



THE URBAN UNIT

Urban Sector Planning & Management Services Unit (Pvt.) Ltd.

A Public Sector Company.

URBAN SECTOR PLANNING & MANAGEMENT SERVICES UNIT (PRIVATE) LIMITED



TENDER DOCUMENT HIRING OF TRANSPORT SERVICES

(Technical Proposal)
(Single Stage two envelopes)

(Note: Procurement is done by Urban Unit in line with PPRA Rules 2014)

Tender # UU/2017-18/04

Tender Doc. Fee: Rs. 1000/- only
(Rupees One Thousand Only)

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TERMS & CONDITIONS

Urban Sector Planning & Management Services Unit (Pvt.) Limited (*hereinafter referred to as "The Urban Unit" or Client*) invites sealed bids from eligible and experienced income tax & PRA tax registered firms / companies (*hereinafter referred to as "Bidder"*) for the specified services as per Annex-A (*hereinafter referred to as "services"*).

1. General:

- 1.1 Any offer not received as per terms & conditions of the tender enquiry is liable to be ignored. No offer shall be considered if:
 - a) received without bid security
 - b) received after the time and date fixed for its receipt
 - c) not signed & stamped by authorized person on each page of tender document
 - d) the offer is ambiguous
 - e) the offer is received by fax or e-mail
 - f) the offer is from a black listed firm
 - g) offer received with shorter validity than required
 - h) the offer is not conforming to specifications indicated in the tender documents
 - i) the offer / quoted rates are furnished other than the tender documents
 - j) any additional terms & conditions added by the bidder
 - k) any conditional offer
- 1.2. Only Income tax and PRA registered firms / companies are eligible to participate in the tender.
- 1.3. Bid will remain valid for a period of 90 days from the date of opening the tender. No change in price will be made in case of Pak rupees variation against US\$ and any other case as may be.
- 1.4. The cover envelop must indicate particulars of tender, submitting firm/company and date of opening. The envelop must be properly sealed.
- 1.5. The bidder must indicate their National Income Tax and PRA registration numbers.
- 1.6. Offered rates shall be on the basis of transportation services in Lahore as detailed in Annex-A and shall be inclusive of all taxes and costs.
- 1.7. Agreement will be signed by The Urban Unit after the approval of Competent Authority i.e. Chief Executive Officer, Urban Unit.
- 1.8. The services quantum may increase or decrease by the Urban Unit under the light of Punjab Procurement Rules, 2014.

2. Time Period of Contract:

The agreement will be signed initially for a period of one year extendable upon satisfactory services for further period on mutual consent of both parties with or without reasonable increase in price if agreed by the Client.

3. Extension of Services period:

- 3.1 In special circumstances, request for extension of services period may be considered by the Competent Authority (Chief Executive Officer, Urban Unit) on the written request of the firm before the target date of supply, which is authorized to either accept or reject the request of bidder without assigning any reason.

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4. Termination/ Penalty:

4.1 The service provider will be measured qualitatively and quantitatively through the Key Performance Indicators (KPIs). These KPIs shall be part of the Agreement. In the event the Transport Service Provider defaults on fulfilment of KPIs, it shall be liable to pay penalties, damages and Urban Unit shall have the right to terminate the Agreement. The KPIs shall be administrated individually on each vehicle and driver provided by the Transport Service Provider. Non-compliance by any driver or a vehicle out of the whole fleet shall be considered an offence and penalty shall be applicable accordingly.

Sr. No.	KPI	Penalty		
		1 st Offence (Rs.)	2 nd Offence (Rs.)	3 rd Offence (Rs.)
Vehicle (Per Vehicle)				
1	Registration of vehicles in the name of Owner	Any deviation from the agreed number of vehicles ownership would amount to Rs. 5,000		
2	Private Vehicles	Zero Km for whole day		
3	Model of Vehicle (not more than 3 years old and local refurbished vehicle shall not be acceptable)	Zero Km for whole day		
4	Back Up Vehicle – To be provided within 30 minutes	a) Zero Km for whole day b) In case of default the transporter must reimburse taxi charges of all passengers claimed by the employee		
5	Fire Extinguisher Missing	500	1000	Termination of Agreement
6	First Aid Box Missing	500	1000	1500
7	Spare Wheel Missing	1000	2000	5000
8	Passenger Seatbelt Missing	1000	2000	5000
9	Cleanliness	1000	2000	5000
10	Re-fuelling while pickup/drop	1000	2000	5000
11	10 minutes Delay at 1st pick up point	2000	5000	10000
12	AC/Heater Non-functional	2000	5000	10000
13	Meter Tampering and Meter not working	1000	Vehicle & Driver Termination	
14	Tracker Not-Functional	2000	Vehicle Termination	
15	Vehicle Missing from fleet without information	5000	Termination of Agreement	

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16	Vehicle without proper documents	2000	Termination of Agreement	
17	Temporary Registration beyond 20 days	1000	Termination of Agreement	
Driver (Per Person)				
18	Driver without License	5000	Termination of Agreement	
19	Driver without Uniform	2000	5000	10000
20	Misbehaviour with staff	a) 5000 b) Change of Driver	Termination of Agreement	
21	Pickup missed by a Driver	a) 5000 b) Change of Driver	a) 10,000 b) Change of Driver	Termination of Agreement
22	Driver under Influence of Drug/ Alcohol or any other Intoxication	a) 5000 b) Change of Driver	Termination of Agreement	
23	Delay Due to Traffic Rule Violation	2000	5000	10000
24	Over speeding	2000	a) 5000 b) Change of Driver	a) 10,000 b) Change of Driver
25	Drowsiness (Driver found sleepy)	2000	a) 5000 b) Change of Driver	Termination of Agreement
26	Use of Obscene, in-decent material (CDs, Songs, Etc)	a) 5000 b) Change of Driver	Termination of Agreement	

5. Payment to the Contractors:

- 5.1 Payment will be made through crossed cheque to the bidder against invoice duly verified by Urban Unit authorized person/representative at the end of the month.
5.2 No payment will be made as advance.

6. Bid Security:

- 6.1 Bid security of Rs.100,000/- will have to be attached along with tender document. It should be in the form of Pay Order / Bank Draft / CDR from a scheduled bank in favor of Urban Sector Planning & Management Services Unit (Pvt.) Limited.
6.2 Bid security of unsuccessful bidders shall be refunded on the finalization of the Tender whereas the bid security of successful bidder shall be refunded on the submission and verification of performance security.
6.3 The bid security shall be forfeited if:
a. The offer is withdrawn, amended or revised

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7. **Deduction of Taxes:**
All applicable taxes will be deducted while making payment as per Government Rules / Instructions/ Notifications.
8. **Dispute:**
In case of any dispute before or after the execution of contract, matter will be resolved as per PPRA Rules, 2014.
9. **Eligibility Criteria:**
 - 9.1 Income tax and PRA registration
 - 9.2 Must have Public Service Vehicle operations experience as detailed below:
10. **Technical & Financial Evaluation Criteria:**

Sr. No.	CRITERIA	MAXIMUM POINTS
I	Previous experience of Public Service Vehicle (PSVs) Operations	10
	One (01) point will be awarded for each year experience in Public Service Vehicle operations. A maximum of ten (10) points can be achieved for 10 years or above experience. The bidder must have minimum Two (02) year experience; no points will be awarded to operator less than Two (02) year's experience in this field.	
II	Number of Dedicated Service Routes being Operated	10
	Maximum of ten (10) points will be awarded to the operators having more than three (03) operational dedicated service routes; for two (02) / three (03) operational routes seven (07) points will be awarded and for one (01) operational route five (05) points will be awarded.	
III.	Maximum Fleet Maintained and Operated	10
	Operators having fleet size of minimum five (05) Public Service Vehicles will be awarded three (3) points, operators having fleet size from Six (06) to ten (10) Public Service Vehicles will be awarded five (05) points, operators having fleet size from eleven (11) to fifteen (15) Public Service Vehicles will be awarded seven (07) points and maximum points of ten (10) will be awarded to the operator with fleet size of Public Service Vehicles greater than fifteen (15).	
IV.	Human Resource managed by company	10
	Operators having human resource up to twenty (20) will be awarded least point of three (3) points, operator having human resource from twenty-one (21) to thirty (30) will be awarded five (5) points, operator having human resource from thirty-one (31) to forty (40) will be awarded seven (7) points and maximum points of ten (10) will be awarded to the operator having human resource greater than forty (40).	
V.	Average Annual Turnover	10
	Maximum of Ten (10) points will awarded to the operator with annual turnover greater than PKR 20 Million, Seven and half (7.5) points will be awarded to the operator with annual turnover greater than PKR 15 Million and up to PKR 20 Million, Five (5) points will be awarded to the operator with annual turnover greater than PKR 10 Million and up to PKR 15 Million and Two and a half (2.5) points will be awarded to the operator with annual turnover greater than PKR 5 Million and up to PKR 10 Million	
VI	Net Worth	10
	Maximum of Ten (10) points will awarded to the operator having net worth of greater than Rs. 30 Million, Seven and half (7.5) points will be awarded to operator having net worth of greater than Rs. 20 Million and up to Rs. 30 Million. Five (5) points will be awarded to operator having net	

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	worth of greater than Rs.10 Million and up to Rs. 20 Million and Two and a half (2.5) points will be awarded to the operator having net worth greater than Rs. 5 Million and up to Rs. 10 Million.	
	Overall Total	60
Notes:		
<ul style="list-style-type: none">• The prospective operator must obtain 65% or more score to qualify technical evaluation.• Public Service Vehicle (PSV) includes vehicle having valid fitness certificate, route permit, operated by the registered operator under Motor Vehicle Ordinance 1965 and Motor Vehicle Rules, 1969.• PSV shall have minimum occupancy of six (06) or more passengers excluding driver.		

11. Financial Evaluation:

11.1 The Least Cost Method will be adopted for financial evaluation.

11.2 The Financial Bids of technically dis-qualified/non-responsive bidder(s) shall be returned un-opened.

12. Bid / Tender opening procedure:

As per PPRA Rules 2014, single stage two envelope bidding procedure shall be adopted

12.1 The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;

12.2 The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters;

12.3 Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;

12.4 The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened;

12.5 The technical proposal shall be evaluated in a manner prescribed in advance, without reference to the price and any proposal may be rejected which does not conform to the specified requirements / specifications;

12.6 During the technical evaluation no amendments in the technical proposal shall be permitted;

12.7 The financial proposals of bids meeting the technical specifications shall be opened publicly at a time, date and venue announced and communicated to the Firms in advance

13. One Person One Bid:

(1) In any procurement, one person may submit one bid and if one person submits more than one bid, the procuring agency shall reject all such bids.

(2) If a consortium of persons has submitted a bid in any procurement, it shall be construed that each member of the consortium submitted the bid.

14. Performance Bond:

Performance bond of Rs. 500,000/- against services period in the shape of bank guarantee from any schedule bank of Pakistan or guarantee from AA rating insurance company as per PACRA will have to be furnished after the issuance of letter of acceptance. Performance guarantee will be returned after successful completion of the services period.

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SERVICE SOP AND TERMS & CONDITIONS

SOPs for Vehicle

1. Transport Service Provider shall provide only those vehicles which have a;
 - a) Valid Fitness Certificate
 - b) Valid Commercial Route
 - c) Token Tax Paid
 - d) Valid Third-Party Insurance
 - e) Operational Tracker
 - f) Operational Air Conditioner

Operation Guidelines

1. The Transport Service Provider must always possess and comply with all licenses, permits and authorizations required under such laws, regulations or other government or official approvals required for the provision of the Services;
2. The Transport Service Provider shall operate Vehicle Inspection and Certification System (VICS) approved registered vehicles for the operations;
3. The Transport Service Provider will provide a list of vehicles and drivers (including replacement vehicles) to be used on the 25th day of every month;
4. The Transport Service Provider must not replace any chosen vehicle and driver without prior intimation to, and the written consent of, The Urban Unit. This is a mandatory condition and applies to all vehicles and drivers used regularly;
5. The Transport Service Provider shall exclusively dedicate vehicles for Urban Unit operations and in case of change of any dedicated vehicle, the change shall be informed in writing to admin section of Urban Unit 24 hours prior to replacement except in emergency cases. The emergency replacement shall involve changes due to breakdown and accident only;
6. The Transport Service Provider will depute one Supervisor who shall supervise/coordinate, manage delivery of services and co-ordinate with Urban Unit's authorised representative primarily daily but also as and when required, for smooth functioning of its transport services.
7. Urban Unit's authorised representative will periodically communicate the actual number of vehicles required for the fulfilment of operations in case there exists variation in daily transport demand;
8. The Transport Service Provider will maintain a daily attendance register at Urban Unit's premises and the drivers will sign-in/ check-in their log-in time;
9. The Transport Service Provider's staff must familiarise with Urban Unit's SOPs/KPIs/Guidelines/Policies;

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10. The Transport Service Provider shall engage drivers and supervisors/helpers with a proven performance track record and with no criminal record. Police Verification Report/ Character Certificate for each personal including drivers shall be furnished to the Unit;
11. The drivers/supervisors must ensure proper behaviour and maintain appropriate dress standards as approved by the Urban Unit. Urban Unit will have the unquestionable right to request the Transport Service Provider to replace any staff whose performance, in its opinion, is found unsatisfactory;
12. The Transport Service Provider must follow the Punjab Government laws and guidelines notified from time to time and other legal requirements for security of staff of Urban Unit travelling in shuttle service. Failure to compliance shall results in legal prosecution, penalties and recovery of loss;
13. The Transport Service Provider shall ensure that all his/her drivers have a valid Driving license to drive commercial vehicles. They must possess adequate written and verbal skills to communicate. Drivers must be physically able and certified medically fit. They must be courteous with a service oriented attitude, have minimum three (03) years valid PSV (LTV/HTV) driving experience, must not use tobacco, drugs or smoke while driving, must not be under the influence of liquor, or any banned substance/drug at any time during duty hours;
14. The Transport Service Provider must represent, warrant and covenant that their Services are performed in a timely and efficient manner with time being the essence. The services must be consistent with the highest industry standards and in accordance with all relevant laws and regulations;
15. Urban Unit shall provide log books to the Transport Service Provider for each vehicle as and when required. The Transport Service Provider must ensure that these log books are filled, with specific mention of the time of pick up/drop and kilometre readings. Urban Unit may replace the log books with an automated system and provide the Transport Service Provider with access to such systems;
16. The Transport Service Provider shall furnish fortnightly and monthly following reports (Soft Copy) generated out of tracking data;
 - a. Total Mileage per vehicle per trip
 - b. Total Mileage per vehicle per day
 - c. Journey Time per vehicle per trip
 - d. Journey Time per vehicle per day
 - e. Stoppage Time at every pickup/drop point
 - f. Location of every pickup/drop point
17. The Transport Service Provider will have appropriate communication systems/methods to coordinate among its supervisor, drivers and the Urban Unit Admin Team. The Transport Service Provider shall ensure that all drivers possess mobile phones, and the mobile numbers are notified to the Urban Unit Admin Team. However, The Transport Service Provider shall ensure that No driver shall use mobile phone while driving. Failure of

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Compliance shall result in replacement of driver and recovery of loss incurred due to negligence;

18. Drivers shall not pick up any non-Urban Unit person and/or any unauthorized passenger while performing duties for Urban Unit and shall maintain close door policy at all time. Close door policy refers to closure of door always during the trip except when opened for boarding or alighting of passengers. Failure to compliance with 'close door policy' shall result in Termination of Agreement;
19. The Transport Service Provider shall carry out its obligations promptly, efficiently and with reasonable standards of care, skill and diligence and shall ensure that its employees, representatives and all sub-contractors observe all operational, health, safety and security rules and procedures applicable at all locations on behalf of Urban Unit's Admin Team;
20. The Transport Service Provider must conduct preventive maintenance of their fleet of vehicles assuring road worthiness of the deployed vehicles and continued safety. Failure to do so, shall result in replacement of vehicle or recovery of loss incurred due to negligence of transport service provider;
21. The Transport Service Provider must ensure the availability of a process to track employee safety, driver performance, and driver behaviour;
22. The Transport Service Provider shall provide and thereafter maintain liability insurance to cover its and Urban Unit employees and any claims for death, bodily injury or damage to property arising from the execution of the contract;
23. The Transport Service Provider is liable to pay and discharge any miscellaneous liabilities arising out of the use of any of the Public Service Vehicle (PSV), including compensation payable under the Motor Vehicles Ordinance/Rules, Workmen's Compensation Act or any other similar statute, rule or regulation;
24. The Transport Service Provider without the written consent of Urban Unit shall neither take any steps to change the ownership or management control nor assign the Contract without the written consent of Urban Unit;
25. If the Transport Service Provider has sub-contracted its operations, it shall do so only with the prior written consent of Urban Unit and will continue to be liable to Urban Unit for all acts and/or omissions of the Sub-Contractor and/or timely delivery of the Services. It must also agree to provide the sub-contractor details to Urban Unit on a periodic basis. The SOPs and Guidelines applicable to Transport Service Provider shall also be applicable to the sub-contractor;
26. The Transport Service Provider should not sub contract more than 50% of its fleet of vehicles;
27. The Transport Service Provider must mobilize a replacement vehicle in case of an accident, crime, emergency or breakdown on a best effort basis (within 30 minutes) since the time an incident is reported;

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28. All vehicles must be covered under a comprehensive general liability insurance which includes the vehicle, driver and passengers travelling in the vehicles with combined single limit per occurrence for bodily injury, personal injury, and property damage. The coverage amount will be specified during contract sign-off;
29. The Transport Service Provider shall furnish to Urban Unit relevant certificates of insurance evidencing such coverage;
30. In case Transport Service Provider fails to keep in effect insurance coverage at all times as herein provided, Urban Unit may, in addition to other remedies it may have, immediately suspend or terminate the contract upon the occurrence of such an event;
31. The Transport Service Provider shall furnish all documentation pertaining to vehicles and drivers to Urban Unit.
32. Vehicle must not be older than three (03) years or locally refurbished or refabricated.
33. Urban Unit shall pay only as per kilometre rate. Any other expenses or costs shall not be borne by Urban Unit.
34. In case of negligence or provision of poor quality services, the company shall impose penalties as per given KPIs. If no improvements observed after penalties then the Client has the right to terminate the contract while fortifying the performance guarantee to recover its losses.
35. Client may terminate contract with or without assigning any reason at any time during the agreement period and will inform to the service provider according to PPRA Rules, 2014.
36. Apart from regular transport service client may request the bidder for other type usage of vehicles as required.

DR. NASIR JAVED

Chief Executive Officer

**Urban Sector Planning & Management
Services Unit (Pvt.) Limited**

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Tender Checklist

Sr. No	Document	Page Number (To be filled by Operator)	Please Tick if Attached
Evaluation Criteria			
1	Performa A - Previous Experience of Public Service Vehicle (PSVs) Operations		
2	Performa B - Number of Routes being Operated		
3	Performa C - Maximum Fleet Maintained and Operated		
4	Performa D - Human Resource Managed		
5	Performa E - Annual Turnover		
6	Performa F - Net Worth as Per Audited Report		
7	Income Tax and PRA Registration Certificates		
8	Affidavit on non-judicial stamp paper regarding non-involvement in any legal actions or dispute and firm is not black listed by any company/firm		
9	Copy of owner's CNIC (if applicable)		

Note: Bidders must fill-up above mentioned checklist / table and attach copies of required documents with proper annexures along with tender document.

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Performa A – Previous Experience of Public Service Vehicle (PSVs) Operations

Max: 10 Points

(Provide documentary proof)

Select appropriate box and tick in one box			
One point will be awarded for experience of one year. A maximum of 10 points can be achieved for 10 or more years' experience.			
No. of Years	Allocated Points	Tick Box Below	Points Awarded <i>(To be Filled by The Urban Unit)</i>
One	1		
Two	2		
Three	3		
Four	4		
Five	5		
Six	6		
Seven	7		
Eight	8		
Nine	9		
Ten or above	10		
Total Points Scored <i>(To be Filled by The Urban Unit)</i>			

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