

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

BID REFERENCE NO: P&SHD/PMU/OS/LAUNDRY-01/2019-20



Primary & Secondary
Healthcare Department

Bidding Documents

**FRAMEWORK CONTRACT FOR OPERATIONS & MANAGEMENT OF
LAUNDRY SERVICES IN DHQ / THQ HOSPITALS OF THE PUNJAB**

(YEAR 2019-2020)

Table of Contents

1. INVITATION TO BID	4
2. INTRODUCTION.....	7
3. INSTRUCTION TO BIDDERS	10
General Instructions	10
Bidding Method & Evaluation.....	13
Performance Security	13
Bid Evaluation	13
Technical Evaluation	14
4. TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA).....	14
5. GENERAL CONDITIONS OF CONTRACT (GCC)	22
a. Responsibilities of the Procuring Agency/Hospital Administration.....	23
b. General Guidelines	23
c. Force Majeure	24
d. Termination of the Agreement	24
e. Arbitration and Resolution of Disputes	25
f. Renewal of Contract.....	25
6. SPECIAL CONDITIONS OF THE CONTRACT (SCC).....	26
7. SCOPE OF SERVICES / TERMS OF REFERENCE	27
8. PENALTIES	39
9. CONTRACT FORM.....	42
10- APPENDICES.....	46
Appendix-1 Feeder Hospitals.....	46
Appendix-2 Minimum Human Resource Requirement	47
Appendix-3 Tentative List of Items.....	48
Appendix-4 Performance Security	52
Appendix-5 Conflict of Interest Undertaking	54

Appendix-6 Undertaking for Minimum Wage Rate	55
Appendix-7 Schedule of Payments & Reporting Requirements.....	56
Appendix-8 Distance Mechanism.....	57
Appendix-9 Laundry Equipment at Feeder Hospitals	61
Appendix-10 Minimum Wage Rate Circular	62

1. INVITATION TO BID

FRAMEWORK CONTRACT FOR OPERATIONS & MANAGEMENT OF LAUNDRY SERVICES IN DHQ / THQ HOSPITALS OF THE PUNJAB

BID REFERENCE NO: P&SHD/PMU/OS/LAUNDRY-01/2019-20

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed bids from eligible bidders to conclude framework contract for the **Procurement of Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab**.
2. A complete set of Bidding Documents containing detail of Feeders / Packages, terms & conditions and scope of services is readily available and can be downloaded from the websites (www.ppra.punjab.gov.pk), (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gop.pk) free of cost. There is no Bid Security for this procurement.
3. Bidding shall be conducted through Single Stage – Two Envelopes bidding procedure, as per Rule 38(2) (a) of Punjab Procurement Rules, 2014. The envelopes shall be clearly marked as “Technical Proposal” and “Financial Proposal” in bold and legible letters in separate envelopes. A pre-bid meeting will be held on **December 24, 2019 at 1030 hours** in the Committee Room of Project Management Unit (PMU). Minutes of pre-bid meeting will be uploaded on the websites (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gop.pk) on **December 26, 2019**.
4. Sealed Bids are required to be submitted by interested bidders on **January 10, 2020 till 1100 hours** in the **Project Management Unit, 31/E-1 Shahrah-e-Imam Hussain, Gulberg III, Lahore**. In case of official holiday on the day of submission, next day will be treated as bid submission date. The Bids received till the stipulated date and time shall be opened on same day at **1130 hours** in the presence of the representative of the firms who choose to attend. Late bids shall not be entertained.

Note: The Procurement shall be conducted as per Punjab Procurement Rules 2014.

PROJECT DIRECTOR

PROJECT MANAGEMENT UNIT

Primary & Secondary Healthcare Department

31-E/1, Shahrah-e-Imam Hussain, Gulberg-III, Lahore

E-mail: outsourcing.pmu@gmail.com

Tel: 042-99231203, 0302-9397238

ADVERTISEMENT-1

10 | **The Nation**
 Thursday, December 19, 2019 | Lahore

ADVERTISEMENT

Primary & Secondary Healthcare Department
FRAMEWORK CONTRACT FOR OPERATIONS & MANAGEMENT OF
LAUNDRY SERVICES IN DHQ / THQ HOSPITALS OF THE PUNJAB.



INVITATION FOR BIDS

BID REFERENCE NO: P&SHD/PMU/OS/LAUNDRY-01/2019-20

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed bids from eligible bidders to conclude framework contract for the Procurement of Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab.
2. A complete set of Bidding Documents containing detail of Feeders / Packages, terms & conditions and scope of services is readily available and can be downloaded from the websites (www.ppra.punjab.gov.pk), (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gov.pk) free of cost. There is no Bid Security for this procurement.
3. Bidding shall be conducted through Single Stage – Two Envelopes bidding procedure, as per Rule 38(2) (a) of Punjab Procurement Rules, 2014. The envelopes shall be clearly marked as "Technical Proposal" and "Financial Proposal" in bold and legible letters in separate envelopes. A pre-bid meeting will be held on **December 24, 2019** at **1030 hours** in the Committee Room of Project Management Unit (PMU). Minutes of pre-bid meeting will be uploaded on the websites (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gov.pk) on **December 26, 2019**.
4. Sealed Bids are required to be submitted by interested bidders on **January 10, 2020** till **1100 hours** in the **Project Management Unit, 31/E-1 Shahr-e-Imam Hussain, Gulberg III, Lahore**. In case of official holiday on the day of submission, next day will be treated as bid submission date. The Bids received till the stipulated date and time shall be opened on same day at **1130 hours** in the presence of the representative of the firms who choose to attend. *Late bids shall not be entertained.*

Note: The Procurement shall be conducted as per Punjab Procurement Rules 2014.

PROJECT DIRECTOR

(IPL-11841-L)

PROJECT MANAGEMENT UNIT


Primary & Secondary Healthcare Department

31-E/1, Shahr-e-Imam Hussain, Gulberg-III, Lahore

E-mail: outsourcing_pmu@gmail.com Tel: 042-99231203, 0302-9397238

ADVERTISEMENT-2

جنگل جنگل روزنامہ
 1441ھ 22 ربيع الثانی 1441ھ 2019ء 6 مارچ 2019ء
 جلد 41 شمارہ 69
 087-9393
 JanglDotCom

 **Primary & Secondary Healthcare Department**

FRAMEWORK CONTRACT FOR OPERATIONS & MANAGEMENT OF LAUNDRY SERVICES IN DHQ / THQ HOSPITALS OF THE PUNJAB.

INVITATION FOR BIDS

BID REFERENCE NO: P&SHD/PMU/OS/LAUNDRY-01/2019-20

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed bids from eligible bidders to conclude framework contract for the Procurement of Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab.
2. A complete set of Bidding Documents containing detail of Feeders / Packages, terms & conditions and scope of services is readily available and can be downloaded from the websites (www.ppra.punjab.gov.pk), (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gov.pk) free of cost. There is no Bid Security for this procurement.
3. Bidding shall be conducted through Single Stage – Two Envelopes bidding procedure, as per Rule 38(2) (a) of Punjab Procurement Rules, 2014. The envelopes shall be clearly marked as "Technical Proposal" and "Financial Proposal" in bold and legible letters in separate envelopes. A pre-bid meeting will be held on **December 24, 2019** at **1030 hours** in the Committee Room of Project Management Unit (PMU). Minutes of pre-bid meeting will be uploaded on the websites (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gov.pk) on **December 26, 2019**.
4. Sealed Bids are required to be submitted by interested bidders on **January 10, 2020** till **1100 hours** in the **Project Management Unit, 31/E-1 Shahr-e-Imam Hussain, Gulberg III, Lahore**. In case of official holiday on the day of submission, next day will be treated as bid submission date. The Bids received till the stipulated date and time shall be opened on same day at **1130 hours** in the presence of the representative of the firms who choose to attend. *Late bids shall not be entertained.*

Note: The Procurement shall be conducted as per Punjab Procurement Rules 2014.

PROJECT DIRECTOR
 PROJECT MANAGEMENT UNIT
 Primary & Secondary Healthcare Department
 31-E/1, Shahr-e-Imam Hussain, Gulberg-III, Lahore
 E-mail: outsourcing.pmu@gmail.com
 Tel: 042-99231203, 0302-9397238

IPL-11841

2. INTRODUCTION

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Operation and Management of Laundry Services in DHQ / THQ Hospitals of the Punjab for 24 Hours a day (365 days/ 7 days a week including Sundays & Holidays). Tentative list of DHQ / THQ Hospitals in this tender document is given below.

Package/Feeder No.	Sr. No	Hospital Name	Feeder / Satellite
1	1	DHQ Lodhran	Feeder
	2	THQ Kahrur Pacca	Satellite
	3	THQ Dunya Pur	Satellite
	4	THQ Jalalpur Pirwala	Satellite
	5	THQ Shujaabad	Satellite
	6	THQ Khairpur Tamewali	Satellite
	7	THQ Yazman	Satellite
	8	THQ Ahmedpur East	Satellite
	9	THQ Kabirwala	Satellite
	10	THQ Mailsi	Satellite
	11	DHQ Khanewal	Satellite
	12	THQ Jahanian	Satellite
2	13	DHQ Okara (South City)	Feeder
	14	DHQ Okara city	Satellite
	15	THQ Deepalpur	Satellite
	16	THQ Haveli Lakha	Satellite
	17	THQ Renala Khurd	Satellite
	18	THQ Chichawatni	Satellite
	19	THQ Samundri	Satellite
	20	THQ Tandlianwala	Satellite
	21	THQ Jaranwala	Satellite
	22	THQ Jhumra	Satellite
3	23	DHQ Jhang	Feeder
	24	THQ Shorkot	Satellite
	25	THQ 18 Hazari	Satellite
	26	THQ Ahmedpur Sial	Satellite
	27	DHQ TT Singh	Satellite
	28	THQ Gojra	Satellite
	29	THQ Kamalia	Satellite
	30	DHQ Chiniot	Satellite
	31	THQ Lalian	Satellite
	32	THQ Silanwali	Satellite
4	33	DHQ Mianwali	Feeder
	34	THQ Esa Khel	Satellite
	35	THQ Piplan	Satellite
	36	THQ Kala Bagh	Satellite
	37	THQ Jand	Satellite
5	38	DHQ Jhelum	Feeder
	39	THQ Sohawa	Satellite
	40	THQ Pind Dadan Khan	Satellite
	41	THQ Kharian	Satellite
	42	THQ Lalamusa	Satellite

	43	THQ Dinga	Satellite
	44	Major Shabbir Sharif Shaheed	Satellite
	45	THQ Sara-e-Alamgir	Satellite
6	46	DHQ Layyah	Feeder
	47	THQ Taunsa	Satellite
	48	THQ Chowk Azam	Satellite
	49	THQ Karor (Tehsil Karor)	Satellite
	50	THQ Chaubra	Satellite
	51	THQ Kot Sultan	Satellite
7	52	DHQ Rajanpur	Feeder
	53	THQ Rojhan	Satellite
	54	THQ Jampur	Satellite
	55	THQ Sadiqabad	Satellite
	56	THQ Liaqatpur	Satellite
	57	THQ Khanpur	Satellite
8	58	DHQ Bhakkar	Feeder
	59	THQ Darya Khan	Satellite
	60	THQ Kalurkot	Satellite
	61	THQ Mankera	Satellite
9	62	DHQ Kasur	Feeder
	63	THQ Chunian	Satellite
	64	THQ Pattoki	Satellite
	65	THQ Mianmeer Lahore	Satellite
	66	DHQ Nankana Sahib	Satellite
	67	THQ Shahkot	Satellite
10	68	THQ Phalia	Feeder
	69	DHQ Mandi B. Din	Satellite
	70	THQ Malakwal	Satellite
	71	DHQ Hafizabad	Satellite
	72	THQ Pindi Bhattian	Satellite
	73	DHQ Chakwal	Satellite
	74	THQ Talagang	Satellite
	75	THQ Talagang City	Satellite
	76	THQ Kallar Kahar	Satellite
	77	THQ Choha Saiden Shah	Satellite
11	78	THQ Hazro	Feeder
	79	DHQ Attock	Satellite
	80	THQ Hassan Abdal	Satellite
	81	THQ Taxila	Satellite
	82	THQ Fatehjang	Satellite
	83	THQ Pindi Gheb	Satellite
	84	THQ Gujar Khan	Satellite
	85	THQ Murree	Satellite
	86	THQ Kallar Syedan	Satellite
	87	THQ Kotli Sattian	Satellite
	88	THQ Kahuta	Satellite
12	89	DHQ Muzaffargarh	Feeder
	90	THQ Kot Addu	Satellite
	91	THQ Jatoi	Satellite
	92	THQ Alipur	Satellite
	93	DHQ Civil Hospital Multan	Satellite
13	94	DHQ Bahwalnagar	Feeder

	95	THQ Chishtian	Satellite
	96	THQ Haroonabad	Satellite
	97	THQ Fort Abbas	Satellite
	98	THQ Minchanabad	Satellite
	99	DHQ pakpattan	Satellite
	100	THQ Arifwala	Satellite
	101	DHQ Vehari	Satellite
	102	THQ Burewala	Satellite
	103	THQ Hasilpur	Satellite
	104	THQ Mian Channu	Satellite
14	105	DHQ Sheikhupura	Feeder
	106	THQ Sharaqpur	Satellite
	107	THQ Safdarabad	Satellite
	108	THQ Muridke	Satellite
	109	THQ Ferozwala	Satellite
	110	THQ Kamoke	Satellite
	111	THQ Wazirabad	Satellite
	112	THQ Nowshehra Virkan	Satellite
	113	DHQ Narowal	Satellite
	114	THQ Shakargarh	Satellite
15	115	THQ Pasrur	Satellite
	116	THQ Daska	Satellite
	117	THQ Sambrial	Satellite
	118	THQ Sangla Hill	Satellite
	119	THQ Shahpur	Feeder
	120	THQ Bhera	Satellite
	121	THQ Hospital Bhalwal	Satellite
	122	THQ Khushab	Satellite
	123	DHQ Khushab	Satellite
	124	THQ NurpurThal	Satellite
	125	THQ Kot Momin	Satellite

Note: The above mentioned list of Feeder / Satellite hospitals is tentative. However, Procuring Agency reserves the right to drop / add / change, one or more health facilities from any Feeder / Satellite Hospital.

3. INSTRUCTION TO BIDDERS

General Instructions

1. A Bidder/ Service Provider shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
2. Interested Bidder who intends to apply for multiple Feeders / Packages shall submit only one Technical Bid but separate Financial Bid(s) for each Feeder / Package applied for.
3. There is no Bid Security for this tender / procurement.
4. At any time, prior to the deadline for submission of bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment. Such amendment/response shall be uploaded on departmental websites, and shall be binding on them.
5. The Procuring Agency, at its discretion, may extend the deadline for the submission of bids. Amendment notice to that effect shall be communicated in the same manner as the original invitation to bid.
6. For the purpose of preparing the bid, the interested bidders will be allowed to visit the respective hospital to conduct survey and relevant assessments. However, basic details about each Hospital and service timings are mentioned in this document.
7. The bidders are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information shall be at bidder's risk and may result in rejection of the proposal.
8. The offer must be valid for **180 Days** from last date of submission of bids.
9. The procuring agency shall evaluate the technical bid in a manner prescribed ahead in the document, without reference to the price and reject any bid that does not conform to the specified requirements.
10. Procuring Agency reserves the rights to drop & or add one or more health facilities from any Feeder.
11. After submission, no amendments in the technical or financial bid shall be permitted.
12. The Service Provider shall have to provide all relevant documents required for technical qualification. Service Provider shall have to give detail of HR, Goods etc. as per Technical Evaluation Criteria and enclosed **Appendices**. The Service Provider shall provide complete detail of relevant personnel i.e., EOBI / Insurance. Deficient documents, claims regarding HR / equipment etc. shall not be acceptable.

13. After the evaluation and approval of the technical bid, the procuring agency, shall at a time within the bid validity period, publicly open the Financial bids of the technically responsive bidders, on a time, date and venue announced and communicated to the bidders in advance in the presence of the bidders or their representatives. The financial bids of the technically non-responsive bidders shall be returned un-opened to the respective bidders.
14. The quoted prices shall be treated as firm and final in PKR.
15. The Bidder shall submit the Financial Bid as per Financial Forms.
 - a. Price Schedule is to be filled in very carefully, and should be typed. Any alteration / correction must be initialled.
 - b. Every page is to be signed and stamped at the bottom. The Bidder is required to offer competitive price. All prices must include all relevant taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The benefit of exemption from or reduction in the GST or other taxes shall be passed on to the Procuring Agency.
 - c. While tendering the quotation, the present trend / inflation in the rate of services and goods in the market should be kept in mind by the bidder. No request for increase in price due to market fluctuation in the cost of services and goods shall be entertained after the bid has been submitted
16. The Bidder shall submit the Bid including Bid Form and Appendices.
17. Financial bid shall be prepared using the formats given in the Bid Form. Financial bids of only the technically qualified / responsive bidders will be opened in accordance with the procedure laid down in Punjab Procurement Rule, 2014.
18. Conditional discounts shall not be considered in evaluation.
19. The Financial bids should contain:
 - a) Covering Letter on Company letter-head
 - b) Items mentioned in Financial Form-2
20. The award of the contract shall be for **One Year** from the date of commences of services. However, the Contract can be extended for an equivalent period, subject to satisfactory performance of Service Provider as well as mutual agreement / consent of both parties.
21. Intended date of commencement of the services will be within **15 Days** from the date of award of the Contract.
22. The Bidder must quote the Contract Title and include the following declarations:

- a. We have examined the information provided in your terms of reference and offer to undertake the work described in accordance with requirements as set out in the TOR.
- b. The bids (Technical & Financial) has been arrived independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other potential investor invited to submit bid for this contract.
- c. We confirm that the enclosed hard copy of the technical bid are true and have complete copies of these documents.
- d. We confirm that we, Service Provider, will be available to undertake the services.
- e. We confirm that there are no personal, financial and business activities that will, or might, give rise to a conflict of interest, if we are awarded with this contract.
- f. 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.
- g. We confirm that the Service Provider:
 - i. Are not or have not been the subject of any proceedings or other arrangements relating to bankruptcy, blacklisting, insolvency or financial standing.
 - ii. Have not been convicted of any offence concerning professional misconduct.
 - iii. Have not been convicted of corruption including the offence of bribery.
 - iv. We agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.
- h. I confirm that I have the authority of **[name of Service Provider's company]** to submit bid and to clarify any details on its behalf.
- i. During evaluation of the bids, the Procuring Agency may, at its discretion, ask the Bidder for a clarification of its bid as provided in Rule 33 of PPR 2014. The request for clarification and the response shall be in writing, and no change in the prices or substance of bid like indication or re-indication of make/model/brand etc. shall be sought, offered, or permitted.

Bidding Method & Evaluation

Bidding Method

According to rule 38 2(a) of PPRA, 2014, Single Stage Two Envelopes Bidding Procedure shall be adopted.

Rejection of Bids

1. The Procuring Agency may reject all bids at any time prior to the acceptance of a bid. The Procuring Agency shall upon request communicate to the Bidder who participated in the process seeking the reasons for its bid's rejection, but is not required to justify those grounds.
2. Notice of rejection of all bids shall be given promptly to the concerned Bidders that submitted bids.

Performance Security

The successful bidder shall furnish a Performance Security in the shape of a Bank Guarantee from a scheduled bank operating in Pakistan on the format attached at **Appendix-4** of the amount equivalent to **5%** of the total annual amount, with validity of **16 months** from the date of signing of the contract. The performance guarantee shall be renewed at least one month before its expiry for renewal of the contract.

Bid Evaluation

1. If the technical component achieves 60% points, the bid will be considered technically responsive. Those bids scoring less than 60% will not be considered for financial bid opening.
2. Financial bids of technically responsive bidders shall be opened at a date and time fixed and notified in advance to the bidder. The contract may be awarded to the lowest financial bid of the technically qualified bidders (bidders scoring 60% or more in the technical evaluation) subject to reasonability of prices. However, Procuring Agency may reject all bids as specified in rule 35 of Punjab Procurement Rules, 2014.

Technical Evaluation

The following evaluation factors / criteria will be employed to evaluate the **Technical bids**.

4. TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA)

The Bidder/Service Provider must comply with all the mandatory parameters. In case of noncompliance of any mandatory parameter, the bidder shall be declared as non-responsive and shall not be considered for further evaluation for marking parameters.

1. The bidder must be an active tax payer. Punjab Revenue Authority (PRA) registration / General Sales Tax Number and National Tax Number (NTN) with documentary proof shall have to be provided by bidder(s).
2. A Bidder who is barred/ blacklisted or disqualified either by any Government/ Department / Agency / Authority would not be eligible to submit the Bid. **The Bidder will submit an undertaking in this regard.**
3. The Service Provider shall have to provide Under Taking of Minimum Wage Rate as per **Appendix-6**.
4. The copy of the Bidding Documents duly signed and stamped by the bidder shall be attached with the Technical Bids.

TECHNICAL EVALUATION CRITERIA		
Sr.		Marks
1	ISO Certification	10
2	Experience and Past Performance of the Firm	30
3	Managerial Capability / Technical Strength of the Firm	10
4	Approach and Methodology	10
5	Financial Capability / Strength	20
Total		80
Minimum marks required		48

*Note: (Bidder complying with all mandatory parameters and obtaining total **48** Marks shall be declared as Responsive. Financial Bids of only Responsive Bidders shall be opened)*

Evaluation Criteria

Copies of all the required documents shall be submitted:

S. No.	Parameters		Marks
1	ISO Certification		10
	Sr. No.	PARAMETER	
	a.	ISO Certification (10 Marks)	
	Bidder shall provide the requisite certificate.		
2	Experience and Past Performance of the Firm		30
	Sr. No.	PARAMETER	
	a.	01 Project (05 Marks) 02 Projects (10 Marks) 03 Projects (15 Marks) 04 Projects (20 Marks) 05 Projects or More (30 Marks)	
	Relevant Project means that the service provider is providing laundry services to public / private organizations either through its own outlets or through an outsourcing model like Primary & Secondary Healthcare Department. Each Institution/Hospital will be consider as an independent project. The Bidder shall have to provide Completion Certificate / Satisfactory Performance Certificate / Purchase Orders. OR Private firm having its own outlet and providing services in private sector. If a service provider is providing service from 01 year it will be consider as one project and for two years it will be consider as 2 projects and so on... Further, if the Bidder have more than one outlets than each outlet will be consider as an independent project. **Outlet means the bidder must have laundry system installed at the site. The Bidder shall have to provide proof of laundry outlet(s) etc., in order to substantiate its claim.		
3	Managerial Capability / Technical Strength of the Firm		10
	Sr. No.	PARAMETER	
	a.	Technical Person Engineer having requisite experience. 01 (02 Marks) 02 or more (05 Marks)	
	b.	Logistic Information Management System	05
	Note: The Bidder will provide degree and pay evidence of engineer along with undertaking on judicial paper. For logistic information system the bidder will annexed portal detail and will present the same to evaluation committee if required.		
4	Approach and Methodology		10
	Sr. No.	PARAMETER	
	a.	I. Methodology is clear and responds to TORs (10 Marks) The methodology will include the work plan and entire model of running the services. *The Procuring Agency may require additional information or request visit of the site/ setup by its technical team, if deemed necessary.	

5	Financial Capability/Strength			20
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a.	Average Annual Turnover for last 03 Years. (duly supported by Audited Financial Statements)		
		>=10 Million (10 Marks) >=15 Million (15 Marks) >=20 Million (20 Marks)	20	

Note:

*Minimum qualifying marks are 60%.

**Technically qualified bidder may also be required to give presentation regarding methodology / entire working to be adopted for Operations and Management of Laundry Services. Following samples are required to be provided by the technical qualified bidders for inspection purpose. Successful bidder will only be allowed to sign a contract and subsequently initiate laundry operations after the approval of such samples by the competent authority.

1. Proposed uniforms worn by the laundry staff.
2. Disposable waterproof aprons, face mask, head cap, shoes and gloves, which are required to be used by the washing staff.
3. Detergents, stain remover, laundry liquids, bleach, anti-biological agents/sanitizers, optical brightener (if any) and fabric softener (if any).

Interested parties who are applying for more than one Feeder / Package must submit one technical bid and separate financial bid for each Feeder / Package.

FINANCIAL EVALUATION

The financial evaluation of the bid shall be according to the financial evaluation criteria as given in **Financial Form 2**. Incomplete bids shall stand rejected.

Redressal of Grievances

1. The Procuring Agency shall constitute a committee, according to Rule 67 of Punjab Procurements Rules 2014, comprising odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur during the procurement process.
2. Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of their bid may lodge a written complaint concerning his grievances not later than **10 Days** after the announcement of Bid Evaluation Report.
3. The committee shall investigate and decide upon the complaint as per rule 67 of PPR-2014.

Note: Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

TECHNICAL BID FORM

{Location, Date}

To:

Project Director, PMU

Primary and Secondary Healthcare Department, Government of Punjab.

31-E/1, Shahra-e-Imam Hussain, Gulberg-III, Lahore.

We, the undersigned, and offer to provide the requested services as in accordance with your Bidding document **(PROCUREMENT OF O&M LAUNDRY SERVICES FOR DHQ / THQ HOSPITALS OF THE PUNJAB)** BID REFERENCE NO: -----dated__ [insert date here] _____. We are hereby submitting our Bid, which includes this Technical Bid, and a Financial Bid sealed under a separate envelope.

Total No. of Feeders Applied for _____

Name of Feeder Applied

a) (Name)

b) (Name)

We understand that the Procuring Agency is not bound to accept any Bid that the Procuring Agency receives.

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Address: _____

Contact information (phone and e-mail): _____

FIN 1: FINANCIAL BID FORM (FOR FEEDER NO._____)**(This Form must be filled separately for each Feeder/Package applied for)**

{Location, Date}

To:

Project Director, PMU
 Primary and Secondary Healthcare Department, Government of Punjab.
 31-E/1, Shahra-e-Imam Hussain, Gulberg-III, Lahore.

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

Our attached Financial Bid is for the amount of {Indicate the corresponding amount(s) currency (ies)} {Insert amount(s) in words and figures}, inclusive of all taxes. The estimated amount of taxes is {Insert currency} {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. Our Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid.

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

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

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

FIN 2: FINANCIAL MODEL

(This Form must be filled separately for each Feeder/Package applied for)

(A) ITEMS

S. No.	Items	Cost To be Quoted (All quoted prices shall be inclusive of all applicable taxes, duties, Govt. tariffs and contributions etc.)	Quantity of Items (As per Appendix-3)	Percentage of cost of items (for determination of lowest Evaluated Bidder)	Net Cost
	A	B	C	D	E=B*C*D
1	Bed Sheet			30%	
2	Gown (OT Gown / Doctor's Coat)			12%	
3	Draw Sheet			10%	
4	OT Kit (Trouser and shirt for doctor)			5%	
5	Blanket			12%	
6	Pillow Cover			5%	
7	Table Cloth			2%	
8	Washroom Towels			2%	
9	Polythene Bag per Kg Rate			2%	
Sub-Total (A)					

(B) HR COST

Sr.	Description of Staff	No. of Staff	Service period (Months)	Salary per worker per month	Total Cost for 1 Year	Percentage of cost of HR (for determination of lowest Evaluated Bidder)	Net Cost
#		(As per Appendix-2)					
		A	B	C	D=A*B*C	E	F=D*E
1	Engineer/ Supervisor	3	12			5%	
2	Washer Man/Helper/Iron/ Packer	18	12			15%	
Sub-Total (B)							

Determination of Lowest Evaluated Bidder

Sr. No.	Description	Cost
A.	Sub-Total Items Cost (A)	
B.	Sub-Total HR Cost (B)	
C.	Total Cost of the Financial Proposal: (All quoted prices shall be inclusive of all applicable contributions, taxes, duties, Govt. tariffs etc.)	C=A+B

OPTIONAL ITEMS (Mandatory to quote by the bidder)

1	Per KM Rate	
2	Curtain	
3	Small bed Sheet (Stretcher)	
4	Mosquito net	
5	Mask	
6	Cap	
7	Blue Rug (Dari / Bichona)	
8	Apron Bearers	
9	Cover Mattress	

Note: It is mandatory to quote the cost of each item mentioned in optional items list however, it will not affect the determination of the lowest evaluated bidder. Procuring agency reserves the right to include any one or more items from the 'optional items' in the contract as per the requirements. Procuring Agency reserves the rights to drop & or add one or more health facilities from any Feeder / Package. Number of Human Resource may be increased or decreased as per requirement. However, the approved prices shall remain the same. The quantity mentioned in the Bidding Document will be used for evaluation purpose. Payments shall be made on the basis of actual work done in the health facilities. Polythene Bag shall be with dimensions W39*L45.

* Cost shall be Inclusive of all applicable taxes, contributions (tax, EOBI, Insurance etc.) and in Pak Rupees.

The tentative quantity of all the items are given at Appendix-3.

1. Cost of items should include cost of human resource, consumables, electricity bills/fuel of generators (if required/necessary), equipment & backup equipment or any other expense which may be required for laundry services.
2. Per KM cost will include Vehicle cost along with cost of tracker, cost of driver, petrol, repair & maintenance of vehicle etc. The cost to be quoted by the bidder will be purely for evaluation purpose. The determination of number of KMs driven shall be done on the basis of tracker.
3. Human Resource/ Personnel requirements are tentative and for evaluation purpose only which may be increased or decreased. Similarly, linen load is also tentative only.

5. GENERAL CONDITIONS OF CONTRACT (GCC)

Approach & Methodology

The Bidder shall explain his plan for performing the Laundry Services as per the terms of the references and overall scope of this document.

Roles & Responsibilities

Primary Responsibilities of the Firm

Bidder shall provide LAUNDRY services as set forth in this document. The services contracted include, but are not limited to, the following:

1. Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
2. The service provider shall provide LAUNDRY Services 24 Hours per day, for the contract period as per the requirement set out in the Service Specific Specifications and relevant to the delivery of desired LAUNDRY services.
3. The firm must abide by the prevailing labour laws including but not limited to Minimum wages. The Procuring Agency reserves the right to seek proof if the same is being paid to the personnel, the failure of which can lead to the Termination of the Contract, forfeiture of Performance Security and remaining invoices amounts may be distributed to LAUNDRY Staff of the firm.
4. The firm must provide uniform-kits, shoes, identification cards; personal protective equipment etc. to its entire staff deployed at the hospital and ensure proper maintenance of it. Further the staff would be required to be in clean uniform at all times.
5. The firm / company have to deploy Staff (HR) as per **Appendix-2** at beginning of the contract which may vary as per actual number of personnel requisitioned by Medical Superintendent as the contract progresses.
6. The contact details of every deployed staff member to be provided by the firm / company in first month of the contract execution.
7. Ensure 100% staff attendance, required as per contract.

8. The service provider will ensure that no smoking environment rules in the office are respected. Violations will attract a fine as per Govt. instruction for each violation.

a. Responsibilities of the Procuring Agency/Hospital Administration

1. Facilitate the service provider in smooth provision of services.
2. Preventive performance monitoring of the service provider through a designated officer for every Building.
3. Timely payment of service provider invoices after generation of satisfactory monthly report.
4. Provide office space / storage for equipment and miscellaneous items.

b. General Guidelines

1. In the event of any illness/ injuries resulting from any accident to their staff, the service provider shall take all responsibility for the same and provide necessary compensation towards medical care and meeting all medical expenses incurred for the same without making Procuring Agency a party to it.
2. In case of any labour disputes regarding their employees, resolve the same at the earliest to ensure scheduled work is completed satisfactorily and on time.
3. No employer – employee relationship between staff and facility management staff shall be maintained.
4. Ensure that all staff assigned to the offices be adequately immunized against all types of communicable diseases and preventively monitored through health check-ups.
5. The Procuring Agency reserves the right to direct the service provider for replacement of LAUNDRY Personnel and the service provider shall be bound to do the same. Non-compliance may result in punitive action against the Service Provider.
6. Note. Procuring Agency reserves the rights to drop one or more health facilities from any Feeder.

c. Force Majeure

1. 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. 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 in so far 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.
3. 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.

d. Termination of the Agreement

- a. Without prejudice to any other available rights / remedies, the Procuring Agency shall have the right to terminate this agreement at its option for any reason specifically provided hereunder or otherwise in case of any breach of this agreement by Service Provider.
- b. The performance of services by the Service Provider under this agreement shall remain under observation during the whole period of the agreement, in case the services are found unsatisfactory, below the specified standard or non-performance due to strike of the Service Provider staff / manpower, this contract shall be terminated by the Procuring Agency at any time with immediate effect.
- c. In such events e.g. non-performance due to strike or violation of contract, the Service Provider shall be BLACKLISTED as per the prevailing PPRA rules and performance security will be encashed or the toolkits/tools/equipment may be confiscated.

- d. Not with standing anything contained in this agreement, each party shall have the right to terminate this agreement upon **30 Days** written notice to the other party and upon written/ recorded reasons for the same.
- e. The Procuring Agency shall be entitled to terminate this agreement forthwith at any time upon serving notice in the event of misconduct either on the part of the Service Provider or its employees or non-performance of responsibilities and services by the Service Provider.
- f. The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

e. Arbitration and Resolution of Disputes

- 1. The Procuring Agency and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 2. If, after thirty (30) days from the commencement of such informal negotiations, the Procuring Agency and the Service Provider have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred to the Arbitrator for resolution through arbitration.
- 3. In case of any dispute concerning the interpretation and/or application of this Contract shall be settled through arbitration. The arbitrator will be appointed with mutual consent of both the parties. The decisions of the Arbitrator shall be final and binding on the Parties.

f. Renewal of Contract

- a. The contract between the Procuring Agency and the Service Provider can be extended further up to another tenure on the same terms & conditions. The annual renewal shall be based on the following (not limited to) conditions:
 - 1. Mutual consent of both parties.
 - 2. Satisfactory Performance review of the service provider dully signed by Medical Superintendent of the respective Hospital as well as concerned operation wing of PMU.
 - 3. Approval of Competent Authority.
 - 4. Renewal of the performance security by the service provider.

6. SPECIAL CONDITIONS OF THE CONTRACT (SCC)

1. The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Procuring Agency/Hospital or its staff by the Service Provider or its workers. The Service Provider can also partner with an insurance company that will pay to compensate for the damage on behalf on the Service Provider.
2. The Service Provider shall be entirely responsible for the conduct of its staff and in case of any complaint against any staff, Service Provider will be under obligation to take necessary action to replace any staff (under the clause of persona non grata) when instructed in writing by the Focal Officer appointed by the Procuring Agency. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability rising from breach of labour laws. The Procuring Agency shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
3. In such circumstances when the service provider is unable to provide the required services, the Procuring Agency has the right to withhold payment and procure the services of any other service provider for the same financial amount.

7. SCOPE OF SERVICES / TERMS OF REFERENCE

Background

The Primary and Secondary Healthcare 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 Healthcare Department delivers primitive, preventive and curative health services from the Primary to the Secondary Healthcare 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 Healthcare Department is revamping 26 District Headquarter Hospitals and 100 Tehsil Headquarter Hospitals in the province.

Contextual Information

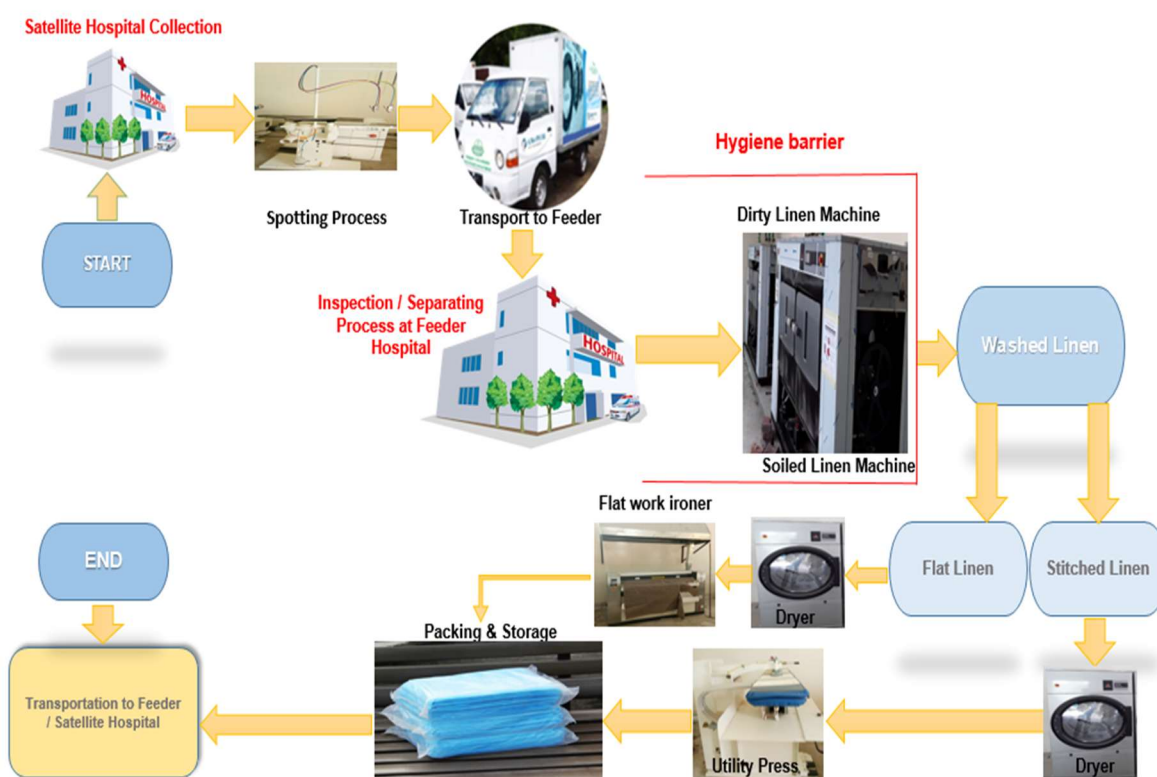
The District Head Quarters (DHQ) Hospitals are located at District headquarters level and serve a population of 1 to 3 million, depending upon the category of the hospital. The DHQ hospital provides primitive, preventive and curative care, advance diagnostics, inpatient services, advance specialist and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

1. Scope of Service

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide LAUNDRY Services for **24 Hours a day (365 days/ 7 days a week including Sunday & Holidays)** in the entrusted DHQ / THQ Hospitals as mentioned in this tender document. The scope and description of the laundry services to be performed by service provider for this tender are given below:

- a. Service provider shall provide the washing services for the hospital linen through already established laundry unit in the feeder hospitals. The Services will be provided for Feeder as well as satellite hospitals. The linen of satellite hospitals will be provided to Feeder Hospitals by the hospitals. However, the service provider shall also be responsible for transportation of hospital linen to and from the satellite hospital to the feeder hospital if procuring agency award optional item i.e., transportation (@Per KM Rate). The proposed list of feeder hospitals is given at **Appendix-1**. However, the procuring agency reserves the right to exclude / include any hospital (Feeder or Satellite) from the proposed Feeder according to the requirement of the health department. The firm must have sufficient capacity in terms of HR for washing, disinfecting and transporting the linen for all the feeder/satellite hospitals.



- b. Human resource to be deployed in Feeder / Satellite Hospital will be provided as per following details mentioned in **Appendix-2**, however Human resource can be

increased / decreased depending upon the load of respective Feeder / Satellite hospital.

- c. The hospital's focal person (nominated by MS) in each feeder and satellite hospital shall collect, classify linen as dirty or infected. While Service Provider will be responsible, that infected linen will be treated in spotting machines already installed at feeder and satellite hospitals and then transports (if awarded) the same for laundry.
- d. The service provider will be responsible for providing human resource and all types of consumables used in the spotting process.
- e. The cost of the contract shall comprise washing, HR and transportation cost (if awarded contract for transportation) which will be inclusive of all applicable taxes, cost of operations, logistics, washing, transportation as well as all types of consumables (including detergents, chemicals, Electricity bills and Generators fuel) etc., which will be paid on monthly basis upon the satisfactory operation and performance of services, subject to all penalties imposed. The details of linen / items and transportation mechanism (Distance in KM) is given at Appendix 3 & 8. However, the payments shall be made on the basis of actual work done and distance travelled. The services to be offered by the service provider shall include collections, sorting, re-distribution, washing, ironing, disinfecting, cleaning, packaging, marking, safe keeping, maintaining the hygiene barrier of the hospital linen including bed sheets, pillow covers, blanket covers, blankets, wash room towels, curtains and table cloths etc. (As mentioned in Fin. Form-2) according to agreed standards.
- f. All the linen should be properly packed in bags (39-45), as per bag capacity before transportation (if awarded).
- g. Service provider shall provide 24/7 laundry services to hospitals.
- h. Service provider shall collect laundry from both the feeder hospital and satellite hospitals within that lot of the Feeder on as per required and agreed basis through his own logistic arrangements and wash / clean, iron and distribute back the linen to the respective hospitals.
- i. Laundry equipment has already been installed in Feeder Hospitals, along with this, the utilities including water and electricity will also be the responsibility of the Service

Provider. However, cleanliness of the laundry area will be the responsibility of service provider.

- j. Service provider shall provide necessary staff for operations of laundry machines and collection of dirty linens from hospital. He will also ensure their presence through Bio-metric installed at hospital premises. Care must be taken while dealing with infected linen and service firm must follow standard disinfection procedures. Service provider shall ensure monthly refresher trainings of his staff on linen collection, separation, transportation (if awarded), washing and stacking protocols.
- k. Service provider must assign one focal person in each feeder hospital who would create a liaison with the focal person from the hospital management in order to cater for efficient and effective collection from and distribution back of the linen to the respective hospitals.
- l. Service Provider must ensure that a fixed collection time and distribution time of linen in each satellite and feeder hospital is decided with the consent of the hospital management / client. The service provider then must follow this time schedule strictly and any delay in the collection from and distribution to the hospital will lead to a penalty.
- m. Electricity bills, Fuel of Generators and consumable materials for routine Operations like all types of detergents (All detergents and chemical must be according to requirement of laundry process) will be arranged by the Service provider at his own cost and the total bid will be inclusive of all such consumables. However, the service provider will also maintain a log-book and will attach the copy of same log book duly signed by Newly Management Structure of hospital.
- n. The service firm shall also make its premises open to the hospital's focal person for inspection and oversight purposes and co-operate with the hospital in this regard.
- o. In order to monitor the number of sheets being disposed / lost / stolen the service firm's supervisor should give a report every day which notes down the number of sheets collected, the number of sheets returned and the number of sheets disposed of.

- p. This report can then be compared to the records maintained by the hospital. In case of any discrepancy or missing item the service firm is liable to be fined. Procuring agency may also engage third party services for monitoring and quality assurance.
- q. Daily duty hours of every worker shall be assigned by the service provider in coordination with concern hospital's focal person. However duty hours proposed as follows, 8 hours for morning, evening and night i.e., morning shift (8 am to 2 pm) evening shift (2 pm to 10 pm) and night shift (10 pm to 8 am). Provided that late coming, up to one hour, of any worker shall not be considered as deductible.
- r. The service provider shall ensure that all of his workers are marking attendance (check-in and out, leave etc.) on biometric device installed in hospital. The working hours and rosters of workers will be monitored through the Bio-metrics system. If any worker fails to mark his attendance on biometric, he will be considered absent from duty for that day and will be penalized as per unauthorized absence rule stated in penalties section while if there is an issue in biometric machine, Medical Superintendent / focal person will confirm respective issue, then manual attendance will be acceptable for invoice processing .
- s. Disbursement of salaries to the workforce by the service provider shall not be linked to any other payment which service provider is entitled to receive from the procuring agency.
- t. Any protest of strike overserved by the human resource deployed by the service provider will be considered a breach of contract and the process of termination of contract may be initiated after the generation of an official report by the hospital administration to procuring agency.
- u. The service provider will conduct a month-wise inspection of machines which may include, routine maintenance, i.e., greasing, cleaning, and tightening of bolts and any other works which needs.
- v. Laundry and its vicinity / area pertain to laundry area as well as allied equipment will be kept clean and tidy and light/fan etc. repairing shall be performed by the Service provider's staff.
- w. The Laundry / Hygiene Services must be in according to the international standards.

Hygiene is a set of practices performed to preserve **health**. According to the World **Health** Organization (WHO), "**Hygiene** refers to conditions and practices that help to maintain **health** and prevent the spread of diseases."... Many people equate **hygiene** with 'cleanliness,' but **hygiene** is a broad term.

Hygiene is defined as:

"The practice that serves to keep people and environments clean and prevent Infection. It involves the study of preserving one's health, preventing the spread of disease, and recognizing, evaluating and controlling health hazards. In the healthcare setting it incorporates the following key areas: environment and facilities, hand hygiene, catering, management of laundry, waste and sharps, and equipment".

The Procuring Agency reserve the rights to asses it as per international standard i.e. WHO.

2. TERMS OF REFERENCE

2.1. Classification of linen

The Service provider shall be responsible for washing and ironing duties for the all types of linen dully contracted:

	Bed Sheet	
	Gown (OT Gown / Doctor's Coat)	
	Draw Sheet	
	OT Kit (Trousers and shirt for doctor)	
	Blanket	
	Pillow Cover	
	Table Cloth	
	Washroom Towels	

- A. General Purpose linen: This includes curtains & drapes, table clothes and similar items commonly used in all parts of the hospital .This is the linen which is not used for patient care.
- B. Bed linen: This consists of patient bed clothing such as bed sheets, pillow covers, blankets used by the patient.
- C. OT, Labor room, Procedure room linen: This includes items such as OT Shirt and trousers, gowns / coats, etc. worn by surgeons, anesthetists, OT personnel's.

- D. Bathroom towels: For use in bathrooms in use of doctors, nurses and Patients.
- E. The Service provider shall be responsible for following main processes, namely collection, transportation (if awarded), washing, drying, ironing, packing, storage (if required) and distribution.

2.2. Collection and Transportation:

- A. The linen of satellite hospitals will be provided to Feeder Hospitals by the hospitals. Service provider shall collect laundry from area designated by Hospital Administration (if awarded contract for transportation). Service provider's staff handling the used, unwashed and infected linen should wear proper protective clothing e.g. disposable, waterproof aprons, and face mask, head cap, shoes and gloves. Any exposed lesions on the body should always be covered with a waterproof dressing. Effective hand hygiene must always be implemented. Service provider shall ensure his staff is fully and regularly trained in all laundry operations
- B. The in-charge nurse / hospital focal person shall classify the linens as infected and non-infected. Service provider shall ensure that infected soiled linens are not mixed up with the rest during collection, loading in the designated vehicles. Separate washing of infected linen should also be ensured.
- C. The Hospital Administration must ensure that focal person in each satellite hospital collects and handovers dirty and infected linen from the different user areas in the hospital to the service provider who then transports (if awarded contract for transportation) the same for laundry. Service provider shall ensure that infected soiled linens are not mixed up with the rest during collection, loading in the designated vehicles. Separate washing of infected linen should also be ensured.

2.3. Linen can be further divided into following types:

- I. **Clean / Unused Linen:** Any linen that has not been used since it was last laundered and that has not been in close proximity to a patient or stored in a contaminated environment.
- II. **Dirty / Used Linen:** All used linen other than infected linen that remains dry.

III. **Infected linen:** Any used linen that is infected with blood or any other body fluid or any linen used by a patient with a known infection (whether soiled or not)

- 2.4. The non-infected, infected and washed linen shall be segregated into separate bags and transported (if awarded contract for transportation) to the laundry.
- 2.5. The staff must be in proper and different color uniforms i.e. The staff of Dirty side must wear uniform of Blue color, while clean side staff must be in White color uniforms.
- 2.6. Laundry bags carrying dirty laundry must be securely tied during transportation (if awarded contract for transportation) and collection. Transportation vehicles and collection trolleys shall be regularly cleaned and disinfected by service provider.
- 2.7. Each vehicle will be installed with the tracker in order to keep record of mileage on as per actual basis. The payment shall be made on the basis of actual travel. The data of tracker should be provided to the procuring agency on real time basis through a dashboard established at the Central Office of the Procuring Agency at Lahore.

2.8. Washing:

- A. Laundry Washing Area will be provided to the Service Provider. However, the Service provider will be required to provide laundry washing, collection, distribution services, which may include collection and sorting of dirty and infected linen, provision of required detergents and other washing material for washing and subsequent distribution of washed linen.
- B. The service provider shall collect and transport (if awarded contract for transportation) dirty/infected linen from all hospitals to the feeder hospital on as per agreed basis. Mechanism regarding collection, washing and subsequent distribution in respective hospitals will be mutually decided by the Client/Hospital Administration and Service Provider. (Detail regarding distance in Km provided at **Appendix-8**)
- C. The Service provider shall be responsible for washing all linens and performing all related processes such as processing, ironing, packing etc.
- D. Damaged linens will be replaced by procuring agency (dependent on the wear rate) but any loss which may occur due to gross negligence on the part of Service Provider during washing cycle shall be borne by the Service provider. Hospital Administration shall keep record of all damaged / discards linens.
- E. Service provider will be responsible to collect dirty/infected linen from each hospital after every two days. Turn-around time regarding collection of

dirty/infected linen, washing of such linen and distribution of washed linen will be 72 hours i.e., one day each for collection, washing and distribution.

- F. Washing requirements are detailed in the table below. However, timelines for collection, washing and distribution may also be adjusted with mutual consent of Hospital Administration and Service Provider.

Type of Linen	Collection by firm / Delivery by Hospital itself	Turn Around Time
Bed Sheet	Every 2 nd Day	72 Hours
Gown (OT Gown / Doctor's Coat)	Every 2 nd Day	
Draw Sheet	Every 2 nd Day	
OT Kit (Trousers and shirt for doctor)	Every 2 nd Day	
Blanket	Fort nightly on rotation basis	
Pillow Cover	Every 2 nd Day	
Table Cloth	Fort nightly on rotation basis	
Washroom Towels	Every 2 nd Day	

- G. The Service provider must ensure that dirty, soiled and infected linen are separately washed as per their procedures. Infected linens must be disinfected and kept separate from other linens.
- H. The Service provider shall undertake standard precautionary measures while collecting, transporting (if awarded contract for transportation) and handling infected / soiled linen.
- I. The Service provider shall abide by the bio-medical waste management rules, wherever applicable.
- J. The Service provider shall ensure safe disposal of left chemicals, other washing materials and garbage produced in providing the laundry services.
- K. General purpose linen such as curtains should be washed on a quarterly basis.

2.9. Equipment, Space and Accommodation:

- A. **Equipment And Maintenance**
- The service provider, under this contract shall be responsible for enforcement of repair and maintenance of the installed equipment / laundry machines.
 - The service provider will be responsible to operate machines at its full capacity.
 - After 1 year of laundry services, Third Party Validation will be performed in order to check the wear and tear made to the machinery. If wear and tear is greater than 10% of the required amount, penalty costing 2% of machinery cost will be charged to the service providers including wear and tear if proved negligent.

- iv. If the Machines are not working then Penalty will be charged as per clauses mentioned in “Operation and Management of Laundry Services contract”.

B. Space and Accommodation Requirement

- i. The Hospital will provide space to the service firm within the Hospital's premises for its operations and to provide the services.
- ii. The space will be available to the service firm during the term of the Contract (defined hereafter).
- iii. The Hospital will not charge any rent for the space provided to the service firm to provide the Services.
- iv. Ensuring the general safety and fire safety of the space and accommodation provided by the Hospital shall be the responsibility of the service firm.

2.10. Requirements of Laundry Processing Area

- A. The space should be divided into following areas: as per the layouts attached, Area for soiled / infectious laundry storage, Area for dirty laundry storage, Area for clean linen storage.
- B. In order to focus on infection control and cleanliness it is essential to create surfaces that will not harbor microorganisms and provide a clean backdrop for the laundry operation. Service firm should ensure smooth surfaces are set up and that these are washed regularly after each laundry cycle.
- C. Floor drainage is important as there will be water splashes and wet loads. Service firm should ensure proper drainage in the area with a minimum drain of 100mm diameter.
- D. There should be no standing water in any part of the laundry service area.
- E. Lighting is also an important consideration. Service firm must ensure bright lighting is installed in the laundry room and back-up emergency lighting is also provided for in case of emergency. Service firm shall have to arrange this back up from its own resources.
- F. Service firm must ensure the separation of the clean from infected linen for infection control. A functional “barrier” wall to provide a visual separation between the infected and the clean side may be set up or a solid structure wall providing for negative air pressure that moves air from the clean processing area into the infected side.
- G. Separate colored baskets should be used in order to keep infected and uninfected sheets separate until they are processed.

2.11. Human Resource Requirement

- I. The service provider is also required to ensure that qualified personnel may provide periodic visits, for inspection of Laundry Machines as well as Allied Equipment's and submit report to the procuring agency about their condition and function. The service provider is to ensure that each feeder hospital is visited twice a month by his Zonal Manager for the aforementioned inspection of all Equipment's.
- II. Continuous and uninterrupted presence of Laundry staff/mechanics are required near the Laundry Area, 24 hours per day, 7 day per week, for works pertaining to the Laundry Machines and associated systems installed over all Feeder Hospitals, Punjab.
- III. In each Feeder Hospital, there shall be supervisors. He will be responsible for the continuous operations, timely repairs and maintenance. In this regard, it should be ensured that the Staff should be available on sites 24/7.

Qualification and experience of requisite staff will be as follows;

S. No.	Position	Qualifications & Experience
1	Engineer/ Supervisor	1. Should be at least Bachelor of Mechanical / Electrical / Biomedical Engineering having minimum 2 year Experiences of O&M of Laundry Services. or Should be at least Graduate / BA, with diploma in Mechanical / Electrical / Biomedical Engineering, having minimum 5 years of relevant experience in supervisory role. 2. Age should be less than 50 Years
2	Washer man/	Minimum 1 Years of relevant Experience. Age should be less than 50Years
3	Helper	Minimum 1 Years of relevant Experience. Age should be less than 50Years
4	Packer	Minimum 1 Year of relevant Experience. Age should be less than 50 Years
5	Iron man	Minimum 1 Year of relevant Experience. Age should be less than 50 Years

All Staff must be authenticated by the Bio-Metric attendance as well as Manual Attendance. Service Provider will be required to depute requisite number of staff in Feeder Hospital as well as Satellite Hospital as per details provided in **Appendix-2**.

This is also tentative list of HR deployed at any Feeder/Satellite Hospitals that can be increased or decreased as per requirement

CHECKLIST

The service provider shall ensure that his supervisors and other staff fills in following checklists and maintain records in proper form. The same must be duly vetted by the inspection/Admin Officers placed in each THQ/DHQ for onward submission to the MS of such hospital. Every invoice of the service provider shall be supported with the satisfaction certificate duly signed by the MS of such hospital:

AUTHORIZED / FOCAL PERSON

Medical Superintendent / NMS staff of respective DHQ/THQ Hospital will be the major focal person to whom the Supervisor of the selected Service Provider will coordinate along with his/her coordination with the team of PMU engaged on that particular DHQ/THQ Hospital.

TIME PERIOD

The service provider will be responsible to provide its 24/7 continuous services for a period of one year (365 days). However, Procuring Agency may extend the contract with mutual consent, for another one terms with the satisfactory performance of services at the same rates.

8. PENALTIES

A) Penalties on Human Resource:

- 1 In case any of service provider's personnel(s) as mentioned under the contract **is (are) absent / Vacant / Not-deployed**, a penalty equal to **mentioned below rates** shall be deducted from the service provider's Monthly Invoice.

Sr. No.	Manpower Description	Penalty per Day
		Absent from Duty without intimation
1.	Engineer/ Supervisor	1,000/-
2.	Washer man	500/-
3.	Helper	500/-
4.	Ironer	500/-
5.	Packer	500/-

- 2 In case any (Public / General) complaint is received attributable to misconduct / misbehavior of service provider's personnel & is assessed as true by hospital administration, a penalty up to PKR 5,000/- (depending on the severity of the incidence) for each such incident shall be levied and the same shall be deducted from service provider's bill. The service provider must require to surrender the accused personnel up till the charge will be proven or otherwise. However, slabs for such penalty will be as follows:

Severity Level	Proposed Penalty (Pak Rupees)
High Level	5,000/-
Middle Level	3,000/-
Low Level	2,000/-

- 3 In case damage occurs due to gross negligence or unsatisfactory performance of the service provider, the client reserves the right to withhold performance security or recover the damages, occurred to the equipment /infrastructure of the client due to such negligence of the service provider, from the invoice of service provider or do both.
- 4 In case of operational fault, the response time should not be more 12 hours, failure to comply will result Rs. 500 per hour. Response time is the time taken by any supervisor

/ Area Manager for the operation and management of Laundry Services including repair as well as replacement of machines and allied equipment's.

- 5 Service provider will ensure the disbursement of salaries within 5 days after provision of attendance / data by the procuring agency. In case of delay in disbursement of salary, 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 service provider 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, procuring agency has the right to terminate the contract.

B) Penalties on Linen:

- 1 If the service provider fails to **collect or distribute** linen on time a penalty will be imposed as following:

Description	Per Unit Penalty (In Pak Rupees)
Bed Sheet	5
Gown (OT Gown / Doctor's Coat)	5
Draw Sheet	5
OT Kit (Trouser and shirt for doctor)	10
Blanket	10
Pillow Cover	10
Table Cloth	10
Washroom Towels	10

If above issue remains unresolved, the same penalty may be imposed after 12 hours.

- 2 In case if any linen is **found dirty or stained** due to the negligence of the service provider, penalty on each such item will be imposed as following:

Description	Per Unit Penalty (In Pak Rupees)
Bed Sheet	5
Gown (OT Gown / Doctor's Coat)	5
Draw Sheet	5
OT Kit (Trouser and shirt for doctor)	10
Blanket	10
Pillow Cover	20
Table Cloth	20
Washroom Towels	20

- 3 In case if any linen is found soiled (torn) due to the negligence of the service provider, penalty on each such item will be imposed as following:

Description	Per Unit Penalty (In Pak Rupees)
Bed Sheet	Market price of that item
Gown (OT Gown / Doctor's Coat)	
Draw Sheet	
OT Kit (Trouser and shirt for doctor)	
Blanket	
Pillow Cover	
Table Cloth	
Washroom Towels	

9. CONTRACT FORM

This Contract (hereinafter called as “Contract”) is made at Lahore the _____ 2019, between on the one hand, **Project Management Unit (PMU), Primary & Secondary Healthcare Department** through its Officer In-charge (hereinafter referred to as the “Procuring Agency”) (which expression shall include successors, legal representatives and permitted assigns) of the First Part

AND

on the other hand, **M/s (Firm Name)**, a firm registered under the laws of Pakistan and having its registered office at **(Address)** acting through its _____ (hereinafter called the “Service Provider”) (which expression shall include successors, legal representatives and permitted assigns) of the Second Part.

WHEREAS

- a) Primary and Secondary Healthcare Department on behalf of the procuring agency invited the bids/tender for Hiring of firms for the provision of Security Services for DHQ Hospital thereafter in which the Service Provider also participated and was declared as Lowest Evaluated Responsive Bidder.
- 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 terms and conditions set forth in this Contract as defined in the General Conditions / Special Conditions of the Contract and the Scope of services (hereinafter called as “Services”)
- c) The procuring agency in response thereof after conducting need analysis has decided to procure the Security Services for an amount PKR (Amount in Words and Words).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of this Contract hereinafter referred to as “Contract”:

2. The following documents shall be deemed to form and be read and construed as integral part of this Contract, viz: -
 - a. the General Conditions of Contract;
 - b. the Special Conditions of Contract;
 - c. the Procuring Agency's Notification of Award;
 - d. the scope of work;
 - e. the Bid & its clarifications.
 - f. any other documents deem appropriate
3. In consideration of the payments to be made by the Procuring Agency to the Service Provider as hereinafter hereby covenants with the Procuring Agency to provide the Services and to remedy defects therein in conformity in all respects with the provisions of this Contract.
4. The Procuring Agency hereby covenants to pay the Service Provider in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of this Contract at the time and in the manner prescribed by this Contract.
5. [The Service Provider] 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 the Punjab or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Government of the Punjab) through any corrupt business practice.
6. Without limiting the generality of the foregoing, [Service Provider] 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 Pakistan 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 including the procurement of a Contract, right interest, privilege or other obligation or benefit in whatsoever form from Government of the Punjab, except that which has been expressly declared pursuant hereto.

7. [The Service Provider] certifies that has made and shall make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Government of the Punjab and has not taken any action or shall not take any action to circumvent the above declaration, representation or warranty.
8. [The Service Provider] 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 right and remedies available to Government of the Punjab under any law, Contract or other instrument, be voidable at the option of Government of the Punjab.
9. Notwithstanding any rights and remedies exercised by Government of the Punjab in this regard, [Service Provider] agrees to indemnify Government of the Punjab for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of the Punjab in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Service Provider] 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 Government of the Punjab.
10. In case of any dispute concerning the interpretation and/or application of this Contract shall be settled through arbitration. The decisions taken and/or award made by the Arbitrator shall be final and binding on the Parties.
11. The Contract shall not constitute a partnership between the parties and that the Service Provider shall not in any manner represent itself as agent or authorized representative of the Procuring Agency of the Government of the Punjab etc. or be considered as such included.
12. This Contract shall be governed by the laws of Pakistan and the courts of Pakistan shall have exclusive jurisdiction.

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
- Bidding Document

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 executed at _____ (the place) and shall enter into force on the day, month and year first above mentioned.

Sign/ Seal by the Supplying firm

Sign/ Seal by Procuring Agency

Witness

1.

1.

2.

2.

Note: 1. In case of alliance; all the firms have to sign this document jointly along with Procuring Agency, as all firms will bear equal responsibility in execution

10- APPENDICES

Appendix-1 Feeder Hospitals

Please note that this list is only an indicative / tentative list of Feeder Hospitals. Actual equipment or some particulars of equipment, at hospital may vary from this list. Therefore, all interested parties are encouraged to conduct site visits, or contact hospital administration, for accurate information of Operations and management of laundry services. Procuring agency will not be responsible if service provider over / under estimates operational cost in his financial proposal solely based on this list.

Sr. No.	Hospitals Names
1	DHQ Lodhran
2	DHQ Okara (South City)
3	DHQ Jhang
4	DHQ Mianwali
5	DHQ Jhelum
6	DHQ Layyah
7	DHQ Rajanpur
8	DHQ Bhakkar
9	DHQ Kasur
10	THQ Phalia
11	THQ Hazro
12	DHQ Muzaffargarh
13	DHQ Bahwalnagar
14	DHQ Sheikhpura
15	THQ Shahpur

The procuring agency reserves the right to exclude / include any hospital (Feeder or Satellite) at any stage according to the requirement of the Health Department / Procuring Agency.

Appendix-2 Minimum Human Resource Requirement

Human resource to be deployed in Feeder / Satellite Hospital will be provided as per following detail, however Human resource can be increased / decreased depending upon the load of respective Feeder / Satellite hospital.

Sr. No.	Manpower Description	Qualifications & experience	No.
1	Engineer/Supervisor	Minimum 5 years of relevant experience	3
2	Washer man	Minimum 3 Years of Experience	6
3	Helper	Minimum 1 Year of Experience	6
4	Ironer	Minimum 1 Year of Experience	3
5	Packer	Minimum 1 Year of Experience	3

*It is responsibility of the service provider to provide manpower as per requirements. However Human resource can be increased / decreased depending upon the linen load of respective Feeder / Satellite hospital. The payment shall be done on the basis of actual HR deployed at health facilities.

All the staff posted by the service provider shall be verified of their police records and other information prior to posting at health facilities.

** Once the staff is hired as per requirements listed, service provider shall not rotate it frequently. In any month, at-least 80% of the staff shall be same as previous month, unless separate arrangement is agreed mutually between both parties.

This is also tentative list of HR deployed at any Feeder/Satellite Hospitals that can be increased or decreased as per requirement

Appendix-3 List of Items (Linen)

Tentative Items (Linen Quantity)										
Sr. No	Hospital Name	Bed Strength	1	2	3	4	5	6	7	8
			No. of Bed Sheets	No. of Blankets	No. of Pillow cover	No. of Gowns	Table Clothes	Bathroom Towels	Draw sheets	OT Kit (Trouser and shirt for doctor)
1	DHQ Lodhran	125	331,055	3,678	22,070	47,294	3,678	47,294	47,294	47,294
2	THQ Kahrur Pacca	40								
3	THQ Duniapur	40								
4	THQ Jalalpur Pirwala	60								
5	THQ Shujaabad	60								
6	THQ Khairpur Tamewali	40								
7	THQ Yazman	50								
8	THQ Ahmedpur East	92								
9	THQ Kabirwala	60								
10	THQ Mailsi	60								
11	DHQ Khanewal	250								
12	THQ Jahanian	30								
13	DHQ Okara (South City)	125	312,075	3,468	20,805	44,582	3,468	44,582	44,582	44,582
14	DHQ Okara city	250								
15	THQ Deepalpur	60								
16	THQ Haveli Lakha	40								
17	THQ Renala Khurd	40								
18	THQ Chichawatni	120								
19	THQ Samundri	60								
20	THQ Tandlianwala	40								
21	THQ Jaranwala	60								
22	THQ Jhumra	60								
23	DHQ Jhang	275	383,250	4,258	25,550	54,750	4,258	54,750	54,750	54,750
24	THQ Shorkot	70								
25	THQ 18 Hazari	60								
26	THQ Ahmedpur Sial	40								
27	DHQ TT Singh	250								
28	THQ Gojra	150								
29	THQ Kamalia	60								
30	DHQ Chiniot	85								
31	THQ Lalian	20								

32	THQ Silanwali	40								
33	DHQ Mianwali	500								
34	THQ Esa Khel	60								
35	THQ Piplan	40	255,500	2,839	17,033	36,500	2,839	36,500	36,500	36,500
36	THQ Kala Bagh	60								
37	THQ Jand	40								
38	DHQ Jhelum	258								
39	THQ Sohawa	40								
40	THQ Pind Dadan Khan	60								
41	THQ Kharian	35	216,445	2,405	14,430	30,921	2,405	30,921	30,921	30,921
42	THQ Lalamusa	40								
43	THQ Dinga	40								
44	Major Shabbir Sharif	60								
45	THQ Sara-e-Alamgir	60								
46	DHQ Layyah	280								
47	THQ Taunsa	80								
48	THQ Chowk Azam	20	178,850	1,987	11,923	25,550	1,987	25,550	25,550	25,550
49	THQ Karor	40								
50	THQ Chaubra	30								
51	THQ Kot Sultan	40								
52	DHQ Rajanpur	135								
53	THQ Rojhan	52								
54	THQ Jampur	80	170,455	1,894	11,364	24,351	1,894	24,351	24,351	24,351
55	THQ Sadiqabad	60								
56	THQ Liaquatpur	60								
57	THQ Khanpur	80								
58	DHQ Bhakkar	333								
59	THQ Darya Khan	40	165,345	1,837	11,023	23,621	1,837	23,621	23,621	23,621
60	THQ Kalurkot	40								
61	THQ Mankera	40								
62	DHQ Kasur	197								
63	THQ Chunian	40								
64	THQ Pattoki	40	225,205	2,502	15,014	32,172	2,502	32,172	32,172	32,172
65	THQ Mianmeer	130								
66	DHQ Nankana Sahib	120								
67	THQ Shahkot	90								
68	THQ Phalia	40								
69	DHQ Mandi B. Din	100	258,420	2,871	17,228	36,917	2,871	36,917	36,917	36,917
70	THQ Malakwal	60								

71	DHQ Hafizabad	125							
72	THQ Pindi Bhattian	34							
73	DHQ Chakwal	205							
74	THQ Talagang	24							
75	THQ Talagang City	40							
76	THQ Kallar Kahar	40							
77	THQ Choha Saiden Shah	40							
78	THQ Hazro	100	318,645	3,541	21,243	45,521	3,541	45,521	45,521
79	DHQ Attock	211							
80	THQ Hassan Abdal	40							
81	THQ Taxila	40							
82	THQ Fatehjang	40							
83	THQ Pindi Gheb	120							
84	THQ Gujar Khan	60							
85	THQ Murree	82							
86	THQ Kallar Syedan	60							
87	THQ Kotli Sattian	60							
88	THQ Kahuta	60							
89	DHQ Muzaffargarh	236	159,140	1,768	10,609	22,734	1,768	22,734	22,734
90	THQ Kot Addu	60							
91	THQ Jatoi	40							
92	THQ Alipur	40							
93	DHQ Hospital Multan	60							
94	DHQ Bahwalnagar	550							
95	THQ Chishtian	60	470,850	5,232	31,390	67,264	5,232	67,264	67,264
96	THQ Haroonabad	60							
97	THQ Fort Abbas	60							
98	THQ Minchanabad	40							
99	DHQ pakpattan	125							
100	THQ Arifwala	70							
101	DHQ Vehari	125							
102	THQ Burewala	100							
103	THQ Hasilpur	40							
104	THQ Mian Channu	60							
105	DHQ Sheikhpura	648	617,945	6,866	41,196	88,278	6,866	88,278	88,278
106	THQ Sharaqpur	40							
107	THQ Safdarabad	60							
108	THQ Muridke	60							
109	THQ Ferozwala	60							

110	THQ Kamoke	60							
111	THQ Wazirabad	60							
112	THQ Nowshehra Virkan	40							
113	DHQ Narowal	300							
114	THQ Shakargarh	80							
115	THQ Pasrur	21							
116	THQ Daska	179							
117	THQ Sambrial	40							
118	THQ Sangla Hill	45							
119	THQ Shahpur	60	169,725	1,886	11,315	24,246	1,886	24,246	24,246
120	THQ Bhera	40							
121	THQ Hospital Bhalwal	60							
122	THQ Khushab	100							
123	DHQ Khushab	125							
124	THQ NurpurThal	40							
125	THQ Kot Momin	40							

Note: The items (Linen quantity) mentioned in above appendix is purely tentative. However, the payment shall be made on the basis of actual work done by the service provider.

Appendix-4 Performance Security

To:

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

PERFORMANCE SECURITY NO. (the **Guarantee**)

We, [●]³, being the Guarantee issuing bank (the **Issuing Bank**) understand that [●] a company incorporated under the laws of [●] having its registered office located at [●] (the **Service Provider**) has been selected as the successful bidder following a tendering process for the Procurement of LAUNDRY Services for **** Name****.

Further, we understand that pursuant to such tender process, the Service Provider is required to provide **** Name**** with a performance bond equal to PKR _____ (05% of annual quoted price of contract).

The above premised, We (the Issuing Bank) hereby undertake irrevocably and unconditionally to pay to ****Name****, without any notice, reference or recourse to the Service Provider or to any other entity or without any recourse or reference to the Contract, any sum or sums (or any part thereof) equivalent in aggregate up to but not exceeding a maximum amount of:

PKR _____

(The **Guaranteed Amount**)

³Insert name of Issuing Bank;

at sight and immediately, however not later than within five (5) business days from the date of receipt of the **** Name**** first written demand (the **Demand**) at the Issuing Bank's offices located at [●], such Demand shall state that the Service Provider is entitled to make a demand under the Guarantee and shall set out the total amounts demanded.

The Demand shall only be honored by us, if it is made by and bears the signature of the representative of **** Name****.

We, the Issuing Bank, shall unconditionally honour a Demand hereunder made in compliance with this Guarantee at sight and immediately on the date of receipt of your Demand, as stated earlier, and shall transfer the amount specified in the Demand to the bank account, as notified in the Demand, in immediately available and freely transferable funds in the currency of this Guarantee, free and clear of and without any set-off or deduction for or on account of any present or future taxes, levies, imposts, duties, charges, fees, deductions or withholdings of any nature whatsoever and by whomsoever imposed.

This Guarantee shall come into force and shall become automatically effective upon the signing of the contract between ** Name** and Service Provider.

After having come into force, this Guarantee and our obligations hereunder will expire on [Insert date and time] (the **Guarantee Expiry Hard Date**) (6-months after the expiry of the contract) provided that, in the event that the Procuring Agency issues a Demand to the Issuing Bank on or immediately prior to the Guarantee Expiry Hard Date, the Issuing Bank shall honour that Demand.

Upon expiry, this Guarantee shall be returned to the Service Provider without undue delay. Multiple Demands may be made by ** Name** under this Guarantee but our aggregate liability will be restricted up to the Guaranteed Amount.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between ** Name** and the Service Provider without in any way impairing or affecting our liabilities hereunder without notice to us and without the necessity for any additional endorsement, consent or guarantee by us.

This Guarantee for its validity period shall not be affected in any manner by any change in our constitution or of the Service Provider's constitution or of their successors and assignees and this

Guarantee shall be legally valid, enforceable and binding on each of their successors and permitted assignees.

All references to any contract or other instruments are by way of reference only and shall not affect our obligations to make payment under the terms of this Guarantee.

** Name** may not assign / transfer or cause or permit to be assigned or transferred any of its rights, title, interests and benefits of this Guarantee without our prior written consent, which consent shall not be unreasonably withheld or delayed.

If one or more of the provisions of this Guarantee are held or found to be invalid, illegal, or unenforceable for any reason whatsoever, in any respect, any such invalidity, illegality, or unenforceability of any provision shall not affect the validity of the remaining provisions of this Guarantee.

We hereby declare and confirm that under our constitution and applicable laws and regulations, we have the necessary power and authority, and all necessary authorizations, approvals and consents thereunder to enter into, execute, deliver and perform the obligations we have undertaken under this Guarantee, which obligations are valid and legally binding on and enforceable against us under the applicable laws and under the laws of the jurisdiction where this Guarantee is issued. Further, that the signatory (ies) to this Guarantee is/are our duly authorized officer(s) to execute this Guarantee.

Signed by authorized signatory

Appendix-5 Conflict of Interest Undertaking

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

Note: This must be printed on Company Letter head.

Appendix-6 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

It is undertaken that M/S _____ is currently practicing the undermentioned human resource policy and also will continue to practice the same in future under the contract named “_____”. Any non-compliance in below mentioned shall be headed towards the breach of contract.

1. Provision of minimum wage as notified by the Government of Punjab applicable for the period of Contract.
2. Child Labor is forbidden under the contract. Children under the age of 18 years will not be employed, as per the Pakistani law.
3. All labor laws including social security and EOBI etc. are applicable in the Contract and will remain the responsibility of the Service Provider.
4. 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.

Note: This will be printed on stamp paper worth Rs. 100.

Appendix-7 Schedule of Payments & Reporting Requirements

Service Provider shall submit net monthly invoice comprising of following based on rates quoted in financial bid:

- i. Cost of Items (on actual basis) as per FIN 2: (which may be included optional items as per requirement of Procuring Agency)
- ii. Cost of HR (as per actual)
- iii. Penalties incurred during the month
- iv. Other cost/(revenue), if any

Net monthly invoice should be computed as: $\text{Total} = \text{i} + \text{ii} + \text{iii} + \text{iv}$

Note: The other forms related to service delivery will be added on the time of contract.

Appendix-8 Distance Mechanism

Feeders	Sr. No.	Hospital Name	Distance in KM	Round Trip
1	1	DHQ Lodhran		
	2	THQ Kahrur Pacca	32	64
	3	THQ Duniapur	39	78
	4	THQ Jalalpur Pirwala	49	98
	5	THQ Shujaabad	49	98
	6	THQ Khairpur Tamewali	78	156
	7	THQ Yazman	52	104
	8	THQ Ahmedpur East	66	132
	9	THQ Kabirwala	64	128
	10	THQ Mailsi	66	132
	11	DHQ Khanewal	94	188
	12	THQ Jahanian	64	128
2	13	DHQ Okara (South City)		0
	14	DHQ Okara city	3	6
	15	THQ Deepalpur	24	48
	16	THQ Haveli Lakha	56	112
	17	THQ Renala Khurd	16	32
	18	THQ Chichawatni	85	170
	19	THQ Samundri	60	120
	20	THQ Tandlianwala	55	110
	21	THQ Jaranwala	99	198
	22	THQ Jhumra	110	220
3	23	DHQ Jhang		0
	24	THQ Shorkot	59	118
	25	THQ 18 Hazari	42	84
	26	THQ Ahmedpur Sial	99	198
	27	DHQ TT Singh	46	92
	28	THQ Gojra	43	86
	29	THQ Kamalia	78	156
	30	DHQ Chiniot	85	170
	31	THQ Lalian	97	194
	32	THQ Silanwali	86	172

4	33	DHQ Mianwali		0
	34	THQ Esa Khel	89	178
	35	THQ Piplan	50	100
	36	THQ Kala Bagh	49	98
	37	THQ Jand	132	264
5	38	DHQ Jhelum		0
	39	THQ Sohawa	38	76
	40	THQ Pind Dadan Khan	88	176
	41	THQ Kharian	29	58
	42	THQ Lalamusa	40	80
	43	THQ Dinga	47	94
	44	Major Shabbir Sharif Shaheed	68	136
	45	THQ Sara-e-Alamgir	13	26
6	46	DHQ Layyah		0
	47	THQ Taunsa	104	208
	48	THQ Chowk Azam	26	52
	49	THQ Karor (Tehsil Karor)	30	60
	50	THQ Chaubra	55	110
	51	THQ Kot Sultan	29	58
7	52	DHQ Rajanpur		0
	53	THQ Rojhan	70	140
	54	THQ Jampur	68	136
	55	THQ Sadiqabad	115	230
	56	THQ Liaqatpur	103	206
	57	THQ Khanpur	67	134
8	58	DHQ Bhakkar		0
	59	THQ Darya Khan	22	44
	60	THQ Kalurkot	80	160
	61	THQ Mankera	44	88
9	62	DHQ Kasur		0
	63	THQ Chunian	64	128
	64	THQ Pattoki	83	166
	65	THQ Hospital Mianmeer Lahore	55	110
	66	DHQ Nankana Sahib	156	312
	67	THQ Shahkot	162	324

10	68	THQ Phalia	20	40
	69	DHQ Mandi B. Din		0
	70	THQ Malakwal	31	62
	71	DHQ Hafizabad	67	134
	72	THQ Pindi Bhattian	53	106
	73	DHQ Chakwal	119	238
	74	THQ Talagang	158	316
	75	THQ Talagang City	159	318
	76	THQ Kallar Kahar	77	154
	77	THQ Choha Saiden Shah	88	176
11	78	THQ Hazro		0
	79	DHQ Attock	23	46
	80	THQ Hassan Abdal	31	62
	81	THQ Taxila	53	106
	82	THQ Fatehjang	65	130
	83	THQ Pindi Gheb	129	258
	84	THQ Gujar Khan	140	280
	85	THQ Murree	142	284
	86	THQ Kallar Syedan	130	260
	87	THQ Kotli Sattian	147	294
12	88	THQ Kahuta	126	252
	89	DHQ Muzaffargarh		0
	90	THQ Kot Addu	56	112
	91	THQ Jatoi	88	176
	92	THQ Alipur	87	174
13	93	DHQ Civil Hospital Multan	40	80
	94	DHQ Bahwalnagar		0
	95	THQ Chishtian	44	88
	96	THQ Haroonabad	53	106
	97	THQ Fort Abbas	110	220
	98	THQ Minchanabad	39	78
	99	DHQ pakpattan	59	118
	100	THQ Arifwala	41	82
	101	DHQ Vehari	104	208
	102	THQ Burewala	68	136

	103	THQ Hasilpur	77	154
	104	THQ Mian Channu	136	272
14	105	DHQ Sheikhupura		0
	106	THQ Sharaqpur	33	66
	107	THQ Safdarabad	44	88
	108	THQ Muridke	46	92
	109	THQ Ferozwala	40	80
	110	THQ Kamoke	68	136
	111	THQ Wazirabad	119	238
	112	THQ Nowshehra Virkan	15	30
	113	DHQ Narowal	127	254
	114	THQ Shakargarh	166	332
	115	THQ Pasrur	129	258
	116	THQ Daska	114	228
	117	THQ Sambrial	129	258
	118	THQ Sangla Hill	77	154
	119	THQ Shahpur		0
15	120	THQ Bhera	48	96
	121	THQ Hospital Bhalwal	41	82
	122	THQ Khushab	15	30
	123	DHQ Khushab	21	42
	124	THQ NurpurThal	87	174
	125	THQ Kot Momin	58	116

Appendix-9 Laundry Equipment at Feeder Hospitals

Foreign Laundry Equipment at Feeder Hospitals						
Sr. No.	Machinery/Equipment	Brand	Model	Origin	Rating in KVA Approx.	Qty
1	Hygiene Barrier Washer 200Kg	DANUBE/ FAGOR	MED-II 66E/ LMED-II 66E	FRANCE/ SPAIN	65	3
2	Dryer Tumbler 100Kg Linen (33kg/machine)	DANUBE/ FAGOR	DD 35 E SILVER/ SR-35MP E	FRANCE/ SPAIN	45	3
3	Flat Work Ironer	DANUBE/ FAGOR	M III 2000/ PS-50/200 MP E	FRANCE/ SPAIN	40	1
4	Utility Press	DANUBE/ FAGOR	P-UB/ PU-88 C GC	FRANCE/ SPAIN	15	1
5	Hand ironer with table	DANUBE/ FAGOR	TFP +GV2/ MRP-A-C	FRANCE/ SPAIN	2.4	1
6	Sewing machine	JUKI	HZL-355-ZW/355	JAPAN	0.2	1
7	Weighing Scale Floor type	Percia Molen/FAGOR	R4V + I 20/ PM-6060	-	0.2	1
8	Spotting Machine	FAGOR	DES-COMPLET	SPAIN	-	1

Local Laundry Equipment at Feeder Hospitals				
Sr. No.	Machinery /Equipment	Brand/Model /Origin	Specification	Qty
1	Packing/ sorting table	Customized	Made of solid tubular profile stainless steel. 4 Plastic Wheels. Dimension: 1400x800x900mm	1
2	Dirty Line collection trolley	Customized	Trolley with 4 four polyester bags. Set of two color coded bags holder trolley. Bag holder with ring to hold every type of bag. Construction fully welded SS. Solid frame with reinforced base Stainless Steel tube frame Low base of SS. Dimension of bag holder 38*26 cm Approx. Four wheel dia. 150 mm	2
3	Clean linen distribution trolley	Customized	Clean linen trolley with four shelves. Interior shelves with 30-35 cm distance. Construction fully welded SS. Stainless Steel tube frame or Aluminum. Two swing doors lockable & Wheel bumpers and Push Bar and Castors 150 mm. Lateral bag holder with polyester bag of 70 Ltr.	2
4	Storage racks	Customized	Stainless steel storage rack with five shelves. Interior shelves with min 30-35 cm distance. Shelves should be removable and adjustable. Construction fully welded. Steel tube frame with epoxy finish. Two swing doors lockable and Castors 150 mm and Wheel bumpers and Push bar.	2
5	Dirty linen storage bins	Customized	Fiber Glass storage bin to be placed in the collection area with dissolvable material bag. Capacity 15-20 Kg dry linen.	30
6	Clean linen storage cupboard	Customized	Stainless Steel with front glass for storage of clean linen. Four shelves with min 30-35 cm distance. Two swing doors lockable.	30
7	Electric Power Generator (200 KVA)	Perkins, UK GMP 200	200 KVA Electric Power Generator with Canopy and ATS Panel	1

Note: Procuring agency is in process for installation of laundry units at various feeder hospitals. However, the details of equipment's provided at each feeder hospital are mentioned above. The tentative electric load of laundry equipment is approximately 380 KVA.

Appendix-10 Minimum Wage Rate Circular

<http://ppra.punjab.gov.pk>



Tel: 042-99204572
Fax: 042-36284776

No. L&M(PPRA) 10-01/2011
**PUNJAB PROCUREMENT REGULATORY
AUTHORITY, S&GAD**
3rd Floor, Al-Falah Building, The Mall Lahore.

Dated Lahore, 03rd December, 2018

C I R C U L A R

Punjab Procurement Regulatory Authority is being frequently approached by different institutions / procuring agencies seeking advice as to whether while considering the competitive rates quoted by different security service firms for security guards, minimum wages announced by the Govt. is to be considered and made the base line while evaluating such bids or otherwise.

2. The cases have been examined in detail in consultation with relevant institutions regulating the laws relating to minimum wages. PPRA is of the view that though the evaluation of bid is the main criteria for selection of bidder yet in case of services (security guards) where minimum wages are required to be considered are to be kept in view. The procuring agency must evaluate the bids considering the fact that the rates quoted by the bidders include the base line of minimum wages along with other applicable taxes. Any bid which is devoid of aforementioned parameter might carry the inbuilt tendency to evade the state law / rules which cannot be allowed and taken as an apt discourse or process.

3. The procuring agencies are also advised that while budgeting the expenditure for all services involving minimum wages, must keep in view the base line expenditure which is required to be involved in the bid.

(SHAHID HUSSAIN)
Managing Director, PPRA

Cc:

1. Registrar, Lahore High Court Lahore;
2. All Administrative Secretaries, Government of the Punjab;
3. Inspector General of Police, Punjab;
4. Accountant General, Punjab;
5. Director General, Civil Audit, Punjab;
6. Director General, Works Audit, Punjab;
7. All Divisional Commissioners, Government of the Punjab;
8. All Deputy Commissioners, Government of the Punjab.

(SHAHID HUSSAIN)
Managing Director, PPRA