team
Project Title:	Janitorial Services
Expected Start Date:	April, 2016
End Date:	May, 2016
Task Manager:	Admin Manager, Karandaaz Pakistan

About Karandaaz Pakistan

KARANDAAZ PAKISTAN, a private company established in August 2014, promotes access to finance for small businesses through a commercially directed investment platform, and financial inclusion for individuals by employing technology enabled digital solutions. The company has financial and institutional support from leading international development finance institutions; principally the United Kingdom Department for International Development (DFID) and the Bill & Melinda Gates Foundation. The Consultative Group to Assist the Poor (CGAP), a member of the World Bank Group, provides technical support to Karandaaz Pakistan.

Karandaaz Pakistan has three core work streams:

- 1) **Corporate Investment and Credit (CIC)** focuses on providing credit and capital to high impact small and medium-size businesses, and business models that have potential to generate sustainable employment and offer attractive risk-adjusted financial returns.
- 2) **Digital Financial Services (DFS)** focuses on expanding the poor's access to digital financial services in Pakistan by working across the ecosystem of local actors – policy-makers, regulators, government departments, businesses, researchers and academics. The DFS Unit facilitates digitization of government and other payment streams, encourages experimentation with businesses, and provides support to innovative DFS start-ups.
- 3) **Knowledge Management and Communications(KMC)** focuses developing and communicating credible data to inform the core themes of the Company, including DFS innovation, women's empowerment and youth employment.

About the Project

Karandaaz wants to hire a company to provide janitorial services for its Islamabad office. The company will provide two janitors who will be stationed at the Karandaaz office in Islamabad from 08:00 am till 05:00 pm.

Scope of Work

The hired company will provide two trained and well-mannered janitors to undertake the following tasks for Janitorial Services:

Task:

1. Comprehensive dusting, washing and cleaning services required at Karandaaz office including washrooms as required by the Admin Team.
2. Cleaning all windows.
3. Assist in fumigation when required
4. Any other tasks assigned by the Admin Team
5. In case of absence of staff member, the company will provide a replacement janitor of same skill set to assure smooth operations.
6. Hired company will provide uniforms to the staff stationed at Karandaaz office

Timeline

After signing of the contract, the company will provide janitorial services for a period of one year.

Minimum Qualifications Criteria

Firms wishing to be considered for the services described herein should have the following qualifications:

- Minimum 05 years of experience in providing Janitorial Services
- Should be GST and Income Tax registered (tax exempted firms will have to provide tax exemption certificate)
- Must provide a list of at least 5 reputable organizations as previous/current clients

Quotations should be submitted via email to procurement@karandaaz.com.pk along with a hard copy sent to Karandaaz office address stated below:

1-E, Ali Plaza, Mezzanine Floor, D-Chowk, Blue Area, Islamabad.

QUOTATION SUBMISSION FORM

Dear Sir/Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, “THE FIRM NAME” undersigned, offer to provide consulting for “INSERT REFERENCE NUMBER” to Karandaaz Pakistan in accordance with the Price Schedule attached herewith and made part of this quotation. “THE FIRM NAME” undertake, if our quotation is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

“THE FIRM NAME” agree to abide by this quotation for a period of 90 days from date fixed for opening of quotation in the invitation for quotation, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any quotation you may receive.

Dated: this-----day of -----2015

Name, Designation and Signature of the “firm Representative”