

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
ISLAMABAD

REQUEST FOR PROPOSAL (RFP)

Tender No. F. 1(1)-Security /WMS/2024 Islamabad 17-01-2024

HIRING OF SECURITY FIRM/ COMPANY

Sr. No.	Description of job	
1	Cost of bidding document	Free of cost
2	Bid Security	5% of bid value
3	Tender Documents collection (Start date)	Publication/ hoisting of notice
4	Tender Documents submission Last date & time	2 nd February, 2024. 1100 hours
5	Bids opening date and time	2 nd February, 2024. 1130 hours
6	Address of opening bids	Wafaqi Mohtasib Secretariat, Constitution Avenue, Sector G-5/2, Islamabad

Wafaqi Mohtasib Secretariat, Islamabad invites sealed proposal from reputed licensed security companies/ firms registered with relevant government authorities for providing, managing and operating security services. Interested and eligible companies may obtain Bidding Documents from the office of the AD(S&M) during 08:30 hours to 16:30 hours on any working day. Tender documents also available on the web site (www.mohtasib.gov.pk).

NOTES:

The RFP must be in two sealed envelopes clearly marked as "Technical Proposal & Financial Proposal" and both of them should be placed in one big envelope and be delivered by hand or through registered mail at the address given below not later than 1100 hours 2nd February, 2024.

The technical bids will be opened on same day i.e. 2nd February, 2024.at 1130 hours.

Only companies / firms, who are successful in attaining the required technical criteria as described in Tender Document, will be allowed to participate in financial bidding in accordance with single stage, two envelopes method. Incomplete/ conditional bids bearing cutting/ over writing without authentication will not be considered. Wafaqi Mohtasib Secretariat reserves the all rights to accept or reject all of the submitted proposals as PPRA Rules.

This advertisement is also available on PPRA website (www.ppra.org.pk) & Wafaqi Mohtasib Secretariat web site.

(Nouman Zafar Khan)
AD(S&M)
General Administration
Wafaqi Mohtasib Secretariat,
Constitution Avenue, Sector G-5,
Islamabad.
Telephone No. 9217253

TENDER DOCUMENTS

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**SUBJECT: INVITATION TO BID FOR PROVISION OF SECURITY SERVICES
AT WAFAQI MOHTASIB SECRETARIAT, ISLAMABAD.**

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Wafaqi Mohtasib Secretariat, Islamabad, through this Request for Proposal (RFP), intends to invite duly registered security services providing companies to participate in the process for selection of a new company that can provide security to Wafaqi Mohtasib Secretariat, Islamabad.

The RFP specifies eligibility requirements, scope of services, proposal submission timelines and other necessary information for competitive bidding. For successful participants, all bids must comply with all instructions given in the attached RFP document.

1. SECURITY SERVICES FOR WAFaqI MOHTASIB SECRETARIAT

Wafaqi Mohtasib Secretariat Sector G-5, Islamabad wishes to engage and invites proposals from reputed companies having at least five year experience in providing security services, as per the guidelines described in this Request for Proposal (RFP).

2. SCOPE OF SERVICIES

The scope of services for security agencies shall broadly be as follows, but not only limited to:

- a. Overall responsibilities watch and ward of WAFaqI MOHTASIB SECRETARIAT premises.
- b. Keep a watch on the people entering into the building and going out.
- c. Check on moveable items going outside and coming into the premises.
- d. To maintain vigilance day / night of premises of the WAFaqI MOHTASIB SECRETARIAT as assets i.e. cars, motorcycles, cycles, sign-age etc. and guard these against theft intrusion and outbreak of the preemies.
- e. To guard office premises and employees against any riots and interferences etc.
- f. The guards are required to be in proper neat and clean uniform and shoes.
- g. The service provider shall provide list of all apparatus and weapons deployed/placed for security purpose .The provision of the licensed weapon shall be the responsibility of security agency.
- h. The service provider shall also be responsible for observing all labors laws requirements.
- i. The service provider shall indemnify WAFaqI MOHTASIB SECRETARIAT and keep the WAFaqI MOHTASIB SECRETARIAT harmless to extent that is entitled to an insurance indemnity in the circumstances against any and all losses, claims expenses or liabilities due to injury or death to persons which may result from or be unsecured while engaged in the services contemplated under this agreement.
- j. WAFaqI MOHTASIB SECRETARIAT discourages the appointments of relatives at its premises. However, this would be the responsibility of the contractor to ensure that no relative /blood relative of any of security guard at WAFaqI MOHTASIB SECRETARIAT or its employees are appointed for security services.

2.1STAFF REOURIED

The firm /company initially provide services of twenty one (21) personnel which include one security supervisor, nineteen security guards and one lady searcher (Guards)

I _____ Representative of M/S _____

Have carefully read the scope of services and hereby agree to the same.

Representative Signatures _____

Company Stamp _____

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3 INSTRUCTIONS TO BIDDERS

3.1 Bidding Procedure

- a) The bidding procedure as given in PPRA Rules i.e. **Single Stage – Two Envelope procedure**, will be followed in the RFP. A single sealed envelope will contain two separate sealed envelopes containing **Technical and Financial** proposals.
- b) Only the technical proposals will be opened initially and the financial proposals of only technically qualified bidders will be opened at later stage. Bids of technically not qualified bidders will be returned unopened.
- c) Proposals must include the complete name and address of firm, mailing address and telephone number of the focal person of the Company for contact, in case of any query regarding the proposals.
- d) A copy of the certificate of incorporation or charter or an equivalent document for proof of registration of the bidding entity must be attached with the proposal.
- e) Furthermore, provision of a documentary proof of the competent and authorized signatory on behalf of the entity to enter into contact with the company is mandatory at the time of proposal submission.
- f) Proposals must confirm that the bidder will comply all provisions in this RFP.
- g) Proposals must be signed by a company officer empowered to bind the executing agency.
- h) Bidders must provide comprehensive narrative statements that illustrate their understanding of the requirements of the Bid.
- i) List of present clients with complete information like contact person with complete address (This information is requirement for feedback from the present and previous clients).
- j) Bidders must understand that their qualification for consideration for award of the contract depends upon their ability to deliver all service as illustrated in Section 2 "Scope of Service" and as per Tender Specifications described.
- k) Proposals submitted against RFP should provide straightforward, concise information that satisfies the requirement of the RFP. Emphasis should be placed on completeness, clarity of content and conformance with given instructions and requirements of this RFP.
- l) **Modified Proposals:** Bidders may only submit one proposal for evaluation. Any alternate or modified proposal submitted after due date will not be acceptable.
- m) The Company reserves the right to add terms and conditions during contract negotiations.

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3.2 Return Mailing Address, Contract person, Telephone, Fax Number and deadline for receipt of Proposals

<u>ATTENTION</u>	<u>CONTACT PERSON</u>
Assistant Director, General Administration, Wafaqi Mohtasib Sectariate, Constitution Avenue, Sector G-5, Islamabad.	(Nouman Zafar Khan) Assistant Director (S&M), Ph: 92-519217253 Fax: 92-51-9217224

3.3 Time Line of bidding process:

Sr.No	Activity	Date
1	RFP issue date	17-01-2024
2	Proposal submission dead line Time/Date	2 nd February, 2024 1100 hours
3	<u>Opening of BIDs</u> In presence of representatives of bidders. Who chose to appear, at Wafaqi Mohtasib Secretariat, Constitution Avenue	2 nd February, 2024 1130 hours

3.4 Payment Terms:

Wafaqi Mohtasib Secretariat shall pay the security agency amount per month in Lumpsum to contractor. The contractor shall be responsible to month submit invoice on monthly basis and the payment will be made within 15-20 days of the submission of invoice .All the payments under this agreement shall be made after deduction of the applicable taxes.

Contractor shall also be responsible to pay the salaries to its staff timely and their salaries will not be associated with payment of contractor.

All costs will associated with the contractor must be stated in Pak Rupees.

Under no condition with the Wafaqi Mohtasib Secretariat, Islamabad is liable for the payment of any interest charges or taxes associated with the cost of the contract.

3.5 Right of Rejection:

Wafaqi Mohtasib Secretariat reserves the rights to refrain from making an award if it determines that to be in the best interest. Incomplete proposals will not be entertained and no documents/ proposals shall be accepted after due date and time. Wafaqi Mohtasib Secretariat reserves the rights to reject any or all bids per PPRA Rule.

3. BID EVALUATION CRITERIA CONDITIONS AND PROCESS

Bidders are required to attach following documents with bid:

- i. Firms /company profile, name, address, phone, email, fax and contact person.
- ii. Evidence of minimum five years of experience of underwriting security services provider business in Pakistan.
- iii. Proof of financial stability (Financial Statement etc.)
- iv. Scope of services (sign & stamp)-Mandatory.
- v. Copies of Tax Registration certificates -Mandatory.
- vi. Registration with Security and Exchange Commission of Pakistan or copy of certificate of Incorporation or Registration or equivalent.
- vii. List of existing clients with names and contact persons, telephone numbers and addresses.
- viii. List of equipment offered.
- ix. List of staff, number of employees in the firm/company.
- x. Affidavit on stamp paper that the bidder has not been black listed or debarred for Public Procurement by Government, Semi Government, Private autonomous body, or any National/ International organization-Mandatory.
- xi. Bid security at 5% per annum of quoted price in shape of PO/DD in favor of Wafaqi Mohtasib Secretariat, Islamabad. The Bid Security should not be included in Technical Proposal- Mandatory.
- Xii. NOC issued by the Ministry of Interior. Government of Pakistan for such services-Mandatory.
- xiii. Performance certificate by the major clients Where Security Company has been providing security services.

Bidder is required to provide all the above mentioned information /documents .Failure to provide mandatory documents shall cause the proposal to be considered as non-responsive and the proposal shall be rejected.

GENERAL CONDITIONS.

- xiv. The company should have licenses automatic weapons and will provide weapons to the security guards No. additional /Separate charges will be paid by Wafaqi Mohtasib Secretariat in this respect.

- xv. The Contractor will be responsible to get each guard medically examined by a registered medical practitioner and provide medical certificate.
- xvi. The Contractor shall provide character certificate/ police report of each guard with verified antecedents.
- xvii. Guards provided by the contractor should not be less than 25 years and not more than 50 years of age. The guards should be well trained and capable enough to handle the situations.
- xviii. During duty hours the security personnel will be directly answerable to the Wafaqi Mohtasib Secretariat management.
- xix. During the contract, the firm will provide security services as per the contract agreement signed between Wafaqi Mohtasib Secretariat and the contractor.
- xx. The contract will be initially for a period of one year, which can be extended for further periods with mutual consents with an annual increment between 5% to 10%.
- xxi. Availability of additional guards (if so required) will be ensured within 2 hours.
- xxii. The following penalties will be charged in case of absence of security guard:

CASE	PENALTY
Absent	Deduction of Rs. 1000 - per security person per day

4.2 The final assignment award will be on the basis of combined technical and financial score in the following manner:

PROPOSED EVALUATION CRITERIA	
Technical	70%
Financial	30%
TOTAL	100%

- 4.3 Technical evaluation criteria is mentioned on Annexure-A
- 4.4 The final score of Technical bid will be added to the financial score and final award of contract decision will be based on total of technical score plus financial score.
- 4.5 The bidders must demonstrate that they have the capacity to provide security services in timely and efficient manner.

4.6

SELECTION-EVALUATION PROCESS

- i. An Evaluation Committee will review all proposals in details that are received to determine the extent to which they comply with RFP document requirements and as per the evaluation criteria enclosed in **Annexure-A**.
- ii. Proposals that failed to meet RFP document requirements shall be rejected.
- iii. Proposal containing false or misleading statements regarding requirement of RFP documents shall be rejected.

ANNEXURE-A**4.7 TECHNICAL EVALUATION CRITERIA**

Sr. No.	Details	Max. Marks
	Performance Profile	
1	Performance Certificates from Major Clients (Multinational Corporations /Govt Organizations/ Embassies / Banks/ 5-Star Hotels etc) who had extended Security Guard Services agreements on the basis of Performance(02 Mark each)	30
2	Experience of the company _____ years (1 Mark for each year)	15
3	Training of Guards (Firing Range etc.) i.State of the Art own Training Facility (10 Marks) ii.Others (05 Marks)	20
4	Centralized 24/7 Control Center for Monitoring of Security Services i.Yes (05 Marks) ii.No (0 Marks)	10
5	Armed Mobile Response Unit(s), in case of emergencies: i.More than five mobile units (05 Marks) ii.Less than five mobile units (03 Marks) iii.No Mobile Units (0 Marks)	05
6	Training of Security Guards for Fire Extinguishing / FireFighting, in the event of fire (provide certificates of training sessions) i.Yes (05 Marks) ii.No (0 Marks)	05
	Company's Welfare Policies for its Guards:	
7	i. Health Cover, Pension and Life Insurance Policy for Guards (20 Marks) ii Health Cover and Life Insurance Policy for Guards (15 Marks) iii. Health Cover for Guards (or) Life Insurance Policy for Guards (10 Marks) iv. No Policies (0 Marks)	05
	Minimum strength of Security Guards deployed in Pakistan:	
	i. More than 1500 Guards (10 Marks) ii. Less than 1500 but more than 1000 Guards (5 Marks) iii. Less than 500 Guards (0 Marks)	10
	Total Marks	100
70% Weightage Marks of Technical Evaluation		

Note: Bidders are required to obtain minimum 60 marks for technical qualification.

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FINANCIAL PROPOSAL
 (To be enclosed in Separate Sealed Envelope with 5% Bid Security)

Sr. No	Nature of Security personnel	Duty Time	Quantity Required	Unit rate Per Person Per Month	Total Amount in Pak Rupees(Inclusive of all taxes)
1	Armed Security Supervisor	08:00 Hours	1		
2	Armed Security Guard	08:00 Hours	19		
3	Lady Searcher (Guard)	08:00 Hours	1		
Total Bid Price in Pak Rupees (Inclusive of all kind of Taxes)					

Name of the Company: _____
 Signature: _____ Date: _____
 Name: _____ Company Stamp: _____

5. Others Terms and Conditions

The period of the contract will be initially for one year and any subsequent Extension/Renewal(s), hereof, subject to such rates as mutually agreed between the parties.

AGREEMENT

This Agreement made in Islamabad on _____

BETWEEN

Wafaqi Mohtasib Secretariat, Sector G-5, Islamabad through Director General Administration

AND

_____ Having its registered office _____ , through its General Manager namely _____ (hereinafter called the contractor) of the Second part.

(10)

WHEREAS

Wafaqi Mohtasib Secretariat desired the contractor to provide Security Services at its office premises located at Constitution Avenue, Sector G-5, Islamabad.

The Contractor is a Company engaged in a business of providing Security Services in the country and has agreed with Wafaqi Mohtasib Secretariat to maintain Security at Wafaqi Mohtasib Secretariat premises.

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. This agreement shall be deemed to be effective and in force from the _____ and shall continue in fact, unless and until it is determined in accordance with the provision hereinafter appearing.
2. The contractor shall on and from date mentioned in clause I operate and maintain a Security system in respect of Wafaqi Mohtasib Secretariat premise address/ location as follows and any other location as per the request from Wafaqi Mohtasib Secretariat,

Wafaqi Mohtasib Secretariat, Constitution Avenue Sector G-5, Islamabad.

3. The firm /company initially will provide total 16 Security Guards to maintain the Security of the premise of Wafaqi Mohtasib Secretariat.
4. Wafaqi Mohtasib Secretariat shall pay the contractor for services of the aforesaid one year contractor fee as per the submitted proposal. The contractor shall be responsible to submit invoice on monthly basis and the payment will be made within 15-20 days of the submission of invoice. All the payments under this agreement shall be made after deduction of applicable taxes.
5. Wafaqi Mohtasib Secretariat can make addition and deletion in Security Guards during the contract period. Any addition will be provided on the same contract fee as provided above.
6. The term of the agreement will be one year starting from _____ or any renewal(s) hereof in writing subject to such rates as mutually agreed between the parties.
7. This agreement shall be in force for a period of one year and may be terminated any time during this period or any extension thereof by either party by giving at least one month prior notice in writing.
8. Wafaqi Mohtasib Secretariat shall not provide any conveyance, food etc to the security personnel deployed at Wafaqi Mohtasib Secretariat. However, reasonable place will be provided to them for accommodation at the premises for guards.
9. The contractor shall provide the list of premises guards and non-premises guards to Wafaqi Mohtasib Secretariat along with details which include the bio-data of each guard. Police report certificate and one photograph. In case the contractor changes the Security guard or supervisor. It will inform the Wafaqi Mohtasib Secretariat in advance prior to such change and will provide the above mentioned details.

- 10. The contractor shall provide all apparatus and weapons deployed/placed for security purpose and upon the termination of this agreement the contractor will be permitted to remove all it apparatus and equipment, which may have been placed by it in the premises.
- 11. The scope of security services includes but is not limited to :-
 - a) Overall responsibility to watch and ward Wafaqi Mohtasib Secretariat premises.
 - b) Accompanying Wafaqi Mohtasib Secretariat official if required.
 - c) ~~Keep a watch on the people entering into and going out of the building.~~
 - d) Keep a check on movable items going outside and coming into the premises.
 - e) To maintain vigilance in the day and at night of the Wafaqi Mohtasib Secretariat premises and assets inside or outside the building i.e. cars, motorcycles, cycles, sign-age etc and guard these against theft, intrusion and outbreak of the premises.
 - f) To guard the office premises and employees against any riots, interference etc.
 - g) The guards are required to be in proper neat and clean uniform.
 - h) The provision of the licensed weapons will be responsibility of the contractor.
- 12. The contractor is an independent contractor and all services rendered under this contract or to be performed as such, it is understood that the direction and manner of performance of services of the contractor's employees shall be solely within the control of the contractor. Also the contractor shall be responsible for payment of its entire employees wages and salaries and all taxes. The contractor shall also be responsible for all labor laws requirements including employees social security and EOBI of their security staff and the Wafaqi Mohtasib Secretariat shall not be held responsible in any manner whatsoever on account breach/negligence of labor laws requirement.
- 13. The contractor shall indemnify the Wafaqi Mohtasib Secretariat and keep the Wafaqi Mohtasib Secretariat harmless in so far to the extent that is entitled to an insurance indemnity in the circumstances, against in any and all the losses claims, expenses or liabilities due to injury or death to persons which may result from or be unsecured while engaged in the services contemplated under this agreement.
- 14. That it shall be a condition precedent to the payment of any claim to the Wafaqi Mohtasib Secretariat under the clause-14 above that the negligent acts, errors or omissions or default or infidelity on the part of the contractor or his employees shall have been affirmatively decided by a joint enquiry by two persons, one to be designated by the contractor and one by the Wafaqi Mohtasib Secretariat.
- 15. If during the subsistence of this contract or any renewals thereof, any cess, tax charge or surcharge levied/applied in respect of the services/employees which are subject of the agreement and/or increase in wages in the shape of cost of living allowance, dearness allowance, and any other increase of federal, provincial or local government, such cess, tax, charge, surcharge and

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Security & Maintenance Section

as the case may be shall not be payable by the Wafaqi Mohtasib Secretariat to the contractor, in addition to the amounts mentioned in the contract.

16. As the Security Guards are appointed for guarding of premises, they will not employ as under:

- Watering of lawns, flower pots and maintenance of premises.
- Washing and Cleaning of car area,
- Fetching the water/utility items.
- To perform in civil plain clothes.

17. That if any dispute controversy or question be raised between parties at any time as to the construction, interpretation or compliance or not compliance or the agreement or as to any matter or things of whatsoever nature arising hereunder or in connection herewith shall first be settled through negotiation between the parties, failing which the dispute shall be referred to the Grievance redressal Committee of Wafaqi Mohtasib Secretariat, whose decision shall be final.

18. The arbitration proceeding shall be carried out as per the law of the arbitration as applicable in Pakistan and the venue of for arbitration shall be at Islamabad.

19. Wafaqi Mohtasib Secretariat discourages the appointments of relatives at its premises. However, this would be the responsibility of the contractor to ensure that no relative /blood relative of any of security guard at Wafaqi Mohtasib Secretariat. Or its employees are appointed for security services at Wafaqi Mohtasib Secretariat.

IN WITNESS WHEREOF the parties hereto have executed these presents at Islamabad on the date mentioned above.

For and on behalf of

For and on behalf of

BY

BY

Wafaqi Mohtasib Secretariat

Contractor

Name

Name

Witness:

Witness: _____

Name: _____

Name: Title: _____

Title: _____

Signature _____

Signature

CNIC No. _____

CNIC No.



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WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
36-Constitution Avenue, Opposite Supreme Court Building,
Sector G-5, Islamabad
Tele: 051-9217253

SUBJECT: TERMS AND CONDITIONS FOR ARMED SECURITY SERVICES

Wafaqi Mohtasib Secretariat, Islamabad intends to hire armed security services on the following terms and conditions:-

- i) Security Company shall provide the security services on the terms and conditions specified hereinafter.
- ii) This agreement shall remain intact for a period of one year. During the said period the security services of 21 Security Guards shall be provided at the official/ premises of Wafaqi Mohtasib Secretariat and for the escort purposed without any interruption. On the expiry of the above mentioned period, this agreement shall be renewable/ extendable for a further period as mutually agreed on the same terms and conditions of this agreement.
- iii) An amount of Rs. _____/- per armed guard, Rs. _____/- per armed supervisor and Rs. _____/- for lady searcher/ guard in lump-sum shall be payable on monthly basis after submission of bill/ invoice by the company to the Wafaqi Mohtasib Secretariat.
- iv) In case of termination of this contract/ agreement one month notice is to be served by the either party.
- v) The services of armed guards in the form of two shifts consisting of 12 hours per shift in 24 hours shall be provided as specified at the place/ location of duty as required by the Wafaqi Mohtasib Secretariat. The shift duties are to be arranged by the security company in such a manner that adequate leave relieving period and absentees of guards can be provided.
- vi) All the essential equipments for security duties i.e. 44 bore semi automatic rifle, 12 bore semi automatic gun for a guard, 30 bore semi automatic pistol with sufficient ammunition, torch, uniform, weapons/ arms etc. are to be provided by the security company. The ammunition cost as used by the guards will be borne by the security company.
- vii) The function of the guards, to prevent the outsiders without proper identification/ permission from entering the premises of Wafaqi Mohtasib Secretariat.
- viii) In the opinions of the Wafaqi Mohtasib Secretariat, the presence of any guard/ security guard/ lady searcher or any of his/her acts of omission or commission are prejudicial to its interest, Wafaqi Mohtasib Secretariat shall report to Security Company whereupon Security Company shall take immediate remedial action against such employee to the possible satisfaction of the Wafaqi Mohtasib Secretariat.

- ix) Security Company shall be responsible for in time payment to the guards under the current wages laws and all taxes required to be paid by it under relevant tax laws of the country.
- x) In case of any dispute between Wafaqi Mohtasib Secretariat and Security company the matter will be referred for the arbitration and two persons will be nominated by the both parties to settle the dispute amicably.
- xi) Wafaqi Mohtasib Secretariat will provide a room for accommodation with the allied necessary facilities.
- xii) Security Company will deposit Rs. 50000/- as earnest money (Refundable) in shape of Bank Draft in favor of Wafaqi Mohtasib Secretariat, Islamabad. Bank draft must be attached with the tender (Cheque are not acceptable). No tender will be entertained without earnest money.
- xiii) Bid validity period must be 60 days after opening of bids.
- xiv) The successful bidders shall furnish with a Bank guarantee by a scheduled Bank for the sum of 10% of the total contract amount as a security.

IN WITNESS WHERE OF the parties here to have signed this agreement on the day, month and year mentioned above.

Head of Security Company

In the presence of

Signed on behalf of
Wafaqi Mohtasib Sectt

In the presence of
