



WATER AND SANITATION SERVICES PESHAWAR

(A Company set up under Section 42 of the Companies Act-2017)

REQUEST FOR PROPOSALS

Hiring of Security Firm / Company For Providing Security Services to WSSP.

No: WSSP/Admin/45-08/2024

General Manager HR/Admin/ Procurement

Local Government Complex, Khyber Pakhtunkhwa, Plot # 33, Street No. 13,
Sector E-8, Phase-VII, Hayatabad, Peshawar.

Office Phone # 091-9219098 Ext: 121

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1. Invitation to Bidders

Hiring of Security Firm / Company for Providing Security Services to WSSP.

WSSP invites sealed bids under **Single stage two Envelope Procedure of KPPRA Rule 2014** from the valid licensed security Companies, having minimum 05 years of relevant experience. The registered and licensed security firms / Companies fulfilling the above criteria may apply and collect Request for proposal for "Hiring of uniformed Security Guards (29 Nos with 12 Bore Short Gun (Automatic) on 12 Hours shift)" to be deputed at WSSP Head office and Zonal offices / Parking yards / land fill site with in jurisdiction of WSSP Peshawar.

General Terms and Conditions.

1. The interested and eligible firms can collect the RFP from the office of undersign on any working day till submission date and time or may be downloaded from WSSP website (<https://wsspeshawar.org.pk>), the deposit slip amounting to Rs. 2000/- (Non-Refundable) payable in **BOK A/c PK49KHYB0083002009152876** must be attached with the technical proposal.
2. The sealed bids shall reach to the office of undersigned up to **Monday 26th August 2024 on or before 3:00 pm** and the technical proposals will be opened on the same day at 3:30 pm in the presence of the Service Providers or their authorized representatives who wishes to attend.
3. **The pre bid meeting is scheduled to be held on 20th August 2024 at 3:30 pm in WSSP conference room**
4. The Contract for the period of one year shall be signed with successful bidder, extendable if mutually agreed by both the parties and on satisfactory performance.
5. The 2% Bid security (CDR) of the **total bid cost (Annual Rate)** in favor of Chief Executive Office WSSP, must be accompanied with sealed bid else the bid shall be declared as non-responsive.
6. The firm / agency must be a registered entity with KPRA for provision of Services (Rule 37A of KPPRA Rules 2014).
7. Company must be the holder of valid license from **Ministry of Interior and KP Govt.** to run Security Company.
8. All federal and provincial duties/stamp duty/taxes including KPRA taxes etc. will be recoverable as per directives of the government issued from time to time.
9. Any disfiguring / overwriting or manipulation in the Bid / BOQ shall be liable for rejection. Incomplete and conditional bid shall not be accepted.
10. The bidders are required to register them self on WSSP website vide URL address: <https://wsspeshawar.org.pk/serv/vendor-registration-from>
11. The Competent Authority reserves the right to reject anyone or all the tenders, the reason for rejection shall be communicated to the Contractor / firm upon request.

General Manager HR/Admin/ Procurement

Local Government Complex, Khyber Pakhtunkhwa, Plot # 33,
Street No. 13, Sector E-8, Phase-VII, Hayatabad, Peshawar.
Ph #: 091-9219098, 9219621,22,23 Ext: 121,

2. INTRODUCTION

Water and Sanitation Services Peshawar (WSSP) has been established by Government of Khyber Pakhtunkhwa and formally registered under Section 42 of Companies Ordinance 1984 to provide integrated and yet improved drinking water, sanitation and solid waste management services in district Peshawar. Sealed tenders (Financial and Technical proposals) are invited from approved/registered and reputed private security agencies /companies having established office(s) at Peshawar who meet the requirements mentioned in this RFP/tender documents.

3. Scope of Services:

3.1 Scope of Services of Water and Sanitation Services: -

Water and Sanitation Services shall:

- i. Make payments to Security Service Provider on monthly basis for services mentioned in Section 3.2
- ii. Implement Service Level Agreement and levy penalties in case of deficiencies in performance in accordance with **Annexure- V**.
- iii. May Ask Service Provider to increase quantity of Security Personnel and pay such increase/variation in accordingly with rules and regulation.

3.2 Scope of Services of Service Provider: -

The Service Provider Shall: -

1. Provide, render and ensure Security Services as assigned by the Company on round-the clock basis, 24 hours per day, 7 days per week including Sundays and holidays.
2. One Security Personnel shall present all the time (24 hours per day, 7 days per week including Sundays and holidays) for performance of duty at entry points of Water and Sanitation Services Offices. The Service Provider shall provide security at day and night for office premises of Head Office, 5 Zonal Offices, Parking Yards, Dumping Site and any other place of the Company, where the guards were deployed.
3. One Security Personnel shall be present in Water and Sanitation Services Peshawar during office hours for Security and facilitation of official guests and visitors of Water and Sanitation Services Peshawar.
4. Will be responsible for all acts done by the personnel engaged and the staff deployed to WSSP shall be trained to remain polite and courteous to staff and visitors. Service Provider shall have trained staff properly to deal with the Security situation. Security personnel must be in proper uniform which means neat and clean dress, black shoes, belt, ID, and cap. Each Security personnel must be equipped with, gun, metal detector and one Whistle.
5. Ensure that all Security personnel are alert, punctual, physically fit, in good health, without physical / mental abnormalities and possess good physique, necessary skills, expertise and experience to satisfy requirements of security work.

6. Be responsible to send security personnel replacement immediately if the assigned security personnel do not report on time or leaves earlier. Shall also ensure that no security personnel leave premises unless properly relieved by next personnel.
7. Check visitors entering the Water and Sanitation Services office and retrieve any kind of arm and ammunition from such visitors and keep it in his safe custody till his return.
8. Ensure timely payment to security personnel, not later than 15 days from start of the month.
9. Safeguard all movable and immovable property inside Water and Sanitation Services.
10. Abide by all rules and regulations of Water and Sanitation Services.
11. Replace any personnel engaged by the company, if working is not found satisfactory by Water and Sanitation Services.
12. That Security personnel engaged by him and not below 25 years and above 40 years of age. Minimum qualification for Security personnel shall be Matric. The age of 40 Years is not applicable if the Security personal is ARMED Force Retd. personnel.
13. Abide by all laws in provision of the Services including labor laws / Interior ministry rule and regulations. Shall ensure that all the security personnels are registered with EOBI and ESSI agencies as per policy.
14. Be liable to penalize if the services above are not satisfactory.
15. Provide additional security personnel in accordance with mechanism established above (if required).
16. The bid value/Contract amount shall be adjusted in case of change of Minimum Wage Rate as per notification of Government of (Khyber Pakhtunkhwa) and prevailing taxes.

4. BIDDING PROCEDURE

- The bidding procedure as given in KPPRA Rules 2014 i.e. **Single Stage - Two envelope procedure**, will be followed in this RFP. A single sealed envelope will contain two separate sealed envelopes containing **Technical and Financial proposals**
- Only the technical proposals will be opened initially, and the financial proposals of technically qualified bidders will be opened at later stage.
- The Final assignment award will be on the basis of **Least Cost Method** among the **technically qualified bidders**.
- Proposals must include the complete name and address of bidder's registered national firm and the name, mailing address, and telephone number of the person the Company should contact regarding the proposal.
- 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.
- Furthermore, provision of a documentary proof of the competent and authorized signatory on behalf of the entity to enter into contract with the Company is mandatory at the time of proposal submission.
- Proposals must confirm that the bidder will comply with all provisions / conditions in this RFP.

Proposals must be signed by a Company officer empowered to bind the executing agency.

- Bidders must provide comprehensive narrative statements that illustrate their understanding of the requirements of the Bid.
- List of present corporate clients with complete information like contact person with complete address (This information is required for feedback from the present and previous corporate clients.)
- Bidders must understand that their qualification for consideration for award of the contract depends upon their ability to deliver all services as illustrated in Section 3 “Scope of Services” and as per Tender Specifications described.
- Proposals submitted against RFP should provide straightforward, concise information that satisfies the requirements of this RFP. Emphasis should be placed on completeness, clarity of content and conformance with given instructions and requirements of this RFP.
- Modified Proposals: Bidders may only submit one proposal for evaluation. Any alternate or modified proposal submitted after due date will not be acceptable.

5. **TENDER ELIGIBILITY/QUALIFICATION CRITERIA:**

Eligible Bidder is the bidder who is:

- a. Registered with Security and Exchange Commission of Pakistan or copy of Certificate of Incorporation or Registration or equivalent.
- b. Must be registered / Active with Tax Authorities and having valid Income Tax and also having sound financial strengths can participate.
- c. Possess valid KPRA Registration as Per Rule 37A of KPPRA.
- d. Registered with Ministry of Interior, Government of Pakistan, or Home Department, Government of Khyber Pakhtunkhwa as Security Services Provides.
- e. Must be involved in relevant business for last 05-years or more.
- f. 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;
- g. Conditional tenders will not be accepted;

Each paper of the tender document has to be stamped and signed by the authorized signatory of the Security Company / agency.

6. **BID SECURITY:** The bidder shall furnish the Bid Security (Earnest Money) as under:

- For a sum equivalent to 2% of the total Bid Cost in shape of CDR calculated on (annual Cost) and denominated in Pakistani Rupees;
- As a part of technical bid envelope, failing which will cause rejection of bid;
- In the form of Call Deposit Receipt in favor of CEO Water and Sanitation Services and;
- Have a minimum validity period of Ninety (90) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.
- **Deficient bid security is not acceptable and will be returned to the bidder, declaring him as disqualified.**

7. **CONTRACT DURATION:**

The contract duration shall be for a period of One (01) year starting from signing of the Contract and it may be renewed for further periods on the same Terms and Conditions* mutually agreed upon by the concerned parties and based on performance.

- *Maximum upto 10% contract extension subjected to Revision of minimum wage rates by Government and upon approval of the competent authority of WSSP.*

8. MODE OF PAYMENT:

The Service Provider shall be providing all necessary supporting documents along with invoices:

- i. The Service Provider shall submit an Application for Payment for monthly rendered services to Water and Sanitation Services. The Application for payment shall be accompanied by invoices (duly verified from respective Zonal offices), receipts or other documentary evidence as the procuring agency may require, state the amount claimed, and set forth in Purchase Order / Contract Agreement.
- ii. The Water and Sanitation Services shall pay the monthly service charges verified by 15th of each month in lump sum through cross cheque in the name of Company and in Pakistani Rupees.

9. TENDER VALIDITY:

The bid shall be valid for a period of ninety (90) days from the last date for submission of the tender. The WSSP may solicit the bidder's consent to an extension of the validity period of the bid. The request and the response thereto shall be made in writing.

10. GENERAL TERMS & CONDITIONS:

- i. The Service Provider should have licenses of automatic weapons and will provide weapons to the security guards. No additional / separate charges will be paid by Water and Sanitation Services, in this respect.
- ii. The Service Provider will be responsible to get each guard medically examined by a registered medical practitioner and provide medical certificate.
- iii. Similarly, the Service Provider shall provide character certificates / police report of each Security Personnel with verified antecedents / background.
- iv. Security Personnel provided by the Service Provider should not be less than 25 years and not more than 40 years of age. The guards should be well trained and capable enough to handle the situations. **(The Retd. Arm Forces Personal are exempted form age limit of 40 years, but he must be fit and active Security Personnel).**
- v. During duty hours, the Security personnel will be directly answerable to the Water and Sanitation Services, Management.
- vi. During the contract, the firm will provide Security Services as per the contract agreement signed between Water and Sanitation Services and the Service Provider.
- vii. The contract will be initially for a period of 01 year, which can be extended for further period with mutual consent and based on performance.
- viii. Availability of additional guards (if so required) will be ensured within 24 hours.
- ix. The procuring agency i.e. Water and Sanitation Services, reserves the right to declare disqualified a firm/company if it finds, at any time, that the information submitted was false and materially inaccurate.
- x. In case the offer is withdrawn, amended or revised during the validity period of the offer, the Earnest Money (Security) is liable to be forfeited.

- xi The participating bidders will have to give in writing to the effect that they have carefully read all the terms & conditions of the tender documents and they accept them as well.
- Xii The Service Provider Should Ensure the payment of Minimum Wage (per month) to his Security Guard as enforced by the Labor Laws of the GOVERNEMNET. The service provider shall also ensure that all the security personnels are registered with EOBI and ESSI agencies as per policy. Certificate of registration with ESSI and EOBI shall be provided along with bid.
- Xiii. The service provider (Security Co.) must ensure fit and active security to be deployed.

12. REQUIRED DOCUMENTS FOR TECHNICAL PROPOSAL:

Bidders are required to attach the following documents with bid:

- i. Firm / Company’s profile. Name, address, phone, fax, e-mail address and contact Person.
- ii. Evidence of minimum 05 years of experience of underwriting Security Services Provider’s business in Pakistan. **(Mandatory).**
- iii. Proof of financial stability – verified Financial Statements for last 3 Years.
- iv. Scope of Services (signed & stamped) for acceptance – **Mandatory**
- v. Copies of Tax / KPRA registration certificates (Active Status)– **Mandatory**
- vi. Registration with Security and Exchange Commission of Pakistan or copy of Certificate of Incorporation or Registration or equivalent – **Mandatory.**
- vii. List of existing clients with name and contact persons, telephone numbers and addresses.
- viii. List of **P**revious **C**lients.
- ix. List of equipment’s offered.
- x. List of staff, number of employees in the firm / company.
- xi. Affidavit on stamp paper that the bidder has not been blacklisted or debarred for Public Procurement by Govt, Semi-Government, Private, Autonomous body or any other national /international organization – **Mandatory**
- xii. Bid Security (Earnest Money) in the form of Call Deposit Receipt / DD in favor of CEO Water and Sanitation Services – **Mandatory**
- xiii. NOC issued by the Ministry of Interior, Government of Pakistan or Home Department Government of Khyber Pakhtunkhwa for such services – **Mandatory**
- xiv. Performance certificates by the major clients at least three where Security Company has been providing security services.

Bidder is required to provide all the above-mentioned documents however failure to provide mandatory documents shall cause the proposal to be considered as non-responsive and the proposal may be rejected.

13. SUBMISSION CRITERIA & SCHEDULE:

Two separate sealed envelopes each for technical and financial proposal should be submitted in one large sealed envelope marked as Tender Documents and addressed to as under:

General Manager HR/Admin/Procurement, Water and Sanitation Services.

Envelopes should be marked the word (“Confidential”) and “Technical Proposal & Financial Proposal” for the respective bid.

Tender Schedule is as per following:

Sr.#	Activity	Dates
1	Tender/RFP issue date	8 th August 2024
2	Pre-Bid Meeting	20 th August 2024 at 3:30 pm

3	Proposal submission dead line	26 th August 2024 at 3:00 pm
4	Opening of BIDs (Technical proposal) (in presence of applicants, who choose to appear, at Water and Sanitation Services Office.	26 th August 2024 at 3:30 pm
5	Opening of BIDs (Financial proposal)	The date and time shall be communicated via email address provided.

The Procurement Agency i.e. Water and Sanitation Services may reject all or any bid subject to relevant provisions of KP Procurement Rules 2014.

14. AWARD OF CONTRACT:

The Final assignment award will be on the basis of **Least Cost Method** among the technically qualified bidders. The successful bidder will have to sign an Agreement on stamp paper with the Water and Sanitation Services as per Annexure-I and every document submitted in the tender proposal as well as the policy documents. Number of Security Guards required may be increased or decreased as per requirements of the Company. Water and Sanitation Services reserves the right to cancel the process at any time as per Government Policy with cogent reasons.

15. **TECHNICAL EVALUATION CRITERIA:**

S.No	Details	Marks
1	Experience (20 marks for 10 years & plus experience, 15 marks for 7-9 Years, 10 marks for 5-6 Years)	20
2	List of Security Equipment's Offered (Weapons, Metal Detectors etc.) Marking on prorata basis.	10
3	Present (Last 2 Years) Number of Corporate clients (Attach copies of agreements / PO with existing clients). Maximum up to 10 clients (1 Marks per client)	10
4	Relevant Proof that the Company is working as the Subsidiary of Armed Forces.	10
5	Previous (Last ten Years) Number of Corporate clients (Attach copies of agreements with previous clients). Maximum up to 10 clients (1 Marks per client)	10
	Performance Certificate from Firms / Companies with in last 5-years on proper letter head duly stamped a signed. (5 Marks per satisfactory worked certificate)	15
6	Financial soundness of Rs. 2 million or above. 2.5 Marls for less than 2 million. Supported by 3-years bank statement (s) and <i>letter</i> of commitment from Bank.	5
7	'Letter of Commitment' on company's letterhead for Replacement time of staff (06 marks for replacement in less than 24 Hours, 04 marks for 2 days, 02 marks for 3 days and 1 Marks for 4 to 6 days)	06
8	In house Regular Training and Capacity building facility of Guards / Refresher course facility for security guards. (Minimum 10 marks.)	10
9	Registration with ESSI and EOBI (subject to submission of certificates from quarters concerned)	04
	Total Mark	100

Note: Bidders are required to obtain minimum 70 marks for technical qualification

CONTRACT FOR HIRING OF SECURITY SERVICES

THIS CONTRACT is made and executed on this _____ by and between:

Water and Sanitation Services Peshawar (WSSP), a company duly incorporated under the provisions of Companies Ordinance, 1984 having its registered office at Plot #33, Street 13, Local Government Governance School, Phase 7, Hayatabad, Peshawar through its Chief Executive Officer (CEO) on behalf of its Board of Directors (Hereinafter referred to as "**Party 1**" which expression shall, where the context permits, includes its successors-in-interest and permitted assigns).

AND

M/S _____ license Endst. No. _____ having its registered office at _____ (Hereinafter referred to as "**Party II**" which expression shall, where the context permits, includes its successors-in-interest and permitted assigns).

WHEREAS, the (**Party 1**) advertised a tender Notice in the national press for HIRING OF SECURITY SERVICES (Armed Guards for WSSP Head and Zonal Offices) for the Period of One year. The **Party II**, being lowest bidder, has been selected on the terms and conditions set forth in this Contract and as mentioned in Bidding documents, which are considered as the part and parcel of this contract at total contract cost of PKR _____ for 29 No's of security guards (PKR _____ per guard per month).

1. The **Party II** shall provide the Services of Security Guards as per details provided in the BOQ / Bidding documents and as per the requirement of the Client, the number of guards may be increased or decreased during the contract period on same terms, as per the requirement of **Party I**.
2. The agreement between the both parties is initially for the period of 01-Year, commencing from _____, subject to terms and conditions mutually agreed between both the parties, extendable to another year up to a maximum of 3 years, subject to satisfactory performance.
3. The contract extension with maximum up to 10% price escalation is allowed subjected to Minimum labor wages as announced by the Government of KP and approval of Competent authority after completion of one year. (Once in a year).
4. The **Party I** shall pay to the **Party II** on monthly basis remuneration of **Rs. _____/-** per guard per month which is inclusive of all prevailing government taxes, for the rendered services and as mentioned in RFP/ Tender documents.
5. That the payment to the **Party II** shall be made on monthly basis after verification by zones/HR / Admin department of **Party I** through crossed cheque for all deputed guards in all stations. No advance payment shall be made to the contractor.
6. In the event of failure of the **Party I** to make payment within the times stated due to circumstances beyond his control, the **Party I** shall not pay to the Party II any interest or compensation of any sort.
7. The **Party I** will provide Computerized Payment Receipt (CPR) for the tax deduction to **Party II** on demand.

8. The **Party I** can terminate the Contract of Service Provider for poor performance and violations of terms and conditions of the Contract. In such case Performance Security of the Service Provider will be forfeited.
9. Chief Executive Officer, **Party I (WSSP)** will act as a “sole Arbitrator” under the Arbitration Act in case of any dispute arising out of the agreement.
10. All necessary taxes including KPRA tax on services will be deducted as per Government Policy.
11. The deployed guards will operate from Head office or Zonal Offices of **Party I** and duty location/duty timing (day/night) will be as per the directions of the authorized staff of **Party I**.
12. The **Party II** will be responsible for any illegal act of hired guards. In case of any untoward loss, a joint inquiry will be held in order to investigate and apportion the responsibility accordingly and necessary deduction will be made from bill of **Party II**.
13. Security Personnel provided by the **Party II** should not be less than 25 years and not more than 40 years of age. The guards should be well trained and capable enough to handle the situations adequately. (The Retd. Armed Forces Personal are exempted from age limit of 40 years, but he must be fit and active for security duty.)
14. The **Party II** will be responsible to ensure proper replacement/relieve of security guards including holidays, leaves of security personal or replacement of those who do not arrive on duty due to any reason.
15. The **Party II** shall provide character certificates / police report of each security Personnel with verified antecedents / background.
16. The **Party II** shall be responsible for necessary payment and other welfare measures as per prevailing labor laws of KP and Federal Govt. or as applicable from time to time.
17. In case of poor performance, the clauses of penalty as proposed in Bidding document will be applicable, and Party II will be responsible for making the loss incurred to the Party I.
18. The responsibility to pay compensation to guards in shape of provision of medical, housing, transportation facilities etc. or payment of monetary compensation in case of on-duty injury / death of a security guard shall lay on the **Party II** and **Party I** will not be liable to pay any cost.
19. The **Party II** shall be fully responsible for employing competent and well-trained staff with proper weapons, uniform, shoes, metal detectors for provision of security services under this Contract as defined in clause 3.2 (4) of the bidding documents.
20. In case of any major untoward incident i.e., theft or fire etc, the **Party I** must be informed by fastest means followed by written report within 12hrs. Detailed reporting mechanism has been circulated for **Party I** head office.
21. **Party I** and **Party II** are at liberty to terminate the contract by giving a written notice of 02-Month in advance with justified reason (s).
22. SOPs (Standing Operating Procedures) and security instructions for deployment of guards will be provided by Authorized Official of **Party II** and all guards will abide by these SOPs / instructions fully.
23. Guards declared irresponsible and unwanted by **Party I** will be replaced by **Party II** within 24 hours.
24. The contract shall be governed by and constructed in accordance with the laws of Pakistan / SBD of KPPRA Rules 2014 For Services. In witness whereof both parties have set their hands on the date and day mentioned above.

IN WITNESS WHEREOF, the authorized representatives of both the parties have executed and entered into this Agreement on 18-09-2023 at Peshawar have signed and sealed or stamped as under.

WITNESSES:

WITNESSES:

Proposal Submission Form (ANNEXURE-II)

[Location, Date]

To,

Chief Executive Officer,
Water and Sanitation Services,
Hayatabad,
Peshawar

Dear Sir,

We, the undersigned, offer to provide security services to all employees of Water and Sanitation Services Peshawar (WSSP) as well as to the office building of Head office, Zonal Offices and Parking Yards in accordance with your Tender Notice dated _____. Our attached Financial Proposal is for the sum of [Rs. _____]. This amount is inclusive of Provincial and Federal taxes, which shall be levy on such services.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Agreement negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Bidding Document / Contract.

We understand you are not bound to accept any Proposal you receive.

Yours
sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address _____

Financial Bid
Hiring of Security Firm / Company (Subsidiary of Armed Forces) For
Providing Security Services to WSSP.

S.No.	Description	Nos of Guards	Cost Per Guard	Total Cost Per Month
1.	Armed Security Guards for provision of Security Services as mentioned in Scope of Services inclusive of costs of Metal Detector, Uniform etc. No of Guards 29 Nos	29 NOS		
	Total Amount Per Year.			

Total Amount in Words _____

_____.

The No of Guards may increase or decrease during the period of contract execution on same rate terms & conditions.

The rate quoted must be inclusive of all Govt taxes and other associated charges.

WSSP Will not Pay more than the quoted amount of the bid.

Authorized Signature with Company Seal.

Technical Proposal Submission Form
(Annexure-III)

To,

Chief Executive Officer,
 Water and Sanitation Services Peshawar.

Dear Sir:

1. We (Name and Address of the Tenderer), having read, understood and accepted the RFP/Tender Documents, including the Addendum (s), if any, offer to provide security services to Water and Sanitation Services (WSSP) in conformity with your Tender Notice dated_____ in _____

 Newspaper and published subsequently on Water and Sanitation Services /KPPRA website.
2. We undertake that the Tender shall have a minimum validity period of 90-days from the last date for submission of the Tender and may be accepted at any time before the expiration of that period.
3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract, in case of the award of the tender.
4. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, a contract, until execution of the formal Contract.

Date this_____ day of 2024

Signature: _____

CNIC No.: _____

Name: _____

Designation: _____

Address: _____

UNDERTAKING (Annexure-IV)

As owner (s) of

M/s _____

It is certified that I/We:

- (a) Are registered and authorized provider of Security Services;
- (b) Accept the terms and conditions as laid down in this Tender document and advertisement notice and shall be bound to follow.
- (c) Shall observe all the conditions and rules/ regulations framed by Government of the Pakistan (Ministry of Interior affairs) and KPPRA Rules 2014 (SBD For services) for the purpose and shall provide security services as per specifications and the terms and conditions of this Document;

Signature and Stamp of the Bidder

Service Level Agreement (Annexure-V)

Each non-compliance of the Scope of Services, Term and Conditions of the Contract will be penalized. The following penalties will be applicable and will be deducted from the monthly charge of the Service Provider: -

S. No	Violations	Penalty in PKR
1	Security Personnel not wearing proper Uniform or in shabby conditions or untidy	Rs. 1000 per instance
2	Misbehavior with staff or Visitors	Rs. 500 per instance
3	Not carrying required weapons, detectors, or whistle	Rs. 500 per instance
4	Late arrival to duty	Rs. 200 per hour
5	Absence from duty	Rs. 500 per day
6	Violation of labor laws	Rs. 2000 per violations
7	Laziness during duty	Rs. 500 per instance
8	Damage or loss to Water and Sanitation Services Property	Equal to the loss Amount By Joint Inspection Committee.
9	Smoking in office	Rs. 1000 per instance
10	Not following instructions of Water and Sanitation Services authorized representative	Rs. 500 per instance
11	Misuse of Water and Sanitation Services assets such as Air-conditioning, Light etc.	Rs. 1000 per instance
12	Sleeping during duty	Rs. 2000 per instance
13	Any other violation of the Contract	Rs. 500 per instance