



Primary & Secondary
Healthcare Department

No. P&SHD/PMU/OS/JAN/2021
PROJECT MANAGEMENT UNIT
31-E1, GULBERG III, LAHORE
Dated Lahore the, March 01st, 2021

Subject: **MINUTES OF PRE-BID / PROPOSAL MEETING REGARDING RFP FOR PROVISION OF JANITORIAL SERVICES**
FOR 23 DHQ/THQ HOSPITALS OF PUNJAB

Pre Bidding meeting was held on February 24th, 2021 at 11:30 AM in the Committee Room of Project Management Unit (PMU) under the conensorship of convener of Procurement Committee, PMU.

2. Director Outsourcing (PMU) informed the participants that Project Management Unit Primary & Secondary Healthcare Department has invited sealed bids / proposals (Technical & Financial) for the procurement of Janitorial Services for 23 DHQ/THQ Hospitals of Punjab. Scope of Services, Technical & Financial Forms and salient features of advertised RFP were briefed to the participants. The queries by the participants / prospective bidders were invited and clarified / answered. Some important decisions / clarifications against each contended point are as follows:

Querier	Bidders Queries	Decisions & Clarification
G Med (Pvt) Ltd	<p>1 MANAGERIAL AND TECHNICAL STRENGTH</p> <p>It is requested that please also add the word insurance as documentary proof of payment of EOBI/PESS/INSURANCE Labor. As you have already mentioned in the ITA clause 14 (page no 13 "The Service Provider shall have to give all relevant documents required for technical qualification. Service provider shall have to give detail of HR, Goods etc. As per enclosed Appendices. The Service provider shall provide complete detail of relevant personnel i.e., EOBI /Insurance. Deficient documents, claims regarding HR, Supplies/Equipment etc. Shall not be acceptable". Further it is, requested that please amend the requirement of number of staff as 150 to onward so that every firm can get the equal opportunity.</p> <p>2 FINANCIAL CAPABILITY/ STRENGTH</p> <p>It is requested that please remove the requirement of FBR Return in this clause, from the evaluation criteria. As you have already demanded the audited financial reports which in itself a authentic document.</p>	<p>1 Technical Evaluation Criteria, Sr. No 3 Managerial & Technical Strength of RFP shall prevail.</p> <p>2. The requirement to submit FBR Return and Bank Statements is hereby substituted with submission of Audited Financial Statements only</p>

Al-Hussaini &
Company (Pvt)
Ltd

It is inform you that the RFPs submission is 5th March we are not for convenient the proposal, please extend the submission date for twenty days.
Second clearly % of PRB /EOI/Social security and withholding tax/Minimum wage of the government of Pakistan motioned the all regulates Pre-Bid Meeting Minutes Draft is circulate the all presents Companies in Pre-Bid Meeting and our request for consideration response as soon as possible thanks

1. The last date of submission of Technical & Financial Proposals is hereby extended till 09th March 2021
2. The Pre - Bid / proposal minutes / decisions will be construed as part of the bidding document.

With Reference to your Janitorial Services for 23 DHQ's/THQ's having reference NO: P&SHD/PMU/OS/JAN/2021. after detailed overview of the documents we are raising Following objections in this RFP.

S No	Objection	Reference
1	Proof of Insurance Payment every month	Page 52. Operation Responsibilities (Clause 16)
2	Responsibility of safekeeping all bathroom fittings & fixture throughout the contract period	Page 53. Operation Responsibilities (Clause 24)
3	Over invoice/Extra amount claimed by Service provider Clause is open	Page 67. Clause 19
4	Loading and unloading Hospital operating equipment's or any other material	Page 67. Clause 19

Super Care
Service

- **Proof of Insurance Payment :-**
Insurance of our Janitorial staff can be paid Annually/Half yearly, how it is possible to pay insurance for every worker monthly? Kindly clarify this clause.
- **Responsibility of Safekeeping all bathroom fittings & fixtures:-**
How it is possible to safekeeping the bathroom fittings and fixtures in evening/night shift?
1/3 of total strength of workers are deployed in above mentioned shifts.
For this clause we have to deploy a security guard in evening and night shifts on every bathroom so that safe keeping can be insured otherwise cleanliness objective of both parties will be highly compromised
- **Over Invoice/Extra amount :-**
This clause is very much open for the both parties. In real scenario Respective Admin officer can charge penalty by this clause either we claim full amount of contract when he will calculate monthly invoice which will be obviously less than total amount after deduction Hr Penalties and other penalties. Kindly clarify this clause and present a closed statement
- **Loading and unloading Hospital equipment's :-**
Loading and unloading of hospitals equipment's/ shifting of hospital furniture & medicine supplies by our Janitorial staff may extend to whole day or more time wastage which can highly affect the performance of service provider cleanliness

1. The Proof Insurance is hereby substituted with Salary Disbursement Report of Janitorial Personnel's working under respective Service Provider.
2. Scope of Services, Operational Responsibilities clause 24 of RFP shall prevail
3. Penalty Clause 19, Over invoice/Extra amount claimed by Service provider is hereby substituted with the "Invoice / Extra amount claimed by the Service Provider against provision of Supplies"
4. The qualification & Experience of Janitorial Personnel Sr # 2, clause # 4 of shall prevail.

	<p>because workers have to leave their assigned areas for such loading/ unloading work, Kindly remove this clause because hospital administration take this clause as obligatory duty of our worker.</p>	
<p>Arar Innovations (Pvt) Ltd</p>	<p>Respected Sir, Reference to the subject cited above, it is stated that Request for Proposal of "Provision of Janitorial Services in DHQ/THQ Hospitals of Punjab" is advertised by Project Management Unit of Primary & Secondary Healthcare Department bearing reference number P&SHD/PMU/OS/JAN/2021 with last date for submission 5th September, 2020. The spectrum of the intended services includes the provision of Janitorial services to 23 hospitals of Punjab Request for Proposal documents have been studied thoroughly and following are the points that need clarifications/Suggestions/Amendments: <u>RESERVATIONS/CLARIFICATIONS</u></p> <p style="text-align: center;"><u>INSTRUCTION TO APPLICANTS</u></p> <p><u>Subject:</u> <u>LETTER OF INVITATION FOR THE REQUEST FOR PROPOSAL FOR PROVISION OF JANITORIAL SERVICES FOR DHQ HOSPITALS OF THE PUNJAB</u> It is submitted that the subject includes the provision of Janitorial Services in THQ Hospitals as well. It is submitted that the subject may be amended accordingly <u>Clause No. 17</u> The quoted prices 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 paid with respect to the costs determined just for the sake of financial comparison. It is submitted that the subject tender is HR intensive and huge finances are involved in terms of HR Management, overtime expenses and relieving expenses In light of above, it is hereby requested to Please ensure the minimum monthly payment to be provided to the Service provider against the services to ensure the smooth and continuous process. <u>Clause No. 21</u> The award of the contract shall be for One Year from the date of its signing or otherwise required. However, the Contract duration can be extended for a maximum period of one year, subject to satisfactory performance of Service Provider as well as mutual agreement / consent of both parties. It is submitted that huge finances are involved in terms of Human Resource Management, Supply Chain Management and deployment of resources are on part of the Service</p>	<p><u>Instruction to Applicants</u> 1. Instruction to Applicants clause 17 of RFP shall prevail. 2. Instruction to Applicants clause 21 of RFP shall prevail. 3. Instruction to Applicants clause 22 of RFP shall prevail. <u>Technical Evaluation Criteria</u> 1. Technical Evaluation / Profile of the Applicant, Mandatory Parameter, clause 1b of RFP shall prevail 2. Technical Evaluation / Profile of the Applicant, Evaluation Criteria, clause 1b of RFP shall prevail 3. Technical Evaluation / Profile of the Applicant, Evaluation Criteria, clause 3a of RFP shall prevail 4. <u>Suggested Clauses</u> The Evaluation Criteria of the subject RFP was constituted after due deliberation of the Procurement Committee, PMU and it is comprehensive covers all the aspect in order to evaluate the applicants for the subject Services. <u>Financial Proposal Form</u> 1. Break down of Cost – Per Package / Hospital shall, Financial Form 3 of RFP shall prevail. Package Composition will be Hospital Wise. Any other cost required by the applicant must be included in the two heads as mentioned in the Financial Form 3, which are 1 Management cost for providing supplies / Equipment and 2 Management Cost per package <u>Approach & Methodology</u></p>

<p>Provider. The Service Provider has to make huge investments in the mentioned Management whose Return on Investment will not be completed in the mentioned tenure of contract.</p> <p>Also it is submitted that it will take more than one year to streamline the services and to achieve the quality of demanded services, whereas the tenure of contract is only for one year.</p> <p>Keeping in view above, it is requested to Please increase the tenure of contract to Two (02) years and further extendable to equal period of time.</p> <p>Clause No. 22</p> <p>Intended date of commencement of the services will be 15 Days from the date of award of the Contract</p> <p>It is submitted that the subject services involve the hiring of more than 1,000 Human Resource in 23 hospitals which is specialized in that particular field. It will be difficult to hire such an intensive Human Resource in that particular hospital within the period of 15 days.</p> <p>It is requested to Please extend the intended date of commencement of Services to 45 days in order to initiate the services smoothly.</p>	<p>1. Scope of Services, Approach & Methodology clause 01 of RFP shall prevail.</p> <p>2. Scope of Services, Approach & Methodology clause 04 of RFP shall prevail.</p>
<p>Clause 5 (b)</p> <p>The Applicant must be an active tax payer. Punjab Revenue Authority (PRA) registration, National Tax Number (NTN) and General Sales Tax Number (if applicable) with documentary proof shall have to be provided by Applicant(s).</p> <p>The subject tender involves the provision of specialized services to the Hospitals and only credible and experienced firms can only execute the services that is demanded in the Bidding documents.</p> <p>It is hereby requested to Please allow only those firms that have experience of at least two years in Services provision. The claim can be substantiated from the tenure of registration of firm with Punjab Revenue Authority (PRA). Procuring Agency may require that the Applicant shall have valid registration with PRA for at least last two years.</p> <p>Clause 1 (b)</p> <p>IT Based HR & Goods Management System.</p> <p>The subject services involve intensive management in terms of HR Management and Supply Chain management. Digitalization and IT intervention plays critical role in provision of Quality Services.</p> <p>It is hereby requested to Please amend the clause by demanding proof of ERP dashboard and digitalized provision of Operations and Management of Services along with system generated reports duly verified by Medical Superintendent/CEO of respective healthcare facilities.</p> <p>Clause 3(a)</p> <p>Documentary proof of Payment of EOBI/ PESSI/Labor Department</p> <p>As per the Labor Laws of Punjab, it is mandatory for Employer to register his employees in both EOBI and PESSI department of Punjab and submit their contributions on monthly basis.</p>	<p>Clause 1.1 (k) of SCC and Clause 5 of Responsibilities of Procuring Agency/Hospital Administration of RFP shall prevail.</p> <p>General Guidelines</p> <ol style="list-style-type: none"> 1. Approach & Methodology, General Guideline clause 04 of RFP shall prevail. 2. Approach & Methodology, General Guideline clause 05 of RFP shall prevail. 3. Approach & Methodology, General Guideline clause 09 of RFP shall prevail. <p>Termination of Agreement</p> <ol style="list-style-type: none"> 1. Termination of Agreement, Clause C of RFP shall prevail. 2. Termination of Agreement, Clause D of RFP shall prevail. <p>Obligations of Service Provider & Approach and Methodology</p> <p>Cost of Software and Bio-metric Machine</p> <p>Break down of Cost – Per Package / Hospital shall, Financial Form 3 of RFP shall prevail.</p> <p>Any other cost required by the applicant must be included in the two heads as mentioned in the Financial Form 3, which are 1. Management cost for providing supplies / Equipment and 2. Management Cost per package.</p>

Keeping in view above, it is requested to Please amend the clause and make it mandatory for Applicant to submit documentary proof of last six months Bank receipts/vouchers submitted in favor of both PESSI & EOBI departments.

Suggested Clause

Delivering of Monthly trainings to Hospital Staff

Trainings envisioned a critical role in the execution of quality of services as subject tender is highly sensitive and the Personnel under the scope of Services will be in direct contact of infection prone diseases. The awareness regarding infection and hygiene management is the most important part of Services.

Keeping in view above, it is requested to Please add the said clause in the Evaluation Criteria and in order to substantiate the claim, the Applicant may be required to submit the Training reports having pictorials, attendance reports duly verified by the head of Institution.

Suggested Clause

Experience of Operations and Management Goods and equipment

The services involve the Operations and Management of Janitorial Equipment and Goods and the company having expertise the said services can execute the services.

Keeping in view above, it is requested to Please add the said clause in the criteria that the Applicant must have the experience of Operations and management of Janitorial Goods and Equipment. In order to substantiate the claim, the Service Provider may be required to submit the duly verified copy of contract/PO in which Janitorial Goods and Equipment is involved.

Financial Proposal Form 3

Break Down of Cost – Per Package/Hospital

Reference to the Financial Proposal Form 3, the cost heads are suggested to be revised and other associated costs for delivering of quality services need to be added in the Financial Break down as well. Following are the suggestions/recommendations in Financial Proposal in order to execute the quality of services.

• **Package Composition**

Instead of submission of 23 separate tenders, it is requested to Please divide 23 hospitals in two packages comprising of 12 and 11 hospitals in each package in order to ensure the quality and efficiency of services.

Further to that, please allow to deploy four (04) Monitoring and Evaluation Specialist for each package in order to ensure the quality of provision of Janitorial Services.

• **Monthly Consumables Cost**

It is submitted that as per the bidding documents, the consumables will be procured on monthly basis against the demands generated from the Hospitals.

It is requested to Please amend the clause and the Service Provider will be issued Purchase Orders on Bi-annual basis against the tentative quantity of the consumables. The Service Provider shall supply consumables to the Hospitals against the demands generated from the hospitals.

• **Monthly Training Cost**

Operations Responsibility

1. The clause 07 of Operation Responsibility of RFP shall prevail. The cost of supplies as mentioned in the RFP is fixed them remaining cost as required by the applicant must be included in the head Management cost for providing supplies / Equipment as mentioned in Financial Form 3.

Appendix-9 Hospital Wise HR Strength

The strength of Janitorial Staff as mentioned in the RFP is tentative and it is determined after detail deliberation of Procurement Committee, PMU. The concept of reliever is already incorporated in the mentioned table. The strength can be increased or decreased as per the methodology mentioned in the RFP.

The last date of submission of Technical & Financial Proposals is hereby extended till 09th March 2021.

As discussed above, the cost head for Monthly Monitoring & Evaluation as well as Monthly Trainings need to be added in the Financial Proposal as the subject Services can only be executed by delivering monthly refresher trainings to the Janitorial staff as well as paramedical staff of the Hospitals and regular evaluation and monitoring of whole process.

- Uniform & PPEs cost

The uniforms and PPEs may be provided by the Procuring Agency on bi-annual basis. The head of cost of Uniforms and PPEs may be allocated separately. Further to that it is required that the PPEs should be disposables. It is submitted in this regard that the disposables may be replaced with re-usable in order to make this project feasible and economical.

- Waste Bags

There is no separate head for the Waste Bags. Being one of the extensively used consumable item, it is requested to make separate head of Waste Bags and the quantity of waste bags may be procured centrally on bi-annual basis.

Approach & Methodology

Clause No.1

Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.

The said clause may Please be removed as the security clearance of more than 1,000 employees for Service Provider is not possible.

Clause No. 4

The firm must provide Uniform (vest, Covid-19 care essentials like gloves & masks and standard labor 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.

It is requested to Please add the cost head of Uniform and PPEs of each employee to be provided on bi-annually basis in order to provide the quality of Services.

Clause 1.1 (k) of SCC, Clause 5 of Responsibilities of Procuring Agency/Hospital Administration

"Mobilization Advance" is an average cost of 3 months of all hospitals in respective 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 time of signing of the contract for mobilization of the contract. However, under no circumstances, that amount is payable in absence of Bank guaranteed.

It is submitted that the settlement of Mobilization advance may Please be made at the last three months of Invoices submitted by the Service Provider.

General Guidelines

Clause No. 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.

It is hereby submitted that the said clause may please me amended and the said responsibility may Please be made on part of the Hospital in which the particular staff is deputed.

Clause No. 5

The services provider shall provide the names, address, age, Security Clearance Certificate and Medical Certificate of the JANITORIAL Personnel deployed at the hospitals. File of JANITORIAL Personnel will be maintained by Service Provider at every Hospital and a copy will be shared with the Hospital management.

It is submitted that all the said tender is being executed centrally. All the payments as well as the directions will be passed centrally to the Service Provider.

Keeping in view that, the said clause may be amended and the Service provider may be bound to provide details of staff to Project Management Unit centrally.

Clause No. 9

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.

It is requested that the said clause may be amended and the replacement of the staff may be done as per the mutual consent of both parties and the accused staff may be replaced after he/she proved guilty.

c. Termination of agreement

Clause No. 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 Guarantee will be encashed or the toolkit/tools/equipment may be confiscated.

As mentioned above, the subject services involve huge finances in terms of supply chain management and payroll management. In case of non-payment to Service Provider due to any reason, the Service Provider may not be held responsible for paying salaries to the staff continuously for more than two months.

Clause No. 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.

The duration of termination of contract may please be increase from 30 days to 60 days as investment on part of Service shall be made already and it will be difficult to terminate the contract at this stage.

Obligations of Service Provider

Clause No. 3.7

Documents Prepared by the Service Provider to be the Property of the PA
It is hereby submitted that there is no Cost head of Software mentioned in the Financial modelling. As the software shall be deployed solely by the Service Provider on its own, then the source code and software proprietary rights shall also be of Service Provider.

Approach and Methodology

Clause No. 11

The Service Provider shall install its own (Operated, Installed & Maintained by Service Provider) Bio-Metric Machine under the supervision of Hospital Administration having the dual Biometric Measurements Face & Fingerprint. The record of the same will be verified by the Hospital Administration of daily basis and same will be shared to client wing.

It is submitted that the cost head of bio-metric machines is not mentioned in the Financial Proposal Form 3, the cost of same may please be demanded in the Financial Proposal or provision of Bio-metric attendance machines shall be made on part of the Procuring Agency.

Operations Responsibilities

By 15th of each month, admin officer will issue request of supplies for next month (according to the requirements of hospital) and the same shall be provided by service provider maximum by 25th of the same month. Request will be issued by hospital administration as per required basis. Inventory should be managed by the service provider's supervisor and administration officer of the hospital.

It is submitted that the prices mentioned against each item are very low and cannot be procured at the mentioned cost due to the price hike of each product in market. It is submitted that the prices of supplies shall be made mandatory to be quoted by the service provider against the Specifications of each product.

Also the Consumables may be procured on Bi-annual basis centrally and Service Provider shall be responsible for onwards delivery to the respective Hospitals.

Further to that the Service provider shall maintain its own supply chain and shall provide the supplies to the Supervisor deputed by the Service Provider and he shall be responsible for the provision of supplies to the Hospitals.

Appendix – 9 Hospital Wise HR Strength

As per the Labor Laws of Pakistan, it is made mandatory to the employer to give rest to its employee one day in a week, and the subject services are specialized and need to be carries out on regular basis. Keeping in view that it is requested to Please add the relievers against each post in order to provide the services without any interruption.

Further to that, it is requested to please sanction post of Janitorial Manager in both shifts in order to ensure the quality of delivery of Services.

Clause 5

Sealed Proposals must be delivered to the above office on or before 11:00 a.m. on March 05th, 2021 and must be accompanied by a Bid Security as mentioned in the document in the form of Financial Instrument i.e. CDR/Pay Order/Demand Draft/Bank Guarantee.

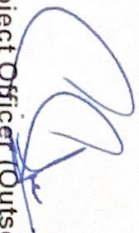
It is requested that the last date for submission may please be extended to further three weeks.

Keeping in view above it is requested to your kind Please incorporate the above-mentioned Suggestions/reservations in the bidding documents and issue the revised bidding document in order to execute the quality services for facilitation of the patients and the paramedical staff.

<p>This is to inform you that in the above-mentioned proposal the total strength of following hospital is as follows as compare to previous strength</p>				
Sr No	Hospital	Strength on current tender	Strength on previous tender	Difference
1	THQ Hospital Fateh jang	20	36	16
<p>We were performing janitorial services in THQ fateh jang hospital for one year and from our experience it is clearly stated that the strength of 20 staff will not be sufficient for said project.</p> <p>The area calculation of hospitals are as follows:</p> <ol style="list-style-type: none"> 1. Hospital name : THQ Hospital Fateh jang. 2. Area square meters: 28,121 3. No. of janitors for per square meter: 1 janitor for 1000 square meter 4. Total janitors: 29 5. No. of supervisor for per square meter: 1 supervisor for 10000 square meters. 6. Total supervisors: 3 7. Relievers: 4 8. Final strength recommended: 36 <p>It is therefore humbly requested that kindly amend the strength of THQ hospital fatehjang from 20 to 36 that work can be performed upto your standards</p>				
<p>National Cleaning Services</p>				
<p>The strength of Janitorial Staff as mentioned in the RFP is tentative and it is determined after detail deliberation of Procurement Committee, PMU. The strength can be increased or decreased as per the methodology mentioned in the RFP</p>				

3. The Pre-Bid / proposal minutes / decisions will be construed as part of the bidding document.

Project Officer (Outsourcing)



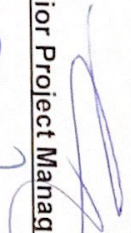
Project Manager Outsourcing



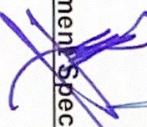
Project Manager (A&A)



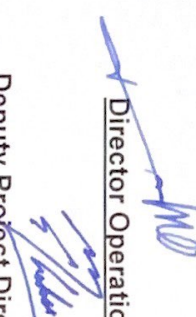
Senior Project Manager (A&A)



Procurement Specialist



Director Operations



Director Outsourcing



Deputy Project Director

