



Subject: **MINUTES OF PRE-BID MEETINGS FOR “PRE-QUALIFICATION OF OUTSOURCING SERVICES”**

Pre Bid meetings were held on 03-09-2020 @ 10:00 AM (Laundry Services), 03-09-2020 @ 12:00 PM (End to End Supply Chain (W&D) Services), 03-09-2020 @ 02:00 PM (MEPG Services), 04-09-2020 @ 10:00 AM (Security Services) and 04-09-2020 @ 02:30 PM (Janitorial Services) respectively in the Committee Room of Project Management Unit (PMU) under the convenorship of Deputy Project Director, PMU.

2. Director Outsourcing (PMU) informed the participants that Project Management Unit, Primary & Secondary Healthcare Department has invited sealed Applications / EOI for the prequalification of outsourcing services and prequalification documents were briefed to the participants by Project Manager Outsourcing, PMU. The queries raised by the participants / prospective applicants were invited and the same were clarified / answered / properly addressed. Some important decisions / clarifications against each contended point are as follows:

LAUNDRY SERVICES		
REF CLAUSE	PROSPECTIVE BIDDERS QUERIES	DECISIONS & CLARIFICATION
TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA) Clause 3 Page No. 10 “The applicant must have National Tax Number (NTN) & General Sales Tax Number with documentary proof shall be provided by applicant(s) along with PST, PRA etc. if applicable”.	The said clause is kept open as the tenure of registration of firms is not mention. It gives room for those firms to prequalify that are newly incorporated and have no experience of performing service. It is hereby submitted that the tenure of registrations of firms must be mentioned and kept to <u>at least two years</u> , so that only experienced and credible firms can participate and satisfactory perform the services as defined in the prequalification documents.	Technical Evaluation Criteria (knockdown criteria) clause 3 (Page no. 10) shall prevail.

[Handwritten signatures and initials in blue ink, including 'S. S.', 'M. A.', and 'D. S.', along with a large signature 'D. S.' at the bottom left.]

<p>TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA) Clause 4 Page No. 10 "The applicant shall have a valid registration with EOBI/PESSI".</p>	<p><u>Relevance with labor Laws:</u> As per the Labor Laws of Pakistan, it is kept mandatory that the employer must register its employees in both Employee Old Age Benefit Institute, Government of Punjab and Punjab Employees Social Security Institute, Government of Punjab separately, whereas in the said documents, the provision has been given to the participating firm that it may register itself in any of the two departments. It is hereby submitted that the registration in both EOBI and PESSI must be kept mandatory in order to completely follow Labor laws of Pakistan.</p> <p><u>Payment slips of EOBI & PESSI:</u> Additionally, the payment slips of contribution by employer of said number of employees in EOBI and PESSI must be demanded for at least last one year in the evaluation criteria and this clause must be kept mandatory.</p> <p>Keeping in view above, it is requested to please amend the said clause.</p> <p>While other firm asked "It is requested that please remove this requirement. In addition, replace it with SECP Registration."</p>	<p>Technical Evaluation Criteria (knockdown criteria) clause 4 (Page no. 10) shall prevail.</p>
<p>TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA) Clause 6 Page No. 10 "Consortium / Association / Joint venture is not permissible."</p>	<p>It is hereby submitted that the intended services are multi-dimensional and following different types of services are amalgamated in the execution of said services:</p> <ul style="list-style-type: none"> • Technology management • Human Resource Management • Operations Management • Transportation Management <p>As per the scope of services, during the process of RFP, procuring agency may intend the services for</p>	<p>Technical Evaluation Criteria (knockdown criteria) clause 6 (Page no. 10) shall be read as. "Consortium / Association / Joint venture is permissible." To ensure the healthy / broader competition among all interested applicants.</p>

Handwritten signatures and initials in blue ink on the left margin of the page.

Handwritten signature or mark at the bottom center of the page.

	<p>transportation of linen to satellite hospital which itself is different kind of job that can be executed by specialized firms that have specific experience in fleet management.</p> <p>As different type of services is involved in Laundry services so keeping in view the above, it is requested to allow the Joint Venture/Consortium to participate in said services.</p>	
<p>GENERAL EXPERIENCE AND PAST PERFORMANCE OF THE FIRM. Clause No. 2 (a) Page No. 11</p> <p>“General Experience / Relevant Project means that the service provider is providing services i.e., laundry supplier / installation / operations to public / private organizations / institutes/ hospitals in health sector. Each Institution/Organization/Hospital will be considered as an independent project. The Applicant shall have to provide Completion Certificate / Satisfactory Performance Certificate / Purchase Orders / payment record. If a service provider is providing service from 01 year it'll be consider as one project and for two years it will be considered as 2 projects and so on... The Applicant shall have to provide proof of laundry services in public/private organizations / institutes, in order to substantiate its claim. The worth of each project</p>	<p>It is hereby submitted that in the said clause the Procuring Agency has narrowed the chance of maximum participation of companies which is in contrary and violation of PPRA rules 2014 (amended till date). As per PPRA rules Chapter – II “Procurement Planning” clause 10 Specifications – (1) which states that:</p> <p><u>“A procuring agency shall determine specifications in a manner to allow the widest possible competition which shall not favor any single contractor nor put others at a disadvantage.”</u></p> <p>It is pertinent to mention here that only one company is providing the operations and management of Laundry Services and the said clause is incorporated in the documents which is giving room to only one company and is debarring and depriving off the basic right of participation to other companies.</p> <p>Keeping in view above, it is requested to Please amend the clause and add operations and maintenance firm as well in order to give chance to maximum companies.</p>	<p>The procuring agency has already incorporated the contended point and each applicant(s) which was / are providing services as laundry supplier / installation / operations to public / private organizations / institutes/ hospitals in health sector can / may participate and will be considered for further evaluation.</p> <p>Technical Evaluation Criteria Clause No. 2 (a) Page No. 11 shall prevail.</p>

should be 20 Million for consideration in evaluation. Moreover trivial / non specialized assignments shall not be considered as relevant project.”

FINANCIAL CAPABILITY / STRENGTH Clause No. 4 (a) Page No. 12
“Cumulative Annual Turnover for last 03 Years. (duly supported by Audited Financial Statements)

- >=50 Million
- >=100 Million
- >=150 Million
- >=200 Million
- >=250 Million

The nature of the project and the uninterrupted provision of services is only possible if the firm has strong financial background and to ensure the strong financial background the only credible financial institute that endorse the Financial Strength is Federal Board of Revenue (FBR).

Income Tax Returns:

The only credible and legitimate document that endorse the financial capability of firm is FBR generated Income Tax returns which is not demanded in the said clause. It is submitted that the financial soundness of firm must be evaluated from its FBR generated Income Tax returns.





Cumulative Annual Turnover:

The demanded financial turnover of the firm i.e. 250 Million cumulative for three years does not justify the involvement of huge stakes and vast spectrum of project as described in the prequalification documents. The operations and management of laundry services with the involvement of equipment and the provision of un-interrupted services requires financial soundness of the firm. The firm that has cumulative turnover of only **250 Million in three years** cannot be able to execute the uninterruptable services as demanded in the prequalification documents.

The said clause needs to be amended and **minimum 500 Million turnover of firm cumulative of two years** needs to be demanded in order to ensure the presence of only those firms that can provide the uninterruptable





To ensure the healthy competition among all interested applicants, the procuring agency has provided equal ground to all the prospective participants. **Clause No. 4 (a)** (Page No. 12) shall prevail.

	<p>services which is can only possible with a financially sound background of participating firm. Keeping in view above, it is requested to please amend the said clause.</p>	
<p>SCOPE OF SERVICES / TERMS OF REFERENCE. Scope of Services clause d Page No. 15-16</p>	<p>In this clause, the contract price is inclusive of Electricity and Generator fuel cost and inclusive of all other requirement as mentioned in the PQD. It is requested that please remove requirement of Electricity and Generator fuel from the contract price and add the word that Electricity and Generator fuel will be provided by the hospital.</p>	<p>Irrelevant question because this is a prequalification process and no financial proposal has to be submitted at this stage. SCOPE OF SERVICES / TERMS OF REFERENCE. Scope of Services clause d (Page No. 15-16) shall prevail.</p>
<p>MANAGERIAL CAPABILITY / TECHNICAL STRENGTH OF THE FIRM. Sr. No. 3 (a-c) Page No. 11</p>	<p>As you know laundry, equipment is a high tech equipment and it should be handle through or under a qualified or trained personals. So please include this in evaluation criteria as following. "The applicant will provide foreign training on Laundry Equipment from manufacture of laundry equipment along with CVs, degrees of Project Manager/engineer/technical persons" <u>Logistic Information Management System:</u> In the Evaluation criteria it is not clear that what type of information or details you have demanded. Please guide accordingly.</p>	<p>The applicant(s) will provide CV alongwith degree of project manager / engineer / technical person. The education of Project Manager / Engineer / Technical Person must be Graduation or equivalent. <u>Logistic Information Management System:</u> The applicant will submit the details of already established logistic information system / handling / managing of linen & vehicles record / pictorial evidence of dashboard etc.</p>
End to End Supply Chain (W&D) Services		
REF CLAUSE	REF CLAUSE	REF CLAUSE
No query / clarification received against the prequalification document of End to End Supply Chain (W&D) Services		

4

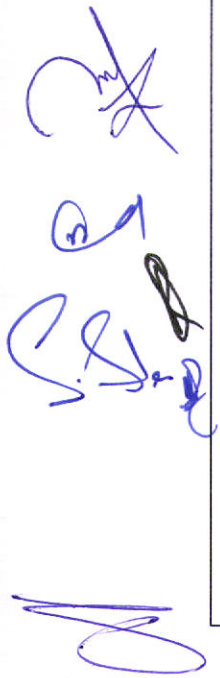
MEPG SERVICES		
REF CLAUSE	REF CLAUSE	REF CLAUSE
General Experience and Past performance	It is requested to simply demand the number of projects without any specific experience of MEPG services.	MEPG related experience is required because the entire project is directly related to Electrical, mechanical, plumbing and Generator maintenance with specific experience in the field. Hence general experience can't be accounted for.
Financial Strength	It is requested that please amend the Cumulative Annual turnover in last three years as follows. 150-200 Million (05 Marks) 200-250 Million (10 Marks) 250-300 Million (15 Marks)	The total cost of the project is above 500 Million, hence the prospective applicant should have annual turnover of at-least 150 million or above.
Clause 6: Consortium / association / Joint Venture is not permissible.	Please remove this binding and allow the opportunity of Consortium / association / Joint Venture. As this, will enhance the output / efficiency of the complete project.	Technical Evaluation Criteria (knockdown criteria) clause 4 (Page no. 10) may be read as "Consortium / Association / Joint venture is permissible." To ensure the healthy / broader competition among all interested applicants.
Clause 4: The applicant shall have a valid registration with EOBI / PESSI.	It is requested that please remove this requirement. In addition, replace it with SECP Registration.	Technical Evaluation Criteria (knockdown criteria) clause 6 (Page no. 10) shall prevail.
SECURITY SERVICES		
REF CLAUSE	REF CLAUSE	REF CLAUSE
No query / clarification received against the prequalification document of Security Services.		

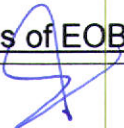







JANITORIAL SERVICES

REF CLAUSE	REF CLAUSE	REF CLAUSE
<p>Clause No. 3: The applicant must have National Tax Number (NTN) & General Sales Tax Number with documentary proof shall be provided by applicant(s) along with PST, PRA etc. if applicable.</p>	<p>The said clause is kept open as the tenure of registration of firms is not mention. It gives room for those firms to prequalify that are newly incorporated and have no experience of performing service. It is hereby submitted that the tenure of registrations of firms must be mentioned and kept to <u>at least two years</u>, so that only experienced and credible firms can participate and satisfactory perform the services as defined in the prequalification documents.</p>	<p>Technical Evaluation Criteria (knockdown criteria) clause 3 (Page no. 10) shall prevail.</p>
<p>Clause No. 4: The applicant shall have a valid registration with EOBI/PESSI.</p>	<p><u>Relevance with labor Laws:</u> As per the Labor Laws of Pakistan, it is kept mandatory that the employer must register its employees in both Employee Old Age Benefit Institute, Government of Punjab and Punjab Employees Social Security Institute, Government of Punjab separately, whereas in the said documents, the provision has been given to the participating firm that it may register itself in any of the two departments. It is hereby submitted that the registration in both EOBI and PESSI must be kept mandatory in order to completely follow Labor laws of Pakistan.</p> <p><u>Number of Registered Employees:</u> Further to that the number of registered employees with EOBI and PESSI must be mentioned in the prequalification documents in order to ensure the enforcement of Labor Laws of Pakistan in true latter and spirit.</p> <p><u>Payment slips of EOBI & PESSI:</u></p>	<p>Technical Evaluation Criteria (knockdown criteria) clause 4 (Page no. 10) shall prevail.</p>





	<p>Additionally, the payment slips of contribution by employer of said number of employees in EOBI and PESSI must be demanded in the evaluation criteria and the appropriate weightage must be given to this clause. Keeping in view above, it is requested to please amend the said clause.</p>	
<p>Clause No. 3 (a): Managerial and Technical Strength/Approach and Methodology</p> <ul style="list-style-type: none"> • Documentary proof of Insurance / EOBI PESSI from 100-149 No. of Janitorial Staff • Documentary proof of Insurance/ EOBI / PESSI from 150-200 No. of Janitorial Staff • Documentary proof of Insurance / EOBI / PESSI from 150-200 No. of Janitorial Staff • Documentary proof of Insurance/ EOBI / PESSI from 150-200 No. of Janitorial Staff 	<p>The spectrum of the project includes the provision of services in 26 DHQs and 99 THQ hospitals of Punjab and the human resource involved in these services must be huge. On the other hand, the capabilities thus demanded in the evaluation criteria does not justify the diversity and the spectrum of project which gives room to firm that has no such experience of managing such a huge human resource to prequalify.</p> <p>The estimated human resource to be deployed in the provision of these services is 4,500+ across the Punjab. The criteria thus demanded in the documents does not justify as the firm that has experience of managing only 200 employees cannot manage the human resource of 4,500+ employees. It is submitted that the said clause must be amended and kept stringent to management of at least 500 employees.</p> <p><u>Number of Registered Employees:</u></p> <p>Further to that, the number of registered employees with EOBI and PESSI must be mentioned in the evaluation criteria of prequalification documents in order to ensure the enforcement of Labor Laws of Pakistan in true latter and spirit.</p> <p><u>Payment slips of EOBI & PESSI:</u></p> <p>Additionally, the payment slips of contribution by employer of said number of employees in EOBI and PESSI must be demanded in the evaluation criteria and the appropriate weightage must be given to this clause.</p>	<p>Typographical error. Managerial and Technical Strength / Approach and Methodology <u>Clause No. 3 (a) may be read as</u></p> <ul style="list-style-type: none"> • Documentary proof of Insurance/EOBI/PESSI from 100-149 No. of Janitorial Staff • Documentary proof of Insurance/EOBI/PESSI from 150-199 No. of Janitorial Staff • Documentary proof of Insurance/EOBI/PESSI from 200-249 No. of Janitorial Staff • Documentary proof of Insurance/EOBI/PESSI from 250-299 No. of Janitorial Staff

Handwritten signatures and initials in blue ink on the left margin.

Handwritten signature in blue ink at the bottom center of the page.

Salary Disbursement Certificate:

It is hereby requested that the Procuring Agency must demand the salary disbursement certificate duly endorsed by the bank for last two years which shows the tenure of salary disbursement of that particular person. The said clause will ensure that whether the claimed persons are on the payroll of the participating firm or not. Keeping in view above, it is requested to please amend the said clause.

Tenure of Employment:

In the said clause the credentials of Project Manager are demanded whereas the tenure of the employment of Project Manager with the employer firm is not demanded.

Educational Background:

The educational background of Project Manager is kept at very low level i.e. Graduation or equivalent. The already mentioned clause gives room to the firm that has employed Project Manager whose educational background is not relevant to the field of Management. It is submitted that due to the vast nature of project and the involvement of huge stakes of government, the educational certificates demanded must be made specific to management. It is submitted that the qualification of Project Manager must be kept specific to the management field as the prior studies in Management is mandatory to perform the services with full excellence.

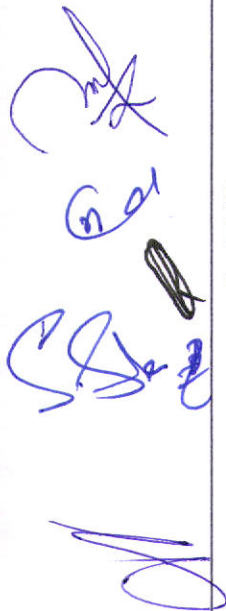
Salary Disbursement Certificate:

It is hereby requested that the Procuring Agency must demand the salary disbursement certificate duly endorsed by the bank for last two years which shows the tenure of salary disbursement of that particular

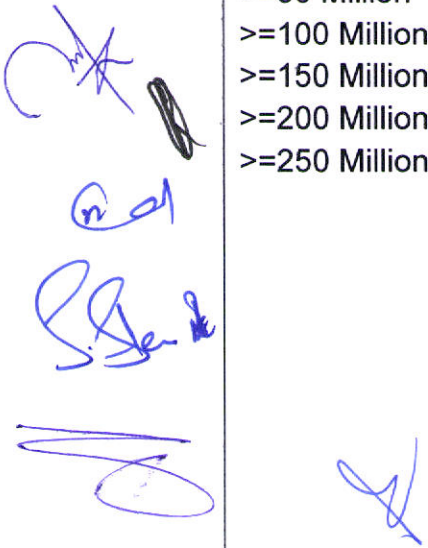
Clause 3 (b):

Project Managers having requisite experience

Project Managers having requisite experience **Clause 3 (b)** shall prevail.





	<p>person. The said clause will ensure that whether the claimed persons are on the payroll of the participating firm or not. Keeping in view above, it is requested to please amend the said clause.</p>	
<p>Clause No. 4 (a): Financial Strength Cumulative annual turnover in last 03 years. (duly supported by Audited Financial Statements)</p> <ul style="list-style-type: none"> >=50 Million >=100 Million >=150 Million >=200 Million >=250 Million 	<p>The nature of the project and the uninterrupted provision of services is only possible if the firm has strong financial background and to ensure the strong financial background the only credible financial institute that endorse the Financial Strength is Federal Board of Revenue (FBR), other financial statements are prepared by the firms itself in coordination with their respective Auditors who are on firm's payroll and prepare financial audit reports of their employer's choice.</p> <p><u>Cumulative Annual Turnover:</u> The demanded financial turnover of the firm i.e. 250 Million cumulative for three years does not justify the involvement of huge stakes and vast spectrum of project as described in the prequalification documents. The provision of Janitorial Services with the involvement of equipment and the provision of uninterrupted services requires financial soundness of the firm. The firm that has cumulative turnover of only 250 Million in <u>three years</u> cannot be able to execute the uninterruptable services as demanded in the prequalification documents.</p> <p>The said clause needs to be amended and minimum 500 Million turnover of firm cumulative of two years needs to be demanded in order to ensure the presence of only those firms that can provide the uninterruptable services which is can only possible with a financially sound background of participating firm.</p> <p><u>Income Tax Returns:</u></p>	<p>Financial Strength Clause No. 4 (a) shall prevail.</p>

	<p>The only credible and legitimate document that endorse the financial capability of firm is FBR generated Income Tax returns which is not demanded in the said clause. It is submitted that the financial soundness of firm must be evaluated from its FBR generated Income Tax returns. Keeping in view above, it is requested to please amend the said clause.</p>	
--	--	--

3. In-addition to above, the Procurement Committee unanimously decided that **Consortium / Association / Joint Venture is hereby permissible** to wider / broader the competition among respective applicants, for prequalification of outsourcing services.

4. The Pre-Bid minutes / clarifications / decisions will be construed as part of the already advertised pre-qualification documents and the same shall be uploaded on Primary & Secondary Healthcare Department (P&SHD) and Project Management Unit (PMU) websites. The meeting ended with the word of thanks from the chair.

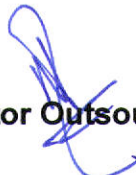

Consultant Outsourcing, PMU


Project Officer Outsourcing, PMU


Project Manager Outsourcing, PMU


Project Manager (A&A), PMU


Director Operations, PMU


Director Outsourcing, PMU

Approved by:


Deputy Project Director, PMU