

**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 SECURITY
SERVICES**

(September - 2020)

Table of Contents

1. EXPRESSION OF INTEREST (EOI)	3
ADVERTISEMENT-1	4
2. INTRODUCTION	6
3. INSTRUCTION TO APPLICANTS	7
General Instructions.....	7
Prequalification Application Method & Evaluation.....	10
Prequalification application Evaluation.....	10
Technical Evaluation	10
4. TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA)	10
5. SCOPE OF SERVICES/TERMS OF REFERENCE	14
Operations Responsibilities:	15
Security Staff Requirements:.....	17
Approach & Methodology.....	19
Roles & Responsibilities.....	19
Responsibilities of the Client	19
General Guidelines	20

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.**
- Operation and Management of Laundry Services
 - End to End Supply Chain (W&D) Services
 - Mechanical, Electrical, Plumbing & Generator (MEPG) Services
 - Security Services
 - 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), (www.pshealth.punjab.gov.pk) & (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
E-mail: outsourcing.pmu@gmail.com
Tel: 042-99231203

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
 - End to End Supply Chain (W&D) Services
 - 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.psha.punjab.gov.pk), (www.pshhealth.punjab.gov.pk) & (www.pmuhealth.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.

Service Name	Pre Bid 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


- 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
 E-mail: outsourcing.pmu@gmail.com
 Tel: 042-99231203

IPL-7437

ADVERTISEMENT-2


**Primary & Secondary
Healthcare Department**

EXPRESSION OF INTEREST (EOI)

PREQUALIFICATION OF OUTSOURCING SERVICES

REFERENCE NO. P&SHD/PMU/PS/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&C) 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 website (www.pscs.gov.pk/procurement) & (www.pshd.gov.pk) & (www.pshd.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 II, Lahore.

Service Name	Pre Bid 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&C) 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-II, Lahore
 E-mail: outsourcing.pmu@gmail.com
 Tel: 042-69231093

Wednesday, 2 September, 2020 | 13 Muharram, 1442 | Rs 15.00 | Vol XI No 63 | 12 Pages | Lahore Edition

PAKISTAN TODAY

2. INTRODUCTION

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Security 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) & (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 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. The Applicant must be approved / licensed / registered by the Punjab, Home Department as a Security Service Provider.
6. 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.**
7. Consortium / Association / Joint Venture is not permissible.
8. 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)

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(HSE, APSAA) (05 Marks)	05	
2	General Experience and Past Performance of the Firm			30
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a.	Each Project will be given 02 Marks	30	
	General Experience / Relevant Project means that the service provider is providing services to public / private Sector. Each Institution/Organization/Hospital will be consider as an independent project. Only those Project(s) will be considered for evaluation whose contract / agreement value will be 7 Million or more. 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 Capability / Technical Strength of the Firm (Approach and Methodology)			30
	Sr. No.	PARAMETER	MAXIMUM SCORE	
	a)	No of Valid Arms Licenses 51 - 70 Valid Arms Licenses (03 Marks) >70 Valid Arms Licenses (06 Marks)	06	
	b)	*No of Ex-Army Guards 51 - 70 Relevant Personnel (03 Marks) >70 Relevant Personnel (06 Marks)	06	
	c)	No of Civilian Security Guards 80 - 120 Relevant Personnel (03 Marks) >120 Relevant Personnel (06 Marks)	06	
	d)	Documentary proof of Insurance/ EOBI/ PESSI from 100-120 No. of Security Staff (03 Marks) Documentary proof of Insurance/ EOBI/PESSI from 121-150 or above No. of Security Staff (06 Marks)	06	
	e)	Project Manager having requisite experience. 01 Project Manager / Incharge (01 Mark) 02 Project Managers / Incharge (02 Marks) 03 Project Manager / Incharge (03 Marks)	03	
	f)	Approach and Methodology (03 Marks)	03	
	Note: The Applicant will provide academic credentials and pay evidence of Project Manager person along with 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 with entire model (including HR, consumable etc.) 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. For Ex-Army Guards the firm must submit Service Certificate. List of Ex-Army Guards & Civilian Guards along with CNIC & Contact No. must be provided by the Service Provider.			

Financial Capability/Strength						
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)		
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**.

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

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 Security Services was one of the pivotal non-clinical services which was initiated by the Primary & Secondary Healthcare Department.

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 Security Services for **24 Hours a day (365 days/ 7 days a week including Sunday & Holidays)** in the entrusted Health Facility.

Operations Responsibilities:

1. Control unauthorized access to Hospital territory.
2. Ensure protection of the personnel's & property of the Hospitals.
3. Prevent trespass with/without arms.
4. Prevent the entry of unauthorized persons and unauthorized vehicle inside the premises of hospital.
5. In case of any incident such as theft, robbery, fight, accident inside the hospital, it is the responsibility of the service provider to coordinate/assist with designated hospital focal person in lodging of FIR, legal proceeding etc.
6. Check entry and exit of the personnel, if required screen / inspect visitors/staff and their baggage, conduct body check (with the metal detector) to identify and take away sharp instruments, flammable stuff. Perform suppression and removal of invaders, demonstrators and unauthorized entrants. Service Provider shall deploy walk-through gates at entry points.
7. Recognize and respond to security threats or breaches.
8. Recognize and respond to emergency situations and safety hazards such as fire, power outages, terrorist attacks, accidents, short circuits.
9. The Security Personnel/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire- fighting material available on the spot. They will also help the fire-fighting staff in extinguishing the fire or in any other natural calamities.
10. Safeguard the property against theft, damage and misuse. Damage shall include setting up of banners, posters, advertisements, graffiti etc. without Hospital Administration's permission in the Hospital territory.
11. The Service Provider shall patrol the Hospital area (outside surroundings and inside corridors) as required or as directed by the Office/Hospital Administration to prevent trespassing, vandalism, sabotage, theft etc.
12. The Service Provider shall be responsible to ensure the safety and security of Hospital's assets (moveable and immovable) including any items stored in Hospital's warehouse.
13. Monitor and provide information about public events or other activities in the geographic area that may impact Hospital Operations.

14. Report any occurrence of security violations to the Hospital Administration as quickly as possible.
15. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the premises.
16. It should be ensured that flower plants, trees and grassy lawns are not damaged by the staff, outsiders or stray cattle.
17. In emergency situations, security staff/supervisor/Senior Security Supervisors deployed shall also participate as per their role defined in the Security plan of the Hospital. Security personnel should be sensitized beforehand for their role in such situations.
18. The Service Provider shall be responsible for the confidentiality of the information. The Service Provider shall take and must have mechanisms and means to ensure adequate precautions to protect the privacy and confidentiality of all data and Confidential Information pertaining to the security plans, in relation to this Agreement or the Security Services. Neither the Service Provider nor any of the employees/agents shall discuss nor disclose verbally or in writing any information regarding any of the internal security operations with any uninvolved persons or agencies without prior written approval from the Hospital Administration.
19. In case, a security guard is not performing his duties well, he shall be served a warning letter by Hospital administration and if, after one week, he is still not able to perform his duty, service provider will replace the staff. However, hospital administration reserves the right to ask Service Provider to replace any security personnel without any reason.
20. Any other duties/responsibilities assigned by the Hospital Administration may be incorporated in the agreement. The same shall also be binding on the Service Provider.
21. The Service contract include, but are not limited to, the following:
 - ❖ Conduct periodic outside patrols and periodically roam floors. Inspect packages, briefcases, purses, duffel bags, and other items being brought into or being removed from premises of the building.
 - ❖ Endeavor to prevent the occurrence of fires, explosions, collapses, and other catastrophes. In such event, Contractor will summon appropriate response

agencies and then notify to the concerned authorities in accordance with applicable orders and policies; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition.

- ❖ Provide escorts for dignitaries, as required.
- ❖ Provide key and lock support to include unlocking and locking services.
- ❖ Prevent unauthorized access to High Risk areas (Labor Rooms/Wards/OTs/Doctor Examination Room).
- ❖ Check all floors as personnel leave for the day to insure that lights and any other electrical units are turned off.
- ❖ Traffic Control: Serve as required in traffic direction; control and monitor admittances to parking areas.
- ❖ Key Control: Receive and account for keys to the building, various offices, chain locks, etc.

Security Staff Requirements:

1. Service Provider will supply all the staff necessary to complete the duties as mentioned in the Prequalification Documents.
2. The Service Provider shall be responsible for furnishing all labor ammunitions, uniforms, flashlights, batteries, cellular phones / communication devices, detectors and other related equipment.
3. Arms shall be in working condition at all the time. Armed Guards must be equipped with sufficient cartridges
4. All arms must be licensed in the name of the company.
5. The Security Guard on duty shall not leave the premises until his reliever reports for duty.
6. An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the administration.
7. Service Provider will provide additional staffing, as requested by the Hospital, for special events. These special events will require the Service Provider to provide staffing outside of our normal working hours.
8. The Service Provider shall be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all-time use all reasonable efforts to maintain

- discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Security Services.
9. The Service Provider shall ensure that it does not engage or continue to engage any personnel with criminal record / conviction or otherwise undesirable persons and shall bar such person from participating directly or indirectly in the provision of Security Services.
10. Minimum desired standards of personnel shall be as below:
- Medically fit
 - Physically fit;
 - Hospital may test their fitness as per established methods if found.
11. All Security Guards assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere with the performance of his/her duties including good vision without color blindness. They should possess good physique, necessary skills, knowledge, expertise and experience to satisfy the requirements of the security work involved. They should not be suffering from any contagious/major diseases
12. The Service Provider's staff appearance will be influential in creating a good image of Hospital. Their appearance shall set a good example. The Service Provider shall ensure that guard personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene, bearing, uniform, and equipment.
13. During non-operational hours, the Security Personnel will check all doors to ensure that they are locked, inspect all areas by turning on a minimum number of lights, check for open windows, running or dripping water.
14. The Security Personnel shall take appropriate action to preclude or minimize loss and render reports of all incidents, accidents, property damage, and maintain all records in connection with the duties and responsibilities of the security force. They shall comply with inspection rounds requirement.
15. The Service Provider shall nominate a focal person (manager or head supervisor), to engage regularly with the Hospital administration. The Service Provider shall ensure 24/7 availability of such focal person. Hospital administration will engage this focal person to resolve day-to-day queries.

Approach & Methodology

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

Roles & Responsibilities

Primary Responsibilities of the Firm

Applicant shall provide operation and management of security services, security personnel, patrol and related services as set forth in this document. The services contracted include, but are not limited to, the following:

1. The service provider shall provide Security 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 security services.
2. The firm must a Prequalification application 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 Security money and remaining invoices amounts may be distributed to Security Staff of the firm.
3. Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
The contact details of every Supervisor to be provided by the firm / company.
4. The service provider will ensure that the no smoking environment rules in the hospital are respected. Violations will attract a fine as per Govt. instruction for each violation.
5. The Supervisors shall be employed by the service provider as per requirements of the Procuring Agency. These supervisors are to perform the following roles:

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 generation of monthly report.

4. Provide office space/ storage for equipment and miscellaneous tasks by the Service Provider.

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 hospitals be adequately immunized against all types of communicable diseases and periodically monitored through health check-ups.
5. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the hospitals well in advance (a week).
6. The Procuring Agency reserves the right to direct the service provider for replacement of Security 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	The Applicant must be approved / licensed / registered by the Punjab, Home Department as a Security Service Provider.		Flag-E
6	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.		Flag-F
7	Consortium / Association / Joint Venture is not permissible.		Flag-G
8	The copy of the Prequalification Documents duly signed and stamped by the applicant shall be attached with the EOI / Prequalification Application.		Flag-H
TECHNICAL EVALUATION CRITERIA			
SECP Registration and ISO / Relevant Certification			
1	a.	SECP Registration	Flag-I
	b.	ISO / Relevant Certification	Flag-J
General Experience and Past Performance of the Firm			
2	a.	Projects	Flag-K
Managerial Capability / Technical Strength of the Firm (Approach and Methodology)			
3	a.	No of Valid Arms Licenses	Flag-L
	b.	No of Ex-Army Guards	Flag-M
	c.	No of Civilian Security Guards	Flag-N
	d.	Documentary proof of Insurance/ EOBI/ PESSI	Flag-O
	e.	Project Manager having requisite experience	Flag-P
	f.	Approach and Methodology	Flag-Q
Financial Capability/Strength			
4	a.	Cumulative Annual Turnover for last 03 Years. (duly supported by Audited Financial Statements)	Flag-R
	b.	Financial Ratio	Flag-S