



Government of Pakistan
National Institute of Folk & Traditional Heritage (Lok Virsa)

Outsourcing of Janitorial, Museum Attendant and Electrician Services at Lok Virsa.

Tender No. 02/2026

Procurement Cell
Lok Virsa, Garden Avenue, Shakarparian, Islamabad
National Heritage and Culture Division, Islamabad
Email: procurement@lokvirsa.org.pk
051-9249208

TENDER NOTICE

National Institute of Folk and Traditional Heritage (Lok Virsa) intends to invite electronic bids on e-PADS V.20 from the well reputed firms for the provision of janitorial and other services including Museum Attendant and Electrician for its offices located at Garden Avenue, Shakarparian, and Islamabad. The firms shall be registered with Income & Sales Tax Departments and, on Active Taxpayers List (ATL) of FBR, having at least 03 years of relevant experience besides having their own offices /set-up in Islamabad & Rawalpindi. The following terms & condition apply:-

S. No.	Tender Description	Bid Security / Earnest Money
(i)	Outsourcing of janitorial, Museum Attendant & electrician.	2 % of total Bid Value
(ii)	Performance Bank security in shape of CDR / Pay order / BG	10 % of total contract value

2. Bids shall be submitted / received and opened as per following schedule:-

Submission of bidding documents	Tender Notice and Bidding/Tender document containing terms & conditions can be downloaded from PPRA www.epms.ppra.gov.pk . The interested eligible bidders must submit bids through ePADS V.20. Manual bids will not be accepted. The bid security/earnest money will be deposited in the shape of Pay Order / Demand Draft/Call in favour of Lok Virsa (FTN/NTN: 9010387) . Physical instrument need to be deposited by hand or by courier to Lok Virsa on or before opening of Bids. Please upload Bid through e-PADS V.20 on or before closing date and time. The bids without bid security shall not be entertained.
Closing date and time	24 July, 2026 at 11:00 A.M.
Date and time for opening of bids	On 24 July, 2026 at 11:30 A.M., in the presence of bidders or their representatives who wish to be present.

3. **Single stage**-two envelope procedure as contained in Rule 36(b) of the Public Procurement Rules, 2004 shall apply.

4. Procuring agency reserves the right to accept or reject in whole or part any or all bids/proposals as per Rule33 of the Public Procurement Rules, 2004.

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TERMS AND CONDITIONS FOR PROVISION OF JANITORIAL/OTHER SERVICES

SCOPE OF WORK

1. The Firm/vendor shall provide janitorial and other services including conservancy, museum attendant and electrician for its offices located at:-
 - (i) Garden Avenue, Shakarparian, Islamabad
2. Janitorial services must include regular cleaning of offices, corridors, washrooms (including public and staff wash rooms) and other areas of Lok Virsa, Pakistan Monument Museum and Heritage Museum.
3. Museum Attendant and electrician must also be readily available during duty hours.
4. The successful contractor shall provide House Keeping Services for External Areas, Internal Common Areas, Offices, Toilets & Washrooms, Lobbies, Windows of all floors, Staircases and other area within the vicinity.
5. Daily continuous cleaning / mopping / sweeping of all floors, walls, handrails, main entrance, staircases, lobbies, lifts, walkways, glazed / Aluminum panels, glass windows, panels of windows, partition glasses, Fire Hose Cabinets, toilets & washrooms, carpets etc. and other common areas with regular interval of time/ Site Requirements.
6. Removal of cobwebs, cleaning of false ceiling of all toilets & washrooms, offices, common areas and always keep them in neat and tidy condition.
7. Supply and Maintenance of Dust Bins with garbage bag and collection of garbage from offices, all common areas and its disposal shall be the responsibility of the contractor.
8. Spray of Air Fresheners in the offices and common areas on all working days except holidays.
9. The Contractor shall ensure that all the toilets & washrooms are cleaned regularly and continuously on hourly basis including floors, walls, tiles, windows, dusting and cleaning of all the sanitary fittings.
10. Cleaning and dusting all office furniture with furniture spray / cleaner.
11. Removal of stains / dirt spots / marks etc.
12. The contractor shall ensure cleaning of office and visitors wash room regularly.
13. The Contractor shall ensure the provision of Tissue Rolls and Liquid Soap in all washrooms.
14. The Contractor shall ensure that all the public areas remain cleaned continuously on daily/ regular basis.
15. The Contractor shall ensure spray of disinfectants / fumigation in the toilet and urinals to kill bacteria / insects as and when required.
16. The Contractor shall be responsible to make up the loss or any damage caused to the property either by him or by his representative during cleaning and housekeeping activities
17. The Contractor shall submit the copies of CNIC of all his hired employees to Lok Virsa besides submission of particulars of his workers to the local police station.

SCOPE OF WORK FOR MUSEUM ATTENDANT

- 18 The duties of the Museum Attendants shall be limited to only dusting and the museum objects. Since the artifacts held in there are of delicate nature and require specialized cleaning materials and methods. Therefore, the contractor shall not be responsible for providing any cleaning material / chemical for Museum cleaning. Therefore, the quote for Museum Attendant should not include material charges.
- 19 Accordingly, bidders are required to quote **only the monthly salary/wages of the Museum Attendants**, excluding the cost of cleaning materials, consumables, or equipment.

GENERAL CONDITIONS

20. This Office reserves the right to accept or reject any or all bids without assigning adequate reason(s), as per Rule (33) of Public Procurement Authority rules.
21. The firm/vendor must ensure continuity of services during unforeseen circumstances.
22. The vendor shall be bound to provide prompt manpower during annual Mella without any interruption.
23. The agreement will come in to force with effect from the date of signing of the contract by both the parties and shall continue to be in force **for a period of one year** (extendable for another term on satisfactory service and mutual consent) unless and until it is terminated in accordance with the provisions of tender documents, or extended for a one- year period on satisfactory performance with mutual consent of both parties.
24. All the taxes / duties already in place or subsequently levied by the Government during the currency of the agreement will be on Contractor Firm's account and no claim whatsoever shall be entertained by the Lok Virsa. If during the currency of this agreement or any extension, thereof any excess, tax charges or surcharge is levied in respect of the services which become applicable under this agreement, such excess tax, charges or surcharge, as the case may be, shall be payable by the Contractor concerned.
25. The Contractor Firm will keep the LOK VIRSA free of any liability for the cause of compensation/ legal course, if any employee of the firm claims, in case of any injury, death etc caused during performance of the duty.
26. All the claims for payment of compensation against any injuries, loss of limb or life of labor and other workers engaged/employed by the Contractor Firm for operations under this agreement or work connected directly or indirectly with the agreement shall be settled and paid by the Contractor Firm. The LOK VIRSA shall not by any means be held responsible for any compensation in this regard.
27. Any / all disputes arising between two parties during execution of the contract shall be resolved through mutual consultation. Failing which, dispute resolution shall be conducted under Rule 49 of PPRA Rules, 2004.
28. The Contractor shall comply with Minimum Wages Ordinance, EOBI Act, Provincial Employees Social Security Ordinance, Payment of Wages Act, Industrial Relations Act and Labor Welfare Fund (if applicable).
29. The Company concerned should provide monthly proof of salary disbursement, EOBI Deposit, & Social security deposit.
30. Confidentiality Clause: The contractor employees shall not disclose any confidential information regarding Lok Virsa.
31. An affidavit to the effect that there was no previous litigation against the contractor or his employees with LOK VIRSA and another affidavit to the effect that the contractor has not been blacklisted by any Government Department/Autonomous Body/Corporation etc. signed by contractor and duly countersigned by Notary Public will be presented at the time of signing the contract.

BASIS OF OFFERS/ PRICE

32. For placement of Janitorial staff, museum attendant and electrician services, the rates shall be quoted in Pak Rupees, category wise per personnel.
33. The financial bid for janitorial services, as provided in Annex I (copy enclosed), must include the cost of all materials and cleaning supplies required for the satisfactory execution of the services. Vendors are required to quote a comprehensive price covering cost of all consumables, cleaning chemicals, detergents, disinfectants, and any other materials required to perform the scope of work. No separate payment or additional claim on account of for the cost of cleaning materials or related consumables will be admitted during the contract

VALIDITY OF BIDS

34. The bids shall remain valid for a period of 180 days w.e.f. the date of opening of financial bids. The bids validity period can be extended with mutual consent. If any bidder does not agree to extend validity period, his bid will be treated as withdrawn and the remaining valid bids will be considered and processed accordingly.

GUIDELINES FOR SUBMISSION OF TENDER DOCUMENTS

35. The selected firms will provide the requisite services within 15 days from the date of commencement of acceptance of the services by Lok Virsa. If services are not provided within due time, a fine @ 0.5% of bid value per day will be charged to the firm. If provision of services is delayed beyond 60 days from the date of receipt of work order, the earnest money will be confiscated and bid of the firm will be cancelled.

DUTY HOURS

36. Staff including male/ female would observe the official timings as per labor laws. 06 days working hours (08 hours) will be observed from Saturday to Sunday (or as agreed), however, the Janitorial Staff will be required to arrive well before office hours and ensure cleanliness of all the area at least 30 minutes prior to office timings.
37. A duty roster will be maintained by the Contractor for the concerned staff for their hourly deployment and monitoring their performance on daily basis.
38. At least two workers will remain ready on stand-by arrangements for duty until the complete closure of the offices each day.

QUALIFICATIONS AND CONDUCT OF STAFF

39. All staff must be healthy, physically fit, well-trained, and dressed in proper uniform bearing company's logo.
40. Successful bidder must provide valid Police Character Certificates and clearance from other law enforcement department, within 7 days of signing of contract.
41. Staff must be well experienced in their respective roles i-e Janitorial, attendant, and driving etc.
42. Staff must maintain a Professional demeanor and follow the security protocols of Lok Virsa.
43. Driving staff must have valid driving license.
44. Over age and physically impaired staff is not required.

PROVISION OF MATERIALS AND EQUIPMENT

45. The firm must supply all cleaning materials, tools, and equipment required for the services.
46. Materials brought must be of high quality, environment friendly and approved by the LOK VIRSA.
47. Price of Cleaning material must be included in janitorial price quotation.
48. Samples of all cleaning material shall be provided & kept in Admin Section or place designated for keeping them at LOK VIRSA for further reference, if required.

MONITORING AND SUPERVISION

49. The contractor shall nominate a focal person / Rep to keep liaison with the LOK VIRSA, who shall be responsible for day-to-day operations in the LOK VIRSA, keep a check on performance of the staff.
50. Regular inspections / surprise checks will be conducted by the Lok Virsa.

STAFFING REQUIREMENTS

51. The Contractor shall ensure the presence of 100 percent staff, as per the agreed time schedule.
52. Replacement of substitute workers must be provided immediately in lieu of absentees.

COMPLIANCE

53. The firm must comply with government regulations regarding labor laws, including the payment of minimum wages, EOBI, and social security contributions. Please include all Govt taxes while quoting your rates.
54. All staff must have valid CNIC and police character certificates.

FINANCIAL OBLIGATIONS

55. Payment shall be made through crossed cheque, within 15 days after receipt of bills from the Contractor Firm. Contractor Firm is required to provide all the relevant and complete documents properly for early processing of the bill by 5th of the next month. If the bill is submitted later than 5 days, the payment due on 15th to the said month may also be subsequently delayed. LOK VIRSA requires at least 15 days for processing of payment.
56. All applicable taxes and penalties shall be deducted at source from monthly invoice.
57. Payment will be made on monthly basis upon submission of a verified invoice.
58. Any deduction (s) due to non-performance or breach of contract will be made at source as per the agreement.
59. The firm / vendor firms must have a physical office at Islamabad, valid sales tax and income tax registrations with active ATL status, at least 03 years of relevant experience, and financial statements demonstrating compliance with government-mandated minimum wage disbursements to workers /staff.
60. Security deposit @ 2 % security of contract value (single stage- Two envelope procedure) is required to be deposited in favor of National Institute of Folk & Cultural Heritage (Lok Virsa), Islamabad. Security deposits will be released/refunded within a fortnight to unsuccessful bidders and in case of successful bidder after completion of contract period.
61. Successful bidder will submit 10 % Performance Security in the form of CDR / BG, which will be released after successful completion of the contract, settlement of all outstanding claims and issuance of a satisfactory completion certificate.

PENALTY

62. In case of non-placement of required number of staff, LOK VIRSA reserves the right to deduct the amount of actual wages of the absent staff for each day of absence from the monthly bill of Contractor Firm.
63. In case of any damage/loss caused to LOK VIRSA/Government due to negligence of staff, for determination of compensation / liability, a three-member committee nominated by the ED Director will give initial findings to be considered by the higher authority to take appropriate measures / action.
64. The decision of the LOK VIRSA in this regard would be binding on the Contractor Firm.
65. Blacklisting shall be processed strictly in accordance with PPRA Blacklisting Regulations after providing an opportunity of hearing.
66. In case of any theft/damage caused by the contractor staff at any Government premises, the Contractor Firm will be held responsible to make good the entire losses to the Government as determined by the above Committee.
67. In case of absence of any staff from his place of duty the LOK VIRSA reserves the right to deduct salary proportionate to the period of absence or non-performance, in addition to any penalty prescribed under the agreement.
68. In case of placement of ineligible, inexperience and inefficient staff/ placement of over-aged staff, lethargic staff, staff without proper uniform, LOK VIRSA reserve the right to deduct the whole or partial salary or impose any other penalty agreed by both parties as per contract.

TERMINATION CLAUSE

69. Lok Virsa being procuring agency reserves the right to terminate the contract with one month's notice in case of unsatisfactory performance or breach of any clause of contract.
70. Immediate termination in case of Blacklisting, fraud, forged documents, repeated poor performance, and bankruptcy.

SUBMISSION OF PROPOSALS

71. The firm must submit a detailed proposal **through ePADS V.20**, including the following.
 - List of Staff and Their Roles
 - Details of equipment and materials to be provided.
 - Financial proposal with a breakdown of costs.
 - For Janitorial service (Lot No.1) separately including cost of consumable / cleaning material in financial bid.
 - The Museum attendant will perform dusting duties and their quote / financial prices will be without cleaning material. As the Artifacts are of sensitive nature and cannot be cleaned with simple cleaning material. Therefore, the bidder are required to quote only monthly salary for attendant without material charges.

SITE VISITS

72. Interested firms are encouraged to visit Lok Virsa, Garden Avenue Shakarparian, Islamabad, during office hours for a better understanding of the requirements.

LIABILITY

73. The company shall be responsible for any damages caused by negligence or Misconduct of their staff.
74. Wages of the absent staff will not be claimed in case substitute is not provided.

TERMS OF CONTRACT:

75. The contract shall be concluded for initial period of one (01) year, which is extendable subject to satisfactory performance of service as provided in item No.20.
76. These terms and conditions are not exhaustive in nature. Further clauses, if deemed necessary, may be added / inserted either before start or during currency of the contract with mutual consent.

LIST OF JANITORIAL & ALLIED SERVICES

S No.	Description	Number
Lot 1.	Sanitary worker / Sweeper (06 male, 02 female) (Note: The quoted price for Janitorial Services shall include all cleaning materials. No separate payment shall be made for cleaning materials or related consumables, and the quoted rates shall be deemed to include all such costs.)	10
Lot 2.	Attendant for Museum dusting (Note: Prices shall be quoted relating to services only and exclusive of any cleaning materials / consumables)	04
Lot 3.	Electrician	01
Total		15

TECHNICAL EVALUATION CRITERIA

77. Evaluation shall be carried out separately for each Lot and contract(s) shall be awarded to the Lowest Evaluated Responsive Bidder for each respective Lot. In accordance with Rule 36(b) (Single Stage Two Envelope Procedure) of the PPRA Rules, 2004.
78. Bidders obtaining at least 70% marks in technical evaluation for the respective Lot shall qualify for opening of financial bids

S No.	Relevant Field	Marks
1	Experience related to the similar assignments (02 marks for each assignment)	25
2	Human Resource (02 marks for each employee) for Permanent technical and supervisory staff supported by payroll, EOBI records or salary slips.	20
3	List of Clients (2 marks for each client maximum up to 10 marks)	10
4	Annual Turnover (3 marks will be awarded for each PKR 1 million of average annual turnover for FY 2023-24 and FY 2024-25, up to a maximum of 30 marks. Audited financial statements shall be provided as evidence.”	30
5	EOBI / Social security	5
6	Office in ICT / Rawalpindi	5
7	Equipment & Machinery	5
Total Marks		100

Mandatory Documents Checklist

79. The undermentioned documents are mandatory:-
- I. NTN
 - II. ATL
 - III. Sales Tax Registration
 - IV. EOBI Registration

- V. Social Security Registration
- VI. Affidavit for non-Blacklisting
- VII. Experience Certificates
- VIII. Bank Statement
- IX. Audited Financial Statements
- X. Company Profile
- XI. CNIC of Authorized Signatory
- XII. Bid Security

Service Level Agreement:

- 80. Lok Virsa will sign a service level agreement (SLA) with successful bidder after signing of contract to monitor performance and evaluation of the firm. The undermentioned KPIs will be measured:
 - I. Wash room cleaned per hour
 - II. Dust-free offices
 - III. Complaint response time within 30 minutes of its lodging.
 - IV. 95 % attendance
 - V. Monthly inspection report above 90 %.

Force Majeure:

- 81. Force Majeure is applicable in case of natural disaster, like flood, earthquake, and outbreak of Fire, war, pandemic, and government restrictions.

Insurance clause:

- 82. The Contractor firm shall be solely responsible for insurance of its employees against accident, death, disability and third-party liability.

LOK VIRSA, SHAKARPARIAN, ISLAMABAD.
FINANCIAL BID/PROPOSAL FORM

Name of Firm/Supplier: _____

Bid Security Draft/Pay Order No. _____ Amount. _____

Dated: _____

S No.	Description	Cost of one person Per Month	Total Cost for the Year	Total Annual (all person)
Lot 1	Janitorial Staff/ Workers (Prices include cleaning material charges and all Govt Taxes) (10)			
Lot 2	Attendant for museum dusting (04)			
Lot 3	Electrician (01)			
Total Annual				

Note: For Lot No. 1 Please **including all applicable Government Taxes and cleaning material charges in Janitorial services. Separate prices for material and janitorial will not be accepted.**

Rs: _____ (in figures)

_____ (In words)

Sign & Stamp (on letter head)