

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

REFERENCE NO: P&SHD/PMU/OS/LAUNDRY-RFP/2020-21



**Primary & Secondary
Healthcare Department**

Request for Proposal

**PROVISION OF OPERATIONS & MANAGEMENT OF LAUNDRY
SERVICES IN DHQ / THQ HOSPITALS OF THE PUNJAB**

(December-2020)

Letter of Invitation

Dated: 04th December, 2020

Letter No. P&SHD/PMU/OS/LAUNDRY-RFP/2020-21

To,

1. M/s Arar Innovations Pvt. Ltd.

Address: 40 A Shadman II Lahore, Pakistan

Email ID: info@thearargroup.com

Phone No: 042-35970690

2. M/s G-Med Pvt. Ltd

Address: 218, B-2, Johar Town, Lahore, Pakistan

Email ID: Proposalsding.lhr@gmed.pk

Phone No: 042-35239656

3. M/s Medi Land Pakistan

Address: B-09, 2nd Floor, Masood Arcade, IJP Road Rawalpindi, Pakistan

Email ID: info@medilandpakistan.com

Phone No: 051-4848452

4. M/s Mustahlik Enterprises JV with M/s NeoTec Pvt. Ltd

Address: 137 - BB, Phase IV, DHA Lahore, Pakistan

Email ID: hasquireshi@gmail.com

Phone No: 0333-5300200

5. M/s Vertex Medical Pvt. Ltd

Address: 70 B-1, Gulberg III Lahore, Pakistan

Email ID: Umairqasim@vertixmedical.com

Phone No: 042-35756330

SUBJECT: PROVISION OF OPERATIONS & MANAGEMENT OF LAUNDRY SERVICES IN DHQ / THQ HOSPITALS OF THE PUNJAB

Dear Mr. /Ms.:

1. This RFP is addressed to the above mentioned Service Provider (s) of which have been pre-qualified/by Project Management Unit (PMU), Primary & Secondary Healthcare Department, Govt. of the Punjab to provide Laundry Operations & Management Services in the THQ / DHQ Hospitals of the Punjab.
2. Bidding shall be conducted through Open Competitive Bidding (Single Stage-Two Envelope) procedures specified in the Punjab Procure Rules (PPRA) 2014 (amended Jan 2016), and is open to all prequalified Applicants as defined in the RFP. The Applicants are

required to submit separate envelopes containing Technical & Financial proposals in printed & electronic form (flash-drive).

3. Interested eligible Applicants may obtain further information/Request for proposal from the **Office of Director Outsourcing**, Project Management Unit, Revamping of DHQ/THQ Hospitals, 31-E/1, Shahra-e-Imam Hussain, Gulberg-III, Lahore or download from website: www.pmuhealth.punjab.gov.pk
4. The provisions in the Instructions to Applicants and in the General Conditions of Contract shall form integral part of RFP.
5. Sealed Proposals must be delivered to the above office **on or before 11:00 a.m. on 22th December, 2020** and must be accompanied by a **Proposal Security of an amount 500,000/- per package** in the form of financial instrument i.e., CDR/Pay Order/Demand Draft/Bank Guarantee.
6. **Proposals will be opened on the same date in the presence of Applicants' representatives who choose to attend at 11:30 a.m.** in the Office of, Project Management Unit, 31-E/1, Shahra-e-Imam Hussain, Gulberg-III, Lahore.s
7. The Applicants are requested to give their best and final prices as no negotiations are expected.
8. Taxes will be deducted as per applicable government rules. NTN and Sales Tax registration certificate must be provided.
9. For obtaining any further information or clarifications, please contact the person named below:
10. Please inform us in writing through mail and email about the following upon receipt of this letter that:
 - a. You received the Letter of Invitation; and
11. Whether you will submit a proposal or not.
12. This RFP has been structured in the following manner:
 - Part I: Request for Proposal
 - Part II: Form of Contract
 - Part III: Scope of Work

Project Director
Program Management Unit (PMU)
Primary & Secondary Healthcare Department
31-E/1, Shahra-e-Imam Hussain, Gulberg-III, Lahore
Tel: 042-35775360-61
Website: www.pshealth.punjab.gov.pk

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1. 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). The details of Feeders and Satellites (Tentative list of DHQ / THQ Hospitals) is given below.

Feeders	Sr. No.	Hospital Name	Feeder / Satellite
1	1	DHQ Lodhran	Feeder
	2	THQ Kahrora Pacca	Satellite
	3	THQ Duniapur	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 Dinga	Satellite
	43	THQ Shabbir Sharif	Satellite
	44	THQ Sara-e-Alamgir	Satellite
6	45	DHQ Layyah	Feeder
	46	THQ Taunsa	Satellite
	47	THQ Chowk Azam	Satellite
	48	THQ Karor (Tehsil Karor)	Satellite
	49	THQ Chaubra	Satellite
	50	THQ Kot Sultan	Satellite
7	51	DHQ Rajanpur	Feeder
	52	THQ Rojhan	Satellite
	53	THQ Jampur	Satellite
	54	THQ Sadiqabad	Satellite
	55	THQ Liaqatpur	Satellite
	56	THQ Khanpur	Satellite
8	57	DHQ Bhakkar	Feeder
	58	THQ Darya Khan	Satellite
	59	THQ Kalurkot	Satellite
	60	THQ Mankera	Satellite
9	61	DHQ Kasur	Satellite
	62	THQ Chunian	Satellite
	63	THQ Pattoki	Satellite
	64	THQ Mianmeer Lahore	Satellite
	65	DHQ Nankana Sahib	Satellite
	66	THQ Shahkot	Satellite
10	67	THQ Phalia	Feeder
	68	DHQ Mandi B. Din	Satellite
	69	THQ Malakwal	Satellite
	70	DHQ Hafizabad	Satellite
	71	THQ Pindi Bhattian	Satellite
	72	DHQ Chakwal	Satellite
	73	THQ Talagang	Satellite
	74	THQ Talagang City	Satellite
	75	THQ Kallar Kahar	Satellite
	76	THQ Choha Saiden Shah	Satellite
11	77	THQ Hazro	Feeder
	78	DHQ Attock	Satellite
	79	THQ Hassan Abdal	Satellite
	80	THQ Taxila	Satellite
	81	THQ Fatehjang	Satellite
	82	THQ Pindi Gheb	Satellite
	83	THQ Gujar Khan	Satellite
	84	THQ Murree	Satellite

	85	THQ Kallar Syedan	Satellite
	86	THQ Kotli Sattian	Satellite
	87	THQ Kahuta	Satellite
12	88	DHQ Muzaffargarh	Feeder
	89	THQ Kot Addu	Satellite
	90	THQ Jatoi	Satellite
	91	THQ Alipur	Satellite
	92	DHQ Hospital Multan	Satellite
	93	THQ Fort Munro	Satellite
	94	DHQ Bahwalnagar	Feeder
13	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
	105	DHQ Sheikhpura	Feeder
14	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
	115	THQ Pasrur	Satellite
	116	THQ Daska	Satellite
	117	THQ Sambrial	Satellite
	118	THQ Sangla Hill	Satellite
	119	THQ Shahpur	Feeder
15	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

The details of packages are tabulated below.

Package No	Feeder Hospitals	Bid Security against each Package
1	DHQ Lodhran, DHQ Muzaffargarh, and DHQ Rajanpur	500,000
2	DHQ Okara, DHQ Bahawalnagar and DHQ Kasur	500,000
3	DHQ Jhang, DHQ Layyah and THQ Shahpur	500,000
4	DHQ Mianwali, DHQ Sheikhpura and DHQ Bhakkar	500,000
5	DHQ Jhelum, THQ Hazro and THQ Phalia	500,000

Note: The above mentioned list of Packages / Feeder / Satellite hospitals is tentative. However, Procuring Agency reserves the right to drop / add / change, one or more health facilities working under the administrative control of P&SHD. The payments shall be made as per actual. The prequalified applicants who intends to apply for multiple Packages shall submit only one Technical Proposal but separate Financial Proposal (s) for each Package applied for.

2. INSTRUCTION TO APPLICANT (S)

General Instructions

1. An Applicant / Service Provider shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
2. **Interested applicants who intends to apply for multiple Packages shall submit only one Technical Proposal but separate Financial Proposal(s) for each Package applied for.**
3. The Proposal Security for this tender / procurement / RFP is for 500,000/- for each Package and shall be submitted in the form of Financial Instrument i.e. CDR, Demand Draft, Pay Order or Bank Guarantee in the favor of **Project Director, Project Management Unit (PMU)**. The original instrument must be placed in the Financial Proposal however a copy of the same shall be attached with Technical Proposal.
4. The RFP duly signed and stamped by the applicant, shall be attached with the Technical Applications in printed & electronic form (flash-drive).
5. At any time, prior to the deadline for submission of Proposals, 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 RFP by amendment. Such amendment/response shall be uploaded on departmental websites, and shall be binding on them.
6. The Procuring Agency, at its discretion, may extend the deadline for the submission of Proposals. Amendment notice to that effect shall be communicated in the same manner as the original invitation to Proposal.
7. For the purpose of preparing the Proposal, the interested Applicants will be allowed to visit the respective hospital (s) to conduct survey and relevant assessments. However, basic details about each Hospital and service timings are mentioned in this document.
8. 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.
9. The Applicant shall be responsible for providing a dashboard / application / LIMS (as required by procuring agency) along with internet facility regarding logistics i.e., proper mechanism for monitoring of linen and distance in KM against each Package.
10. The offer must be valid for **180 Days** from last date of submission of Proposals.

11. The procuring agency shall evaluate the technical Proposal in a manner prescribed ahead in the document, without reference to the price and reject any Proposal that does not conform to the specified requirements.
12. Procuring Agency reserves the rights to drop & or add one or more health facilities from any Feeder / Package.
13. After submission, no amendments in the technical or financial Proposal shall be permitted.
14. 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/PESSI/Labor Department. Deficient documents, claims regarding HR / equipment etc. shall not be acceptable.
15. After the evaluation and approval of the technical Proposal, the procuring agency, shall at a time within the Proposal validity period, publicly open the Financial Proposals of the technically responsive Applicants, on a time, date and venue announced and communicated to the Applicants in advance in the presence of the Applicants or their representatives. The financial Proposals of the technically non-responsive Applicants shall be returned un-opened to the respective Applicants.
16. The quoted prices shall be treated as firm and final in PKR and shall only be considered for the purpose of evaluation only. The amount may increase or decrease every month and payments shall be made on the basis of actual works carried out by the service provider regardless to any reference to the quoted bid and financial evaluation. At no instance trivial references will be entertained that the contractor is liable to be made with respect to the costs determined just for the sake of financial comparison.
17. The Applicant shall submit the Financial Proposal 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 Applicant 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 Applicant. No request for increase in price due to market fluctuation in the cost of services and goods shall be entertained after the Proposal has been submitted

18. The Applicant shall submit the Proposal including Proposal Form and Appendices.

19. Financial Proposal shall be prepared using the formats given in the Proposal Form.

Financial Proposals of only the technically qualified / responsive Applicants will be opened in accordance with the procedure laid down in Punjab Procurement Rule, 2014.

20. Conditional discounts shall not be considered in evaluation.

21. The Financial Proposals should contain:

- a) Covering Letter on Company letter-head
- b) Items mentioned in Financial Form (s)

22. The award of the contract (period of the contract) can be **Two Years** under this Request for Proposals from the date of commences of services. However, contracts may be extended for another one year if the respective firm performs satisfactorily (Recommendation of the concerned Health Facilities i.e. MS / CEO / DCO and Competent authority of the Procuring Agency). It may be noted that at no point any cost fluctuation will be considered except for any force majeure, moreover extension in contract will be dealt on the merits of the case, at no point it shall be deemed as a matter of right of the respective Applicant.

23. Intended date of commencement of the services will be within **15 Days** from the date of award of the Contract.

24. The Applicant 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 Proposals (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 Proposal for this contract.

- c. We confirm that the enclosed hard copy of the technical Proposal 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 Proposal and to clarify any details on its behalf.
- i. During evaluation of the Proposals, the Procuring Agency may, at its discretion, ask the Applicant for a clarification of its Proposal 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 Proposal 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 Proposals

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

Performance Security

The successful Applicant shall furnish a Performance Security in the form of irrevocable Bank Guarantee in the favour of **"PMU Primary & Secondary Health"** 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** (Tentative and calculated for the sake of financial comparison), with validity of **18-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.

Note: The duration of the PBG will be more than the duration of the contract as at the end / conclusion of the contract book settling and proper record handling is imperative and the same activity can only be concluded after the expiry of the contract. In light of that the duration of the PBG shall be 18-Months from the date of signing of the contract.

Proposal Evaluation

1. If the technical component achieves 65% points, the Proposal will be considered technically responsive. Those Proposals scoring less than 65% will not be considered for financial Proposal opening.
2. Financial Proposals of technically responsive Applicants shall be opened at a date and time fixed and notified in advance to the Applicant. The contract may be awarded to the lowest financial Proposal of the technically qualified Applicants (Applicants scoring 60% or more in the technical evaluation) subject to reasonability of prices. However,

Procuring Agency may reject all Proposals as specified in rule 35 of Punjab Procurement Rules, 2014.

Technical Evaluation

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

4. TECHNICAL EVALUATION CRITERIA (KNOCKDOWN CRITERIA)

The Applicant / Applicant / Service Provider (s) 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. The Applicant / Service Provider (s) must have to provide minimum 30 no. of HR's (which is approx. equivalent to operationalize one Package containing of three feeder hospitals) registered in EOBI / PESSI / Labor Department.
2. The Applicant / Service Provider (s) shall have to provide Under Taking of Minimum Wage Rate as per **Appendix-10**.
3. The copy of the Request for proposal (RFP) duly signed and stamped by the applicant / Service Provider (s) shall be attached with the Technical Proposals.

TECHNICAL EVALUATION CRITERIA		
Sr. No.	Description	Marks
1	EOBI / PESSI / Labor Department	25
2	Experience / Past Performance of the Firm	10
3	Managerial Capability of the Firm	10
4	Technical Strength of the Firm	15
5	Logistic Information and Vehicles Management System	10
6	Approach and Methodology (working technique / system)	10
7	Financial Capability / Strength	20
Total		100
Minimum marks required		65 %

Note: (Applicant complying with all mandatory parameters and obtaining total 65 % Marks shall be declared as Responsive. Financial Proposals of only Responsive Applicants shall be opened)

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

Evaluation Criteria (Copies of all the required documents shall be submitted)								
S. No.	Parameters	Marks						
1	EOBI / PESSI	25						
	<table><tr><th>Sr. No.</th><th>PARAMETER</th></tr><tr><td rowspan="5">a.</td><td>Documentary proof of EOBI / PESSI / Labor Department from 30-39 No. of Laundry Staff (05 Marks)</td></tr><tr><td>Documentary proof of EOBI / PESSI / Labor Department from 40-49 No. of Laundry Staff (10 Marks)</td></tr><tr><td>Documentary proof of EOBI / PESSI / Labor Department from 50-59 No. of Laundry Staff (15 Marks)</td></tr><tr><td>Documentary proof of EOBI / PESSI / Labor Department from 60-69 No. of Laundry Staff (20 Marks)</td></tr><tr><td>Documentary proof of EOBI / PESSI / Labor Department from >70 No. of Laundry Staff (25 Marks)</td></tr></table>		Sr. No.	PARAMETER	a.	Documentary proof of EOBI / PESSI / Labor Department from 30-39 No. of Laundry Staff (05 Marks)	Documentary proof of EOBI / PESSI / Labor Department from 40-49 No. of Laundry Staff (10 Marks)	Documentary proof of EOBI / PESSI / Labor Department from 50-59 No. of Laundry Staff (15 Marks)
Sr. No.	PARAMETER							
a.	Documentary proof of EOBI / PESSI / Labor Department from 30-39 No. of Laundry Staff (05 Marks)							
	Documentary proof of EOBI / PESSI / Labor Department from 40-49 No. of Laundry Staff (10 Marks)							
	Documentary proof of EOBI / PESSI / Labor Department from 50-59 No. of Laundry Staff (15 Marks)							
	Documentary proof of EOBI / PESSI / Labor Department from 60-69 No. of Laundry Staff (20 Marks)							
	Documentary proof of EOBI / PESSI / Labor Department from >70 No. of Laundry Staff (25 Marks)							
Applicant(s) shall provide the requisite certificates / contributions / registrations if any.								
2	Experience / Past Performance of the Firm	10						
	<table><tr><th>Sr. No.</th><th>PARAMETER</th></tr><tr><td>a.</td><td>Each General Project will be given 01 Marks Each Relevant Project will be given 02 Marks</td></tr></table>		Sr. No.	PARAMETER	a.	Each General Project will be given 01 Marks Each Relevant Project will be given 02 Marks		
Sr. No.	PARAMETER							
a.	Each General Project will be given 01 Marks Each Relevant Project will be given 02 Marks							
Relevant Project means that the service provider is providing services to public / private Sector w.r.t. relevance of Laundry 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. Only those Project(s) will be considered for evaluation whose contract / agreement value will be 10 Million or more for both general & relevant projects. 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 of the Firm	10						
	<table><tr><th>Sr. No.</th><th>PARAMETER</th></tr><tr><td>a.</td><td>Each Technical Person / Engineer having requisite experience will be given 01 Mark.</td></tr></table>		Sr. No.	PARAMETER	a.	Each Technical Person / Engineer having requisite experience will be given 01 Mark.		
Sr. No.	PARAMETER							
a.	Each Technical Person / Engineer having requisite experience will be given 01 Mark.							
The Applicant will provide degree (at least BS in Engineering / B Tech in Engineering or Equivalent) and pay evidence of Technical Person / Engineer along with undertaking on judicial paper.								
4	Technical Strength of the Firm	15						
	<table><tr><th>Sr. No.</th><th>PARAMETER</th></tr><tr><td>a.</td><td>Each Technical Person / / Laundry staff having requisite experience will be given 0.5 Mark.</td></tr></table>		Sr. No.	PARAMETER	a.	Each Technical Person / / Laundry staff having requisite experience will be given 0.5 Mark.		
Sr. No.	PARAMETER							
a.	Each Technical Person / / Laundry staff having requisite experience will be given 0.5 Mark.							
The Applicant will provide degree (at least DAE in Engineering or Equivalent) and pay evidence of Technical Person along with undertaking on judicial paper.								
5	Logistic Information and Vehicles Management System	10						
	<table><tr><th>Sr. No.</th><th>PARAMETER</th></tr><tr><td>a.</td><td>Logistic Information and Vehicles Management System</td></tr></table>		Sr. No.	PARAMETER	a.	Logistic Information and Vehicles Management System		
Sr. No.	PARAMETER							
a.	Logistic Information and Vehicles Management System							
For logistic information system the Applicant will annexed portal detail and will present the same to evaluation committee if required. The Applicant will provide the details of vehicles branding as well.								
6	Approach and Methodology (working technique / system)	10						
	<table><tr><th>Sr. No.</th><th>PARAMETER</th></tr><tr><td>a.</td><td>Approach and Methodology</td></tr></table>		Sr. No.	PARAMETER	a.	Approach and Methodology		
Sr. No.	PARAMETER							
a.	Approach and Methodology							
Approach and methodology means the Applicant will submit detailed SOPs, layout, ingredient's / Detergents, stain remover, laundry liquids, bleach, anti-biological agents/sanitizers, optical brightener / fabric softener (if any) details, way to maintain the Quality standards and to manage services in case of any failure / breakup. Approach and Methodology must be clear and responds to TORs mentioned in RFP. It also 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.								

7	Financial Capability/Strength			20
	Sr. No.	PARAMETER		
	a.	Average Annual Turnover for last 03 Years. (duly supported by Audited Financial Statements)		
		>=20	Million (10 Marks)	
		>=40	Million (15 Marks)	
>=60		Million (20 Marks)		

*Interested Applicants who are applying for more than one Feeder / Package must submit one technical Proposal and separate financial Proposal for each Feeder / Package.

**Technically qualified Applicant 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 Applicants for inspection purpose. Successful Applicant will only be allowed to sign a contract and subsequently initiate laundry operations after the approval of such samples by the competent authority.

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

FINANCIAL EVALUATION

The financial evaluation of the Proposal shall be according to the financial evaluation criteria as given in **Financial Form 2**. Incomplete Proposals 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 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 Proposal may lodge a written complaint concerning his grievances not later than **10 Days** after the announcement of Proposal 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 PROPOSAL 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 Request for Proposals **(PROVISION OF O&M LAUNDRY SERVICES FOR DHQ / THQ HOSPITALS OF THE PUNJAB)** PROPOSAL REFERENCE NO: -----
 ---dated_ [insert date here] _____. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal 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 Proposal 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 PROPOSAL FORM (FOR PACKAGE NO. _____)

(This Form must be filled separately for each 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 Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding amount(s) currency (ies)} {Insert amount(s) in words and figures}, inclusive of all 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 Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

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

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

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

FIN 2: FINANCIAL MODEL

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

Determination of Lowest Evaluated Applicant			
Sr. No	Description	Percentage (for determination of lowest Evaluated Applicant)	Total Cost
A	Sub-Total Items Cost (A)	65%	
B	Sub-Total HR and Management Cost (B)	35%	
C	<u>Total Cost of the Financial Proposal:</u> (All quoted prices shall be inclusive of all applicable contributions, taxes, duties, Govt. tariffs etc.)		

(A) ITEMS COST

S. No	Items	Cost To be Quoted	Quantity of Items (As per Appendix-3)	Percentage of cost of items (for determination of lowest Evaluated Applicant)	Net Cost
	A	B	C	D	E=B*C*D
1	Bed Sheet			30%	
2	Gown (OT Gown / Doctor's Coat)			08%	
3	Draw Sheet			05%	
4	OT Kit (Trouser and shirt for doctor)			05%	
5	Blanket			05%	
6	Pillow Cover			03%	
7	Table Cloth			03%	
8	Washroom Towels			03%	
9	Small bed Sheet (Stretcher)			03%	
Sub-Total (A)					

(B) HR AND MANAGEMENT COST

Sr. No	Description of Staff	No. of Staff (As per Appendix-2)	Service period (Months)	Salary per worker per month	Total Cost for 1 Year	Percentage of cost of HR (for determination of lowest Evaluated Applicant)	Net Cost
		A	B	C	D=A*B*C	E	F=D*E
1	Engineer/ Supervisor	6	12			12%	
2	Washer Man/Helper/Iron/Packer	30	12			23%	
Sub-Total (B)							

OPTIONAL ITEMS (Mandatory to quote by the Applicant)

Sr. No	Description	Cost To be Quoted
1	Per KM Rate	
2	Curtain	
3	Mosquito net	
4	Mask	
5	Cap	
6	Blue Rug (Dari / Bichona)	
7	Apron Bearers	
8	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 Applicant. 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 Request for Proposals will be used for evaluation purpose. Payments shall be made on the basis of actual work done in the health facilities.

* 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 Applicant 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 Applicant 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

Applicant 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 responsible by the prevailing labor 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 labor 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 award of the contract (period of the contract) can be Two Years under this Request for Proposals from the date of commences of services. However, contracts will be signed on yearly basis and will be extended if the respective firm performs satisfactorily (Recommendation of the concerned Health Facilities i.e. MS / CEO / DCO and Competent authority of the Procuring Agency). It may be noted that at no point any cost fluctuation will be considered except for any force majeure, moreover extension in contract will be dealt on the merits of the case, at no point it shall be deemed as a matter of right of the

respective Applicant. 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 duly signed by Medical Superintendent / CEO / DCO of the respective Hospital/institution/District 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 labor 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

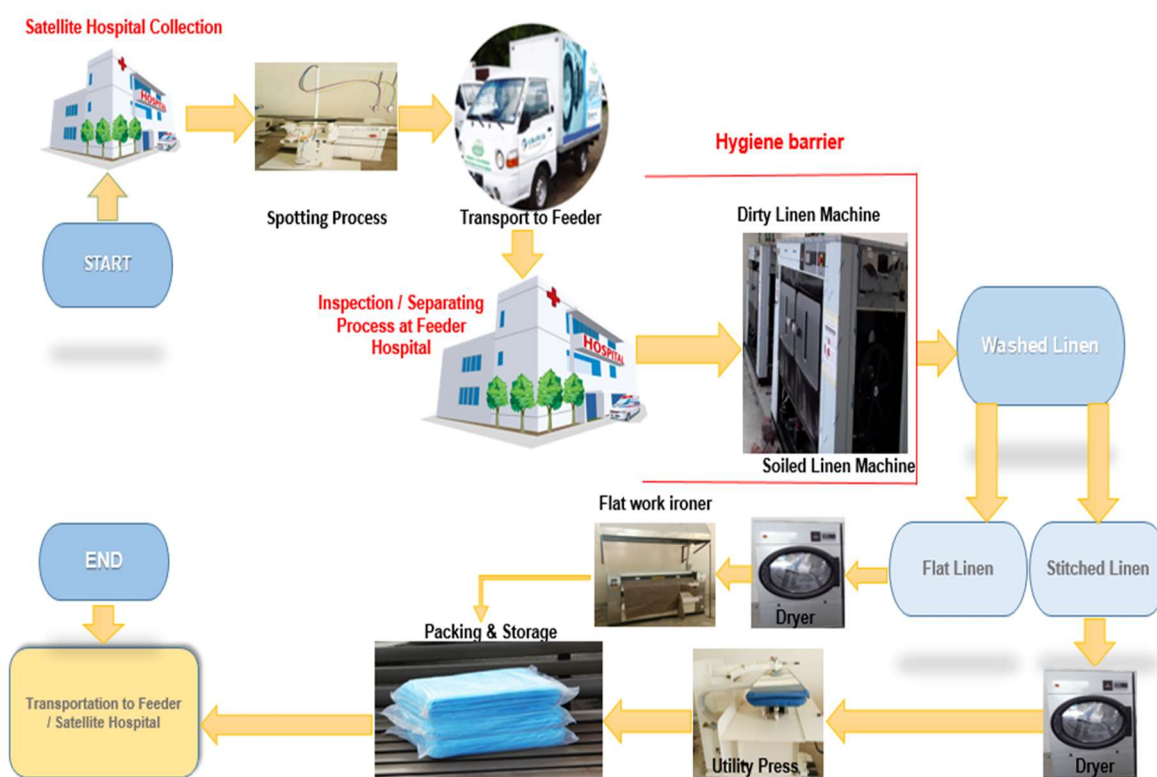
The District Head Quarters (DHQ) Hospitals are located at District headquarters level and serve a population of 1 to 3 million, depending upon the category of the hospital. The DHQ hospital provides primitive, preventive and curative care, advance diagnostics, inpatient services, advance specialist and 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. Service provider will be responsible for providing a dashboard / application / LIMS (as required by procuring agency) along with internet facility regarding logistics i.e., proper mechanism for monitoring of linen and distance in KM against each Package.
- g. All the linen should be properly packed in bags (39-45), as per bag capacity before transportation (if awarded).
- h. Service provider shall provide 24/7 laundry services to hospitals.
- i. 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.

- j. 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 and security of the laundry equipment and laundry area will be the responsibility of service provider.
- k. 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.
- l. 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.
- m. 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.
- n. 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 Proposal 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.
- o. 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.
- p. 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.

- q. 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.
- r. 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.
- s. 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 .
- t. 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.
- u. Any protest of strike observed 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.
- v. 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.
- w. 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.
- x. 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:

Sr. No	Name of Items
1	Bed Sheet
2	Gown (OT Gown / Doctor's Coat)
3	Draw Sheet
4	OT Kit (Trouser and shirt for doctor)
5	Blanket
6	Pillow Cover
7	Table Cloth
8	Washroom Towels
9	Small bed Sheet (Stretcher)

- 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 48 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	48 Hours
Gown (OT Gown / Doctor's Coat)	Every 2 nd Day	
Draw Sheet	Every 2 nd Day	
OT Kit (Trouser 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	
Small bed Sheet (Stretcher)	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 aProposale 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**

- i. The service provider, under this contract shall be responsible of repair and maintenance of the installed equipment / laundry machines.
- ii. The service provider will be responsible to operate machines at its full capacity or as per requirement of the procuring agency, to cater the need of the hospitals.
- iii. 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 1% 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”.
- v. Service Provider is responsible any repair and maintenance occurred during the contract period.
- vi. **“Payment in Advance”** is an average contract cost of 3 months of all hospitals in respective Feeder / Package which shall be payable by the virtue of Bank Guarantee of equivalent amount in favor of Project Director. During the contract tenure such occurrence will be given once only at the end of closure of a financial year which shall be calculated as under Payment in advance = (Average cost of all hospitals in one package) x (4) However, under no circumstances, that amount is payable in absence of Bank guaranteed. Payment in Advance shall be released for smooth running of operations / services for next four months.
- vii. **“Infrastructure Grant”** is a cost for laundry sites up-gradation, up-keeping and repair / maintenance of Laundry Equipment of all Feeder hospitals in respective Packages, which shall be payable by the virtue of Bank Guarantee of equivalent amount in favor of Project Director, PMU. During the contract such tenure, occurrence will be given once only at the time of signing of the contract for mobilization of the contract as infrastructure grant. This amount

may be released to successful Applicants for site up-gradation / up-keeping / Repair & Maintenance of Laundry Equipment in lie of performance bank guarantee and vouched account. If this cannot be provided then same amount may be deducted from service providers invoices. However, under no circumstances, that amount is payable in absence of Bank guarantee / vouched account. The amount of **06 Million against each package** may be granted after observing codal formalities. The details of packages are tabulated below.

Package No	Feeder No
1	DHQ Lodhran, DHQ Muzaffargarh, and DHQ Rajanpur
2	DHQ Okara, DHQ Bahawalnagar and DHQ Kasur
3	DHQ Jhang, DHQ Layyah and THQ Shahpur
4	DHQ Mianwali, DHQ Sheikhupura and DHQ Bhakkar
5	DHQ Jhelum, THQ Hazro and THQ Phalia

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.

C. Requirements of Laundry Processing Area

- I. 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.
- II. 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.

- III. 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.
- IV. There should be no standing water in any part of the laundry service area.
- V. 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.
- VI. 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.
- VII. Separate colored baskets should be used in order to keep infected and uninfected sheets separate until they are processed.

2.10. 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. The service provider must be ensured the minimum wage rate as per PPRA circular attached at the end of this Proposal document.
- II. Continuous and uninterrupted presence of Laundry staff 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/ Helper/ Packer/ Iron man	Minimum 1 Years of relevant Experience. Age should be less than 50Years

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 of respective feeder load of linen.

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 award of the contract (period of the contract) can be Two Years under this Request for Proposals from the date of commences of services. However, contracts will be signed on yearly basis and will be extended if the respective firm performs satisfactorily

(Recommendation of the concerned Health Facilities i.e. MS / CEO / DCO and Competent authority of the Procuring Agency). It may be noted that at no point any cost fluctuation will be considered except for any force majeure, moreover extension in contract will be dealt on the merits of the case, at no point it shall be deemed as a matter of right of the respective Applicant.

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/ Helper/ Ironer/ 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
Small bed Sheet (Stretcher)	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
Small bed Sheet (Stretcher)	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	
Small bed Sheet (Stretcher)	

9. CONTRACT FORM

This Contract (hereinafter called as “Contract”) is made at Lahore the _____ 2020, 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 Proposals/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 Applicant.
- 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 Proposal & 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
- Request For Proposals

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 (Package / Feeder / Satellite) at any stage according to the requirement of the Health Department / Procuring Agency.

Appendix-2 Minimum Human Resource Requirement

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

Sr. No.	Manpower Description	Qualifications & experience	No.
1	Engineer/Supervisor	Minimum 3 years of relevant experience	6
2	Washer man/ Helper/ Ironer/ Packer	Minimum 1 Years of Experience	30

*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 Package / 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 Tentative List of Items (Linen)

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.

Tentative Washing Items											
Sr. No	Hospital Name	Bed Strength	1	2	3	4	5	6	7	8	9
			No. of Bed Sheets	No. of Gowns	Draw sheets	OT Kit (Trouser and shirt for doctor)	No. of Blankets	No. of Pillow cover	Table Clothes	Bathroom Towels	Bathroom Towels
			(Daily)	(Weekly)	(Weekly)	(Weekly)	(After 90 Days)	(Weekly)	(After 90 Days)	(Weekly)	(Weekly)
1	2	3	4	10	18	20	6	8	14	16	16
			365	52	52	52	4	52	4	52	52
1	DHQ Lodhran	125	45,625	6518	6518	6518	507	6518	507	6,518	6,518
2	THQ Kahrur Pacca	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
3	THQ Duniapur	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
4	THQ Jalalpur Pirwala	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
5	THQ Shujaabad	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
6	THQ Khairpur Tamewali	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
7	THQ Yazman	50	18,250	2607	2607	2607	203	2607	203	2,607	2,607
8	THQ Ahmedpur East	92	33,580	4797	4797	4797	373	4797	373	4,797	4,797
9	THQ Kabirwala	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
10	THQ Mailsi	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
11	DHQ Khanewal	250	91,250	13036	13036	13036	1014	13036	1,014	13,036	13,036
12	THQ Jahanian	30	10,950	1564	1564	1564	122	1564	122	1,564	1,564
			331,055	47,294	47,294	47,294	3,678	47,294	3,678	47,294	47,294
13	DHQ Okara (South City)	125	45,625	6518	6518	6518	507	6518	507	6,518	6,518
14	DHQ Okara city	250	91,250	13036	13036	13036	1014	13036	1,014	13,036	13,036
15	THQ Deepalpur	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
16	THQ Haveli Lakha	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
17	THQ Renala Khurd	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
18	THQ Chichawatni	120	43,800	6257	6257	6257	487	6257	487	6,257	6,257
19	THQ Samundri	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
20	THQ Tandlianwala	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
21	THQ Jaranwala	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
22	THQ Jhumra	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
			312,075	44,582	44,582	44,582	3,468	44,582	3,468	44,582	44,582

23	DHQ Jhang	275	100,375	14339	14339	14339	1115	14339	1,115	14,339	14,339
24	THQ Shorkot	70	25,550	3650	3650	3650	284	3650	284	3,650	3,650
25	THQ 18 Hazari	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
26	THQ Ahmedpur Sial	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
27	DHQ TT Singh	250	91,250	13036	13036	13036	1014	13036	1,014	13,036	13,036
28	THQ Gojra	150	54,750	7821	7821	7821	608	7821	608	7,821	7,821
29	THQ Kamalia	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
30	DHQ Chiniot	85	31,025	4432	4432	4432	345	4432	345	4,432	4,432
31	THQ Lalian	20	7,300	1043	1043	1043	81	1043	81	1,043	1,043
32	THQ Silanwali	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			383,250	54,750	54,750	54,750	4,258	54,750	4,258	54,750	54,750
33	DHQ Mianwali	500	182,500	26071	26071	26071	2028	26071	2,028	26,071	26,071
34	THQ Esa Khel	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
35	THQ Piplan	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
36	THQ Kala Bagh	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
37	THQ Jand	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			255,500	36,500	36,500	36,500	2,839	36,500	2,839	36,500	36,500
38	DHQ Jhelum	258	94,170	13453	13453	13453	1046	13453	1,046	13,453	13,453
39	THQ Sohawa	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
40	THQ Pind Dadan Khan	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
41	THQ Kharian	35	12,775	1825	1825	1825	142	1825	142	1,825	1,825
42	THQ Dinga	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
43	Major Shabbir Sharif	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
44	THQ Sara-e-Alamgir	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
			201,845	28,835	28,835	28,835	2,243	28,835	2,243	28,835	28,835
45	DHQ Layyah	280	102,200	14600	14600	14600	1136	14600	1,136	14,600	14,600
46	THQ Taunsa	80	29,200	4171	4171	4171	324	4171	324	4,171	4,171
47	THQ Chowk Azam	20	7,300	1043	1043	1043	81	1043	81	1,043	1,043
48	THQ Karor	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
49	THQ Chaubra	30	10,950	1564	1564	1564	122	1564	122	1,564	1,564
50	THQ Kot Sultan	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			178,850	25,550	25,550	25,550	1,987	25,550	1,987	25,550	25,550
51	DHQ Rajanpur	135	49,275	7039	7039	7039	548	7039	548	7,039	7,039
52	THQ Rojhan	52	18,980	2711	2711	2711	211	2711	211	2,711	2,711
53	THQ Jampur	80	29,200	4171	4171	4171	324	4171	324	4,171	4,171
54	THQ Sadiqabad	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
55	THQ Liaqatpur	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
56	THQ Khanpur	80	29,200	4171	4171	4171	324	4171	324	4,171	4,171
			170,455	24,351	24,351	24,351	1,894	24,351	1,894	24,351	24,351

Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

57	DHQ Bhakkar	333	121,545	17364	17364	17364	1351	17364	1,351	17,364	17,364
58	THQ Darya Khan	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
59	THQ Kalurkot	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
60	THQ Mankera	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			165,345	23,621	23,621	23,621	1,837	23,621	1,837	23,621	23,621
61	DHQ Kasur	197	71,905	10272	10272	10272	799	10272	799	10,272	10,272
62	THQ Chunian	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
63	THQ Pattoki	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
64	THQ Mianmeer	130	47,450	6779	6779	6779	527	6779	527	6,779	6,779
65	DHQ Nankana Sahib	120	43,800	6257	6257	6257	487	6257	487	6,257	6,257
66	THQ Shahkot	90	32,850	4693	4693	4693	365	4693	365	4,693	4,693
			225,205	32,172	32,172	32,172	2,502	32,172	2,502	32,172	32,172
67	THQ Phalia	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
68	DHQ Mandi B. Din	100	36,500	5214	5214	5214	406	5214	406	5,214	5,214
69	THQ Malakwal	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
70	DHQ Hafizabad	125	45,625	6518	6518	6518	507	6518	507	6,518	6,518
71	THQ Pindi Bhattian	34	12,410	1773	1773	1773	138	1773	138	1,773	1,773
72	DHQ Chakwal	205	74,825	10689	10689	10689	831	10689	831	10,689	10,689
73	THQ Talagang	24	8,760	1251	1251	1251	97	1251	97	1,251	1,251
74	THQ Talagang City	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
75	THQ Kallar Kahar	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
76	THQ Choha Saiden Shah	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			258,420	36,917	36,917	36,917	2,871	36,917	2,871	36,917	36,917
77	THQ Hazro	100	36,500	5214	5214	5214	406	5214	406	5,214	5,214
78	DHQ Attock	211	77,015	11002	11002	11002	856	11002	856	11,002	11,002
79	THQ Hassan Abdal	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
80	THQ Taxila	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
81	THQ Fatehjang	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
82	THQ Pindi Gheb	120	43,800	6257	6257	6257	487	6257	487	6,257	6,257
83	THQ Gujar Khan	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
84	THQ Murree	82	29,930	4276	4276	4276	333	4276	333	4,276	4,276
85	THQ Kallar Syedan	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
86	THQ Kotli Sattian	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
87	THQ Kahuta	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
			318,645	45,521	45,521	45,521	3,541	45,521	3,541	45,521	45,521
88	DHQ Muzaffargarh	236	86,140	12306	12306	12306	957	12306	957	12,306	12,306
89	THQ Kot Addu	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
90	THQ Jatoi	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086

Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

91	THQ Alipur	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
92	DHQ Hospital Multan	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
93	THQ Fort Munro	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			159,140	22,734	22,734	22,734	1,768	22,734	1,768	22,734	22,734
94	DHQ Bahwalnagar	550	200,750	28679	28679	28679	2231	28679	2,231	28,679	28,679
95	THQ Chishtian	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
96	THQ Haroonabad	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
97	THQ Fort Abbas	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
98	THQ Minchanabad	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
99	DHQ pakpattan	125	45,625	6518	6518	6518	507	6518	507	6,518	6,518
100	THQ Arifwala	70	25,550	3650	3650	3650	284	3650	284	3,650	3,650
101	DHQ Vehari	125	45,625	6518	6518	6518	507	6518	507	6,518	6,518
102	THQ Burewala	100	36,500	5214	5214	5214	406	5214	406	5,214	5,214
103	THQ Hasilpur	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
104	THQ Mian Channu	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
			470,850	67,264	67,264	67,264	5,232	67,264	5,232	67,264	67,264
105	DHQ Sheikhpura	648	236,520	33789	33789	33789	2628	33789	2,628	33,789	33,789
106	THQ Sharaqpur	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
107	THQ Safdarabad	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
108	THQ Muridke	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
109	THQ Ferozwala	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
110	THQ Kamoke	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
111	THQ Wazirabad	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
112	THQ Nowshehra Virkan	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
113	DHQ Narowal	300	109,500	15643	15643	15643	1217	15643	1,217	15,643	15,643
114	THQ Shakargarh	80	29,200	4171	4171	4171	324	4171	324	4,171	4,171
115	THQ Pasrur	21	7,665	1095	1095	1095	85	1095	85	1,095	1,095
116	THQ Daska	179	65,335	9334	9334	9334	726	9334	726	9,334	9,334
117	THQ Sambrial	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
118	THQ Sangla Hill	45	16,425	2346	2346	2346	183	2346	183	2,346	2,346
			617,945	88,278	88,278	88,278	6,866	88,278	6,866	88,278	88,278
119	THQ Shahpur	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
120	THQ Bhera	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
121	THQ Hospital Bhalwal	60	21,900	3129	3129	3129	243	3129	243	3,129	3,129
122	THQ Khushab	100	36,500	5214	5214	5214	406	5214	406	5,214	5,214
123	DHQ Khushab	125	45,625	6518	6518	6518	507	6518	507	6,518	6,518
124	THQ NurpurThal	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
125	THQ Kot Momin	40	14,600	2086	2086	2086	162	2086	162	2,086	2,086
			169,725	24,246	24,246	24,246	1,886	24,246	1,886	24,246	24,246

Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

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 Applicant following a tendering process of **Framework Contract For Operations & Management Of Laundry Services In DHQ / THQ Hospitals Of The Punjab** 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/estimated 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 / Labor

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 not allowed 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 Proposal:

- 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. Cost of Maintenance and management (if any as per actual)
- iv. Penalties incurred during the month if any
- v. Other cost/(revenue), if any

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

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

Appendix-8 Distance Mechanism (Tentative details)

Feeders	Sr. No.	Hospital Name	Distance in KM
1	1	DHQ Lodhran	
	2	THQ Kahrora Pacca	32
	3	THQ Duniapur	39
	4	THQ Jalalpur Pirwala	49
	5	THQ Shujaabad	49
	6	THQ Khairpur Tamewali	78
	7	THQ Yazman	52
	8	THQ Ahmedpur East	66
	9	THQ Kabirwala	64
	10	THQ Mailsi	66
	11	DHQ Khanewal	94
	12	THQ Jahanian	64
2	13	DHQ Okara (South City)	
	14	DHQ Okara city	3
	15	THQ Deepalpur	24
	16	THQ Haveli Lakha	56
	17	THQ Renala Khurd	16
	18	THQ Chichawatni	85
	19	THQ Samundri	60
	20	THQ Tandlianwala	55
	21	THQ Jaranwala	99
	22	THQ Jhumra	110
3	23	DHQ Jhang	
	24	THQ Shorkot	59
	25	THQ 18 Hazari	42
	26	THQ Ahmedpur Sial	99
	27	DHQ TT Singh	46
	28	THQ Gojra	43
	29	THQ Kamalia	78
	30	DHQ Chiniot	85
	31	THQ Lalian	97
	32	THQ Silanwali	86
4	33	DHQ Mianwali	
	34	THQ Esa Khel	89
	35	THQ Piplan	50
	36	THQ Kala Bagh	49
	37	THQ Jand	132
5	38	DHQ Jhelum	
	39	THQ Sohawa	38
	40	THQ Pind Dadan Khan	88
	41	THQ Kharian	29
	42	THQ Dinga	47
	43	Major Shabbir Sharif Shaheed	68
	44	THQ Sara-e-Alamgir	13
6	45	DHQ Layyah	
	46	THQ Taunsa	104
	47	THQ Chowk Azam	26
	48	THQ Karor (Tehsil Karor)	30
	49	THQ Chaubra	55
	50	THQ Kot Sultan	29

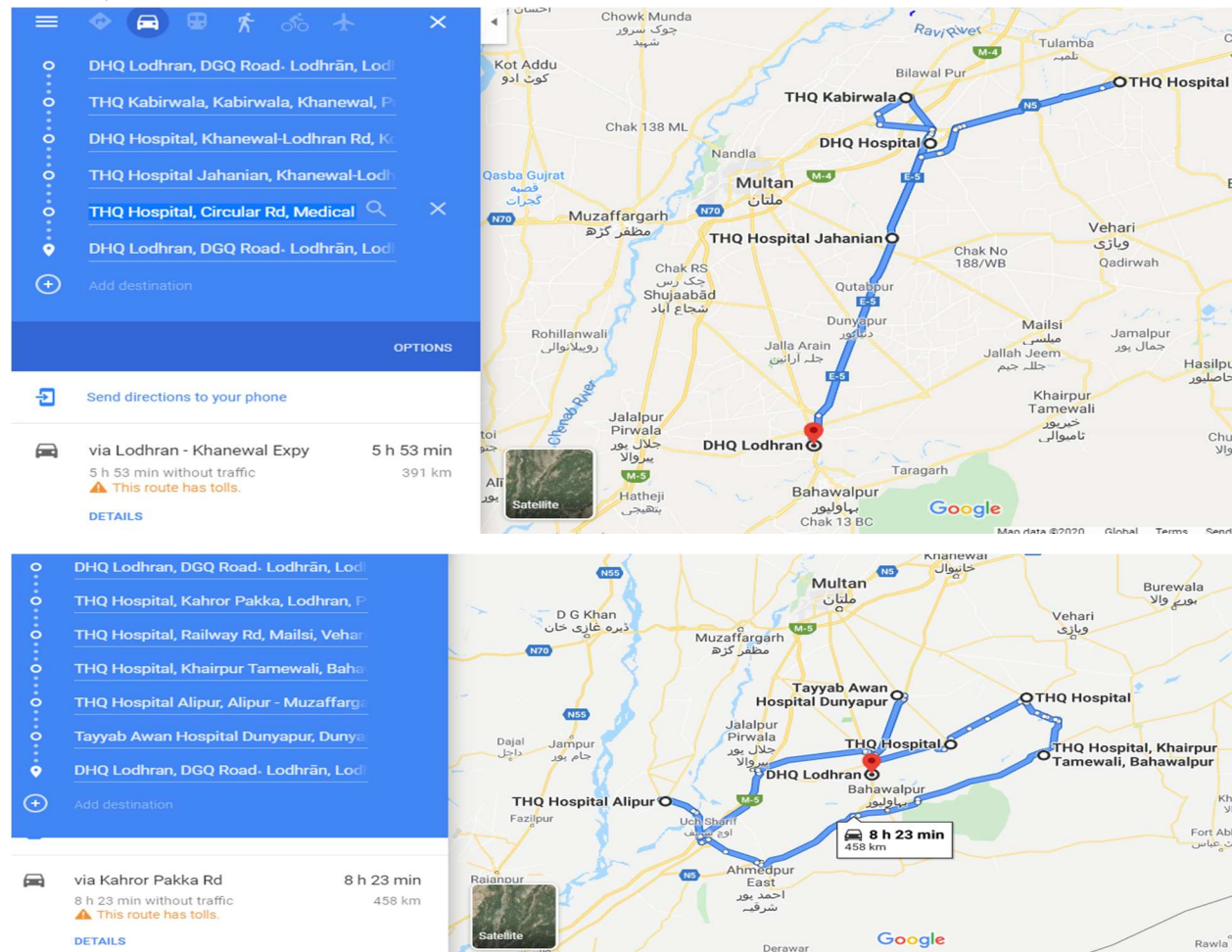
Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

7	51	DHQ Rajanpur	
	52	THQ Rojhan	70
	53	THQ Jampur	68
	54	THQ Sadiqabad	115
	55	THQ Liaqatpur	103
	56	THQ Khanpur	67
8	57	DHQ Bhakkar	
	58	THQ Darya Khan	22
	59	THQ Kalurkot	80
	60	THQ Mankera	44
9	61	DHQ Kasur	
	62	THQ Chunian	64
	63	THQ Pattoki	83
	64	THQ Hospital Mianmeer Lahore	55
	65	DHQ Nankana Sahib	156
	66	THQ Shahkot	162
10	67	THQ Phalia	20
	68	DHQ Mandi B. Din	
	69	THQ Malakwal	31
	70	DHQ Hafizabad	67
	71	THQ Pindi Bhattian	53
	72	DHQ Chakwal	119
	73	THQ Talagang	158
	74	THQ Talagang City	159
	75	THQ Kallar Kahar	77
	76	THQ Choha Saiden Shah	88
11	77	THQ Hazro	
	78	DHQ Attock	23
	79	THQ Hassan Abdal	31
	80	THQ Taxila	53
	81	THQ Fatehjang	65
	82	THQ Pindi Gheb	129
	83	THQ Gujar Khan	140
	84	THQ Murree	142
	85	THQ Kallar Syedan	130
	86	THQ Kotli Sattian	147
	87	THQ Kahuta	126
12	88	DHQ Muzaffargarh	
	89	THQ Kot Addu	56
	90	THQ Jatoi	88
	91	THQ Alipur	87
	92	DHQ Civil Hospital Multan	40
	93	THQ Fort Munro	40
13	94	DHQ Bahwalnagar	
	95	THQ Chishtian	44
	96	THQ Haroonabad	53
	97	THQ Fort Abbas	110
	98	THQ Minchanabad	39
	99	DHQ pakpattan	59
	100	THQ Arifwala	41
	101	DHQ Vehari	104
	102	THQ Burewala	68

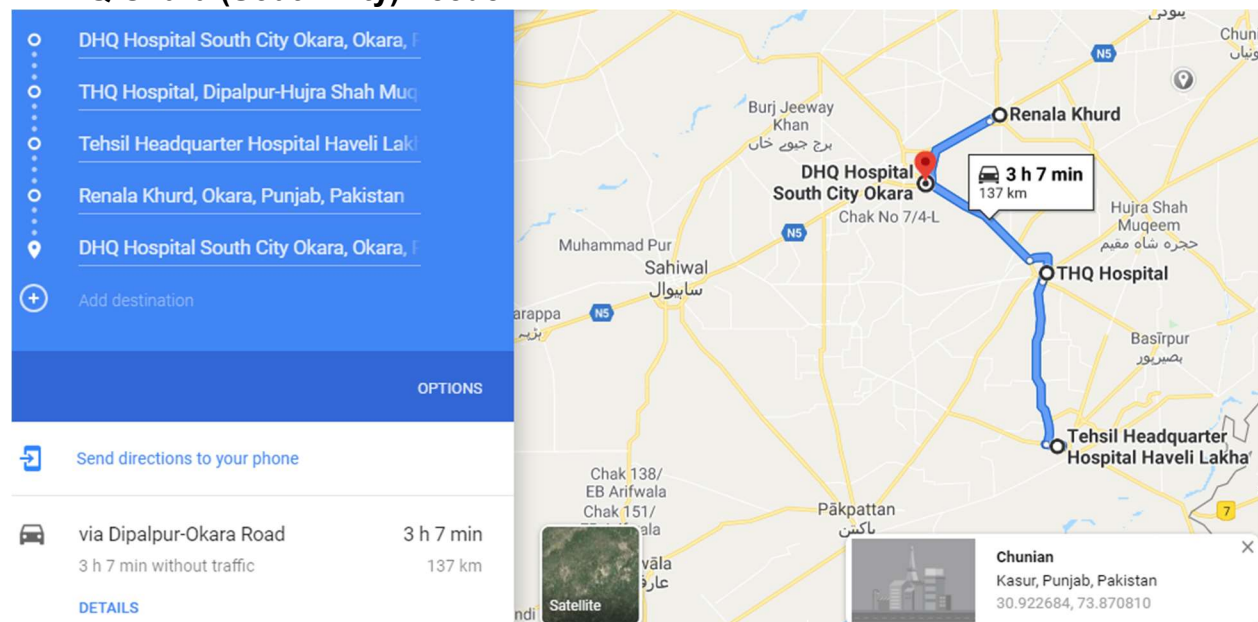
Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

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

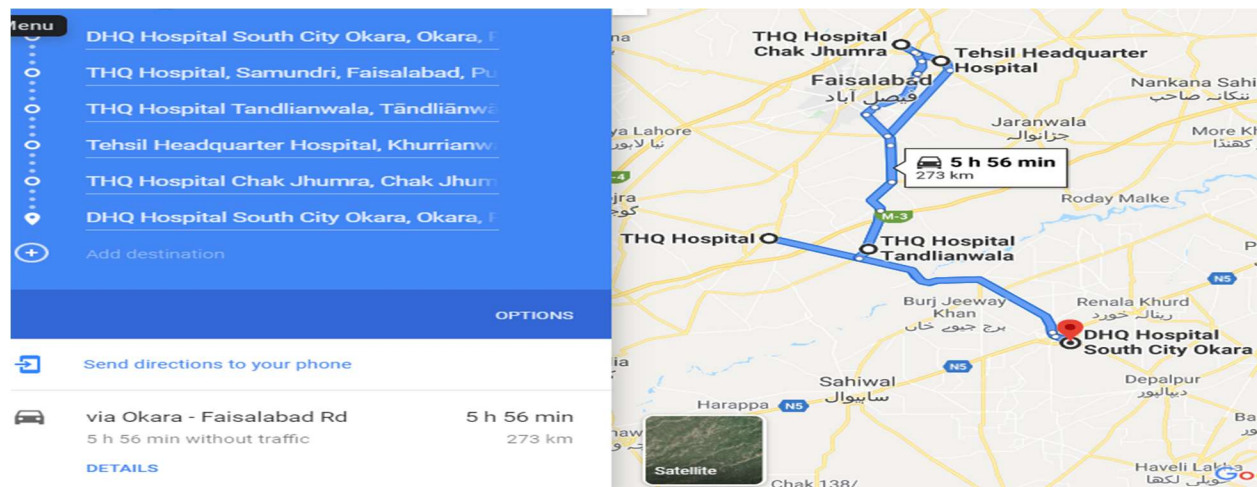
1-DHQ Lodhran Feeder



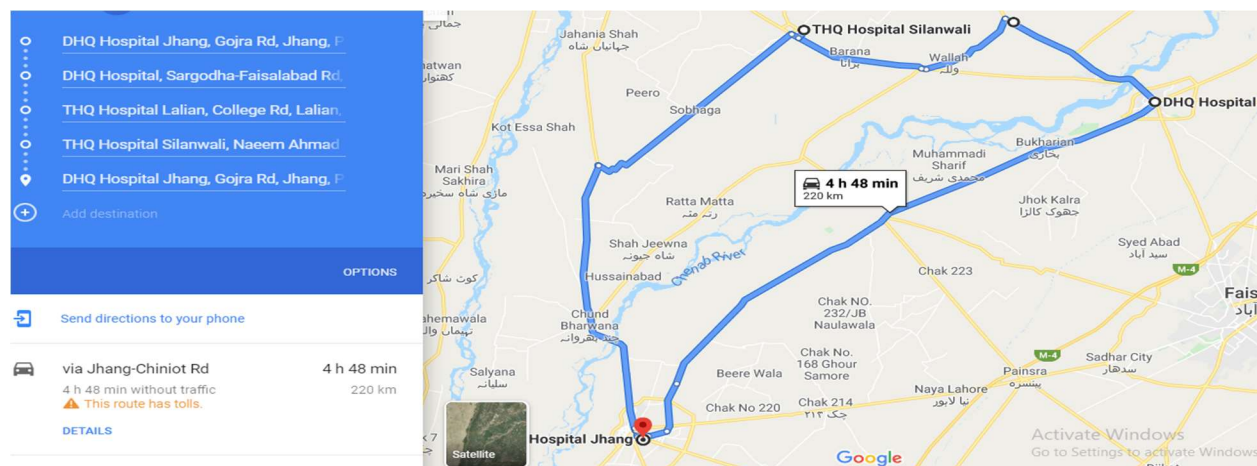
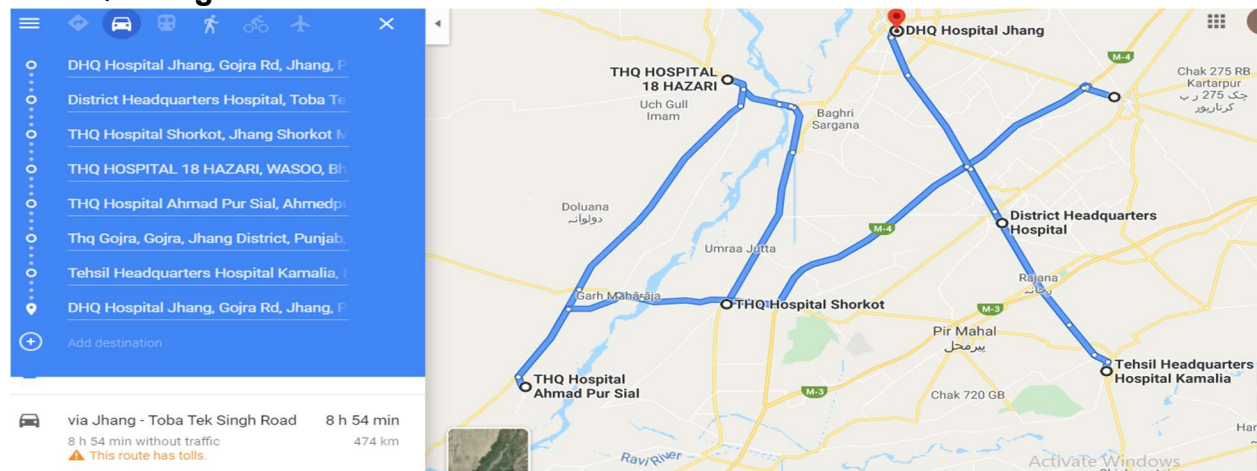
2-DHQ Okara (South City) Feeder



Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

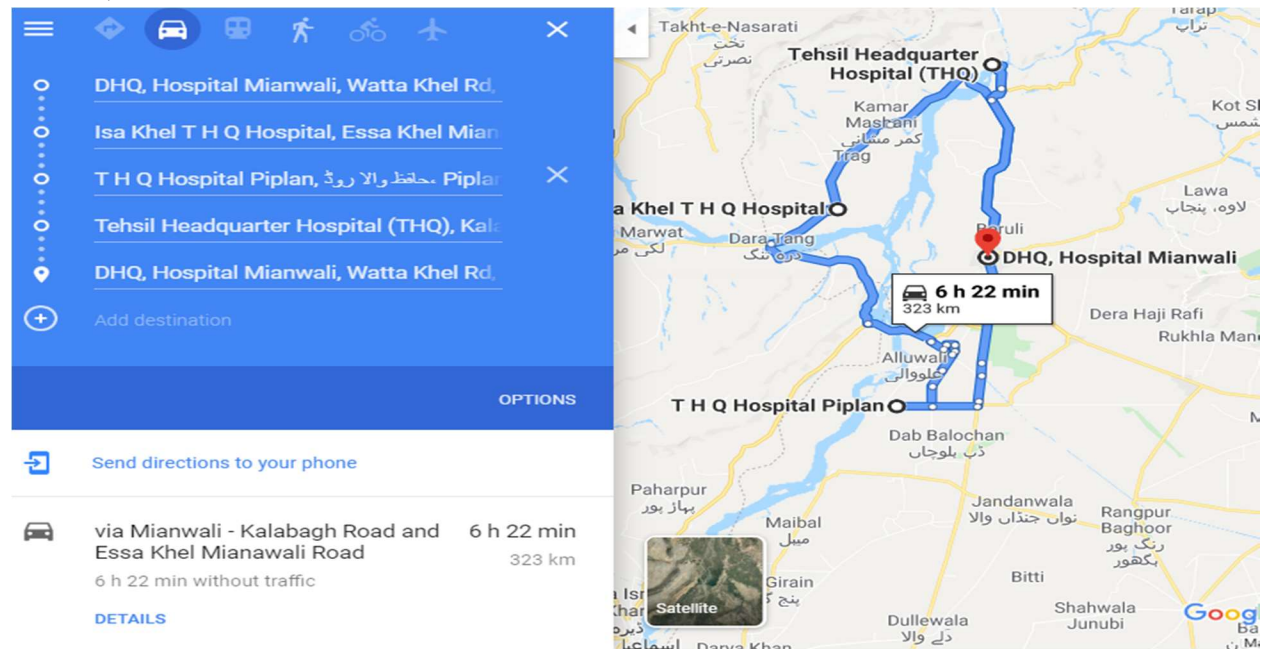


3-DHQ Jhang Feeder

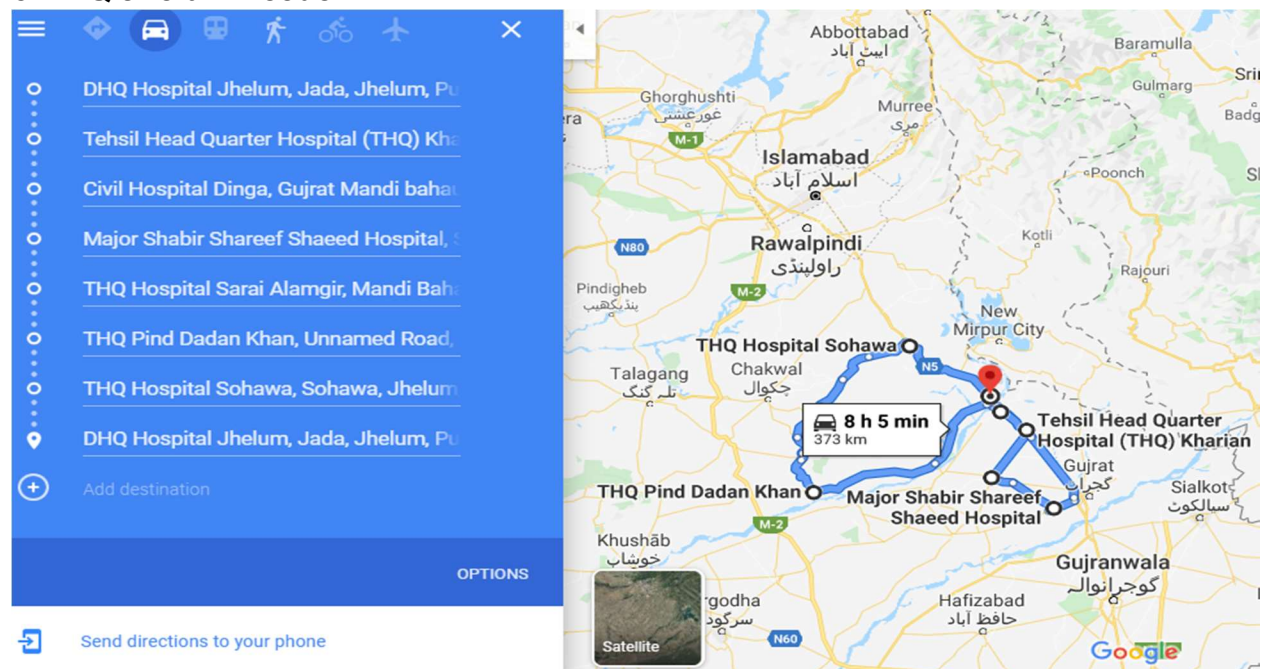


Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

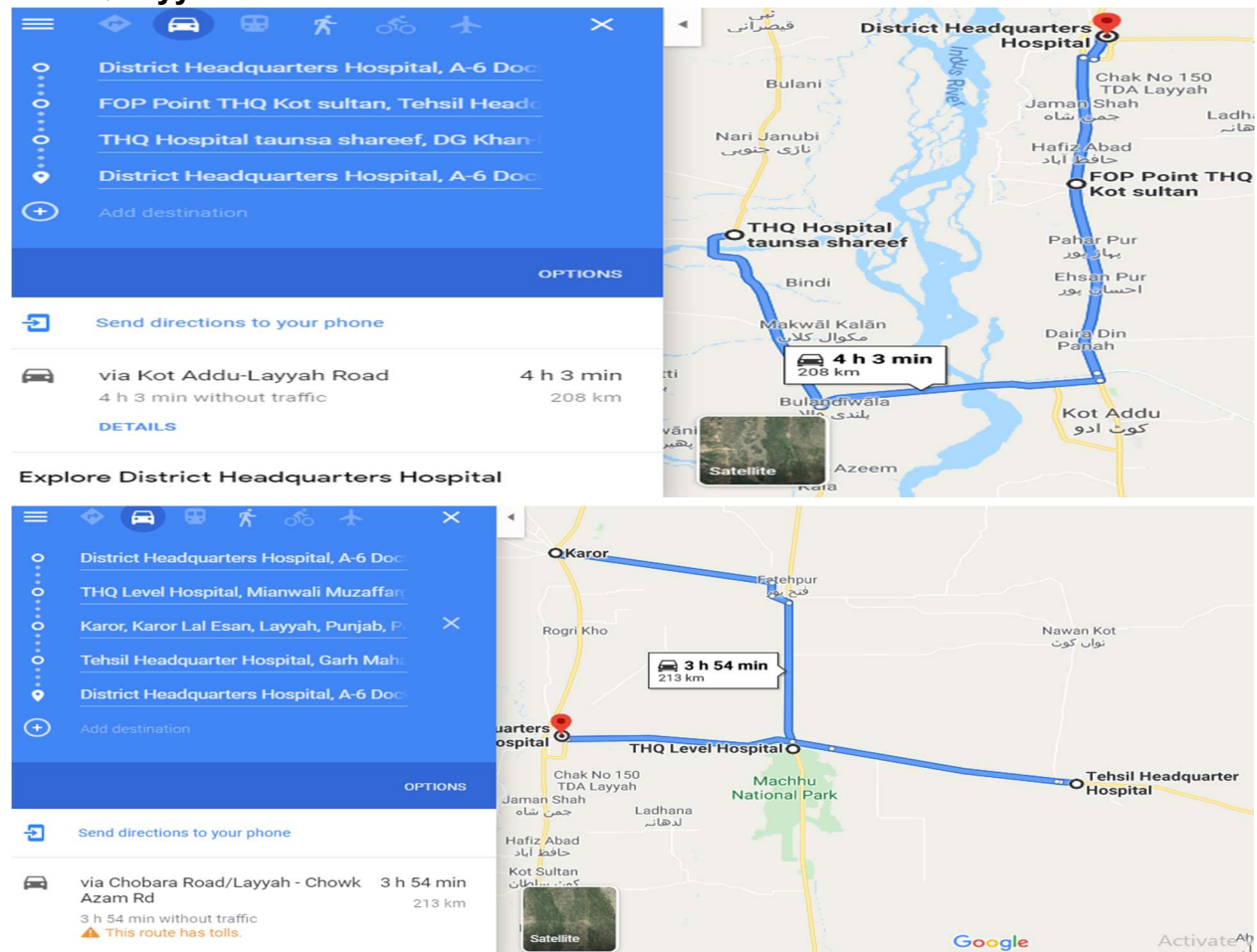
4-DHQ Mianwali Feeder



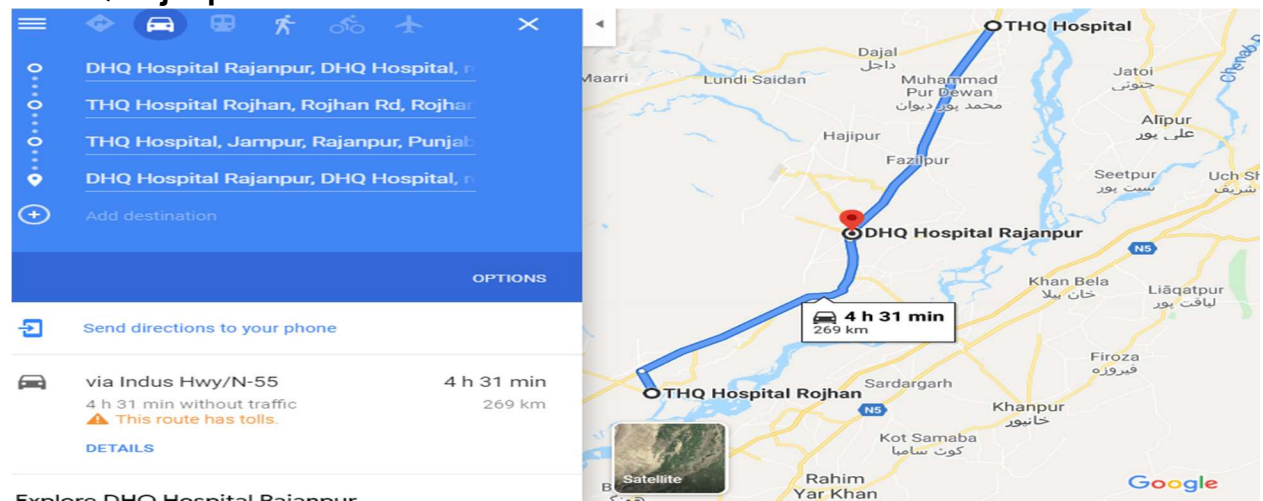
5-DHQ Jhelum Feeder

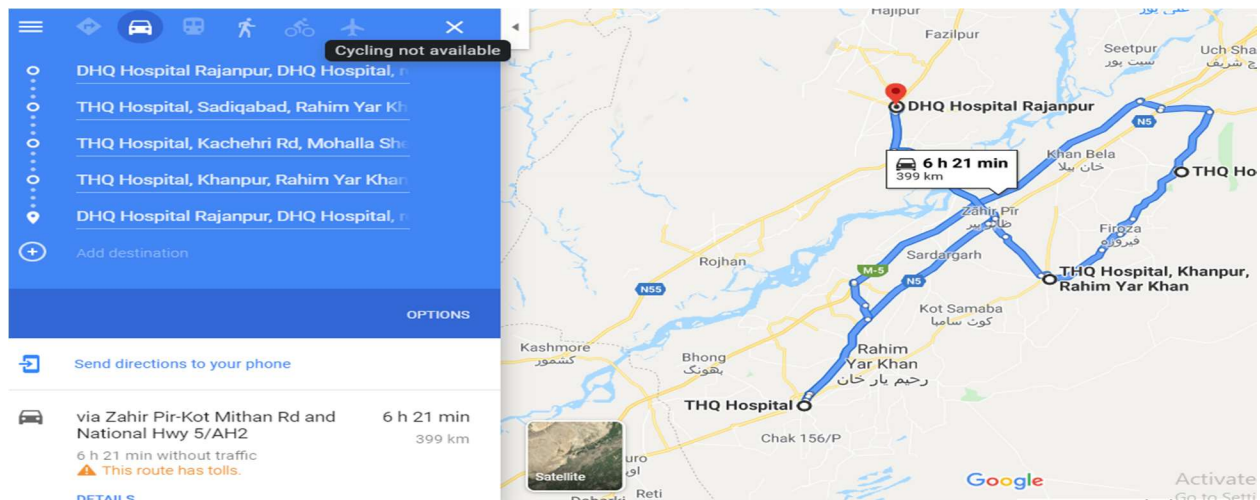


6-DHQ Layyah Feeder

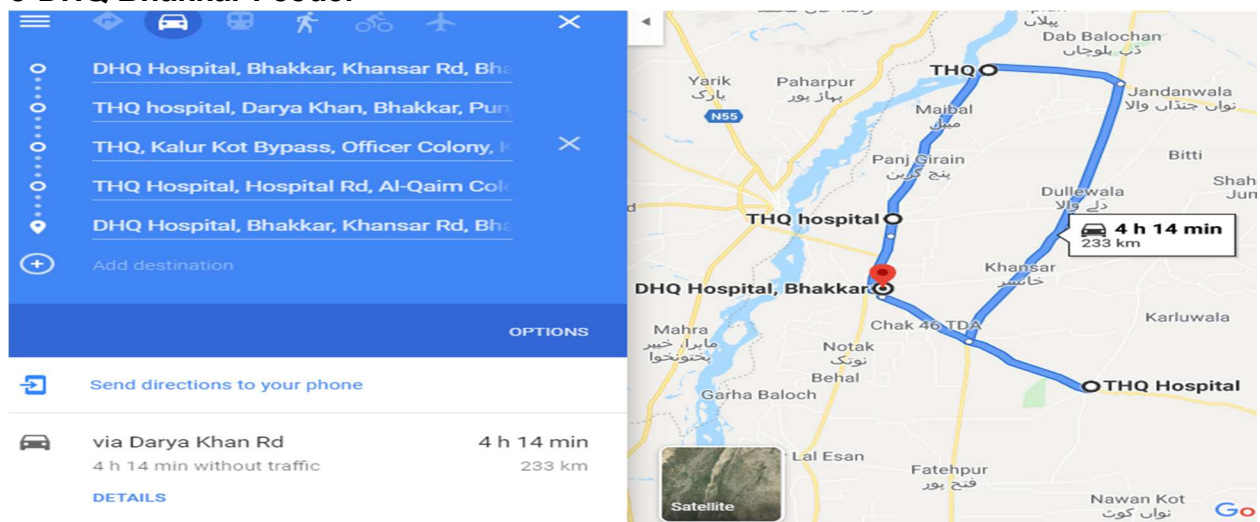


7-DHQ Rajanpur Feeder

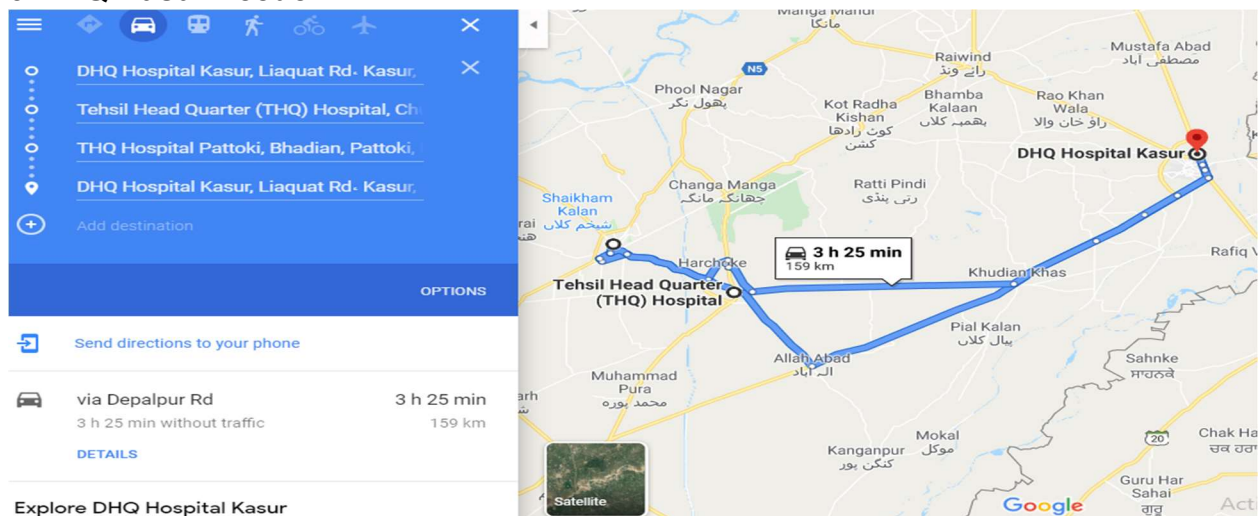




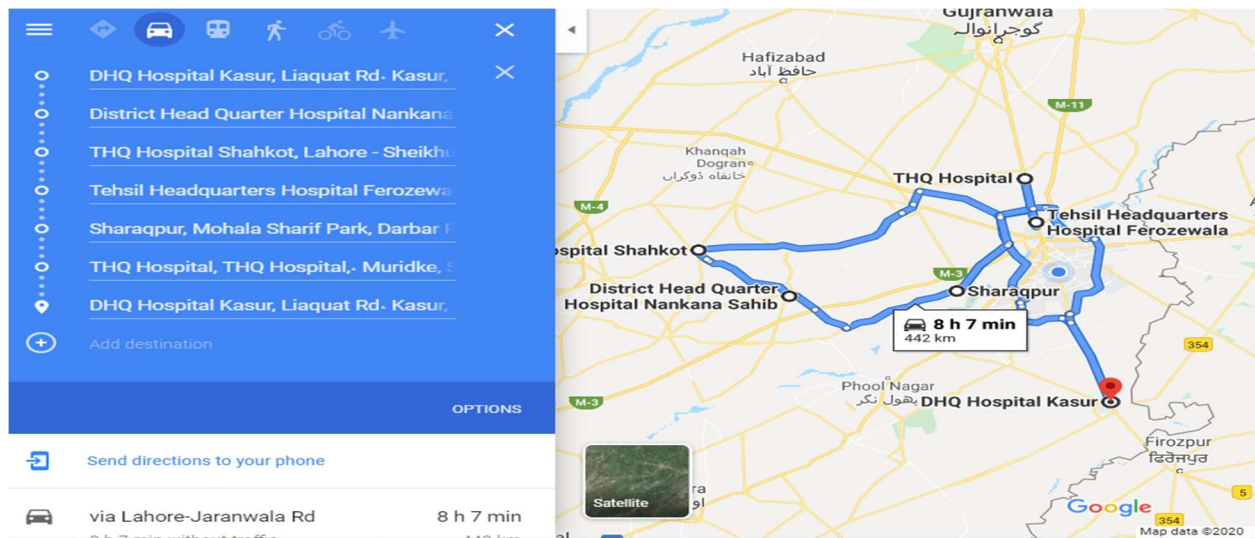
8-DHQ Bhakkar Feeder



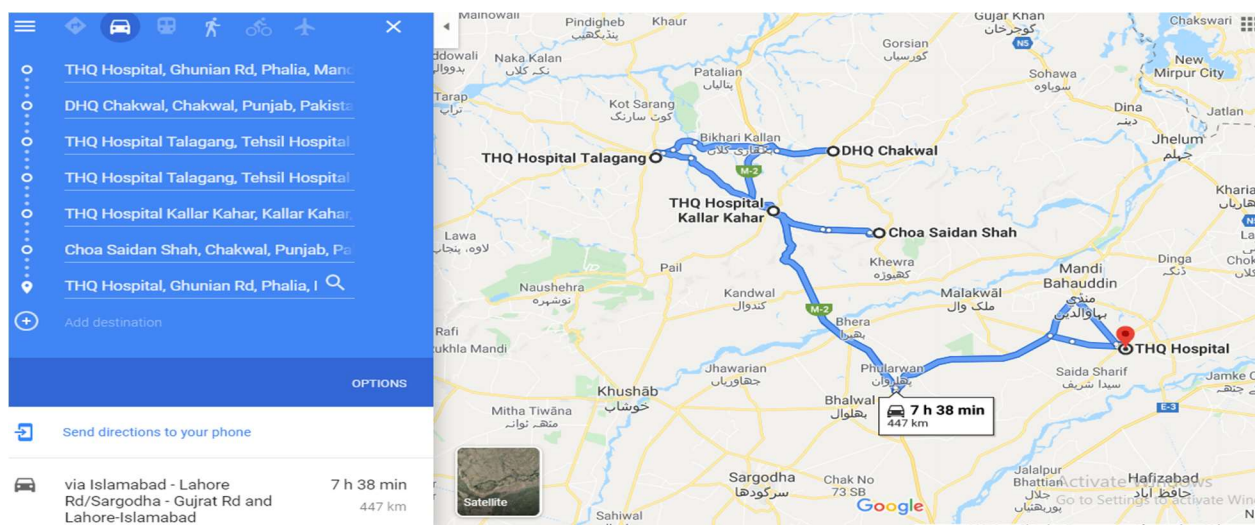
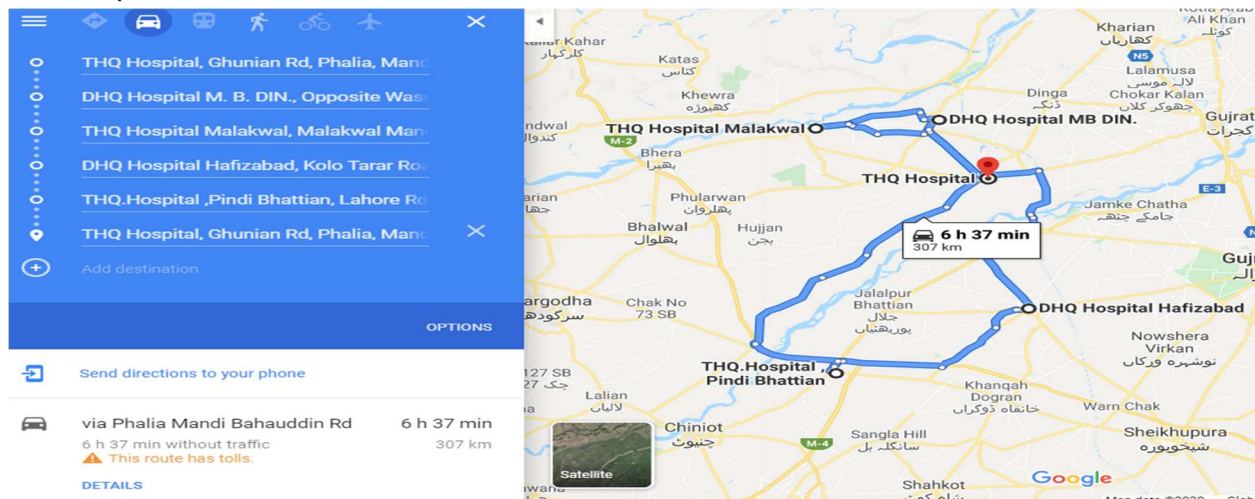
9-DHQ Kasur Feeder



Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

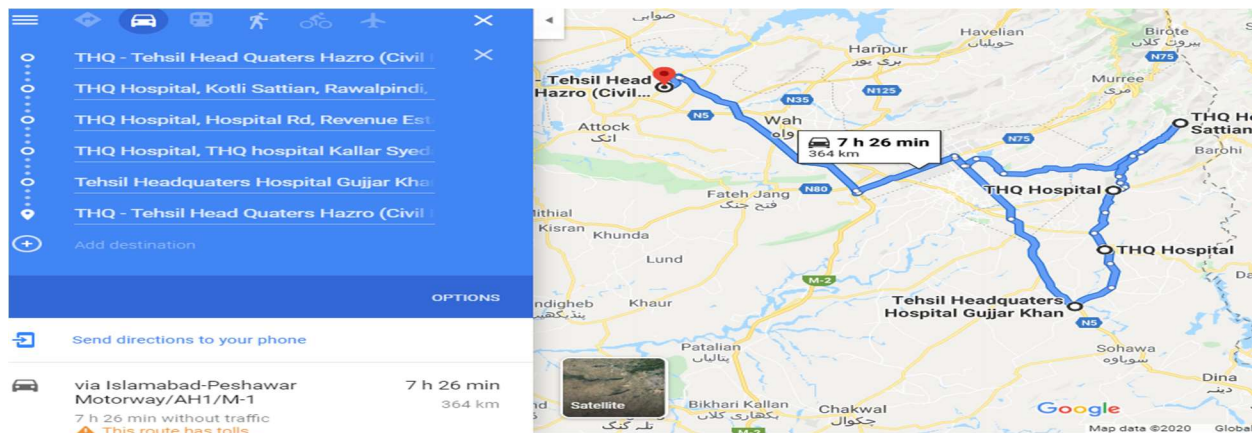
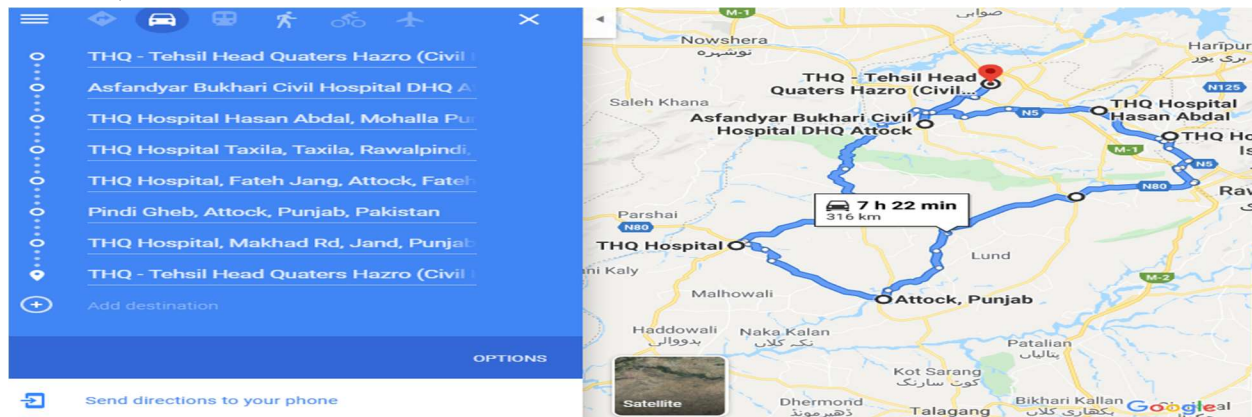


10-THQ Phalia Feeder

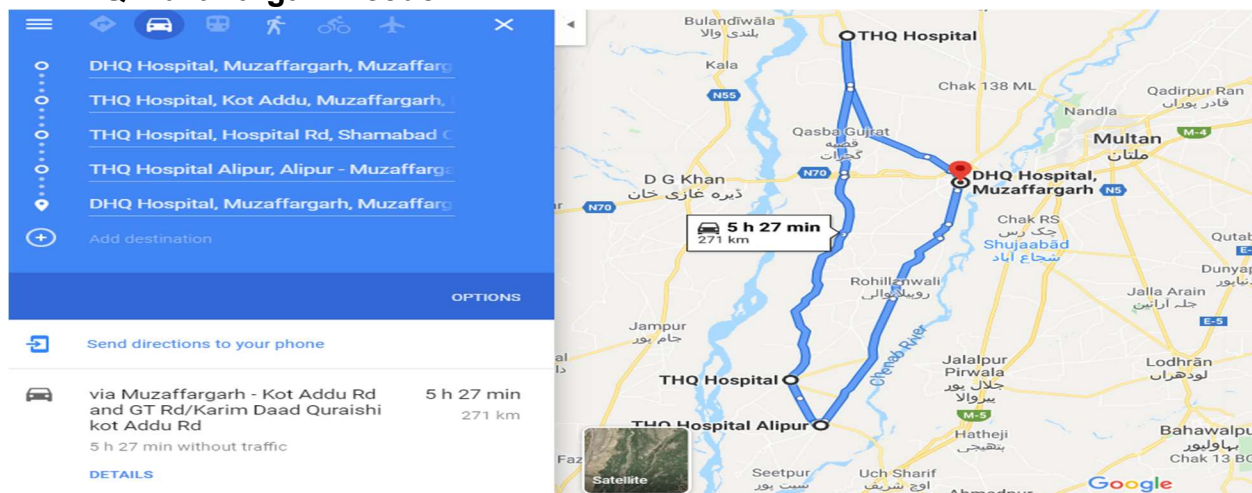


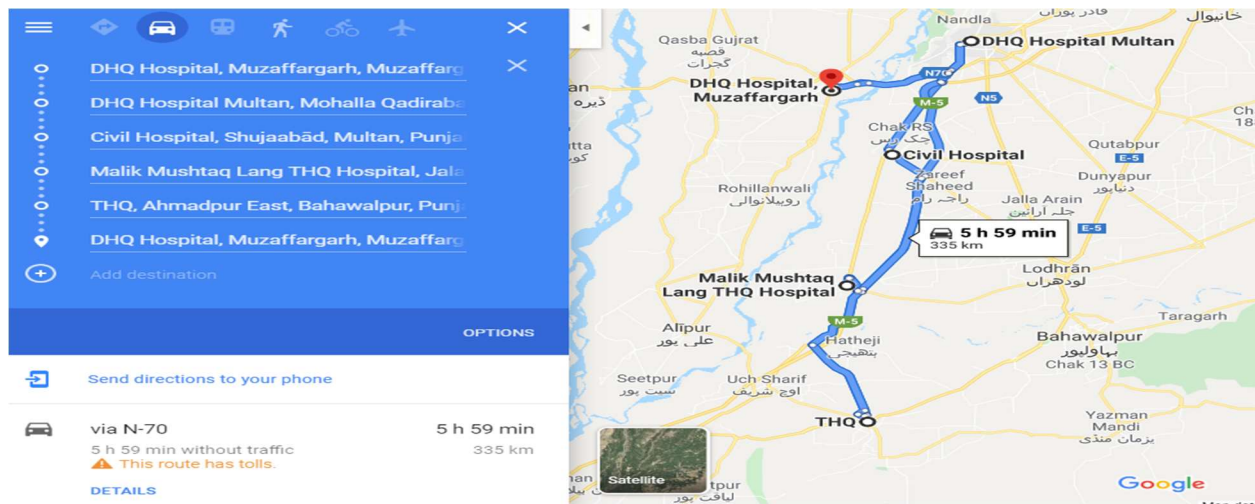
Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

11-THQ Hazro Feeder

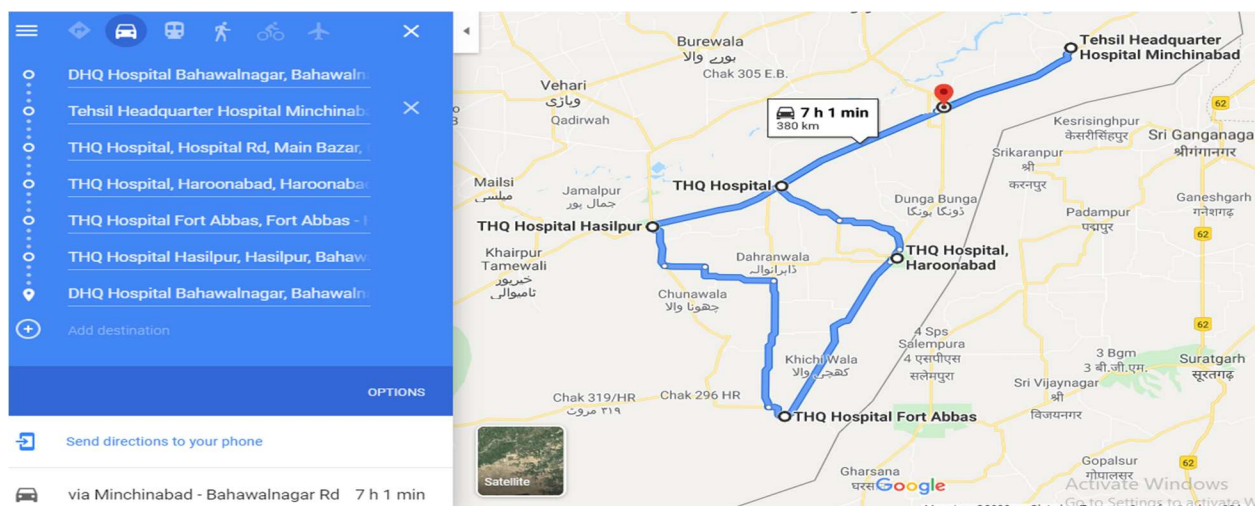
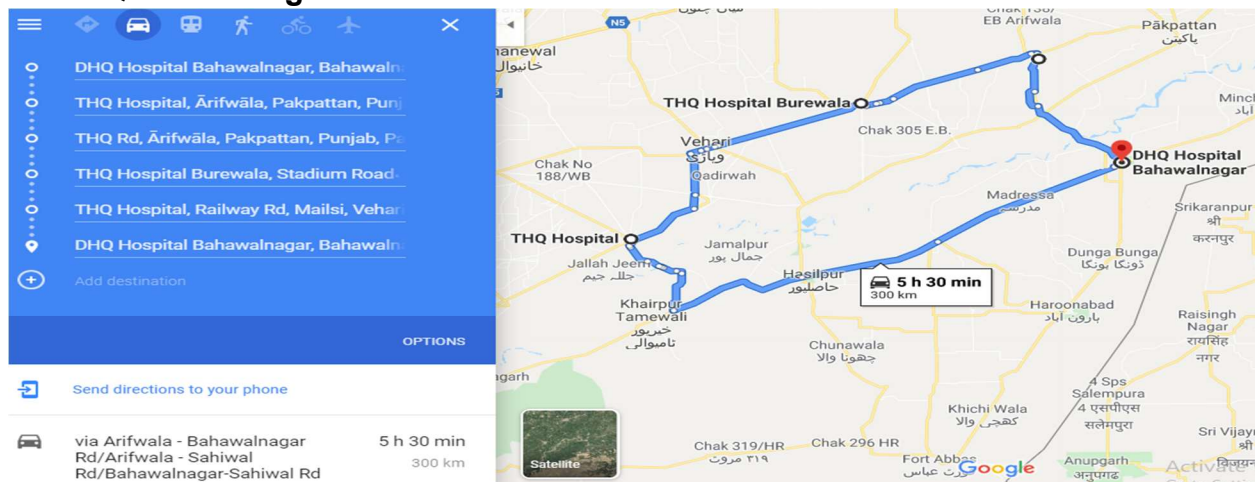


12-DHQ Muzaffargarh Feeder



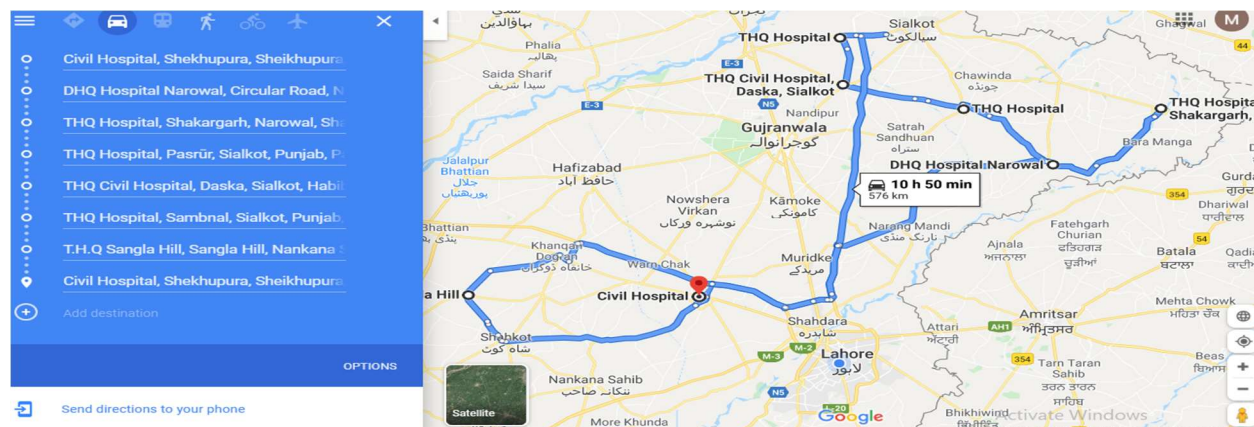
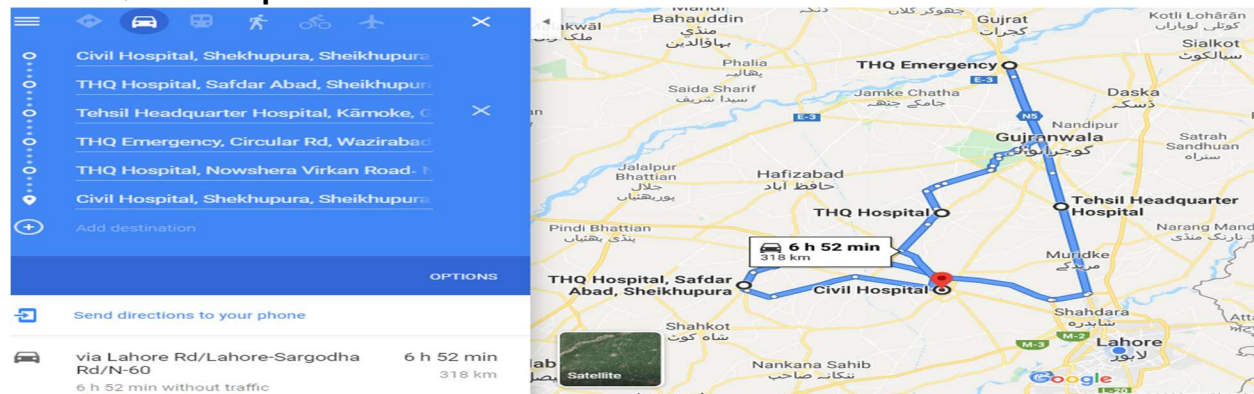


13-DHQ Bahwalnagar Feeder

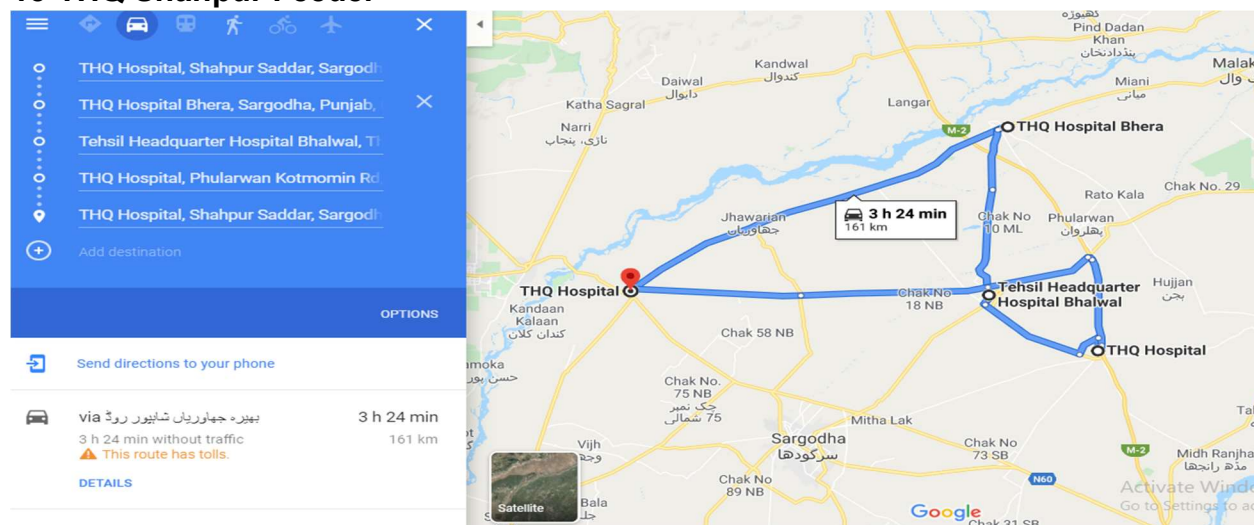


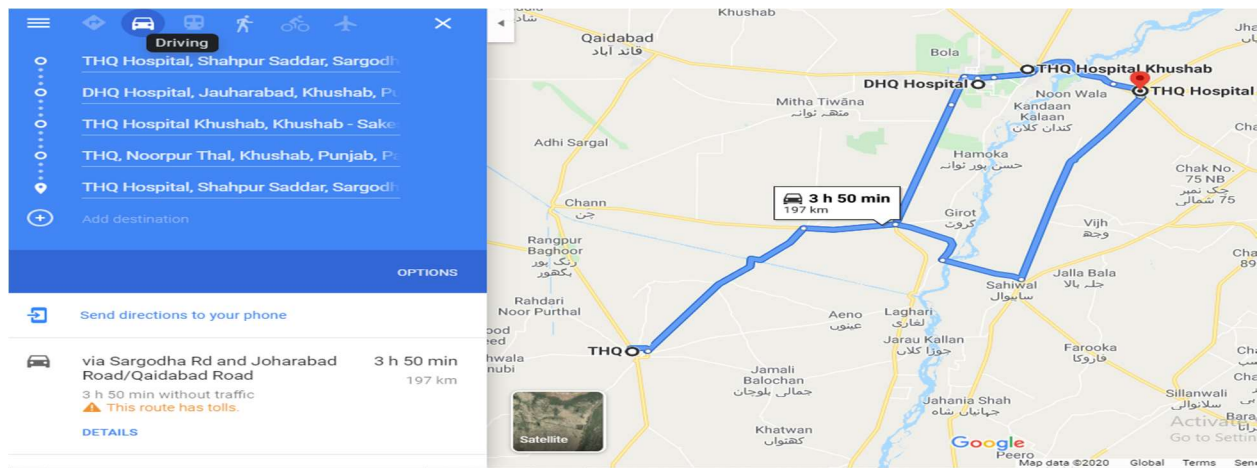
Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

14-DHQ Sheikhupura Feeder



15-THQ Shahpur Feeder





Request for Proposal (RFP) for “Operations & Management of Laundry Services in DHQ / THQ Hospitals of the Punjab” Project Management Unit, Primary & Secondary HealthCare Department.

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: 042-35284775

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