



**Project Management Unit,
Primary & Secondary Healthcare
Department
Government of the Punjab**

Dated: 8th February, 2019

To,

1. **M/s Albayrak**
2. **M/s United Human Resource Services (Pvt) Ltd**
3. **M/s Console Enterprises (Pvt) Ltd**
4. **M/s Best Mansol Services**
5. **M/s Faiz Brothers**
6. **M/s City Services**
7. **M/s Ghulam Hussain & Sons**
8. **M/s Helou Tech Janitorial Services (PVT) LTD.**
9. **M/s Super Care Services**
10. **M/s Mecca Engineers**
11. **M/s SB Cleaning Services**
12. **M/s Indus Engineering**
13. **M/s Caid's Marketing Network (Pvt) Ltd**
14. **M/s Munir Hussain & Bhutta Contractor (Pvt) Ltd**
15. **Joint venture of Saarf Medical Solution & Shine Home Services**
16. **Joint Venture Of WB And DPEBS**
17. **M/s A1 Service Master**
18. **M/s National Cleaning Services**
19. **M/s The Maintainers**
20. **M/s Rakcon**
21. **M/s Maqsood & CO**
22. **M/s Anas Brothers & Co**
23. **M/s Bilal Enterprises**
24. **M/s Hadi Brothers & Co**
25. **M/s Haider Cleaning Services**
26. **M/s One Source Maintenance**

27. **M/s R.Z Enterprises**
28. **M/s Babar & Umar (Pvt) Ltd**

**Subject: HIRING OF FIRMS FOR PROVISION OF JANITORIAL SERVICES
IN THQ HOSPITALS OF PUNJAB**

Dear Mr./Ms.:

1. This Request for Proposal (RFP) has been addressed to the following Companies/firms short-listed vide notification NO. TCO-VI/PQS Services/1-31/2017 dated 14.9.2017 and notification No. NO.PMU/P&SHD/OS/JS/01/2018-20 dated 30.11.2018 for submission of their Technical and Financial Proposals for **“HIRING OF FIRMS FOR PROVISION OF JANITORIAL SERVICES IN THQ HOSPITALS OF PUNJAB”**
2. Separate and sealed Technical and Financial Proposals must be submitted no later than 25.02.2019 till 11:00 am.
3. Please inform us in writing through mail and email about the following upon receipt of this letter that:
 - a) You received the Letter of Invitation; and
 - b) Whether you will submit a proposal or not.
4. Pre-bid meeting shall be held on 18.02.2019 at 11:00 am in the committee room of PMU, P&SHD.

Interested bidders may submit their proposals to the following address:

**Procurement Specialist
Primary & Secondary Healthcare Department
31-E/1, Shakra-e-Imam Hussain, Gulberg-III, Lahore
Email: outsourcing.pmu@gmail.com**

5. If no acknowledgment is received till the date of the RFP i.e., 25.02.2019 till 11:00 am, it will be presumed that you are not interested in undertaking the assignment.

Yours sincerely,

**Research Associate
Project Management Unit Primary & Secondary Healthcare
Department
(042-99231207, 0333-4233681)**

Contract Identification No: P&SH/PMU/OS/JS-02-01/2018-20

REQUEST FOR PROPOSAL

FOR

HIRING OF FIRMS FOR JANITORIAL SERVICES IN THQ HOSPITALS OF PUNJAB

**Project Management Unit (PMU)
Primary & Secondary Healthcare Department
Government of the Punjab
December, 2018**

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Part I – Bidding Procedure

Section I. Instructions to Bidders

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Instructions to Bidders

A. General

- 1. Scope of Proposal**
- 1.1 The Procuring Agency, as defined in the **Bidding Data Sheet (BDS)**, invites proposals for the Services, as described in the Appendix A to the Contract. The name and identification number of the Contract is **provided in the BDS**.
- 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date **provided in the BDS**.
- 2. Source of Funds**
- 2.1 The Procuring Agency has received budget from the Government of Punjab. It intends to apply a portion of the proceeds of this budget to eligible payments under the contract for which this Request for Proposal is issued.
- 3. Eligible Bidders**
- 3.1 All bidders shall provide in Section III, Bidding Forms, a statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as Project Manager for the Contract. A firm that has been engaged by the Procuring Agency to provide Consultant Services for the preparation or supervision of the Services, and any of its affiliates, shall not be eligible to participate in the bidding process.
- 3.2 Government-owned enterprises may only participate if they are legally and financially autonomous, operate under commercial law, and are not a dependent agency of the Government.
- 3.3 Bidders shall not be under a declaration of blacklisting by any Government department or Punjab Procurement Regulatory Authority (PPRA).
- 4. Qualification of the Bidder**
- 4.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
- 4.2 All bidders shall include the following information and documents with their proposals in Section III, unless otherwise stated in the **BDS**:
- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the proposals to commit the Bidder;

- (b) total monetary value of Services performed for each of the last five years;
 - (c) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
 - (d) list of major items of equipment proposed to carry out the Contract;
 - (e) qualifications and experience of key site management and technical personnel proposed for the Contract;
 - (f) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
 - (g) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
 - (h) authority to the Procuring Agency to seek references from the Bidder's bankers;
 - (i) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and
 - (j) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.
- 4.3 Proposals submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:
- (a) the Proposal shall include all the information listed in ITB Sub-Clause 4.2 above for each joint venture partner;
 - (b) the Proposal shall be signed so as to be legally binding on all partners;
 - (c) the Proposal shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful proposal shall be signed

- by all partners and submitted with the proposal, together with a copy of the proposed agreement;
- (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
 - (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
- 4.4 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:
- (a) annual volume of Services of at least the amount **specified in the BDS;**
 - (b) experience as prime contractor in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 5 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete) **as specified in the BDS;**
 - (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS;**
 - (d) a Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three years as Manager; and
 - (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS.**

A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

- 4.5 The figures for each of the partners of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria of ITB Sub-Clause 4.4(a), (b) and (e); however, for a joint venture to qualify the partner in charge must meet at least 40 percent of those minimum criteria for an individual Bidder and other partners at least 25% of the criteria. Failure to comply with this requirement will result in rejection of the joint venture's Proposal. Subcontractors' experience and resources will not be taken into account in determining the Bidder's compliance with the qualifying criteria, unless

otherwise **stated in the BDS.**

- 5. One Proposal per Bidder** 5.1 Each Bidder shall submit only one Proposal, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Proposal (other than as a subcontractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Bidder's participation to be disqualified.
- 6. Cost of Bidding** 6.1 The Bidder shall bear all costs associated with the preparation and submission of his Proposal, and the Procuring Agency will in no case be responsible or liable for those costs.
- 7. Site Visit** 7.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Proposal and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

B. Bidding Documents

- 8. Content of Bidding Documents** 8.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 10:
- | | |
|--------------|---|
| Section I | Instructions to Bidders |
| Section II | Bidding Data Sheet |
| Section III | Bidding Forms |
| Section IV | Scope of Services |
| Section V | Performance Specifications and Drawings |
| Section VI | General Conditions of Contract |
| Section VII | Special Conditions of Contract |
| Section VIII | Contract Forms |
| Section IX | Appendices |
- 8.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a proposal not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its proposal. Sections III, V, and IX should be completed and returned with the Proposal in the number of copies specified in the **BDS.**
- 9. Clarification** 9.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Procuring Agency in

of Bidding Documents

writing or by email at the Procuring Agency's address indicated in the invitation to proposal. The Procuring Agency will respond to any request for clarification received earlier than **3 days** prior to the deadline for submission of proposals. Copies of the Procuring Agency's response will be forwarded to all purchasers of the bidding documents, including a description of the inquiry, but without identifying its source.

10. Amendment of Bidding Documents

10.1 Before the deadline for submission of proposals, the Procuring Agency may modify the bidding documents by issuing addendum.

10.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by email to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by email to the Procuring Agency.

10.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their proposals, the Procuring Agency shall extend, as necessary, the deadline for submission of proposals, in accordance with ITB Sub-Clause 20.2 below.

C. Preparation of Proposals

11. Language of Proposal

11.1 The proposal prepared by the Bidder, as well as all correspondence and documents relating to the proposal exchanged by the Bidder and the Procuring Agency shall be written in the language **specified in the BDS**. Supporting documents and printed literature furnished by the Bidder may be in same language.

12. Documents Comprising the Proposal

12.1 The Proposal submitted by the Bidder shall comprise the following:

- (a) The Form of Proposal (in the format indicated in Section III);
- (b) Proposal Security;
- (c) Qualification Information Form and Documents;
- (d) Alternative offers where invited;

and any other materials required to be completed and submitted by bidders, as **specified in the BDS**.

12.2 Bidders bidding for this contract together with other contracts stated in the IFB to form a package will so indicate in the Proposal together with any discounts offered for the award of more than one contract.

13. Proposal

13.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications,

Prices

Section VIII, based on Section V, submitted by the Bidder.

- 13.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Terms of Reference), Section VIII and listed in the Activity Schedule, Section V. Items for which no rate or price is entered by the Bidder will not be paid for by the Procuring Agency when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.
- 13.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of proposals, shall be included in the total Proposal price submitted by the Bidder.
- 13.4 If **provided for in the BDS**, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Proposal all the information required under the Special Conditions of Contract and of the General Conditions of Contract.
- 13.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract.

14. Currencies of Proposal and Payment

- 14.1 The lump sum price shall be quoted by the Bidder separately in the following currencies:
- (a) for those inputs to the Services which the Bidder expects to provide from within Pakistan, the prices shall be quoted in Pak Rupees (PKR), unless otherwise **specified in the BDS**; and
 - (b) for those inputs to the Services which the Bidder expects to provide from outside Pakistan, the prices shall be quoted in any freely convertible foreign currency.
- 14.2 Bidders shall indicate details of their expected foreign currency requirements in the Proposal.
- 14.3 Bidders may be required by the Procuring Agency to justify their foreign currency requirements and to substantiate that the amounts included in the Lump Sum are reasonable and responsive to ITB Sub-Clause 14.1.

15. Proposal

- 15.1 Proposal shall remain valid for the period **specified in the**

Validity**BDS.**

- 15.2 In exceptional circumstances, the Procuring Agency may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing or by email. A Bidder may refuse the request without forfeiting the Proposal Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Proposal, but will be required to extend the validity of Proposal Security for the period of the extension, and in compliance with ITB Clause 16 in all respects.
- 15.3 In the case of contracts in which the Contract Price is fixed (not subject to price adjustment), if the period of proposal validity is extended by more than 60 days, the amounts payable in local and foreign currency to the Bidder selected for award, shall be increased by applying to both the local and the foreign currency component of the payments, respectively, the factors specified in the request for extension, for the period of delay beyond 60 days after the expiry of the initial proposal validity, up to the notification of award. Proposal evaluation will be based on the Proposal prices without taking the above correction into consideration.

16. Proposal Security

- 16.1 The Bidder shall furnish, as part of the Proposal as **specified in the BDS.**
- 16.2 The Proposal Security shall be in the amount **specified in the BDS** and denominated in Pak Rupees (PKR) or a freely convertible currency, and shall:
- (a) at the bidder's option, be in the form of either a letter of credit, or a bank guarantee from a banking institution, or a bond issued by a surety;
 - (b) be issued by a reputable institution selected by the bidder. If the institution issuing the bond is located outside Pakistan, it shall have a correspondent financial institution located in Pakistan to make it enforceable.
 - (c) be substantially in accordance with one of the forms of Proposal Security included in Section IX, Contract Forms, or other form approved by the Procuring Agency prior to proposal submission;
 - (d) be payable promptly upon written demand by the Procuring Agency in case the conditions listed in ITB Sub-Clause 16.5 are invoked;
 - (e) be submitted in its original form; copies will not be

- accepted;
- (f) remain valid for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 15.2;
- 16.3 If a Proposal Security or a Proposal- Securing Declaration is required in accordance with ITB Sub-Clause 16.1, any proposal not accompanied by a substantially responsive Proposal Security or Proposal Securing Declaration in accordance with ITB Sub-Clause 16.1, shall be rejected by the Procuring Agency as non-responsive.
- 16.4 The Proposal Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 34.
- 16.5 The Proposal Security may be forfeited:
- (a) if a Bidder withdraws its proposal during the period of proposal validity specified by the Bidder on the proposal Submission Form, except as provided in ITB Sub-Clause 15.2; or
 - (b) if the successful Bidder fails to:
 - (i) *sign the Contract in accordance with ITB Clause 33;*
 - (ii) *furnish a Performance Security in accordance with ITB Clause 34.*
- 16.6 The Proposal Security of a JV must be in the name of the JV that submits the proposal. If the JV has not been legally constituted at the time of bidding, the Proposal Security shall be in the names of all future partners as named in the letter of intent to constitute the JV.

- 17. Alternative Proposals by Bidders**
- 17.1 **Unless otherwise indicated in the BDS**, alternative Proposals shall not be considered.
- 17.2 When alternative times for completion are explicitly invited, a statement to that effect will be **included in the BDS**, as will the method of evaluating different times for completion.
- 17.3 Except as provided under ITB Sub-Clause 17.4 below, bidders wishing to offer technical alternatives to the requirements of the bidding documents must first submit a Proposal that complies with the requirements of the bidding documents, including the scope, basic technical data, graphical documents and specifications. In addition to submitting the basic Proposal, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Procuring Agency, including calculations, technical specifications, breakdown of prices, proposed work methods and other relevant details. Only the technical alternatives, if any, of the lowest evaluated Bidder conforming to the basic technical requirements shall be considered by the Procuring Agency. Alternatives to the specified performance levels shall not be accepted.
- 17.4 When bidders are **permitted in the BDS** to submit alternative technical solutions for specified parts of the Services, such parts shall be described in the Specifications (or Terms of Reference) and Drawings, Section VIII. In such case, the method for evaluating such alternatives will be as **indicated in the BDS**.
- 18. Format and Signing of Proposal**
- 18.1 The Bidder shall prepare one original of the documents comprising the proposal as described in ITB Clause 12 of these Instructions to Bidders, bound with the volume containing the Form of Proposal, and clearly marked "ORIGINAL." In addition, the Bidder shall submit copies of the Proposal , in the number **specified in the BDS**, and clearly marked as "COPIES." In the event of discrepancy between them, the original shall prevail.
- 18.2 The original and all copies of the Proposal shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 4.2(a) or 4.3(b), as the case may be. All pages of the Proposal where entries or amendments have been made shall be initialed by the person or persons signing the Proposal.
- 18.3 The Proposal shall contain no alterations or additions, except those to comply with instructions issued by the

Procuring Agency, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the Proposal .

D. Submission of Proposals

- 19. Sealing and Marking of Proposals**
- 19.1 The Bidder shall seal the original and all copies of the Proposal in two inner envelopes and one outer envelope, duly marking the inner envelopes as “ORIGINAL” and “COPIES”.
- 19.2 The inner and outer envelopes shall
- (a) be addressed to the Procuring Agency at the address **provided in the BDS;**
 - (b) bear the name and identification number of the Contract as **defined in the BDS** and Special Conditions of Contract; and
 - (c) provide a warning not to open before the specified time and date for Proposal opening as **defined in the BDS.**
- 19.3 In addition to the identification required in ITB Sub-Clause 19.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Proposal to be returned unopened in case it is declared late, pursuant to ITB Clause 21.
- 19.4 If the outer envelope is not sealed and marked as above, the Procuring Agency will assume no responsibility for the misplacement or premature opening of the Proposal.
- 20. Deadline for Submission of Proposals**
- 20.1 Proposals shall be delivered to the Procuring Agency at the address specified above no later than the time and date **specified in the BDS.**
- 20.2 The Procuring Agency may extend the deadline for submission of Proposals by issuing an amendment in accordance with ITB Clause 10, in which case all rights and obligations of the Procuring Agency and the bidders previously subject to the original deadline will then be subject to the new deadline.
- 21. Late Proposals**
- 21.1 Any Proposal received by the Procuring Agency after the deadline prescribed in ITB Clause 20 will be returned unopened to the Bidder.
- 22. Modification and Withdrawal of Bids**
- 22.1 Bidders may modify or withdraw their Proposal by giving notice in writing before the deadline prescribed in ITB Clause 20.
- 22.2 Each Bidder’s modification or withdrawal notice shall be

prepared, sealed, marked, and delivered in accordance with ITB Clauses 18 and 19, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.

- 22.3 No Proposal may be modified after the deadline for submission of Proposal.
- 22.4 Withdrawal of a Proposal between the deadline for submission of Proposal and the expiration of the period of Proposal validity specified in the BDS or as extended pursuant to ITB Sub-Clause 15.2 may result in the forfeiture of the Proposal Security pursuant to ITB Clause 16.
- 22.5 Bidders may only offer discounts to, or otherwise modify the prices of their proposals by submitting Proposal modifications in accordance with this clause, or included in the original Proposal submission.

E. Proposal Opening and Evaluation

23. Proposal Opening

- 23.1 The Procuring Agency will open the proposals, including modifications made pursuant to ITB Clause 22, in the presence of the bidders' representatives who choose to attend at the time and in the place **specified in the BDS**.
- 23.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Proposals for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 22 shall not be opened.
- 23.3 The bidders' names, the Proposal prices, the total amount of each Proposal and of any alternative Proposal (if alternatives have been requested or permitted), any discounts, Proposal modifications and withdrawals, the presence or absence of Proposal Security, and such other details as the Procuring Agency may consider appropriate, will be announced by the Procuring Agency at the opening. No Proposal shall be rejected at Proposal opening except for the late proposals pursuant to ITB Clause 21; Proposals, and modifications, sent pursuant to ITB Clause 22 that are not opened and read out at Proposal opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn proposals will be returned unopened to the bidders.
- 23.4 The Procuring Agency will prepare minutes of the Proposal opening, including the information disclosed to those present in accordance with ITB Sub-Clause 23.3.

- 24. Process to Be Transparent** 24.1 Information relating to the evaluation and comparison of proposals and recommendations for the award of a contract shall be disclosed to bidders **10 days before the award** to the successful Bidder is notified.
- 25. Clarification of Proposals** 25.1 To assist in the examination, evaluation, and comparison of proposals, the Procuring Agency may, at its discretion, ask any Bidder for clarification of the Bidder's Proposal, including breakdowns of the prices in the Activity Schedule, and other information that the Procuring Agency may require. The request for clarification and the response shall be in writing or email, but no change in the price or substance of the Proposal shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Procuring Agency in the evaluation of the proposals in accordance with ITB Clause 27.
- 25.2 Subject to ITB Sub-Clause 25.1, no Bidder shall contact the Procuring Agency on any matter relating to its Proposal from the time of the Proposal opening to publication of evaluation report. If the Bidder wishes to bring additional information to the notice of the Procuring Agency, he should do so in writing.
- 25.3 Any effort by the Bidder to influence the Procuring Agency in the Procuring Agency's Proposal evaluation or contract award decisions may result in the rejection of the Bidder's proposal.
- 26. Examination of Proposals and Determination of Responsiveness** 26.1 Prior to the detailed evaluation of proposals, the Procuring Agency will determine whether each Proposal (a) meets the eligibility criteria defined in ITB Clause 3; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.
- 26.2 A substantially responsive Proposal is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Procuring Agency's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive proposals.
- 26.3 If a Proposal is not substantially responsive, it will be

rejected by the Procuring Agency, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

- 27. Correction of Errors**
- 27.1 Proposals determined to be substantially responsive will be checked by the Procuring Agency for any arithmetic errors. Arithmetical errors will be rectified by the Procuring Agency on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
- 27.2 The amount stated in the Proposal will be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Proposal will be rejected, and the Proposal Security may be forfeited in accordance with ITB Sub-Clause 16.5(b).
- 28. Currency for Proposal Evaluation**
- 28.1 The Procuring Agency will convert the amounts in various currencies in which the Proposal Price, corrected pursuant to ITB Clause 27, is payable (excluding Provisional Sums but including Daywork where priced competitively) to either:
- (a) the currency (PKR) at the selling rates established for similar transactions by the authority **specified in the BDS** on the date **stipulated in the BDS**;
- or**
- (b) a currency widely used in international trade, such as the U.S. dollar, **stipulated in the BDS**, at the selling rate of exchange published in the international press as **stipulated in the BDS** on the date **stipulated in the BDS**, *for the amounts payable in foreign currency; and, at the selling exchange rate established for similar transactions by the same authority specified in ITB Sub-Clause 28.1 (a) above on the date **specified in the BDS** for the amount payable in the currency of the Procuring Agency's country.*
- 29. Evaluation and Comparison of Proposals**
- 29.1 The Procuring Agency will evaluate and compare only the proposals determined to be substantially responsive in accordance with ITB Clause 26.
- 29.2 In evaluating the proposals, the Procuring Agency will

determine for each Proposal the evaluated Proposal price by adjusting the Proposal price as follows:

- (a) making any correction for errors pursuant to ITB Clause 27;
- (b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section V, but including Day work, when requested in the Specifications (or Terms of Reference) Section VIII;
- (c) making an appropriate adjustment for any other acceptable variations, deviations, or alternative offers submitted in accordance with ITB Clause 17; and
- (d) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 22.5.

29.3 The Procuring Agency reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Procuring Agency will not be taken into account in Proposal evaluation.

29.4 The estimated effect of any price adjustment conditions under Sub-Clause 6.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Proposal evaluation.

**30. Non-
Preferential
Treatment**

30.1 No bidder (domestic or foreign) shall be eligible for any margin of preference in Proposal evaluation.

F. Award of Contract

**31. Award
Criteria**

31.1 Subject to ITB Clause 32, the Procuring Agency will award the Contract to the Bidder whose Proposal has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Proposal price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 3, and (b) qualified in accordance with the provisions of ITB Clause 4.

31.2 If, pursuant to ITB Sub-Clause 12.2 this contract is being let on a "slice and package" basis, the lowest evaluated Proposal Price will be determined when evaluating this

contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.

- 32. Procuring Agency's Right to Accept or Reject all Proposals**
- 32.1 Notwithstanding ITB Clause 31, the Procuring Agency reserves the right to accept all Proposals, or to cancel the bidding process and reject all proposals, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring Agency's action.
- 33. Notification of Award and Signing of Agreement**
- 33.1 The Bidder whose Proposal has been accepted will be notified of the award by the Procuring Agency prior to expiration of the Proposal validity period by email, confirmed by registered letter from the Procuring Agency. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Procuring Agency will pay the Service provider in consideration of the execution, completion, and maintenance of the Services by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").
- 33.2 The notification of award will constitute the formation of the Contract.
- 33.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Procuring Agency and the successful Bidder. It will be signed by the Procuring Agency and sent to the successful Bidder along with the Letter of Acceptance. Within **14 days** of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Procuring Agency, together with the required performance security pursuant to Clause 34.
- 33.4 Upon fulfillment of ITB Sub-Clause 33.3, the Procuring Agency will promptly return the Proposal security of unsuccessful Bidders as soon as possible.
- 34. Performance Security**
- 34.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Procuring Agency a Performance Security in the amount and in the form (Bank Guarantee) **stipulated in the BDS**, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.
- 34.2 If the Performance Security is provided by the successful Bidder in the form of a Bank Guarantee, it shall be issued either (a) at the Bidder's option, by a bank located in the country of the Procuring Agency or a foreign bank through a correspondent bank located in the country of the

Procuring Agency, or (b) with the agreement of the Procuring Agency directly by a foreign bank acceptable to the Procuring Agency.

34.3 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 34.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Proposal Security.

36. Adjudicator

36.1 The Procuring Agency proposes the person **named in the BDS** to be appointed as Adjudicator under the Contract, at an hourly fee **specified in the BDS**, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Proposal. If, in the Letter of Acceptance, the Procuring Agency has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.

**37. Corrupt or
Fraudulent
Practices**

37.1 (a) For the purpose of this provision, the terms set forth below are defined as follows:

- (i) “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or contractor in the procurement process or in contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a contract;
 - (ii) “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - (iii) “collusive practices” is an arrangement among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificial, non-competitive levels for any wrongful gain, and to deprive the procuring agency of the benefits of free and open competition, and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty;
 - (iv) “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person (participant in the selection process or contract execution) to influence improperly the actions of that person;
 - (v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of the Client’s inspection and audit rights.
- (b) The Procuring Agency will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;
- (c) The Procuring Agency will declare misprocurement if it determines at any time that its representatives were

engaged in corrupt, fraudulent, collusive, coercive or obstructive practices during the procurement or the execution of that contract,;

- (d) The Procuring Agency will sanction a firm, in accordance with prevailing Blacklisting procedures under Punjab Procurement Rules 2014, if it at any time determines that they its representatives, directly or through an agent, were engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, a contract; and
- (e) The Procuring Agency will have the right, requiring bidders, suppliers, contractors and consultants to permit the Procuring Agency to inspect their accounts and records and other documents relating to the Proposal submission and contract performance and to have them audited by auditors appointed by the Procuring Agency.

37.2 Furthermore, Bidders shall be aware of the provision stated in Sub-Clauses 1.7 and 2.6.1 of the General Conditions of Contract.

Section II. Bid Data Sheet

Instructions to Bidders Clause Reference

A. General	
ITB & GCC clause reference	
1.1 & 1.1(h)	The Procuring Agency is: <u>Project Management Unit, Primary and Secondary Healthcare Department, Government of Punjab</u>
1.2 & 2.1	The Intended Date for commencement of services is 15 days from the signing of contract. However, the service provider will not be able to claim any invoice for services in a particular facility unless all the requisite staff, in that particular facility is deployed. Moreover, in case of delay in deployment of staff in any particular facility for more than 15 days, without a plausible reason, the procuring agency may proceed to; <ul style="list-style-type: none"> a. Termination of contract, b. Forfeiture of performance guarantee, and; c. A case of blacklisting to debar the Service Provider for at least 2 years in participating in any of the public procurement falling under jurisdiction of Government of Punjab may be initiated accordingly.
2.1 & 1.1(e)	The name and identification number of the Contract is: <u>HIRING OF FIRMS FOR JANITORIAL SERVICES IN THQ HOSPITALS OF PUNJAB</u> Proposal / Contract Number No: <u>P&SH/PMU/OS/JS-02-01/2018-20</u>
3.3	A list of debarred/blacklisted Consultants is available at PPRA's website: <u>www.ppra.punjab.gov.pk</u> . However, the participating bidder shall submit an undertaking on a legal paper, that the firm has not been blacklisted by any institute under the control of Government of Punjab.
4.2 & 3.5	Subcontracting is not allowed in any case. At the time of the contract the service provider shall submit an undertaking on a legal paper, that the

	firm shall not further sub-contract/sublet services or any part thereof in respect of any hospital to a third party/sub-contractor.
4.3	Bidders should participate in the bidding process under their own name as Joint Venture/consortium is not allowed at this stage.
4.4	Minimum volume of similar project to be considered for evaluation of proposals of bidders will be Rs. 10.00 million for each such project.
B. Proposal Documents	
8.2 & 1.6	The bid must be signed by one of the directors/partners of the company, empowered/authorized by all partners/directors to do so, on behalf of the company through an authorization letter, signed by all the partners/directors.
9.1	Clarification on any point/clause of RFP may be enquired through email at the email address provided at clause reference no. 19.2 of BDS. However, a pre-bid meeting is also scheduled to be held on 18.02.2019 at 11:00 am in the committee room of PMU, P&SHD. Any discussion/deliberation to be made by the intended bidder should be in writing. Minutes of the pre-bid meeting regarding any discussion/deliberation and decisions for any amendment/alteration in the RFP will be issued within 2 day time of the pre-bid meeting accordingly.
10	Any addendum (if issued) shall be considered integral part of the bidding document.
C. Preparation of Proposals	
11.1 & 1.3	This document has been issued in the <u>English</u> language. Proposals shall be submitted in <u>English</u> language. All correspondence exchange shall be in <u>English</u> language.
12.1	The Proposal document to be submitted shall comprise of following: 1. <u>Technical proposal:</u> a. Power of Attorney to sign the Proposal b. Tech-1 c. Tech-2 d. Tech-3

	<p>e. Tech-4 f. Tech-5 g. Tech-6</p> <p>2. Financial proposal:</p> <p>b. FIN-1 c. FIN-2 d. FIN-3 e. FIN-4</p> <p>3. Proposal Security;</p> <p>4. and any other materials required to be completed and submitted by service providers</p> <p>Technical and Financial Proposals shall be sealed separately, both enclosed in one common envelope.</p>
13.3	Financial Proposal shall include all applicable taxes, levies, duties. etc.
14.1	<p>The Currency used for the purpose of this document is: <u>PKR (Pakistani Rupees)</u></p> <p>Service provider shall propose a lump sum amount to the Procuring Agency.</p>
15.1	The period of Proposal validity shall be 120 days after the deadline for Proposal submission specified in the BDS.
16.1	<p>The Service provider shall provide Proposal Security in the shape of:</p> <p><u>CDR, Demand Draft, Pay Order or Bank Guarantee</u></p>
16.2	The amount of Proposal Security shall be 100,000/- PKR per hospital. If applying for multiple hospitals, interested party shall submit separate proposal and security for each such hospital. However, marking of numbers against the firm experience, approach and methodology and financial strength shall remain the same for all such Proposals.
17.1	Alternative Proposals are not permitted.
18.2	An authorized personnel among the partners/directors of a firm/company should sign each and every page of proposal (1 original and 2 copies).

D. Submission of Proposals	
19.1	<p>The number of copies of the Proposal to be completed and returned shall be: <u>One (1) original, and two (2) copies</u></p> <p>The service provider shall NOT have the option of submitting their Proposals electronically</p>
19.2	<p>The Procuring Agency's address for the purpose of Proposal submission is</p> <p><i>Procurement Specialist,</i></p> <p><i>Program Management Unit, Primary and Secondary Health Department, Government of Punjab</i></p> <p><i>31-E/1, Shahra-e-Imam Hussain, Gulberg III, Lahore</i></p> <p>Country: <i>Pakistan</i></p> <p>Telephone: <i>+92 (42) 99231207</i></p> <p>Electronic mail address: <i>outsourcing.pmu@gmail.com</i></p> <p>For identification of the Proposal the envelopes should indicate:</p> <p><u>HIRING OF FIRMS FOR JANITORIAL SERVICES IN THQ HOSPITALS OF PUNJAB</u></p> <p>Proposal / Contract Number No: <u>P&SH/PMU/OS/JS-02-01/2018-20</u></p>
20.1	The deadline for submission of Proposals shall be <u>1100 hours on 25th February, 2019</u>
E. Proposal Opening and Evaluation	
23.1	<p>Proposals will be opened at <u>1130 hours</u> of the day <u>25th February, 2019</u> at the following address:</p> <p><i>Program Management Unit ,31-E/1, Shahra-e-Imam Hussain, Gulberg III, Lahore</i></p>
24	<p>Proposal will be evaluated using single stage two envelope method.</p> <p>Criteria and point system for the evaluation of the Technical Proposals:</p> <ol style="list-style-type: none"> 1. <u>Mandatory Requirements:</u> <ul style="list-style-type: none"> • Copy of Registration with FBR/PRA. • Undertaking that the firm is not blacklisted by any

	<p>Government/agency/authority</p> <ul style="list-style-type: none"> • Undertaking that the firm will provide salaries to its staff as per labor laws of Pakistan • The service provider should have undertaken 02 similar projects in last 05 years and each project value should not be less than Rs. 10 million. <p>Service providers needs to get at least 65 marks to qualify for the financial proposal opening. Copies of all the required documents shall be submitted:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Sr.</th> <th style="width: 65%;">Category</th> <th style="width: 30%;">Marks</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>Firm Experience</td> <td style="text-align: center;">40</td> </tr> <tr> <td>ii.</td> <td>Quality of Methodology, Work Plan</td> <td style="text-align: center;">20</td> </tr> <tr> <td>iii.</td> <td>Professional and Technical Experience of Team</td> <td style="text-align: center;">20</td> </tr> <tr> <td>iv.</td> <td>Financial Strength</td> <td style="text-align: center;">20</td> </tr> <tr> <td></td> <td>Total</td> <td style="text-align: center;">100</td> </tr> <tr> <td></td> <td>Minimum marks required</td> <td style="text-align: center;">65</td> </tr> </tbody> </table> <p>(i) Relevant Experience: [40 Points]</p> <p>The service provider is required to provide the details of most relevant and best projects undertaken in the last 5 years. The procuring agency shall evaluate the aforementioned projects on the basis of their similarity, methodology, quality and output. Minimum volume of similar services to be considered while evaluating the proposals of bidders will be Rs. 10.00 million for each such project.</p> <p>If the applicant is a Consortium, then 75% of relevant experience marks shall be awarded to lead firm and rest of 25% marks shall be awarded to other firm (s) in JV/Consortium.</p> <p>The procuring agency may require additional information or request visit of the site by its technical team, if deemed necessary.</p>	Sr.	Category	Marks	i.	Firm Experience	40	ii.	Quality of Methodology, Work Plan	20	iii.	Professional and Technical Experience of Team	20	iv.	Financial Strength	20		Total	100		Minimum marks required	65
Sr.	Category	Marks																				
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iii.	Professional and Technical Experience of Team	20																				
iv.	Financial Strength	20																				
	Total	100																				
	Minimum marks required	65																				

Marks	Description	Evaluation Methodology	
40	Relevant Experience	≥ 6 projects	100%
		5 projects	75%
		4 projects	50%
		3 projects	25%

(ii) **Quality of Methodology, Work Plan :** *[20 Points]*

The Service Provider shall submit working methodology, team composition and proposed execution plan for carrying out the required services The procuring agency shall evaluate the methodology on following parameters:

20	Approach & Methodology	Working methodology is clear and responds to TORs (10 Marks)	Excellent 100% Very Good 80% Good 60% Satisfactory 40%
		Emergency & Crowd Management Plan (10 Marks)	Excellent 100% Very Good 80% Good 60% Satisfactory 40%

(iii) **Professional and Technical Experience of team in carrying out the operation and Maintenance** *[20 -Points]*

Marks	Description of Staff	Evaluation Criteria	
10	Supervisor	>14 nos. personnel	100%
		12-14 nos. personnel	80%
		8-11 nos. personnel	60%
5	Janitors	> 150 nos. personnel	100%
		101-150 nos. personnel	80%
		50-100 nos. Personnel	60%
5	Sewerman	> 20 nos. personnel	100%

		15-20 nos. personnel	80%												
		10-14 nos. personnel	60%												
<p>Service provider will provide the details of the abovementioned staff already working with the service provider along with the staff CNIC.</p> <p>(iv) Financial strength to execute the contract [20-Points]</p> <p>The service provider is required to submit audited annual statements from the registered auditor firms for the past three years. The procuring agency will evaluate the financial strength of company against scale of implementation. Service provider with sufficient financial muscle will be awarded full points.</p> <table border="1"> <thead> <tr> <th>Marks</th> <th>Description</th> <th colspan="2">Evaluation Methodology</th> </tr> </thead> <tbody> <tr> <td rowspan="3">20</td> <td rowspan="3">Average Annual Turn Over of last 03 Years (Rs. In million)</td> <td>>Rs. 30.00</td> <td>100%</td> </tr> <tr> <td>26.00 to 30.00</td> <td>80%</td> </tr> <tr> <td>21.00 to 25.00</td> <td>60%</td> </tr> </tbody> </table> <p>Interested parties who are applying for more than one hospital must submit separate technical and financial proposal form for each such hospital.</p>				Marks	Description	Evaluation Methodology		20	Average Annual Turn Over of last 03 Years (Rs. In million)	>Rs. 30.00	100%	26.00 to 30.00	80%	21.00 to 25.00	60%
Marks	Description	Evaluation Methodology													
20	Average Annual Turn Over of last 03 Years (Rs. In million)	>Rs. 30.00	100%												
		26.00 to 30.00	80%												
		21.00 to 25.00	60%												
28.1	Currency for Proposal evaluation will be in Pak Rupee.														
F. Award of Contract															
34.1	The Performance Security acceptable to the Procuring Agency shall be the in the Standard Form <u>amounting to 5% of the contract amount</u> in shape of CDR, Demand Draft, Pay Order or Irrevocable Bank Guarantee, valid for the contract period and at least 6 months after expiry of contract.														
36.1	Secretary Primary & Secondary Healthcare Department, Government of Punjab will be the Adjudicator under the contract.														
37.1 & 2.6.1(d)	Service Provider will also undertake on the legal paper that the firm/company has not been in communication with any of the existing/former officers/staff of the procuring agency and hospital administration involved in the preparation of the subject bidding document or any matter related to the subject services which may lead to any corrupt, fraudulent, collusive, obstructive practices.														

Section III. Bidding Forms

Standard Proposal Forms shall be used for the preparation of the Technical and Financial Proposal according to the instructions provided in Section 2

{Notes to Service providers shown in brackets { } throughout Section 3 provide guidance to the Service providers to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}

Table of Forms

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TECH 1: Technical Proposal Submission Form

[date]

To: Program Director,
 Program Management Unit,
 31-E/1, Shahra-e-Imam Hussain, Gulberg III, Lahore

We, the undersigned, offer to provide the requested services as in accordance with your Request for Proposal dated_ [insert date here]_____. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with: [*Insert a list with full name and address of each associated Service Provider (if any, otherwise delete this line)*]

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Procuring Agency.
- (b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet, Clause 15.1.
- (c) We have no conflict of interest in accordance with ITC 4.
- (d) We meet the eligibility requirements as stated in ITC 3, and we confirm our understanding of our obligation to abide by the policy in regard to corrupt and fraudulent practices as per ITC 37.
- (g) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 34.2 and 34.3 of the Data Sheet.

We understand that the Client is not bound to accept any Proposal that the Client receives.

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Service Provider (company's name or JV's name): _____

Address: _____

Contact information (phone and e-mail): _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

TECH 2: Proposal Security

(Proposal Security to be furnished by the service provider in the amount specified in Data sheet in the form of **Demand Draft/Pay order/CDR/ Bank Guarantee to be issued from a Scheduled Bank**)

[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

Beneficiary: _____

Date: _____

Proposal Guarantee No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its Proposal dated _____ (hereinafter called "the Proposal") for the execution of _____ under Invitation for Proposal s No. _____ ("the IFB").

Furthermore, we understand that, according to your conditions, Proposal s must be supported by a Proposal guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ (_____) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the Proposal conditions, because the Bidder:

- (a) has withdrawn its proposal during the period of proposal validity specified by the Bidder in the Form of Proposal; or
- (b) having been notified of the acceptance of its Proposal by the Purchaser during the period of Proposal validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twenty-eight days after the expiration of the Bidder's Proposal.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

[signature(s)]

TECH 3: Team/Staff Composition

{Please provide the detail regarding Qualification & Experience of proposed staff as per following format. Also describe major tasks being performed by each staff. However, detail of each Supervisor should be accompanied by his/her CV as per required format mentioned below}

	Nam e	Positio n	Years of Experience (General)	Years of Association with firm	Experience in Hospital cleaning
{e.g., Supervisor}					
1	{e.g., Mr. Abbbb}	[e.g General	[.. years]	[...year]	
2	{e.g., Mr. Abbbb}	[e.g Store Superviso	[.. years]	[.. year]	
3					
4					
{e.g., Janitorial Staff}					
1	{e.g., Mr. Abbbb}	{Male Janitor} years	years	Ye s
2	{e.g., Ms. Abbbb}	{Female Janitor} years	years	No
3	{e.g., Mr. Abbbb}	{Sewer Man} years	years	Ye s

¹Participating bidder will be required to submit the signed CVs of all proposed supervisors duly signed by the authorized representative

CURRICULUM VITAE (CV)

Proposed Position	{Supervisor for THQ/DHQ Hospital -----}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	
Contact No. of Proposed Staff	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Summary of activities performed relevant to the Assignment
[e.g., Oct 2013-present]	[e.g., Office of the Secretary....., advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbbb, Additional Secretary]	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Procuring Agency/Government.

Name of Expert

Signature as per CNIC
{day/month/year}

Name of authorized Person of Firm/Company
(the same who signs the Proposal)

Signature as per CNIC
{day/month/year}

TECH 4: Approach, Methodology, and Work plan

A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal:

- a) Technical Approach and Methodology
- b) Work Plan

- a) **Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}
- b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}

TECH 5: Organization and Experience

- 1. **Individual Service providers or Individual Members of Joint Ventures**
 - 1.1 Constitution or legal status of Service provider: *[attach copy]*
 Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney of signatory of Proposal: *[attach]*
 - 1.2 Total annual volume of Services performed in five years, in the currency specified in the BDS: *[insert]*
 - 1.3 Services performed as prime Service Provider on the provision of Services of a **similar nature and volume over the last five years**. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

Name of client and country	Type of Services provided (brief description) and year of completion	Duration	Value of contract
{e.g., Ministry of}	{e.g., —Improvement quality of.....ll: designed master plan for	e.g., Jan.2011– Apr.2012} –	{e.g., PKR 3 mill}

- 1.4 **Major items of Service Provider's Equipment** proposed for carrying out the Services. List all information regarding equipment required in Section V (Specification)/ Annexure B ..

Item of equipme	Description, whom?), make, and age	Condition (new, good, poor) and number	Owned, leased (from or to be purchased
(a)			

- 2. Joint Ventures**
- 2.1 The information listed in 1.1 - 1.4 above shall be provided for each partner of the joint venture.
- 2.2 The information in 1.12 above shall be provided for the joint venture.
- 2.3 Attach the power of attorney of the signatory(ies) of the Proposal authorizing signature of the proposal on behalf of the joint venture.
- 2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that
- (a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
 - (b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
 - (c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
- 3. Additional Requirements**
- 3.1 Service providers should provide any additional information required in the BDS and to fulfill the requirements.

CHECKLIST OF FORMS

Required (√)	FORM	DESCRIPTION	Page Limit
√	TECH 1	Technical Proposal Submission Form.	N/A
“√ “ If applicable	TECH 1 Attachment	If the Proposal is submitted by a joint venture, attach a letter of intent or a copy of an existing agreement.	N/A
√	TECH 2	Proposal Security Form	N/A
√	TECH 3	Team Composition, Curriculum Vitae of proposed staff.	N/A 3 pages
√	TECH 4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	N/A
√	TECH 5	Constitution and legal status of Service Provider MOA, AOA, Form-29, NTN, Sales Tax, undertaking for no blacklisting,	N/A
		Power of Attorney No pre-set format/form. In the case of a Joint Venture/consortium, several are required: a power of attorney for the authorized representative of each JV member, and a power of attorney for the representative of the lead member to represent all JV members	N/A
		Detail of Services performed in the past Independently, as a lead member or in joint venture (portion of actual work done)	N/A
		Major items of Service Provider's Equipment	N/A

FIN 1: Financial Proposal Submission Form

{Location, Date}

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding amount(s) currency(ies)} {Insert amount(s) in words and figures}, *inclusive of all applicable taxes in accordance with Clause 13.3 in the Data Sheet*. The estimated amount of taxes is {Insert currency} {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. {Please note that all amounts shall be the same as in Form FIN-2}.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Clause 15.1 of the Data Sheet.

No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution.

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

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

{For a joint venture, either all members shall sign or only the lead member/Consultant, in which case the power of attorney to sign on behalf of all members shall be attached}

FIN 2: Financial Model

S. No.	Description	Cost ¹ (Pakistan Rupees)
1	Human Resource Cost ²	
2	Supplies Cost ³	
	<u>Total Cost of the Financial Proposal:</u> {Should match the amount in Form F-1} (Inclusive of all applicable taxes)	

Note:

- Monthly Payments will be made in the currency expressed above (Reference to ITC 16.4). However,
- i. payment of deployed Human Resource will be processed in accordance with the attendance marked by the staff through bio metric system.
- Cost shall be Inclusive of all applicable taxes
- Cost of **Human Resource** must match the cost provided in **FIN-3** form.
- Cost for **Supplies** must match the cost provided in **FIN-3** form.

FIN 3: Detail Breakdown of Costs¹

The costs should be quoted in PKR. All the costs quoted below shall be fixed and include the management/operations fee. Costs are inclusive of all Federal/provincial Govt. Taxes, Levies, duties etc.

Sr. No.	No. of Supervisor	Cost per Supervisor per month (Inclusive of all applicable taxes)	Total Cost of Supervisors	No. of Janitors	Cost per Janitor per month	Total Cost of janitors per month	No. of Sewer-man	Cost per sewer man per month	Total cost of sewer man per month	Total HR Cost per month	Total HR Cost per Year =Total HR cost per month X 12
1	2	3	4=2x3	5	6	7=5x6	8	9	10=8x9	11=4+7+10	12

The cost to be quoted by the bidder will be purely for evaluation purpose. However, payments shall be made on as per actual basis i.e., on the basis of actual number of human resource deployed and actual work done in the hospital. Payment of deployed Human Resource will be processed in accordance with the attendance marked by the staff through bio metric system.

²A requisition for deployment of staff for each particular month will be placed by the Medical Superintendent of the concerned hospital before the Project Director, PMU at least 15 days before the starting of a particular month. PMU will subsequently inform the Service Provider for deployment of requested staff accordingly.

³The bidder will insert number of staff mentioned at **Appendix-D.1**

Per day rate of each HR staff shall be calculated on the basis of monthly rate quoted against each HR staff assuming 30 days in each month and the staff may be hired or relieved on daily basis as per the requirements, at the discretion of Procuring Agency or Hospital Administration.

A. HR Cost {Total janitors for bid evaluation purposes is provided in appendix D.1} HR cost/Salary must be inclusive of all operative costs, profits and taxes					
Sr. #	Description of Staff	No. of Staff	Service period (Months)	Salary per worker per month (Rs.)	Total Cost for 1 Year (Rs.)
(1)	(2)	(3)	(4)	(5)	(5)x (4) x(3)
1.	Supervisor		12		
2.	Janitors		12		
3.	Sewer-men		12		
Sub Total A					
B. Supplies (Utilities & Equipment Cost) Cost {Hospital wise quantities and rate list of Supplies is provided in appendix D.2 and D.3}					
Sr. #	Description of Supplies	Min Supplies per Month	Total Cost of supply per month (inclusive of all Taxes). (Rs)	Service period (Months) /Lump Sum	*Total Cost for 1 Year (Rs.)
(1)	(2)	(3)	(4)	(5)	(4)x(5)
1	Furniture dusters			12	
2	Disinfectant(phenyl) (2750 ml)			12	
3	Air Freshener (350 ml-500 ml)			12	
4	Hand wash towels (Medium)			12	
5	Flush opener (6" long)			12	
6	Steel wire for drain opener (8' long)			12	
7	Hand wash liquid dispenser (High quality)1000 ml			12	
Sub Total B					
Grand Total (A+B)					

¹The cost to be quoted by the bidder will be purely for evaluation purpose. However, payments shall be made on as per actual basis i.e., on the basis of actual number of human resource deployed and actual work done in the hospital. Payment of deployed Human Resource will be processed in accordance with the attendance marked by the staff through bio metric system.

The quantities of supplies in bidding document are just for evaluation purposes and they will not serve as reference to the final award of contract. Quantities may be increased or decreased at the time of Contract finalization. However, payment will be made as per original quantities requested by the hospital administration and subsequently received in hospital.

Section IV. Scope of Services

1. Background:

The Primary and Secondary Health Department is the key department entrusted by the people of Punjab with responsibility for the health of communities and the population. The Primary and Secondary Health Department delivers promotive, preventive and curative health services from the Primary to the Tertiary Health Care level.

Over the last few years, The Primary and Secondary Health Department of Punjab has taken many initiatives to improve the primary and secondary healthcare facilities all over Punjab. However, in spite of these initiatives, many districts of the Punjab are not delivering healthcare services to the standard expected.

In order to improve healthcare facilities in the province, the Primary and Secondary Health Department is revamping 85 tehsil headquarter hospitals in the province.

2. Contextual information

a. District Head Quarter Hospitals

The District Head Quarters (DHQ) Hospitals are located at District headquarters level and serve a population of 1 to 3 million, depending upon the category of the hospital. The DHQ hospital provides promotive, preventive and curative care, advance diagnostics, inpatient services, advance specialist and referral services.

DHQs provides referral care to the patients including those referred by the Basic Health Units, Rural Health Centers, Tehsil Head Quarter hospitals along with Lady Health Workers and other primary and secondary care facilities

b. Tehsil Head Quarter Hospital

Tehsil Head Quarter (THQ) hospitals are located at each THQ and serve a population of 0.5 to 1.0 million. At present, the majority of THQ hospitals have 40 to 60 beds. The THQ hospital provides promotive, preventive and curative care, diagnostics, inpatients, referral services and also specialist care. THQ hospitals are also supposed to provide basic and comprehensive Emergency Obstetric and Newborn Care. THQ hospital provides referral care to patients, including those referred by the Rural Health Centers, Basic Health Units, Lady Health Workers and other primary care facilities.

3. Scope of Service

The health department requires firms to provide janitorial services for 24 hours a day and 365 days a year for all non-residential areas. The firm will bring in its own staff and the existing staff will be reallocated to EDO(H) group of Offices after transition period of 1 month. The firm will be required to provide supplies and equipment mentioned in the **Appendix D.2**. Procurement agency will approve the sample of supplies to be provided. The proposal will be made on lump sum basis factoring in all the required inputs.

3.1. Workforce to be Provided

Sr. No.	Category	Requirement (Quantity)
1	Janitor ²	Appendix D.1
2	Sewer-men	Appendix D.1
3	Supervisor ³	Appendix D.1

All staff will be enrolled on the bio-metric devices installed at the hospital. Service provider shall ensure that its staff uses these devices for attendance marking. Their attendance will be monitored duly by the hospital administration through the biometric devices.

Number of staff specified in the aforementioned table include relievers. However, service provider shall manage the relive ability of employees, on alternative basis.

3.2. Supplies to be Provided

Service provider shall procure supplies as mentioned in **Appendix D.2** in the required quantity and shall handover the same to the hospital administration by 25th of the every month for use in the next month. However, the hospital administration may increase or decrease the required quantities in view of the available stock and future requirements. The payments shall be made only for the quantities ordered/supplied, as per the approved quality of the sample. The hospital administration shall issue the items to the person designated by the Service Provider on daily basis, for use in the hospital. Service provider must ensure 24/7 availability of these supplies at each station and unavailability of these supplies will result in imposition of penalties. Service provider shall include details on quality (brochures) of supplies in his technical proposal:

3.3. Cleaning Equipment to be Provided:

Service provider shall procure following equipment (given in table below) for cleanliness of the facility. Service provider shall include details on quality (brochures) of supplies in his technical proposal. He will be liable to provide the same if his proposal is accepted. This equipment will be considered property of the client after expiration of contract:

Note: The given number of workers, utilities and equipment may be changed on the requirements of the Client

Cleaning Supplies Required {hospital wise quantities mentioned in annexure D}	Quantity
Furniture dusters	Appendix D.2
Disinfectant(phenyl) (2750 ml)	Appendix D.2
Air Freshener (500 ml)	Appendix D.2
Hand wash towels (Medium)	Appendix D.2
Flush opener (6" long)	Appendix D.2
Steel wire for drain opener (8' long)	Appendix D.2
Hand wash liquid dispenser (High quality)1000 ml	Appendix D.2

- 3.1. The service provider shall provide cleaning services 24 hours per day, 365 days per year as per the requirements set out in the Service Specific Specifications, specified later in this scope section, relevant to the delivery of desired cleaning services.
- 3.2. The service provider will perform cleaning duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, roofs and up till the boundary wall of the hospital. However cleaning of residential areas of the hospitals is not in scope of services of service provider.
- 3.3. The service provider shall provide two uniform-kits and one pair of shoes every six months, identification cards (ID), Personal Protective Equipment (PPE) etc., to its entire staff deployed at the hospitals free of cost and ensure proper maintenance of it. Each uniform set will comprise of Trousers • Shirt • Socks • Shoes • disposable Face masks, disposable head caps and disposable gloves. Supervisors shall ensure that disposable items in the kit are made available to the workers regularly. Service Provider will be required to provide the samples of uniform to procuring agency and procuring agency will approve the uniforms.
- 3.4. Ensure 85% staff required as per contract reports for duty regularly and punctually.
- 3.5. Provide the required equipment and supplies (brand new) mentioned in Scope of service, section 3.2 and 3.3. The successful Service provider shall have to make all these equipment physically available in the hospital before starting the work and these should always remain in working condition during the period of contract.
- 3.6. On 15th of each month, admin officer will issue request of supplies for next month (according to the requirements of hospital) and the same shall be provided by service provider maximum by 25th of the same month. Request will be issued by hospital administration as per required basis. Inventory should be managed by the service provider's supervisor and administration officer of the hospital. Service provider shall also submit one sample of supplies to hospital and one to procuring agency for the duration of contract.
- 3.7. Monthly supplies must be handed over to admin officer in each hospital and the service provider must take receiving after handing over the supplies.
- 3.8. Admin officer of the hospital or his representative will provide the daily inventory to the in charge of the janitorial firm for use, after appropriate defacing and entry in the distribution register.
- 3.9. Quantities of supplies can be increased or decreased on the requirements of

- the client. Service provider will only provide supplies if it is requested by hospital administration and payment shall only be made of those supplies that are requested and received.
- 3.10. Supervisors shall be employed by the service provider for 24 hours in each hospital.
 - 3.11. In the event of any illness / injuries resulting from any accident to /their staff, take all responsibility for the same and provide necessary compensation towards medical care and meeting all medical expenses incurred for the same.
 - 3.12. In case of any labor disputes regarding their employees, resolve the same at the earliest to ensure scheduled work is completed satisfactorily and on time.
 - 3.13. Make it understood to their staff that there is no employer – employee relationship between them and the hospital.
 - 3.14. Ensure that all their Staff assigned to the hospital be adequately immunized against all types of communicable diseases and periodically monitored through health check- ups.
 - 3.15. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital well in advance.
 - 3.16. The agreed number of workers, utilities and equipment as mentioned in the annexures shall be provided within 15 days after signing of this contract or issuance of work order whichever is earlier.
 - 3.17. The Service Firm shall be bound to engage and include, after due diligence, the workers, utilities and equipment which are recommended by the Client.
 - 3.18. The Service Firm shall ensure that female sanitary staff is hired for female and children wards/departments and female’s washrooms.
 - 3.19. During the term of this Agreement, the Contractor shall be bound to provide and pay for insurance of sanitary workers and supervisors; proof of insurance payment will be shared with the client every month.
 - 3.20. The Service Firm shall be bound to provide janitorial services at the Hospital for 24 hours a day and 365 days a year for all non-residential areas. Firm will make arrangements for providing its services during holidays also.
 - 3.21. All workers shall be entitled to -leave according to labor laws with due approval/authorization of their supervisor and service provider will be bound to provide alternate worker.
 - 3.22. The Contractor shall be bound to provide trainings, as deemed necessary by the client, to its sanitary staff for cleanliness of hospital.

- 3.23. Any of the leave by any worker violating the SOPs notified by the Procuring agency shall also be deductible.
- 3.24. The service provider will provide 100 wet floor signage for DHQ Hospital and 50 wet floor signage for THQ Hospital. Moreover, Service provider will also provide 10 set of Barricade tape for DHQ Hospital and 5 set of Barricade tape for THQ Hospital.
- 3.25. Daily duty hours of every worker shall be 8 hours for morning, evening and night shift respectively. Provided that if any worker is arriving late, up to fifteen minutes and leaving early up to fifteen minutes, shall not be considered as deductible and early and late working, up to fifteen minutes, shall not be considered as chargeable.
- 3.26. Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Firm.
- 3.27. The Service Provider shall be liable to pay compensation for any loss and damage caused to the property of the Hospital or its patients by the Service Provider or his workers. The service provider can also partner with an insurance company that will pay to compensate for the damage; on behalf of service provider.
- 3.28. The Service Provider shall be fully responsible for safekeeping all the bathroom fittings and fixtures throughout the contract period. The current state of each bathroom will be recorded at the time of handing over and signed off by both parties to be maintained at that level at all times.
- 3.29. The Service Provider shall be entirely responsible for the conduct of his staff and in case of any complaint against any staff, Service Provider will be under obligation to take necessary actions when instructed orally or written by the Focal Officer appointed by either procuring agency or contract signing authority. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any those laws. The procuring agency or contract signing authority shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
- 3.30. Service Provider shall pay its personnel not less than the minimum wage as per labor laws of Pakistan and other benefits mandated by the law. The Contractor shall comply with the laws governing labor standards and employee's compensation.
- 3.31. Service provider shall be bound to pay its staff before 10th of each month and salaries shall not be linked to any other payment which contractor is entitled to receive from the client.
- 3.32. Service provider will distribute salary to its personnel in presence of respective admin officer of the hospital.

- 3.33. Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the hospital.
- 3.34. Service Provider shall immediately upon receipt of request replace any service personnel who may be considered undesirable and incompetent by the procuring agency / hospital administration.
- 3.35. Service Provider will be responsible to provide quality human resource with demonstrable experience in each hospital as per Qualification & Experience of human resource in first month.
- 3.36. After joining the requisite staff will be on probation of seven (7) days, who upon issuance of a satisfactory letter from Medical Superintendent (MS) may continue his/her services for a period as per contract agreement. However, MS of the concerned hospital should issue a satisfactory performance certificate for each such staff. It will also be the responsibility of Medical Superintendent that after the issuance of satisfaction letter all such staff should be on biometric at once.
 - a) If Medical Superintendent want to surrender any extra staff he may do so by giving 15 days' notice to the Service Provider under intimation to the Project Management Unit.
 - b) However, if Medical Superintendent require any such staff as per the contract agreement he may demand the same by following below mentioned mechanism for deployment of any such staff;
 - c) A requisition for deployment of staff for each particular month will be placed by the Medical Superintendent of the concerned hospital before the Project Director, PMU at least 15 days before the starting of a particular month. If no request will be generated by the Medical Superintendent, it will be understood that the staff of previous month will continue to perform his/her services accordingly.
 - d) Within 2 days of receipt of requisition from Medical Superintendent, PMU will subsequently inform the Service Provider for deployment of requested staff accordingly.
 - e) Within 7 days of receipt of letter from PMU, Service Provider should submit the detail of duly certified human resource to the concerned hospital administration under intimation to PMU.
 - f) Within 2 days of receipt of information of human resource from the Service Provider, hospital administration will issue a letter of approval or letter of rejection to the Service Provider under intimation to PMU.
 - g) Upon receipt of letter of approval from hospital administration, Service Provider will deploy the requisite human resource who should join his/her station within the due date in accordance with the

Medical Superintendent, requisition letter.

- h) It will be the responsibility of the Admin Officer/Assistant Admin Officer to provide daily attendance sheet to the Supervisor of the Service Provider and a scanned copy of the invoice to the service provider after processing the invoice completely. However, IT officer will be responsible for the printing and submission of daily attendance report to the concerned Admin Officer/Assistant Admin Officer.

4. Cleaning Schedule

All functional areas in the hospital have been assigned one of three risk areas based on below mentioned criteria:

- ✓ The risk of infection to patients.
- ✓ Occupational health and safety risk to staff and visitors
- ✓ Aesthetics e.g. reception areas, grounds
- ✓ Value for money

The risk category shall determine cleaning frequencies as mentioned below under the cleaning schedule:

Category	Statu	Functional Areas included
1	High Risk	Emergency – Surgical and Medical
		Isolation Rooms
		Dialysis Unit
		Operation Theater
		Labor Rooms
		Wards
2	Moderate Risk	Pharmacy – OPD & Emergency
		Laboratories, including Pathology
		Mortuary
		Radiology
		OPD, including treatment rooms & clinical consultation room
		Patient washrooms
		Corridors
		Waiting Areas
		Stairs / Ramps
		Administrative areas
		Stores
		Record storage and archives

Part 1: Proposal Evaluation and Preparation

3	Low Risk	External areas
		Staff Changing Rooms

Each worker will be required to perform his / her duty in the assigned work area with following minimum frequency of cleaning⁵ against each element's Service Standards and Requirements mentioned in performance specifications

⁵ Apart from the cleaning schedule mentioned above, cleaning services should be provided by the service provider as and when needed or as directed by the Hospital authorities from time to time.

No.	Element	High Risk Areas	Moderate Risk Area	Low Risk Areas
1	Overall appearance	As required, to meet performance	As required, to meet performance	As required, to meet
2	Odour Control	As required, to meet	As required, to	As required,
3	Commodes, weighing scales, manual handling equipment	Clean contact points each use, 1 full clean ⁶ daily & between patient use	Clean contact points each use, 1 full clean daily & between patient use	As required, to meet performance specification
4	Patient washbowls	1 full clean daily and between patient use	1 full clean daily and between patient use	As required, to meet performance specification
5	Bedside oxygen and suction connectors	1 full clean daily and between patient use	1 full clean daily and between patient use	As required, to meet performance specification
6	Patient Fans	1 full clean weekly, check clean as required, machine clean biweekly	check clean as required ,machine clean biweekly	check clean as required ,machine clean biweekly
7	Drug trolley	1 full clean	1 full clean weekly	As required, to meet performance
8	Entrance/ Exit	4 full cleans daily, dust control as required, 1 machine clean weekly	2 full cleans daily, dust control as required, 1 machine clean weekly	As required, to meet performance specification
9	Stairs (internal and external)	2 full cleans daily, dust control as required, 1 machine clean weekly	2 full cleans daily, dust control as required, 1 machine clean weekly	As required, to meet performance specification

⁶ Full Clean – is where all aspects of the element are fully cleaned on each occasion in accordance with documented performance specification later in this section.

10	External areas	3 full clean daily	1 full clean daily	As required, to meet
11	Switches, sockets and data points	1 full clean daily	1 full clean daily	1 full clean performance daily
12	Walls	Check clean daily and 1 full clean weekly	Check clean daily and 1 full clean weekly	Check clean daily and 1 full clean weekly
13	Ceiling	1 Full clean weekly	1 Full clean weekly	1 Full clean biweekly
14	All doors	2 full clean daily and check clean as required	1 full clean daily and check clean as required	1 full clean weekly
15	All internal glass and glazing	Check clean daily and 1 full clean weekly	Check clean daily and 1 full clean weekly	1 full clean weekly
16	All external glass and glazing	1 full clean bi-weekly	1 full clean every month	1 full clean every month
17	Mirrors	1 full clean daily and check clean as required	1 full clean daily and check clean as required	1 full clean daily and check clean as required
18	Ventilation grilles, extracts and inlet	1 full clean weekly	1 full clean weekly	1 full clean weekly
19	Floor polished	5 full cleans daily, 1 check clean daily dust control as required, machine clean weekly	1 full clean daily, 1 dust control daily, machine clean monthly	1 full clean weekly, 1 check clean daily, machine clean monthly
20	Floor-Non-slippery	5 full cleans daily, 1 check clean daily dust control as required, machine clean weekly	1 full clean daily, machine clean monthly	1 full clean weekly, 1 check clean daily, machine clean monthly

21	Electrical items, e.g. overhead lights	1 check clean daily and 1 full clean monthly	1 check clean daily and 1 full clean monthly	1 check clean weekly and 1 full clean monthly
22	Chairs	1 full clean and 1 check clean daily	1 full clean daily	1 full clean weekly
23	Beds/Trolleys /Mattresses	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean on discharge	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean on discharge	As required, to meet performance specification
24	Lockers/Ward robes/ Drawers	1 full clean daily	1 check clean daily and 1 full clean weekly	As required, to meet performance
25	Tables/ Bed tables	1 full clean daily	1 check clean daily and 1 full clean weekly	As required, to meet performance
26	All dispensers/ holders	1 full clean daily and daily as required	1 full clean daily and daily as required	1 full clean daily and daily as required
27	Waste receptacles/bin	1 full clean and 1 check clean every shift and 1 deep clean weekly. Replace (On need	1 full clean daily and 1 deep clean weekly. Replace Monthly if necessary	1 full clean weekly and deep clean monthly. Replace Monthly if
28	Wash Basins	Daily check system in operation to include 3 full cleans and 2 check cleans	Daily check system in operation to include 3 full cleans and 2 check cleans	Daily check system in operation to include 3 full cleans and 2 check

29	Toilets/ Urinals /Bidet	Daily check system in operation to include 4 full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleans after each patient/staff use
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31	Computers/ Telephones/ Office Equipment	1 full clean daily	1 full clean daily	1 full clean weekly
32	Dirty Utility/ Sluice Room	1 full clean and 1 check clean	1 full clean daily	1 full clean daily
33	Windows and Windows Net	1 full clean every shift, 1 check clean, and 1 equipment	1 full clean daily, 1 check clean, and 1 equipment	1 full clean daily and 1 equipment clean weekly

5. PENALTIES:

- Janitorial Service provider will ensure the disbursement of salaries within 10 days after provision of attendance/ data by the client. In case of delay, penalty @ rate of PKR. 100 / worker / day will be imposed. This rate will be applicable for delay up to maximum of 7 days. In case of further delay, the contractor will be penalized @ rate of PKR. 200 / Worker / day for next seven days If the salaries are not reimbursed within 15 days after it become due, Client has the right to terminate the contract under Article 7.2 of Terms of References
- If In case any staff is found without uniform, penalty of Rs. 200.00 will be charged for each such staff for that particular day.
- In case of any consumables item is found missing from any required place & admin officer has issued that specific item for that day to staff of Service provider then penalty of Rs. 200.00 per vacant position will be charged accordingly.
- In case, any worker has worked for complete month and did not got paid minimum wage as per labor laws then a penalty amounting to Rs. 5,000/worker shall be imposed on service provider for that particular month.
- Any unauthorized absence shall be deductible from the monthly invoice of service firm if firm is unable to provide alternate worker and, in that case a penalty of Rs. 500/Unauthorized absence will be charged.
- Any protest or strike observed by the janitors etc. will be considered a breach of contract and a minimum fine of Rs. 25,000 will be imposed for every incidence and will be doubled every 24 hours (Rs. 25,000 for first 24 hours, Rs. 50,000 for 24 – 48 hours, Rs. 100,000 for 48 – 72 hours and so on). If the strike continues for more than 5 days, the process for termination of contract and forfeiture of performance guarantee may be initiated after the generation of an official report by the hospital administration.

- The Service Provider shall ensure the Staff's attendance during all public holidays / local holidays or any other special occasions. In case of any unauthorized absence of the Staff on the above- mentioned occasions, a penalty amounting to Rs. 1,000/Unauthorized absence will be deducted.
- If the worker is coming late or leaving early after fifteen minutes of the designated duty shift then an amount of Rs. 200/Worker/Day will be deductible from the monthly invoice.
- If the staff turnover for any particular month is greater than 30%, then a penalty of Rs. 20,000 will be charged to service provider for that specific month.
- Service provider will be required to deploy able bodied personnel not below the age of 18 having valid CNIC. In case of non-compliance, penalty of rupees 15,000 per staff/per month will be charged till worker is replaced.

5.1. Daily Monitoring

The service provider's performance will be monitored on a daily basis by the assigned Focal Person. An appropriate senior member, ideally DMS/AMS will be assigned as the focal person for this task. On any one of the seven days of a week, the Focal Person will score cleanliness as per the weekly cleaning review sheet given in performance specification later in this section. In addition, the Focal Person will also cross-check each washroom's toilets and compare its fixtures against the handing over list of fixtures.

After every visit an overall percentage score will be calculated for each risk category. This score will be an average of the individual percentages of each indicator area. For example, for High Risk, overall percentage cleanliness will be calculated as:

High Risk Area	Score obtained	Percentage Score
Isolation Room	$(3+3+3+3+3+3)/24 = 18/24$	75%
Dialysis Unit	$(4+4+4+4+4+4)/24 = 24/24$	100%
Medical Emergency	$(3+3+3+3+3+3)/24 = 18/24$	75%
Surgical Emergency	$(3+3+3+3+3+3)/24 = 18/24$	75%
Operation Theater	$(3+3+3)/12 = 9/12$	75%
Labor Rooms	$(2+2+2+2+2)/20 = 10/20$	50%

Every time an area is found to be below 80% it will be given the following time for corrective action.

Risk Category	Time Frame for Corrective Action
High Risk Area	30 minutes of reporting of problem to the service provider
Moderate Risk Area	1 hours of reporting of problem to the service
Low Risk Area	1.5 hours of reporting of problem to the service provider

The focal person will visit the site once again after the stipulated time and in case the identified problem is not corrected; the following fines will be imposed right away.

In case of inability to address identified problem within the allotted times, the focal person will hand out the following fines immediately

Risk Category	Fine
High Risk Area	Rs. 2,000
Moderate Risk Area	Rs. 1,000
Low Risk Area	Rs. 500

5.2. Weekly Score

Once all areas are scored, their scores will be scaled with respect to their risk category using the following weights and an overall weekly score will be obtained.

Risk Category	Weightage
High risk	50%
Moderate risk	30%
Low risk	20%

For examples, using the already obtained 75% in High Risk category (average of $75+100+75+75+75+50$) , if a certain hospital receives 67% in Moderate Risk category and 80% in Low Risk category, it will obtain an overall score of $75\% \times 0.5 + 67\% \times 0.3 + 80\% \times$

$0.2 = (37.5 + 20+16)\% = 73.5\%$. This will be the overall score for this week's performance

5.3. Monthly Scorecard

Averaging all weekly performances of the month, a monthly score will be calculated.

Service providers will be expected to maintain an average minimum score of 85% as well as 85% in each respective category at all times. If the service provider scores less than 85% in the monthly score, another fine worth Rs. 25,000 will be placed. If this continues for another month, the second month's fine will be doubled to Rs. 50,000 and then doubled again to Rs. 100,000. If the score remains below 85% in the third consecutive month, then procuring agency may terminate the contract by serving a one month termination notice to the service provider. Moreover, If in MEA scoring, the marks are below 80% for a specific month and hospital serves a dissatisfaction letter to service provider, than procuring agency may terminate the contract by serving a one month termination notice.

5.4. Non-Financial Penalties

After a month of score below 80%, the monthly score is not restored to 80% the following month, punitive action may be taken against the service provider including financial penalties, suspension or cancellation of the contract.

6. Performance Specification and Requirements - Cleaning Review Sheet

Name of designated hospital staff		Date		
	1	2	3	4
CLEANLINESS	Very Dirty	Dirty	Acceptable	Clean
Isolation Room		Functional Risk Category	High	
Floor	More than quarter of the floor is dusty or wet OR More than 2 pieces of litter	Less than quarter of the floor is dusty or wet AND 1-2 pieces of litter	Less than quarter of the floor is dusty or wet AND No litter	Floor is clean, free of dust and dry AND No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Bed sheets/Macintosh	More than 1 bed sheets in the room are dirty (1 or more big stains or 3 small stains of blood, vomit, motion,)	More than 1 bed sheets in the room are dirty (leftovers of food/medicine leaflets)	bed sheets in the room is dirty (1 or more big stains or 3 small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bed sheets are clean and present
Side tables	More than 2 side tables are Dusty	2 side tables are dusty	1 side table is dusty	All side tables are clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Dialysis Unit		Functional Risk Category	High	
Floor	More than quarter of the floor is dusty or wet OR More than 2 pieces of litter	Less than quarter of the floor is dusty or wet AND 1-2 pieces of litter	Less than quarter of the floor is dusty or wet AND No litter	Floor is clean, free of dust and dry AND No litter

Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
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Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Bed sheets/Macintosh	More than 1 bed sheets in the room are dirty (1 or more big stains or 3 small stains of blood, vomit, motion,)	More than 1 bed sheets in the room are dirty (leftovers of food/medicine leaflets)	bed sheets in the room is dirty (1 or more big stains or 3 small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bed sheets are clean and present
Side tables	More than 2 side tables are dusty	2 side tables are dusty	1 side table is dusty	All side tables are clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Medical Emergency		Functional Risk Category	High	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Bed sheets/Macintosh	More than 1 bed sheets in the room are dirty (1 or more big stains or 3 small stains of blood, vomit, motion,)	More than 1 bed sheets in the room are dirty (leftovers of food/medicine leaflets)	bed sheets in the room is dirty (1 or more big stains or 3 small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bed sheets are clean and present
Side tables	More than 2 side tables are dusty	2 side tables are dusty	1 side table is dusty	All side tables are clean

Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
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Section IV: Scope of Services

Surgical Emergency		Functional Risk Category	High	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Bed sheets/Macintosh	More than 1 bed sheets in the room are dirty (1 or more big stains or 3 small stains of blood, vomit, motion,)	More than 1 bed sheets in the room are dirty (leftovers of food/medicine leaflets)	bed sheets in the room is dirty (1 or more big stains or 3 small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bed sheets are clean and present
Side tables	More than 2 side tables are dusty	2 side tables are dusty	1 side table is dusty	All side tables are clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Operation Theater		Functional Risk Category	High	
Floor (observe when no operation is underway)	Blood spillage AND Medical waste	Blood spillage OR Medical waste	Only dust	No trace of blood, medical waste or dust
Operation table (observe when no operation is underway)	Heavily stained (1 big stain or 4-5 small stains)	Lightly stained (3 to 4 small stains)	Very slightly stained (1 to 2 stains)	No stains
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Labor Room		Functional Risk Category	High	
Floor	Blood spillage AND Medical waste	Blood spillage OR Medical waste	Only dust	No trace of blood, medical waste or dust

Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Bed sheets/Macintosh	More than 1 bed sheets in the room are dirty (1 or more big stains or 3 small stains of blood, vomit, motion,)	More than 1 bed sheets in the room are dirty (leftovers of food/medicine leaflets)	bed sheets in the room is dirty (1 or more big stains or 3 small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bed sheets are clean and present
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Wards/OPD rooms		Functional Risk Category	High	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean, free of dust and dry AND No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Bed sheets/Macintosh	More than 1 bed sheets in the room are dirty (1 or more big stains or 3 small stains of blood, vomit, motion,)	More than 1 bed sheets in the room are dirty (leftovers of food/medicine leaflets)	bed sheets in the room is dirty (1 or more big stains or 3 small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bed sheets are clean and present
Side tables	More than 2 side tables are dusty	2 side tables are dusty	1 side table is dusty	All side tables are clean

Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
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Pharmacy		Functional Risk Category	Moderate	
Floor	More than half of the floor is dusty or wet OR More than 5 pieces of litter	Quarter to half of the floor is dusty or wet OR 3-5 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-2 pieces of litter	Floor is clean, free of dust and dry AND No litter
Pharmacy counter	More than half the counter is dusty	Quarter of the counter is dusty	Less than quarter of the counter is dusty	Counter is free of dust and dry
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Pathology Lab		Functional Risk Category	Moderate	
Floor	More than a one third of the floor is dusty or wet OR More than 3 pieces of litter	Quarter to one third of the floor is dusty or wet OR 1-2 pieces of litter	Less than quarter of the floor is dusty or wet OR No litter	Floor is clean, free of dust and dry AND No litter
Work counter	More than a quarter of the counter is dusty OR Materials spilled over more than a quarter of the counter	1 square foot on the counter is dusty OR Materials spilled over 1 square foot of the counter	Dust is visible in small patches but less than 1 square foot area OR Materials are spilled at 1-2 places leaving very small marks	Counter is free of dust and dry AND No materials are spilled

Equipment	More than 3 pieces of equipment are dusty or have grime settled on them	2-3 pieces of equipment are dusty or has grime settled on it	1 piece of equipment is dusty AND No piece has grime settled	No piece of equipment is dusty AND No piece has grime settled on it
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Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Air conditioners	More than half of the vents and the outside shell of one AC is dusty	One quarter of the vents and the outside shell of one AC is dusty	Some dust on one AC	No dust on the AC
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Radiology Lab		Functional Risk Category	Moderate	
Floor	More than a one third of the floor is dusty or wet OR More than 3 pieces of litter	Quarter to one third of the floor is dusty or wet OR 1-2 pieces of litter	Less than quarter of the floor is dusty or wet OR No litter	Floor is clean, free of dust and dry AND No litter
Work counter	More than a quarter of the counter is dusty OR Materials spilled over more than a quarter of the counter	1 square foot on the counter is dusty OR Materials spilled over 1 square foot of the counter	Dust is visible in small patches but less than 1 square foot area OR Materials are spilled at 1-2 places leaving very small marks	Counter is free of dust and dry AND No materials are spilled
X-ray machine	Looks overall dusty OR Has old layers of dust settled on it	Has some dust OR Has some areas of gathered dust	Appears clean and dust-free AND Has some areas of gathered dust	Appears clean and dust-free AND No layers of old dust

Equipment	More than 3 pieces of equipment are dusty or have grime settled on them	2-3 pieces of equipment are dusty or has grime settled on it	1 piece of equipment is dusty AND No piece has grime settled on it	No piece of equipment is dusty AND No piece has grime settled on it
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Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Air conditioners	More than half of the vents and the outside shell of one AC is dusty	One quarter of the vents and the outside shell of one AC is dusty	Some dust on one AC	No dust on the AC
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Patient washroom		Functional Risk Category	Moderate	
Floor (cubicle)	More than half of the floor is wet, dusty or littered	Quarter to half of the floor is wet, dusty or littered	Less than quarter of the floor is wet, dusty or littered	Floor is clean and dry (no sign of wetness, dust or litter)
Toilet (cubicle)	Feet place/commode dirty AND Inside of toilet dirty	Feet place/commode dirty OR Inside of toilet dirty	Feet place/commode clean AND Inside of toilet clean AND Flush (tanky) is dirty	Feet place/commode clean Inside of toilet clean Flush (tanky) clean
Wash basin (washroom)	Tap and Sink are dirty (drainage blocked) AND No soap	Tap and Sink are dirty (spots) OR No soap	Tap and Sink are dirty (spots) AND Soap present	Tap and Sink are clean AND Soap present
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Atmosphere (washroom)	Bad smell OR No bulb installed	Bad smell AND Bulbs installed	No smell OR Bulbs installed	Pleasant smell AND Bulbs installed

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Waiting area		Functional Risk Category	Moderate	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter (including cigarette butts or bird excreta)	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Furniture	More than half the seats are dusty	Quarter to half of the seats are dusty	Less than quarter seats are dusty	All seats are clean
Atmosphere	Bad smell AND Mosquitoes or houseflies flying around	Bad smell OR Mosquitoes or houseflies	No smell AND No mosquitoes or houseflies	Pleasant smell AND No mosquitoes and houseflies
Corridor		Functional Risk Category	Moderate	
Floor	More than half of the floor is dusty or wet AND Spit marks OR More than 6 pieces of litter (including cigarette butts or bird excreta)	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Atmosphere	Bad smell AND Mosquitoes or houseflies flying around	Bad smell OR Mosquitoes or houseflies	No smell AND No mosquitoes or houseflies	Pleasant smell AND No mosquitoes and houseflies

Stairs/Ramp		Functional Risk Category	Moderate	
Stairs	Floor is dusty AND Spit marks OR More than 6 pieces of litter (including cigarette butts or bird excreta)	Floor is dusty OR 4-6 pieces of litter	Floor is not dusty AND 1-3 pieces of litter	Floor is clean and dry No litter
Handrails of stairwells	More than half of the handrail is dusty	Quarter to half of the handrail is dusty	Less than quarter of the handrail is dusty	Handrail is free of dust
Ramp	Floor is dusty AND Spit marks OR More than 6 pieces of litter (including cigarette butts or bird excreta)	Floor is dusty OR 4-6 pieces of litter	Floor is not dusty AND 1 -3 pieces of litter	Floor is clean and dry No litter
Mortuary		Functional Risk Category	Moderate	
Floor	Blood spillage AND Medical waste	Blood spillage OR Medical waste	Only dust	No trace of blood, medical waste or dust
Table	Heavily stained (1 or more big stains or 5 or more small stains)	Lightly stained (3 to 4 small stains)	Very slightly stained (1 to 2 stains)	No stains
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid

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Administrative Areas		Functional Risk Category	Low	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter (including cigarette butts or bird excreta)	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	More than half the furniture is dusty	Quarter to half of the furniture is dusty	Less than quarter of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Record Room		Functional Risk Category	Low	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	More than half the furniture is dusty	Quarter to half of the furniture is dusty	Less than quarter of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid

Storage Room		Functional Risk Category	Low	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	More than half the furniture is dusty	Quarter to half of the furniture is dusty	Less than quarter of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
Record Room		Functional Risk Category	Low	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	More than half the furniture is dusty	Quarter to half of the furniture is dusty	Less than quarter of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid

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Staff changing room		Functional Risk Category	Low	
Floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	More than half the furniture is dusty	Quarter to half of the furniture is dusty	Less than quarter of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell AND Very humid	Bad smell OR Very humid	No smell OR Slightly humid	No smell Not humid
External areas		Functional Risk Category	Low	
Hard floor	More than half of the floor is dusty or wet OR More than 6 pieces of litter (including cigarette butts or bird excreta)	Quarter to half of the floor is dusty or wet OR 4-6 pieces of litter	Less than quarter of the floor is dusty or wet OR 1-3 pieces of litter	Floor is clean and dry No litter
Lawns	Fallen tree leaves are strewn all around the trees AND Litter in Fields	Litter in Fields	Fallen tree leaves are strewn all around the trees	No Litter or Fallen Leaves in Lawns

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Drains	<p>Two or more drains are choked OR More than two open drains have leaves gathered inside</p>	<p>One drain is choked OR Two drains have leaves gathered inside</p>	<p>No drain is choked AND One drain has leaves gathered inside</p>	<p>No drains are choked AND No drain has leaves gathered inside</p>
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Appendix D.1 — Hospital-wise HR Requirement

HR Requirement 28 THQ's					
Sr. No	THQ Hospital	Supervisor	Janitors	Sewerman	Total
		No.	No.	No.	
1	Pindi Gheb	3	38	3	44
2	Taxila	3	22	3	28
3	Gujar Khan	3	34	3	40
4	Fateh Jang	3	23	3	29
5	Hassan Abdal	3	25	3	31
6	Jhand	3	26	3	32
7	Wazirabad	3	44	3	50
8	Murree	3	13	3	19
9	Kallar Syedan	3	17	3	23
10	Kahuta	3	26	3	32
11	Choa Saiden Shah	3	25	3	31
12	Sangla Hill	3	23	3	29
13	Piplan	3	28	3	34
14	Kallar Kahar	3	16	3	22
15	Khushab	3	38	3	44
16	Samundri	3	24	3	30
17	Shahkot	3	31	3	37
18	Jarranwala	3	32	3	38
19	Sharaqpur	3	25	3	31
20	Depalpur	3	38	3	44
21	Kehror Paka	3	34	3	40
22	18 Hazari	3	29	3	35
23	Haveli Lakha	3	24	3	30
24	Kabirwala	3	34	3	40
25	Shorkot	3	27	3	33
26	Jahanian	3	34	3	40
27	Reynala Khurd	3	32	3	38

28	Dunyapur	3	34	3	40
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Appendix D.2 — Hospital-wise LIST OF SUPPLIES

SR #	ITEMS	Pindi Gheb	Taxila	Gujar Khan	Fateh Jang	Hassan Abdal	Jhand	Wazirabad	Murree	Kallar Syedan	Kahuta	Choa Saiden Shah	Sangla Hill	Piplan	Kallar Kahar
1	Furniture dusters	15	15	15	15	15	15	15	15	15	15	15	15	15	15
2	Disinfectant(phenyl) (2750 ml)	150	150	150	150	150	150	150	150	150	150	150	150	150	150
3	Air Freshener (500 ml)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
4	Hand wash towels (Medium)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
5	Flush opener (6" long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	Steel wire for drain opener (8' long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
7	Hand wash liquid dispenser (High quality)1000 ml	10	10	10	10	10	10	10	10	10	10	10	10	10	10

SR #	ITEMS	Khushab	Samundri	Shahkot	Jarranwala	Sharaqpur	Depalpur	Kehror Paka	18 Hazari	Haveli Lakha	Kabirwala	Shorkot	Jahanian	Reynala Khurd	Dunyapur
1	Furniture dusters	15	15	15	15	15	15	15	15	15	15	15	15	15	15
2	Disinfectant(phenyl) (2750 ml)	150	150	150	150	150	150	150	150	150	150	150	150	150	150
3	Air Freshener (500 ml)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
4	Hand wash towels (Medium)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
5	Flush opener (6" long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	Steel wire for drain opener (8' long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
7	Hand wash liquid dispenser (High quality)1000 ml	10	10	10	10	10	10	10	10	10	10	10	10	10	10

Appendix D.3 — PRICE OF SUPPLIES

Price of Supplies		
Sr #	Items	Price/Item Inclusive of all Taxes
1	Furniture dusters	41
2	Disinfectant(phenyl) (2750 ml)	150
3	Air Freshener (350 ml-500 ml)	160
4	Hand wash towels (Medium)	193
5	Flush opener (6" long)	174
6	Steel wire for drain opener (8' long)	35
7	Hand wash liquid dispenser (High quality)250-500 ml	1044

Part II – Conditions of Contract and Forms

Letter of Acceptance
[Letter head paper of the Procuring Agency]

[date]

To: *[name and address of the Service provider]*

This is to notify you that your proposal dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]* *[name of currency]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Procuring Agency. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Procuring Agency.

We confirm that *[insert name proposed by Procuring Agency in the Bidding Data]*,

or

We accept that *[name proposed by bidder]* be appointed as the Adjudicator

or

We do not accept that *[name proposed by bidder]* be appointed as Adjudicator, and by sending a copy of this letter of acceptance to *[insert the name of the Appointing Authority]*, we are hereby requesting *[name]*, the Appointing Authority, to appoint the Adjudicator in accordance with Clause 36.1 of the Instructions to Bidders

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract duly signed

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Section VI. General Conditions of Contract

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Section VI. General Conditions of Contract

7A. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) The Adjudicator is the person appointed jointly by the Employer and the Contractor to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.
- (b) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Proposal ;
- (c) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
- (e) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- (f) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (g) “Dayworks” means varied work inputs subject to payment on a time basis for the Service Provider’s employees and equipment, in addition to payments for associated materials and administration.
- (h) “Procuring Agency” means the employer who employs the Service Provider
- (i) “Foreign Currency” means any currency other than the currency of the country of the Employer;
- (j) “GCC” means these General Conditions of Contract;
- (k) “Government” means the Government of the Punjab;
- (l) “Local Currency” means Pak Rupee (PKR);
- (m) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member

- in Charge” means the entity specified in the SC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (n) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
 - (o) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;
 - (p) “Service Provider” is a person or corporate body whose Proposal to provide the Services has been accepted by the Employer;
 - (q) “Service Provider’s Bid or Proposal” means the completed bidding document submitted by the Service Provider to the Employer
 - (r) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
 - (s) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
 - (t) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Proposal.
 - (u) “Subcontractor” means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

- 1.2 Applicable Law** The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan.
- 1.3 Language** This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
- 1.4 Notices** Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address **specified in the SCC**.
- 1.5 Location** The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Employer may approve.
- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.
- 1.7 Inspection and Audit by the Procuring Agency** The Service Provider shall permit the Procuring Agency to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Procuring Agency, if so required.
- 1.8 Taxes and Duties** The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

- 2.1. Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC**.
- 1.2. Commencement of**

Services

- 2.2.1 Work Program** Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Work Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Work Program as updated.
- 2.2.2 Starting Date** The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC**.
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.
- 2.5 Force Majeure**
- 2.5.1 Definition** For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

2.6.1 By the Employer The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within twenty-one (21) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less forty-five (45) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

Reference purposes of the below mentioned Sub-Clause 37.1 of ITB:

37.1 (a) For the purpose of this provision, the terms set forth below are defined as follows:

- (i) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or contractor in the procurement process or in contract execution to the detriment of the procuring agency; or

misrepresentation of facts in order to influence a procurement process or the execution of a contract;

- (ii) “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
- (iii) “collusive practices” is an arrangement among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificial, non-competitive levels for any wrongful gain, and to deprive the procuring agency of the benefits of free and open competition, and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty;
- (iv) “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person (participant in the selection process or contract execution) to influence improperly the actions of that person;
- (v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of the Client’s inspection and audit rights.

**2.6.2 By the
Service Provider**

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than forty-five (45) days.

**2.6.3 Suspension
of Payment**

If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice.

**2.6.4 Payment
upon Termination**

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the foreign Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with

Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities which would conflict with the activities assigned to them under this Contract;
- (b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- (c) after the termination of this Contract, such other activities as may be **specified in the SCC**.

3.3 Confidential

The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project,

ity	the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.
3.4 Insurance to be Taken Out by the Service Provider	The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors’, as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be specified in the SCC ; and (b) at the Employer’s request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.
3.5 Service Provider’s Actions Requiring Employer’s Prior Approval	The Service Provider shall obtain the Employer’s prior approval in writing before taking any of the following actions: <ul style="list-style-type: none"> (a) entering into a subcontract for the performance of any part of the Services, (b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”), (c) changing the Program of activities; and (d) any other action that may be specified in the SCC.
3.6 Reporting Obligations	The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.
3.7 Documents Prepared by the Service Provider to Be the Property of the Employer	All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SCC .
Liquidated Damages	

- 3.8.1 Payments of Liquidated Damages** The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider’s liabilities.
- 3.8.2 Correction for Over-payment** If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on that sum, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.
- 3.8.3 Lack of performance penalty** If the Service Provider has not corrected a Defect within the time specified in the Employer’s notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC**.
- 3.9 Performance Security** The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in case of a bank guarantee.
- 4. Service Provider’s Personnel**
- 4.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider’s Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.
- 4.2 Removal and/or** (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key

**Replacement of
Personnel**

Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

- (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Employer

**5.1 Assistance
and Exemptions**

The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC**.

**5.2 Change in
the Applicable
Law**

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.

**5.3 Services
and Facilities**

The Procuring Agency shall make available to the Service Provider the Services and Facilities listed under Appendix-I.

6. Payments to the Service Provider

**6.1 Lump-
Sum
Remuneration**

The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional

payments in accordance with Sub-Clauses 2.4 and 6.3.

- 6.2 Contract Price** (a) The price payable in Pak Rupees (PKR).
(b) The price payable in foreign currency is set **forth in the SCC.**
- 6.3 Payment for Additional Services** 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.4 Terms and Conditions of Payment** Payments will be made to the Service Provider according to the payment schedule **stated in the SCC.** Any payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.
- 6.5 Interest on Delayed Payments** If the Procuring Agency has delayed payments beyond **fifteen (15) days** after the due date stated in the SCC, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.
- 6.6 Price Adjustment** 6.6.1 Prices shall be adjusted for fluctuations in the **cost of inputs only if provided for in the SCC.** If so provided, the amounts certified in each payment certificate shall be adjusted by applying the respective price adjustment factor to the payment amounts due.
6.6.2 If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.
- 6.7 Dayworks** 6.7.1 If applicable, the Daywork rates in the Service Provider's Proposal shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.
6.7.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.
6.7.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-

Clause 6.7.2

7. Quality Control

- 7.1 Identifying Defects** The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.
- Correction of Deficiencies, and Non-Performance Penalty**
- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Deficiencies remain to be corrected.
 - (b) Every time notice a Deficiency is given, the Service Provider shall correct the notified Deficiency within the length of time specified by the Employer's notice.
 - (c) If the Service Provider has not corrected a Deficiency within the time specified in the Employer's notice, the Employer will assess the cost of having the Deficiency corrected, the Service Provider will pay this amount, and a Penalty for Non- Performance calculated as described in Sub-Clause 3.8.

8. Settlement of Disputes

- 8.1 Amicable Settlement** The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
- 8.2 Dispute Settlement**
- 8.2.1 If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.
- 8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.
- 8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**,

and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place **shown in the SCC**.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority **designated in the SCC** at the request of either party, within 14 days of receipt of such request.

Section VII. Special Conditions of Contract

Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
1.1	The Adjudicator is: Secretary Primary & Secondary Healthcare Department, Government of Punjab will be the Adjudicator under the contract.
1.1(e)	The contract name is: <u>Outsourcing of JANITORIAL Services in DHQ/THQ Hospitals of Punjab</u>
1.1(h)	The Procuring Agency is : <u>Project Management Unit, Primary and Secondary Healthcare Department, Government of Punjab</u>
1.1(p)	The Service Provider is _____
1.2	The Applicable Law is: <u>Laws of Islamic Republic of Pakistan</u>
1.3	The language is: <u>English</u>
1.4	The addresses are: Procuring agency: <i>Program Management Unit, Primary and Secondary Health Department, Government of Punjab</i> <i>31-E/1, Shakra-e-Imam Hussain, Gulberg III, Lahore</i> Attention: <u>Project Director, PMU</u> Tel: _____ Email: ----- Service Provider: _____ Attention: _____

Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
	Tel: _____ Email: _____
1.6	The Authorized Representatives are: For the Procuring agency: <u>Project Director, PMU</u> For the Service Provider: _____ [Authorization must be on a legal paper and Power of attorney should be given to one of the partners/directors of the firm/company. However, All the partners/directors will jointly sign the authorization paper]
2.1	The Intended Date for commencement of services is 15 days from the signing of contract. However, the service provider will not be able to claim any invoice for services in a particular facility unless all the requisite staff, in that particular facility is deployed. Moreover, in case of delay in deployment of staff in any particular facility for more than 15 days, without a plausible reason, the procuring agency may proceed to; <ol style="list-style-type: none"> a. Termination of contract, b. Forfeiture of performance guarantee, and; A case of blacklisting to debar the Service Provider for at least 2 years in participating in any of the public procurement falling under jurisdiction of Government of Punjab may be initiated accordingly.
2.2.2	Detail w.r.t dates on which the service provider is required to start its services in each such hospital will be mutually agreed by both the parties. However, failure to commence JANITORIAL services within the due date in a particular hospital will lead to a show cause notice which may include, termination of contract, forfeiture of performance guarantee and black listing. Non-compliance within the 5 days of receipt of show cause notice may lead to termination of contract, forfeiture of performance guarantee and initiation of blacklisting of the service provider.
2.3	The Intended Completion Date is: -----

Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
	However, contract period may be extendable up to one more year subject to performance of service provider and satisfaction of Hospital Administration (duly issued satisfaction letter) and Procuring Agency. However, no such extension will be made in those hospitals, where no satisfaction letter will be received.
2.6.1 (d)	Service Provider will also undertake on the legal paper that the firm/company has not been in communication with any of the existing/former officers/staff of the procuring agency and hospital administration involved in the preparation of the subject bidding document or any matter related to the subject services which may lead to any corrupt, fraudulent, collusive, obstructive practices.
3.2.3	Service Provider is not allowed to hire any of the existing/former officers/staff of the procuring agency, during the contract period and after one year of completion of contract (Subject to clearance/satisfaction certificate from the Procuring Agency). At the time of Contract, Service Provider will provide an undertaking that the company or any of its affiliates has not been involved in any of the conflicting activities with respect to the subject contract.
3.5	Subcontracting is not allowed in any case. At the time of the contract the service provider shall submit an undertaking on a legal paper, that the firm shall not further sub-contract/sublet services or any part thereof in respect of any hospital to a third party/sub-contractor.
4.2	Any replacement of staff will be made after prior approval from the procuring agency.
5.1	The Procuring Agency will provide; <ul style="list-style-type: none"> a. Name & Contact numbers of Medical Superintendent & staff of New Management Structure of concerned hospitals b. Name & Contact number of concerned staff of PMU c. -----
6.2(a)	The amount in Pak Rupees is: -----
6.3.1	Under PPRA rules, 2014, any additional service may be claimed by the Service provider, as per rates agreed under the contract agreement. However, deployment of any additional staff can only be made after prior approval from the Procuring Agency.
6.4	In accordance with the mechanism defined in the scope of services, monthly payment shall be made as per following mechanism;

Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
	<p>a. Service Provider should submit the Invoice in the hospital till 5th of each succeeding month. Service provider to ensure through its supervisor that invoice should accompany with detail of all the relevant documents in the hospital (<u>duly signed by the service provider and Medical Superintendent of the concerned hospital</u>)</p> <p>b. Hospital Administration will process such invoice within 10 working days and forward the same along with the checklist as per the procuring agency for further necessary action.</p> <p>c. Payment to the service provider may be processed by the Procuring Agency within 45 working days of receipt of such invoice from hospital.</p> <p>Service provider will ensure disbursement of salaries to its staff within early 10 days of each succeeding month. Salaries will be disbursed to the staff in the presence of Admin Officer/Assistant Admin Officer of the concerned hospital. Salary sheet will be signed by the person authorized by the Service Provider and duly signed by the Admin Officer/Assistant Admin Officer of the concerned hospital.</p>
6.5	Payment shall be made within 45 working days of receipt of the invoice in PMU along with the relevant documents as specified in Sub-Clause 6.4 and scope of services.

Section VIII. Contract Form

This CONTRACT (hereinafter called the “**Contract**”) is made at *Lahore*, the ----of ----, 2018, between, on the one hand, PROJECT MANAGEMENT UNIT, PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT, GOVERNMENT OF THE PUNJAB THROUGH -----(HEREINAFTER CALLED THE “PROCURING AGENCY”

and,

on the other hand, M/s _____ HAVING REGISTERED OFFICE AT _____ acting through Mr. _____ (hereinafter called the “Service Provider”):

WHEREAS

- (a) the Procuring Agency has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “**Services**”);
- (b) the Service Provider, having represented to the Procuring Agency that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract for amount **PKR _____/-** (**_____ rupees only**);
- (c) the Procuring Agency has received budget from the Government of the Punjab. It intends to apply a portion of the proceeds of this budget to eligible payments, if any, under the Contract.

NOW THEREFORE the Parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- the Letter of Acceptance;
- the Special Conditions of Contract;
- the General Conditions of Contract;
- the Scope of Services;
- Performance Specifications;
- Appendices

- Request for Proposal
- 2. The mutual rights and obligations of the Procuring Agency and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Procuring Agency shall make payments, to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of

PROJECT MANAGEMENT UNIT, PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT,
GOVERNMENT OF PUNJAB

For and on behalf of

COMPANY ADDRESS

Witnesses:-

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Appendix A — Scope of Services
(As provided in Section-IV)

Appendix-B - Schedule of Payments & Reporting Requirements

A1- Service provider shall submit net monthly invoice comprising of:

- i. Cost of providing JANITORIAL services (based on rates quoted in financial Proposal)¹*
- ii. Cost of additional personnel hired on request of client (based on rates in appendix C)*
- iii. Cost of additional equipment/supplies procured/rented on request of client (based on rates in appendix C)*
- iv. Penalties incurred during the month*
- v. Other cost/(revenue), if any*

Net monthly invoice should be computed as: $i + ii + iii - iv +/- v$

A2 –Service provider shall duly maintain, including but not limited to, following reports and share the same with client on regular basis:

A-2.1 Daily Activity log form

A-2.2 Daily/weekly Staff Roster

A-2.3 Daily/weekly inspection logs and penalty imposed details

A-2.4 Daily/weekly/quarterly/semiannual undertakings by supervisors that checklists mentioned in scope are duly followed

B-2.1 Daily Activity Log Form

The Service provider shall ensure that daily activity log covers, including but not limited to, all the fields listed in table below. The form must have at-least 24 entries every day i-e at-least one entry for each hour. Activity log shall be signed by the supervisor and hospital focal person for each day. Field reports are to be utilized to document detail description of daily inspection rounds.

Sr. #	Repor No.	Supervisor in charge	Inspecte Area	Time	Correctiv actions reported	Janitor/se er man Involved	Actio taken	Inspectio after correctiv action	Risk Level of Area	Penalty impose if any	Genera Notes

Date: _____

Hospital focal person: _____

Supervisor: _____

Appendix C — Qualification and Experience of Human Resource

List under: C-1 Titles [and names, if already available], detailed job descriptions and minimum qualifications of Personnel to be assigned to work, and staff-numbers for each.

S.No	Manpower	Qualifications & experience	Nos.
1	Manager/Supervisor	<ul style="list-style-type: none"> ▪ Responsible for overall cleanliness / maintenance of the Hospital premises. ▪ Act as an interface between the Client and the facility staff. ▪ Maintaining duly signed daily audit sheets and complaint registers to record requests and feedback from the contracting authority from time to time and appropriate actions taken. ▪ Coordinate any kind of shifting/ relocations of the hospital staff and the same shall also be reported to the contracting authority ▪ Responsible for the turnout / grooming of the entire facility staff. ▪ Decide on the work and staff deployment on a daily basis ▪ Determine and coordinate all the work schedules for all cleaning staff ▪ Maintain attendance for all the staff. ▪ Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them. ▪ Help induce a sense of responsibility, discipline and hygiene in all employees. ▪ Ensure that all staff deployed for waste collection duties understand and practices regarding waste collection for infection 	

		<p>required reporting forms.</p> <ul style="list-style-type: none"> ➤ Should be medically fit ➤ Education: Graduate ➤ Minimum experience: At-least 5 years (in supervisory role or ex-serviceman) ➤ Age: Less than 50 Years 	
2	Janitorial/Sanitary Worker	<ul style="list-style-type: none"> • Should be experienced in janitorial services of high quality assignments which will be proved through documents and photographs. • Should have at least one year' experience in the same capacity. • Has worked in a large enterprise or public sector company • Pick up, carry, and empty refuse or recycling containers into truck. • Load and unload trucks, either by operating equipment or picking up, carrying, and emptying refuse containers into trucks. • Perform other related duties as assigned. Should be medically fit <ul style="list-style-type: none"> ➤ Education: Middle ➤ Minimum experience: At-least 3 years ➤ Age: Less than 40 Years 	
3	Sewer Man	<ul style="list-style-type: none"> • Should be experienced in sewer cleaning. • Perform other related duties as assigned. \ • Should be medically fit <ul style="list-style-type: none"> ➤ Education: NA ➤ Minimum experience: At-least 3 years ➤ Age: Less than 50 Years 	

- d. It is responsibility of the Service provider to provide required manpower as per requirement of hospital.
- e. All the staff posted by the Service provider shall be verified of their police records and other information prior to posting at health facilities.
- f. Once the staff is hired as per agreed requirements, service provider shall not rotate it frequently. In any month, at-least 70% of the staff shall be same as previous month, unless separate arrangement will be made and with prior written approval from the Medical Superintendent of the concerned hospital.

However, all such correspondence should be made under intimation to the Project Management Unit.

Appendix D1- Breakdown of Contract Price

1. *Total Cost of Project*
2. *Description wise cost (Human Resource, Maintenance & Repairs)*
3. *Per Unit Cost of Human Resource*
4. *Per Unit Cost of additional Human Resource (If required)*

This appendix will exclusively be used for determining each and every cost of Services. Service provider can use template of Form FIN-3 in Section-III of Proposal document to provide this details

Appendix D2 - Performance Security

(Performance Security to be furnished by the service provider in the amount specified in Data sheet /SCC in the form of Demand Draft/Pay order CDR or Performance Guarantee to be issued from a Scheduled Bank).

Performance guarantee may be submitted on the following format:

To: _____

Whereas _____ (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No. _____ dated _____ to execute _____ (hereinafter called "the Contract");

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

And whereas we have agreed to give the Service Provider such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider, up to a total of _____, _____, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor _____

Name of Bank _____

Address _____

Date _

²Appendix E- Hospital Wise HR requirement

HR Requirement 28 THQ's					
Sr. No	THQ Hospital	Supervisor	Janitors	Sewerman	Total
		No.	No.	No.	
1	Pindi Gheb	3	38	3	44
2	Taxila	3	22	3	28
3	Gujar Khan	3	34	3	40
4	Fateh Jang	3	23	3	29
5	Hassan Abdal	3	25	3	31
6	Jhand	3	26	3	32
7	Wazirabad	3	44	3	50
8	Murree	3	13	3	19
9	Kallar Syedan	3	17	3	23
10	Kahuta	3	26	3	32
11	Choa Saiden Shah	3	25	3	31
12	Sangla Hill	3	23	3	29
13	Piplan	3	28	3	34
14	Kallar Kahar	3	16	3	22
15	Khushab	3	38	3	44
16	Samundri	3	24	3	30
17	Shahkot	3	31	3	37
18	Jarranwala	3	32	3	38

19	Sharaqpur	3	25	3	31
20	Depalpur	3	38	3	44
21	Kehror Paka	3	34	3	40
22	18 Hazari	3	29	3	35
23	Haveli Lakha	3	24	3	30
24	Kabirwala	3	34	3	40
25	Shorkot	3	27	3	33
26	Jahanian	3	34	3	40
27	Reynala Khurd	3	32	3	38
28	Dunyapur	3	34	3	40

Appendix F- THQ Hospital Wise Supplies Requirement³

SR #	ITEMS	Khushab	Samundri	Shahkot	Jarranwala	Sharaqpur	Depalpur	Kehror Paka	18 Hazari	Haveli Lakha	Kabirwala	Shorkot	Jahanian	Reynala Khurd	Dunyapur
1	Furniture dusters	15	15	15	15	15	15	15	15	15	15	15	15	15	15
2	Disinfectant(phenyl) (2750 ml)	150	150	150	150	150	150	150	150	150	150	150	150	150	150
3	Air Freshener (500 ml)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
4	Hand wash towels (Medium)	30	30	30	30	30	30	30	30	30	30	30	30	30	30

5	Flush opener (6" long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	Steel wire for drain opener (8' long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
7	Hand wash liquid dispenser (High quality) 1000 ml	10	10	10	10	10	10	10	10	10	10	10	10	10	10

SR #	ITEMS	Pindi Gheb	Taxila	Gujar Khan	Fateh Jang	Hassan Abdal	Jhand	Wazirabad	Murree	Kallar Syedan	Kahuta	Choa Saiden Shah	Sangla Hill	Piplan	Kallar Kahar
1	Furniture dusters	15	15	15	15	15	15	15	15	15	15	15	15	15	15
2	Disinfectant(phenyl) (2750 ml)	150	150	150	150	150	150	150	150	150	150	150	150	150	150
3	Air Freshener (500 ml)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
4	Hand wash towels (Medium)	30	30	30	30	30	30	30	30	30	30	30	30	30	30
5	Flush opener (6" long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6	Steel wire for drain opener (8' long)	5	5	5	5	5	5	5	5	5	5	5	5	5	5

7	Hand wash liquid dispenser (High quality)1000 ml	10	10	10	10	10	10	10	10	10	10	10	10	10	10
---	--	----	----	----	----	----	----	----	----	----	----	----	----	----	----

Appendix G – Integrity Pact

Dated: _____

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN
CONTRACTS WORTH RS. 10.00 MILLION OR MORE**

Contract No. _____ Dated _____

Contract Value: PKR _____

Contract Title: Hiring of Firms for Mechanical Electrical and Plumbing
Services in DHQs/THQs
Of Punjab.

M/s _____ hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Punjab (GoPb) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoPb through any corrupt business practice.

Without limiting the generality of the foregoing, M/s _____ represents and warrants that it has fully declared the

brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Punjab either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoPb, except that which has been expressly declared pursuant hereto.

M/s _____ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoPb and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

M/s _____ accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoPb under any law, contract or other instrument, be voidable at the option of GoPb.

Notwithstanding any rights and remedies exercised by GoPb in this regard, M/s _____ agrees to indemnify GoPb for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoPb in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by M/s _____ as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoPb.

Name of Buyer:

.....

Name of Seller/Supplier:

Signature:

.....

Signature:

Appendix H: Conflict of Interest

To,

Project Director,
Project Management Unit,
Primary & Secondary Healthcare Department,
31/E-1, Gulberg III, Lahore

SUBJECT: CONFLICT OF INTEREST

Reference to the contract / purchase order / supply order No. -----
-----titled----- dated -----, which we have
entered into / received from the Project Management Unit, Primary & Secondary
Healthcare Department.

We hereby confirm that we (including our company, firm, associates, subsidiaries and related parties) have not entered into any contract (including employment contract), transaction, or any other business/other relationship, with any person (including the current employee, ex-employee or any relative/associate of the employee or ex-employee) or organization, in conflict of our contractual obligations under the said contract.

We also confirm that we shall not enter into any of above mentioned contract, transaction or relationship in future unless we obtain written permission from Project Management Unit, Primary & Secondary Healthcare Department.

**AUTHORIZED REPRESENTATIVE
NAME OF THE COMPANY**

Appendix I: Undertaking for Minimum Wage Rate

Dated _____

To,

Project Director,
Project Management Unit,
Primary & Secondary Healthcare Department,
31/E-1, Gulberg III, Lahore

SUBJECT: Undertaking for Minimum Wages to Staff/Labour

Respected Sir,

1. We, M/S _____ undertake to provide minimum wages to our employees who will be hired under this contract at the rate of Minimum Wage duly notified by Government of the Pakistan from time to time.
2. Our firm NTN Number is _____ and it was established in _____

Note: *All tender terms and conditions are accepted as laid down in the tender inquiry.*

Regards,

Mr. _____

M/s _____

Lahore.

Appendix-J: Invoice Checklist

Invoice Checklist (to be attached with invoice)				
Sr.	Description	Annexure	Attached	Signed
1.	MS Covering Letter	A.		
2.	Original invoice/bill(s) signed by MS & NMS (Admin, HR, Budget and Account, Audit officer)	B.		
3.	Corrected invoice details	C.		
4.	Bio Metric Attendance and Manual Attendance maintained on register signed by NMS (Admin, HR, Budget and Account, IT, Audit officer)	D.		
5.	MS Letter/Bio Metric Certificate, in case issue in Bio metric machine or medical issue of employee	E.		
6.	Daily Activity logs signed by Admin/Assistant admin and maintained by service provider.	F.		
	Penalties calculation Sheets	G.		
	Supplies Inspection Report	H.		
	If NMS (Admin, HR, Budget and Account, IT, Audit officer) is not hired in hospital, attach letter that he has not joined yet, it should be signed by MS.	I.		
	Supplies Request Letter	J.		
	Supplies Stock Register (Signed by Admin Officer)	K.		
7.	Supplies Summary/Calculation Sheet	L.		
8.	Scorecard Calculation sheet (Verified from all NMS and MS)	M.		