

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

**REFERENCE. NO. P&SHD/PMU/PQ/OS/2020**



**Primary & Secondary  
Healthcare Department**

**PREQUALIFICATION DOCUMENT**

**PREQUALIFICATION FOR PROVISION OF JANITORIAL  
SERVICES**

**(September - 2020)**

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## 1. EXPRESSION OF INTEREST (EOI)

### PREQUALIFICATION OF OUTSOURCING SERVICES

REFERENCE NO. P&SHD/PMU/PQ/OS/2020

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed applications (EOI) from eligible applicants for Pre-qualification of Outsourcing Services.
  - a. Operation and Management of Laundry Services
  - b. End to End Supply Chain (W&D) Services
  - c. Mechanical, Electrical, Plumbing & Generator (MEPG) Services
  - d. Security Services
  - e. Janitorial Services
2. A complete set of Prequalification Documents containing detailed terms & conditions, scope of services is readily available and can be downloaded from the websites ([www.ppra.punjab.gov.pk](http://www.ppra.punjab.gov.pk)), ([www.pshealth.punjab.gov.pk](http://www.pshealth.punjab.gov.pk)) & ([www.pmuhealth.gov.pk](http://www.pmuhealth.gov.pk)).
3. Expression of Interest (EOI) are required to be submitted by interested applicants on or before the time and date, as tabulated below, in the office of the Project Management Unit, 31/E-1 Shahrah-e-Imam Hussain, Gulberg III, Lahore.

Service Name	Pre Application Meeting Date & Time	Submission Date & Time
Laundry Services	03-09-2020 @ 10:00 AM	21-09-2020 @ 11:00 AM
End to End Supply Chain (W&D) Services	03-09-2020 @ 12:00 PM	21-09-2020 @ 02:00 PM
MEPG Services	03-09-2020 @ 02:00 PM	21-09-2020 @ 04:00 PM
Security Services	04-09-2020 @ 10:00 AM	22-09-2020 @ 11:00 AM
Janitorial Services	04-09-2020 @ 02:30 PM	22-09-2020 @ 02:00 PM

4. In case of official holiday on the day of submission of EOI, next day will be treated as submission date. The applications (EOI) received till the stipulated date and time in accordance with Punjab Procurement Rules 2014 (rule no. 30 clause 1-4) shall be opened on same day (date of submission) 30 minutes, after the closing date & time for the submission of applications (EOI), in the presence of the representative of the applicants who choose to attend. Further procurement process will be shared with the pre-qualified firms.

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

**PROJECT DIRECTOR**  
**PROJECT MANAGEMENT UNIT**  
31-E/1, Shahrah-e-Imam Hussain, Gulberg-III, Lahore  
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## ADVERTISEMENT-1



### Primary & Secondary Healthcare Department

#### EXPRESSION OF INTEREST (EOI) PREQUALIFICATION OF OUTSOURCING SERVICES REFERENCE NO. P&SHD/PMU/PQ/OS/2020

- The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed applications (EOI) from eligible applicants for Pre-qualification of Outsourcing Services,
  - Operation and Management of Laundry Services
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  - Mechanical, Electrical, Plumbing & Generator (MEPG) Services
  - Security Services
  - Janitorial Services
- A complete set of Prequalification Documents containing detailed terms & conditions, scope of services is readily available and can be downloaded from the websites ([www.ppra.punjab.gov.pk](http://www.ppra.punjab.gov.pk)), ([www.pshhealth.punjab.gov.pk](http://www.pshhealth.punjab.gov.pk)) & ([www.pshhealth.gov.pk](http://www.pshhealth.gov.pk)).
- Expression of Interest (EOI) are required to be submitted by interested applicants on or before the time and date, as tabulated below, in the office of the Project Management Unit, 31-E-1 Shahr-e-Imam Hussain, Gulberg III, Lahore.

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Laundry Services	03-09-2020 @ 10:00 AM	21-09-2020 @ 11:00 AM
End to End Supply Chain (W&D) Services	03-09-2020 @ 12:00 PM	21-09-2020 @ 02:00 PM
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Note: The Procurement shall be conducted as per Punjab Procurement Rules, 2014.

#### PROJECT DIRECTOR

#### PROJECT MANAGEMENT UNIT


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

E-mail: [outsourcing.pmu@gmail.com](mailto:outsourcing.pmu@gmail.com)

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IPL-7437

## ADVERTISEMENT-2


**Primary & Secondary Healthcare Department**

**EXPRESSION OF INTEREST (EOI)**

**PREQUALIFICATION OF OUTSOURCING SERVICES**

REFERENCE NO. P&SHD/PMU/PO/05/2020

- The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed applications (EOI) from eligible applicants for Pre-qualification of Outsourcing Services.
  - Operation and Management of Laundry Services
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  - Security Services
  - Janitorial Services
- A complete set of Prequalification Documents containing detailed terms & conditions, scope of services is readily available and can be downloaded from the websites ([www.psdg.punjab.gov.pk](http://www.psdg.punjab.gov.pk)), ([www.saharath.punjab.gov.pk](http://www.saharath.punjab.gov.pk)) & ([www.pshd.health.gov.pk](http://www.pshd.health.gov.pk)).
- Expression of Interest (EOI) are required to be submitted by interested applicants on or before the time and date, as tabulated below, in the office of the Project Management Unit, 31/E-1 Shahrah-e-Imam Hussain, Gulberg III, Lahore.

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

**PROJECT DIRECTOR**  
**PROJECT MANAGEMENT UNIT**  
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# PAKISTAN TODAY

## **2. INTRODUCTION**

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Janitorial Services for 24 Hours a day (365 days/ 7 days a week including Sundays & Holidays).

**Note:** The Prequalification Firm(s) shall provide its services in DHQ / THQ / any other Health Facility(s) under the Revamping Program of Primary & Secondary Healthcare Department, Government of the Punjab and Project Management Unit, P&SHD Office.



### 3. INSTRUCTION TO APPLICANTS

#### General Instructions

1. Applicants / Service Providers shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
2. The Procuring Agency, at its discretion, may extend the deadline for the submission of EOI. Amendment notice to that effect shall be communicated in the same manner as the original invitation to EOI.
3. At any time, prior to the deadline for submission of Prequalification applications, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, may modify the Prequalification documents by amendment. Such amendment/response/clarifications/minutes of meeting (if any) shall be uploaded on official websites of PMU & P&SHD ([www.pshealth.punjab.gov.pk](http://www.pshealth.punjab.gov.pk)) & ([www.pmuhealth.gop.pk](http://www.pmuhealth.gop.pk)) and shall be construed as a part of Prequalification Documents (and shall be binding on them).
4. Service Provider will be responsible to provide services in all situations like COVID-19 etc.
5. For the purpose of preparing the application, the interested Applicants will be allowed to visit the respective hospital to conduct survey and relevant assessments.
6. The Prequalification Document duly signed and stamped by the applicant, shall be attached with the Technical Applications in printed & electronic form (flash-drive).
7. The Applicants are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information shall be at applicant's risk and may result in rejection of the proposal.
8. The procuring agency shall evaluate the prequalification offer/application in a manner prescribed ahead in the document, without reference to the price and reject any application that does not conform to the specified requirements.
9. At any stage if any fake / bogus / fabricated document is found, then procuring agency have right to reject the Prequalification offer from ab-initio and may take subsequent action including blacklisting of applicant.
10. **This prequalification will be valid for two years and extendable for another one year.**

11. The Service Provider shall have to provide all relevant documents / complete details required as per Technical Evaluation Criteria i.e., EOBI / Insurance. Deficient documents, claims regarding HR / equipment etc. shall not be acceptable.
12. The applicant must furnish / undertake endorsing that following conditions have adhered to during the process of preparation / submission of EOI.
  - 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 prequalification application (prequalification offer) 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 application for this contract.
  - c. We confirm that the enclosed hard copy of the prequalification application 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 / undertake 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/submission of proposal & to bear further pre-contract costs.
- h. I confirm that I have the authority of **[name of Service Provider's company]** to submit application and to clarify any details on its behalf.
- i. During evaluation of the applications, the Procuring Agency may, at its discretion, ask the Applicant for a clarification of its application as provided in PPR- 2014 rules.

## Prequalification Application Method & Evaluation

### Prequalification Application Evaluation

If the technical component achieves 65 marks, the Prequalification application will be considered technically responsive and the firm / firms may be considered as pre-qualified firm / firms.

### Technical Evaluation

The following evaluation factors / criteria will be employed to evaluate the **Prequalification Application**.

#### 4. TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA)

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

1. An Applicant shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
2. The applicant must be an active tax payer on or before the submission of Prequalification Application.
3. The applicant must have National Tax Number (NTN) & General Sales Tax Number with documentary proof shall have to be provided by applicant(s) alongwith PST, PRA, etc if applicable.
4. The Applicant shall have a valid registration with EOBI / PESSI.
5. Applicant(s) who is barred / blacklisted or disqualified either by any Government / Department / Agency / Authority would not be eligible to submit the Application. **The Applicant will submit an undertaking in this regard.**
6. Consortium / Association / Joint Venture is not permissible.
7. The copy of the Prequalification Documents duly signed and stamped by the applicant shall be attached with the EOI / Prequalification Application.

TECHNICAL EVALUATION CRITERIA		
Sr. No.	Description	Marks
1	SECP Registration and ISO / Relevant Certification	10
2	General Experience and Past Performance of the Firm	30
3	Managerial & Technical Strength / Approach and Methodology	30
4	Financial Capability / Strength	30
Total		100
Minimum marks required		65



**Evaluation Criteria** (Copies of all the required documents shall be submitted)

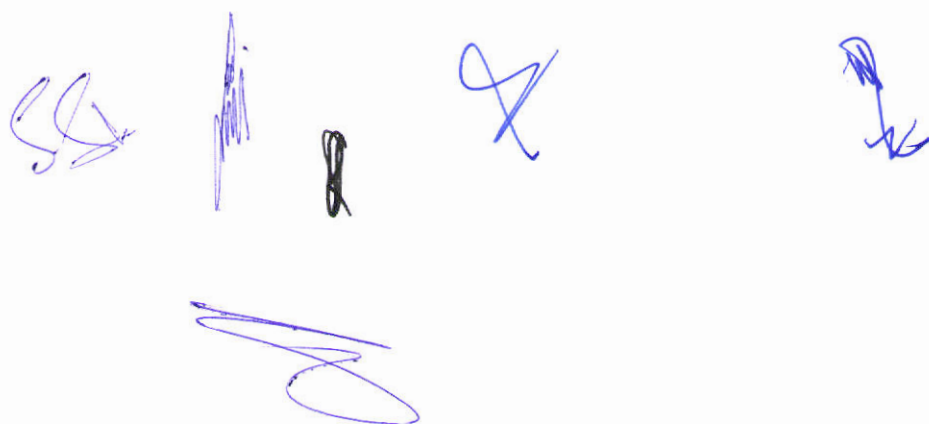
Sr.	Parameters			Marks
1	SECP Registration and ISO Certification			10
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a.	SECP Registration (05 Marks)	05	
	b.	ISO / Relevant Certification (05 Marks)	05	
2	General Experience and Past Performance of the Firm			30
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a.	1. Each General Project will be given 02 Marks 2. Each Relevant Project will be given 03 Marks	30	
	Relevant Project means that the service provider is providing services to public / private Sector w.r.t. relevance of Janitorial services. Each Institution/Organization/Hospital will be consider as an independent project. In order to evaluate general projects it is mandatory that only services rendered in Public sector would be considered. <b>Only those Project(s) will be considered for evaluation whose contract / agreement value will be 10 Million or more for both general &amp; relevant projects.</b> The Applicant shall have to provide Completion Certificate / Satisfactory Performance Certificate / Purchase Orders/ Contract / Payment Record. 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. The Applicant shall have to provide documentary proof of services in public / private sector, in order to substantiate its claim.			
3	Managerial & Technical Strength / Approach and Methodology			30
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a.	Documentary proof of Insurance/ EOBI/ PESSI from 100-149 No. of Janitorial Staff (05 Marks) Documentary proof of Insurance/ EOBI/PESSI from 150-200 No. of Janitorial Staff (10 Marks) Documentary proof of Insurance/ EOBI/PESSI from 150-200 No. of Janitorial Staff (15 Marks) Documentary proof of Insurance/ EOBI/PESSI from 150-200 No. of Janitorial Staff (20 Marks)	20	
	b.	Project Manager having requisite experience. 03 Project Managers / Incharge (2.5 Marks) 06 Project Managers / Incharge (05 Marks)	05	
	c.	Approach and Methodology (05 Marks)	05	
	<b>Note:</b> The Applicant will provide academic credentials and pay evidence of Project Manager alongwith undertaking on applicant letter head. The education of Project Manager must be Graduation or equivalent. Approach and methodology means the applicant will submit/attach presentation, operational model, way of working, detailed SOPs, layout, and ways to maintain the Quality standards and to manage services in case of any unforeseen incident. In addition to above, Approach and Methodology must be clear and responds to TORs mentioned in Prequalification application Document. It also include the work plan/model, equipment maintenance and entire model (including HR, consumables etc.) of running the services. <i>List of Janitorial Staff along with CNIC &amp; Contact No. must be provided by the Service Provider.</i>			
4	Financial Capability/Strength			30
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a.	Cumulative Annual Turnover in last 03 Years. (duly supported by Audited Financial Statements)	25	
	>=50 Million (05 Marks)			
	>=100 Million (10 Marks)			
	>=150 Million (15 Marks)			
	>=200 Million (20 Marks)			
>=250 Million (25 Marks)				

**PQD for Janitorial Services (PMU, P&SHD)**

b.	Financial Ratio	Description	Ratio Score	Marks	Max. Marks	5
	Current Ratio	Current Assets / Current Liabilities	1	0.5	2	
			1.5	1		
			2	1.5		
			2.5	2		
	Debt Equity Ratio	Total Debt / Total Equity	2	0.5	1.5	
			1.5	1		
			1	1.5		
	Working Capital Ratio	(Current Assets - Current Liabilities) / Total Assets	1	0.5	1.5	
			1.5	1		
			2	1.5		

\*The Procuring Agency may require additional information or request visit of the site by its technical team, if deemed necessary.

\*\* The sequence of Prequalification Application must be as per **Appendix-A**.



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### **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 applicants that may occur during the procurement process.
2. Any applicant feeling aggrieved by any act of the Procuring Agency after the submission of their Prequalification application may lodge a written complaint concerning his grievances not later than **10 Days** after the announcement of Prequalification application 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.

## **5. SCOPE OF SERVICES/TERMS OF REFERENCE**

### **A. Background**

The Primary and Secondary Health Department is the key department entrusted by the people of Punjab with responsibility to provide healthcare services to the communities and the population. The Primary and Secondary Health Department delivers primitive, preventive and curative healthcare services from the Primary to the Secondary Healthcare level.

In 2016, the Government of the Punjab launched a landmark initiative to revamp secondary healthcare facilities across the province including 26 District Headquarter (DHQ) Hospitals and 99 Tehsil Headquarter (THQ) Hospitals. The agenda of the above initiatives was based on 6 key reform areas. Outsourcing of clinical and non-clinical services in Secondary Healthcare Establishments was one of these 6 reform areas. There are certain non-clinical facilities in the DHQ and THQ Hospitals for which Project Management Unit (PMU) devised a comprehensive, workable and benefiting pay for performance model. The Janitorial Services was one of the pivotal non-clinical services which was initiated by the Primary & Secondary Healthcare Department.

### **B. 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 care facilities.

#### **Scope of Services**

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Janitorial Services for **24 Hours a day (365 days/ 7 days a week including Sunday & Holidays)** in the entrusted Health Facility. The firm will also be required to provide supplies and equipment if required.



### **C. Approach & Methodology**

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

### **D. Roles & Responsibilities**

#### **E. Primary Responsibilities of the Firm**

Applicant shall provide operation and management of Janitorial services, Janitorial personnel, patrol and related 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 Janitorial 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 Janitorial services.
3. The firm must abide by the prevailing labour and Security laws including but not limited to Minimum wages, Social Security and EOBI. 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 Guarantee / Security and remaining invoices amounts may be distributed to Janitorial Staff of the firm.
4. The firm must provide uniform-kits, shoes, identification cards; personal protective equipment (masks, gloves, protective dress) or any other item mandatory / required in the wake of any emergency situation / epidemic, to its entire staff deployed at the hospital and ensure proper maintenance of it. All staff would be required to be in clean uniform at all times.
5. The contact details of every Supervisor to be provided by the firm / company.
6. Ensure 100% staff attendance, required as per contract with client wing.
7. The service provider will ensure that the no smoking environment rules in hospital are respected. Violations will attract a fine as per Govt. instruction for each violation.

8. The firm shall be required to follow all ISO Standards and implement the same in DHQ / THQ Hospitals to the best of their capabilities.
9. The Supervisors shall be employed by the service provider as per requirements of the Procuring Agency. These supervisors are to perform the following roles:
10. The Service Provider shall install its own (Operated, Installed & Maintained by Service Provider) Bio-Metric Machine under the supervision of Hospital Administration having the dual Biometric Measurements: Face & Fingerprint. The record of the same will be verified by the Hospital Administration of daily basis and same will be shared to client wing.
11. The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Hospital / Procuring Agency or its staff by the Service Provider or its workers after inquiry into the incident. The Service Provider can also partner with an insurance company that will pay to compensate for the damage on behalf on the Service Provider but with the prior approval of Procuring Agency.
12. 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 client. The Service Provider shall observe all the laws and will responsible for any prosecution or liability rising from breach of labour laws. The Client shall not be responsible for any such action with regard to staff on the roles of the Service Provider whatsoever.
13. In such circumstances when the service provider is unable to provide the required services, the client has the right to withhold payment and procure the services of any other service provider for the same financial amount or make any other arrangement imperative to address the severity of the situation.

#### **F. Responsibilities of the Client**

1. Facilitate the service provider in smooth provision of services.
2. Periodical performance monitoring of the service provider through a designated officer for every Building.



3. Timely payment of service provider invoices after the submission of monthly invoice with all the required documents to the Procuring Agency which shall be complete in all respect.
4. Provide adequate office space/ storage for equipment and miscellaneous items of the Service Provider.

**G. 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 i.e. Hospital Staff shall be maintained.
4. Ensure that all staff assigned to the hospitals be adequately immunized against all types of communicable diseases and periodically monitored through health check-ups which may be arranged by the concerned Hospital.
5. The services provider shall provide the names, address, age, Security Clearance Certificate and Medical Certificate of the Janitorial Personnel deployed at the hospitals. File of Janitorial Personnel will be maintained by Service Provider at every Hospital and a copy will be shared with the Hospital management.
6. The Procuring Agency reserves the right to direct the service provider for replacement of Janitorial Personnel and the service provider shall be bound to do the same. Non-compliance may result in punitive action against the Service Provider.
7. Service Provider shall pay its personnel not less than the minimum wage as per labor laws of Pakistan and other benefits mandated by the law. The Contractor shall comply with the laws governing labor standards and employee's compensation.

## Appendix – A

Mandatory Requirements		Attached at
1	An Applicant shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.	Flag-A
2	The applicant must be an active tax payer on or before the submission of Prequalification Application.	Flag-B
3	The applicant must have National Tax Number (NTN) & General Sales Tax Number with documentary proof shall have to be provided by applicant(s) alongwith PST, PRA, etc if applicable.	Flag-C
4	The Applicant shall have a valid registration with EOBI / PESSI.	Flag-D
5	Applicant(s) who is barred / blacklisted or disqualified either by any Government / Department / Agency / Authority would not be eligible to submit the Application. <b>The Applicant will submit an undertaking in this regard.</b>	Flag-E
6	Consortium / Association / Joint Venture is not permissible.	Flag-F
7	The copy of the Prequalification Documents duly signed and stamped by the applicant shall be attached with the EOI / Prequalification Application.	Flag-G
<b>TECHNICAL EVALUATION CRITERIA</b>		
<b>SECP Registration and ISO / Relevant Certification</b>		
1	a. SECP Registration	Flag-H
	b. ISO / Relevant Certification	Flag-I
<b>General Experience and Past Performance of the Firm</b>		
2	a. Projects	Flag-J
<b>Managerial Capability / Technical Strength of the Firm (Approach and Methodology)</b>		
3	a. Documentary proof of Insurance / EOBI/ PESSI	Flag-K
	b. Project Manager having requisite experience.	Flag-L
	c. Approach and Methodology	Flag-M
<b>Financial Capability/Strength</b>		
4	a. Cumulative Annual Turnover for last 03 Years. (duly supported by Audited Financial Statements)	Flag-N
	b. Financial Ratio	Flag-O