

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

Reference No: P&SHD/PMU/OS/01-03/2021-22



**Primary & Secondary
Healthcare Department**

BIDDING DOCUMENTS

**PROCUREMENT OF JANITORIAL SERVICES
FOR VARIOUS HEALTHCARE FACILITIES OF
P&SHD**

September 2021

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Primary & Secondary
Healthcare Department

PROJECT MANAGEMENT UNIT
GOVERNMENT OF THE PUNJAB
PMU/P&SHD/OS/01-03/2021-22
Dated Lahore, September 2021

1. INVITATION TO BID

Subject: PROCUREMENT OF JANITORIAL SERVICES FOR VARIOUS HEALTHCARE FACILITIES OF P&SHD

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department invites sealed bids from eligible bidders for the Procurement of Janitorial Services for various Healthcare Facilities of P&SHD.
2. A complete set of Bidding Documents containing detail of packages, terms & conditions and scope of services is readily available and can be downloaded from the websites (www.ppra.punjab.gov.pk), (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gop.pk) free of cost. The bidder is required to submit bid security. The amount of bid security against each package is defined in bidding documents which does not exceed 5% of the estimated price of that package.
3. Bidding shall be conducted through Single Stage – Two Envelopes bidding procedure, as per Rule 38(2)(a) of Punjab Procurement Rules, 2014. The envelopes shall be marked as “Financial Bid” and “Technical Bid” in bold and legible letters in separate envelopes. A pre-bid meeting will be held on **16th September 2021** at 11.30 hours in the Committee Room of Project Management Unit (PMU). Minutes of pre-bid meeting will be uploaded on the websites (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gop.pk).
4. Sealed Bids are required to be submitted by interested bidders on **01st October 2021 till 11.00 hours** in the **Project Management Unit, 31/E-1 Shahrah-e-Imam Hussain, Gulberg III, Lahore**. The Bids received till the stipulated date and time shall be opened on same day at **11.30 hours** in the presence of the representative of the bidders who choose to attend. Late bids shall not be entertained.

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

PROJECT DIRECTOR

PROJECT MANAGEMENT UNIT
Primary & Secondary Healthcare Department
31-E/1, Shahrah-e-Imam Hussain, Gulberg-III, Lahore
E-mail: outsourcing.pmu@gmail.com
Tel: 042-99231203

2. ADVERTISEMENTS

1. Daily Dunya Lahore 09th September 2021

DAILY DUNYA LAHORE www.dunya.com.pk

THURSDAY, SEPTEMBER 9, 2021

روزنامہ دنیا
میاں عامر محمود

309 شماره پ 2078 25 مہادی 2021 9 مہادی 1443 31 مہادی 1443 042-36296817 042-111-138-692 357 مہادی 357

Primary & Secondary Healthcare Department

INVITATION TO BID

PROCUREMENT OF JANITORIAL SERVICES FOR VARIOUS HEALTHCARE FACILITIES OF P&SHD

BID REFERENCE NO: P&SHD/PMU/OS/01-03/2021-22

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed bids from eligible bidders for the Procurement of Janitorial Services for various Healthcare Facilities of P&SHD.
2. A complete set of Bidding Documents containing detail of packages, terms & conditions and scope of services is readily available and can be downloaded from the websites (www.ppra.punjab.gov.pk), (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gop.pk) free of cost. The bidder is required to submit bid security. The amount of bid security against each package is defined in bidding documents which does not exceed 5% of the estimated price of that package.
3. Bidding shall be conducted through Single Stage - Two Envelopes bidding procedure, as per Rule 38(2)(a) of Punjab Procurement Rules, 2014. The envelopes shall be marked as "Financial Bid" and "Technical Bid" in bold and legible letters in separate envelopes. A pre-bid meeting will be held on 16th September 2021 at 11:30 hours in the Committee Room of Project Management Unit (PMU). Minutes of pre-bid meeting will be uploaded on the websites (www.pshealth.punjab.gov.pk) & (www.pmuhealth.gop.pk).
4. Sealed Bids are required to be submitted by interested bidders on 01st October 2021 till 11:00 hours in the Project Management Unit, 31/E-1 Shahrah-e-Imam Hussain, Gulberg III, Lahore. The Bids received till the stipulated date and time shall be opened on same day at 11:30 hours in the presence of the representative of the bidders who choose to attend. Late bids shall not be entertained.

Note: The Procurement shall be conducted as per Punjab Procurement Rules 2014 (amended till date).

PROJECT DIRECTOR
PROJECT MANAGEMENT UNIT
Primary & Secondary Healthcare Department
31-E/1, Shahrah-e-Imam Hussain, Gulberg-III, Lahore
E-mail: outsourcing.pmu@gmail.com Tel: 042-99231203

IPL-9289

2. The News 09th September 2021

Thursday
September 9, 2021
Safar 1, 1443 A.H.

18 pages
Price Rs. 25,000

INTERNATIONAL

THE NEWS

Primary & Secondary Healthcare Department

INVITATION TO BID

PROCUREMENT OF JANITORIAL SERVICES FOR VARIOUS HEALTHCARE FACILITIES OF P&SHD

BID REFERENCE NO: P&SHD/PMU/OS/01-43/2021-22

1. The Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) invites sealed bids from eligible bidders for the Procurement of Janitorial Services for various Healthcare Facilities of P&SHD.
2. A complete set of Bidding Documents containing detail of packages, terms & conditions and scope of services is readily available and can be downloaded from the website (www.psha.gov.pk) & (www.psha.gov.pk) & (www.psha.gov.pk) free of cost. The bidder is required to submit a bid security of 5% of the estimated price of each package as a condition for the opening of the estimated price of that package.
3. Bidding shall be conducted through Single Stage - Two Envelopes bidding procedure as per Rule 36(2)(a) of Punjab Procurement Rules 2014. The envelopes shall be marked as Financial Bid and Technical Bid. In both bid envelopes, the amount of bid security shall be submitted. A pre-bid meeting will be held on 14th September 2021 at 11:30 hours in the Committee Room of Project Management Unit (PMU). Minutes of pre-bid meeting will be uploaded on the website (www.psha.gov.pk) & (www.psha.gov.pk).
4. Sealed Bids are required to be submitted by interested bidders on 09th October 2021 till 11:00 hours in the Project Management Unit, 31-E/1, Shahrah-e-Nizam, Hussain, Gulberg III, Lahore. The Bids received till the stipulated date and time shall be opened on same day at 11:30 hours in the presence of the representative of the bidders who choose to attend. Late bids shall not be entertained.

Note: The Procurement shall be conducted as per Punjab Procurement Rules 2014 (tendering till date).

PROJECT DIRECTOR
PROJECT MANAGEMENT UNIT
Primary & Secondary Healthcare Department
31-E/1, Shahrah-e-Nizam, Hussain, Gulberg III, Lahore
Email: outsourcing.pmu@psha.gov.pk, pmu@psha.gov.pk
Tel: 042-99231203

IP: 9289

3. INTRODUCTION

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide **Janitorial Services for various Healthcare Facilities of P&SHD** for 24 Hours a day (365 days/ 7 days a week including Sundays & Holidays) in the entrusted Healthcare Facility, DHQ / THQ Hospitals as mentioned in this document. Each Hospital is a separate Package.

Sr.	Package #	Hospital Name	Bid Security not exceeding 5% of the estimated price (PKR)
1.	1	DHQ Bahawalnagar	500,000/-
2.	2	DHQ Hafizabad	500,000/-
3.	3	DHQ Kasur	500,000/-
4.	4	DHQ Khushab	500,000/-
5.	5	DHQ Narowal	500,000/-
6.	6	DHQ Okara	500,000/-
7.	7	THQ 18 Hazari	250,000/-
8.	8	THQ Chak Jhumra	200,000/-
9.	9	THQ Chunian	150,000/-
10.	10	THQ Daska	250,000/-
11.	11	THQ Deepalpur	250,000/-
12.	12	THQ Fatehjang	150,000/-
13.	13	THQ Jahanian	250,000/-
14.	14	THQ Khushab	250,000/-
15.	15	THQ Kunjah Gujrat	250,000/-
16.	16	THQ Liaqatpur	250,000/-
17.	17	THQ Mianmeer	250,000/-
18.	18	THQ Noorpur Thal	250,000/-
19.	19	THQ Sambrial	200,000/-
20.	20	THQ Sangla Hill	250,000/-
21.	21	THQ Shahkot	250,000/-
22.	22	THQ Shorkot	250,000/-
23.	23	THQ Taunsa	250,000/-
24.	24	THQ Phalia	200,000/-
25.	25	Expo Center Lahore	250,000/-
26.	26	Wah General Hospital, Wah Cantt	250,000/-

4. INSTRUCTION TO BIDDER(S)

General Instructions

1. Bidder shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
2. **Interested Bidder who intends to apply for multiple packages shall submit only one Technical Bid but separate Financial Bid for each package / Hospital applied for. Each Hospital is a separate Package.** The complete Technical Bid duly signed and stamped must be submitted in **printed and electronic form (Flash Drive)**. Late Bids shall not entertained.
3. The amount of Bid Security for each package is mentioned above in introduction. If applying for multiple packages, interested Bidder shall submit **SEPARATE Bid Security** for each package as mentioned above.
4. The Bid Security shall be submitted in the form of Financial Instrument i.e. Universal Cheque, CDR, Demand Draft, Pay Order or Bank Guarantee with minimum validity of 180 days in the favor of **PMU, PRIMARY & SECONDARY HEALTH. The original instrument must be placed in the Financial Bid however a copy of the same shall be attached with Technical Bid.**
5. At any time, prior to the deadline for submission of Bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document by amendment. **The clarification must be submitted in writing before pre-bid meeting i.e. 16th September 2021.** Such amendment/response shall be uploaded on departmental websites **till 20th September 2021**, and shall be binding on them.
6. The Procuring Agency, at its discretion or through request by the Bidders, may extend the deadline for the submission of Bids. Amendment notice to that effect shall be communicated in the same manner as the original invitation to Bid.
7. For the purpose of preparing the Bid, the interested Bidder(s) will be allowed to visit the respective hospital to conduct survey and relevant assessments.
8. The Bidder(s) are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information shall be at Bidder's risk and may result in rejection of the Bid.
9. The offer must be valid for **180 Days** from last date of submission of Bids.
10. The procuring agency shall evaluate the technical Bid in a manner prescribed ahead in the document, without reference to the price and reject any Bid that does not conform to the specified requirements.
11. 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 enclosed **Appendices**. The Service Provider shall provide complete detail

- of relevant personnel i.e., EOBI, PESSI, Insurance. Deficient documents, claims regarding HR, Supplies / equipment etc. shall not be acceptable.
12. After the evaluation and approval of the technical Bid, the procuring agency, shall at a time within the Bid validity period, publicly open the Financial Bids of the technically responsive Bidder(s), on a time, date and venue announced and communicated to the Bidder(s) in advance in the presence of the Bidder(s) or their representatives. The financial Bids of the technically non-responsive Bidder(s) shall be returned un-opened to the respective Bidder(s).
13. The Bidder shall submit the Financial Bid as per Financial Forms.
- Price Schedule is to be filled in very carefully, and should be typed. Any alteration / correction must be initialled.
 - Every page is to be signed and stamped at the bottom. The Bidder 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.
 - While tendering the Bid, the present trend / inflation in the rate of services and goods in the market should be kept in mind by the Bidder. No request for increase in price due to market fluctuation in the cost of services and goods shall be entertained after the Bid has been submitted.
14. 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.
15. The Bidder shall submit the Bids including Bid Form and Appendices.
16. Financial Bid shall be prepared using the formats given in the Bid Form. Financial Bids of only the technically qualified / responsive Bidder(s) will be opened in accordance with the procedure laid down in Punjab Procurement Rule, 2014.
17. Conditional Bids / Proposals shall not be considered in evaluation.
18. The award of the contract shall be as per **SCC**.
19. Intended date of commencement of the services will be **10 Days** from the date of award of the Contract.
20. The Bidder must quote the Contract Title and include the following declarations:
- 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.
 - The Bids (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 Bid for this contract.

- c. We confirm that the enclosed hard copy of the technical Bid are true and have complete copies of these documents.
- d. We confirm that we, Service Provider, will be available to undertake the services.
- e. At any stage, if any document has been found forged, fake, tempered or illegal during or after the procurement process, the bidder will be declared ineligible, his bid security will be forfeited and disciplinary action will be taken as per PPRA Rules, 2014 which case for Blacklisting the bidder / Service Provider will be initiated.
- f. 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.
- g. 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-Service Provider.
- h. 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 Bid and to bear any further pre-contract costs.
- i. I confirm that I have the authority of **[name of Service Provider's company]** to submit Bid and to clarify any details on its behalf.
- j. During evaluation of the Bids, the Procuring Agency may, at its discretion, ask the Bidder for a clarification of its Bid 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 Bid 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 Bids

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

Performance Guarantee

The successful Bidder shall furnish a Performance Guarantee in the form of Financial Instrument i.e. CDR, Bank Guarantee (Format attached at **Appendix-3**) of the amount equivalent to **5%** of the total contract amount, however at all instances payments will be made as per actual work carried out at the respective station and 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, with minimum 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.

Bid Evaluation

1. The Bidder must submit the required document / profile of the Bidder to be considered for financial Bid opening.
2. Financial Bids of technically responsive Bidder(s) shall be opened at a date and time fixed and notified in advance to the Bidder. The contract may be awarded to the lowest financial Bid of the technically qualified Bidder(s) (Bidder(s) scoring 65 or more in the technical evaluation or any other criteria mentioned in this document) subject to reasonability of prices. However, Procuring Agency may reject all Bids as specified in rule 35 of Punjab Procurement Rules, 2014.

Technical Bid 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, offer to provide the requested services as in accordance with your Bidding document **(PROVISION OF JANITORIAL SERVICES VARIOUS HEALTHCARE FACILITIES OF P&SHD)** BID REFERENCE NO: **P&SHD/PMU/OS/01-03/2021-22** dated_ [insert date here]_____. We are hereby submitting our Bid, which includes this Technical Bid, and a Financial Bid sealed under a separate envelope.

Total No. of Package(s) / Hospital(s) Applied for _____

Name of Package / Hospital Applied

a) (Name)

b) (Name)

c) (Name)

We understand that the Procuring Agency is not bound to accept any Bid 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): _____

Technical Evaluation

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

5. TECHNICAL EVALUATION / PROFILE OF THE BIDDER

The Bidder/Service Provider must comply with all the mandatory parameters. In case of noncompliance of any mandatory parameter, the Bidder shall be declared as non-responsive and shall not be considered for further evaluation for marking parameters. Interested Bidder who intends to apply for multiple packages shall submit only **one Technical Bid / Profile of the Bidder and separate Financial Bids** for each Package / Hospital applied for.

Mandatory or Prerequisite Parameters

1. The Bidder shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
2. The Bidder must have an active National Tax Number (NTN).
3. The Bidder must have an active Punjab Revenue Authority (PRA) registration Number.
4. The Bidder must have an active General Sales Tax (GST) Registration Number.
5. The Bidder who is barred/ blacklisted or disqualified either by any Government/ Department / Agency / Authority or whose Services have been found unsatisfactory in 06 Health Facilities of P&SHD would not be eligible to submit the Bid. **The Bidder will submit an undertaking in this regard.**
6. The Bidder shall have to provide Undertaking of Minimum Wage Rate as per **Appendix-6**.
7. The Bidder shall have a valid registration with **EOBI and PESSI** to ensure that the staff employed adheres to the guidelines/ founding principles laid to perform as per laws in vogue with rest to labor laws.
8. Consortium / Joint Venture is **not permissible**.
9. The copy of the Bidding Document duly signed and stamped by the Bidder shall be attached with the Technical Bids. Each page of the bid must be signed and stamped by the bidder.

TECHNICAL EVALUATION CRITERIA		
Sr. No.	Description	Marks
1.	Experience and Past Performance of the Firm	40
2.	Human Resource and Managerial Strength	30
3.	Financial Capability / Strength	30
Total		100
Minimum marks required		65

Note: If a bidder scores "0" marks in Sr. 1, 2 or 3, the bidder will be declared Non-Responsive.

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

Sr.	Parameters		Marks
1	Experience and Past Performance of the Firm		40
	Sr. No.	PARAMETER	
	a.	Each Relevant Project (Janitorial Services) will be given 05 Marks	
		Relevant Project means that the service provider is providing services to public / private Sector w.r.t. relevance of Janitorial Services. Each Institution/Organization/Hospital will be considered as an independent project. Only those Project(s) will be considered for evaluation whose contract / agreement value will be 12 Million or more per year. The Bidder shall have to provide Purchase Orders / Contract and Satisfactory Performance / Completion Certificate clearly depicting the value of the contract. The Bidder shall have to provide documentary proof of provision of services in public / private sector, in order to substantiate its claim.	
2	Human Resource and Managerial Strength		30
	Sr. No.	PARAMETER	
	a.	Documentary proof of EOBI from 50-99 No. of Janitorial staff (05 Marks) Documentary proof of EOBI from 100-149 No. of Janitorial Staff (10 Marks) Documentary proof of EOBI from 150 or more No. of Janitorial Staff (15 Marks)	15
	b.	Documentary proof of PESSI from 50-99 No. of Janitorial Staff (05 Marks) Documentary proof of PESSI from 100-149 No. of Janitorial Staff (10 Marks) Documentary proof of PESSI from 150 or more No. of Janitorial Staff (15 Marks)	15
		Note: The Bidder will provide the documentary proof regarding EOBI and PESSI payments. The documents must clearly depict the payment detail w.r.t. number of staff. For the purpose of Documentary proof of EOBI / PESSI Contribution during the last three years shall be considered.	
3	Financial Capability/Strength		30
	Sr. No.	PARAMETER	
	a.	Average Annual Turnover in last 03 Years. (duly supported by Audited Financial Statements) (Audit Report to Management or Internal Audit Report will not be accepted) >=50 Million (05 Marks) >=100 Million (10 Marks) >=150 Million (15 Marks) >=200 Million (20 Marks) >=250 Million (25 Marks) >=300 Million (30 Marks)	30

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

**** The sequence of Technical Bid must be as per below mentioned table.**

MANDATORY REQUIREMENTS		Attached at
1.	The Bidder shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.	Flag-A
2.	The Bidder must have an active National Tax Number (NTN).	Flag-B
3.	The Bidder must have an active Punjab Revenue Authority (PRA) registration Number.	Flag-C
4.	The Bidder must have an active General Sales Tax (GST) Registration Number.	Flag-D
5.	The Bidder who is barred/ blacklisted or disqualified either by any Government/ Department / Agency / Authority or whose Services have been found unsatisfactory in 06 Health Facilities of P&SHD would not be eligible to submit the Bid. The Bidder will submit an undertaking in this regard.	Flag-E
6.	The Bidder shall have to provide Undertaking of Minimum Wage Rate as per Appendix-6.	Flag-F
7.	The Bidder shall have a valid registration with EOBI and PESSI to ensure that the staff employed adheres to the guidelines/ founding principles laid to perform as per laws in vogue with rest to labor laws.	Flag-G
8.	The copy of the Bidding Document duly signed and stamped by the Bidder shall be attached with the Technical Bids. Each page of the bid must be signed and stamped by the bidder.	Flag-H
TECHNICAL EVALUATION CRITERIA		
EXPERIENCE AND PAST PERFORMANCE OF THE FIRM		
1	a. Projects	Flag-I
HUMAN RESOURCE AND MANAGERIAL STRENGTH		
2	a. Documentary proof of EOBI Payment	Flag-J
	b. Documentary proof of PESSI Payment	Flag-K
FINANCIAL CAPABILITY/STRENGTH		
3	a. Audited Financial Statements	Flag-L

6. FINANCIAL EVALUATION

The financial evaluation of the Bid shall be according to the financial evaluation as given in **Financial Form 2**. Incomplete Bids 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 Bidder(s) that may occur during the procurement process.
2. Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of their Bid 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.

Financial Bid Form 1

(These Forms must be filled by Bidder(s) for each package separately)

{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 Bidding Document dated [Insert Date] and our Technical Bid.

Our attached Financial Bid 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 Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid.

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

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

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

Financial Bid Form 2

JANITORIAL SERVICES FOR PACKAGE / HOSPITAL

Name of Bidder:

Mailing Address:

Income Tax Registration No.

PRA Registration No.

Total Amount in monthly basis:

Total Amount on annual basis:

Sign:

Designation:

Stamp:

Lowest Determination Factor

(Total HR Cost on Monthly Basis including all applicable taxes + Management Cost on Monthly Basis including all applicable taxes)

Financial Bid Form 3

BREAKDOWN OF COST – PER PACKAGE / HOSPITAL

Description	Number of Personnel Per package (As per Appendix 9)	Total Rate (PKR) per worker per month inclusive of all applicable taxes, insurance, Contributions (EOBI, PESSI), etc.	Total Cost (in PKR) for one Month
Janitorial Supervisor	A	B	$A*B=C$
Janitorial Personnel (Janitors)	D	E	$D*E=F$
Janitorial Personnel (Sewermen)	G	H	$G*H=I$
*Management Cost per package per month (PKR)			M
Total Price for Package per month (PKR)			$C+F+I+M$

**Management Cost will include all other costs in order to manage the provision uninterrupted Janitorial Services which may include software, ERP, any other activity needed to execute the contract as per scope of services.*

*Number of JANITORIAL Personnel & Supervisor may be increased or decreased as per requirement. However, the approved prices shall remain the same. The quantity mentioned in the **Appendix-9** will be used for evaluation purpose.*

*The bidder shall have to abide by the circular / instructions issued by Punjab Procurement Regulatory Authority which is attached at **Appendix – 5**. Failing to comply with will result in non-responsiveness of the bidder.*

*As per aforementioned PPRA circular and clarification letter of PPRA regarding Rules & Regulations of Labor Law vide No. L&M(PPRA)1-15(SOC)(AB)(LHR)(5)/2014/Com/P4 dated 17-08-2021, the Financial Bid(s) of the Bidder(s) will be **declared Non-Responsive** if the rates quoted by the bidder did not include minimum wage rate, applicable taxes, EOBI and PESSI.*

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

Roles & Responsibilities

Primary Responsibilities of the Firm

Bidder shall provide JANITORIAL services as set forth in this document. The services contracted include, but are not limited to, the following:

1. The service provider shall provide JANITORIAL Services 24 Hours per day, for the contract period as per the requirement set out in the Service Specific Specifications and relevant to the delivery of desired JANITORIAL services.
2. The firm must abide by prevailing labour laws including but not limited to Minimum wages, Social Security and EOBI. The Procuring Agency reserves the right to seek proof if the same is being paid to the personnel, the failure of which can lead to the Termination of the Contract, forfeiture of Performance Guarantee and remaining invoices amounts may be distributed to JANITORIAL Staff of the firm.
3. 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.
4. Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
5. The firm / company have to deploy Staff (HR) as per Appendix-9 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. Provide the supplies / Janitorial equipment mentioned in Appendix-1. The successful Bidder shall have to make all this toolkit / equipment physically available in the office before starting the work and these should always remain in working condition during the period of contract.
9. 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.

Responsibilities of the Procuring Agency/Hospital Administration

1. Facilitate the service provider in smooth provision of services.
2. Preventively 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.

a. General Guidelines

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 labour 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.

b. 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.

c. 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 Guarantee will be encashed including but not limited to 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.

d. 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 as referred in **SCC**. The decisions of the Arbitrator shall be final and binding on the Parties.

e. Renewal of Contract

The contract between the Procuring Agency and the Service Provider can be extended further up to another term on the same terms & conditions or any other conditions as defined in Special Condition of the Contract.

Form of Contract

This contract (hereinafter called the “contract”) is made at Lahore, the -----,

Between

Project Management Unit (PMU), Primary & Secondary Healthcare Department,
Government of Punjab through its “**PROJECT DIRECTOR**”

(Hereinafter Called the “**Procuring Agency**”)

And

Services having registered office at (ABC) through its “(XYZ)”

(Hereinafter Called the “**Service Provider**”):

WHEREAS

- a) Project Management Unit (PMU), Primary and Secondary Healthcare Department invited the bids/tender for Procurement of JANITORIAL Services for DHQ / THQ Hospitals of Punjab thereafter in which the Service Provider also participated and was declared as Lowest Evaluated Responsive Bidder.
- 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 has received budget from the Government of the Punjab. It intends to apply a portion of the proceeds of this budget to eligible payments, if any, under the Contract. The procuring agency in response thereof after conducting need analysis has decided to procure the JANITORIAL Services for an amount **PKR ******* **/- (In words)** *(The contract amount is not fixed cost, it shall be determined on As per Actual (APA) basis.)*

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. 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.
3. 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.
4. **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.
5. 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.
6. **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.
7. **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 void ab initio at the option of Government of the Punjab.
8. 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.

9. 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.
10. 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.
11. 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 Contract.
 - ❖ General Conditions Of Contract;
 - ❖ Special Conditions of Contract;
 - ❖ Notification of Award / Advance Acceptance of Tender (AAT);
 - ❖ Scope of Services;
 - ❖ Appendices;
 - ❖ Bidding Documents;
 - ❖ any other Documents deem appropriate;
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 signed in their respective names as of the day and year first above written.

Project Director,

**Project Management Unit (PMU), Primary & Secondary Healthcare Department,
Government of Punjab**

Witnesses 1

Witnesses 1

(Service Provider)

Witnesses 1

Witnesses 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 of the contract.

Preface of Contract

1. The standard Contract form consists of four parts: the Form of Contract to be signed by the Service Provider and the Procuring Agency, the General Conditions of Contract (GCC); the Special Conditions of Contract (SCC); the Scope of Service & Appendices.
2. The General Conditions of Contract shall not be modified. The Special Conditions of Contract that contain clauses specific to each Contract intend to supplement, but not over-write or otherwise contradict, the General Conditions.
3. Full requirements, terms and conditions of the agreement will be agreed during clarification with the technical responsive Service providers. The form and content of the negotiated contract are expected to conform closely to the draft Contract Agreement as included in these Bidding Documents. Service providers will be expected to address all of the aspects of the General Conditions of Concession Contract in their submissions

7. GENERAL CONDITIONS OF CONTRACT (GCC)

1. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a) The Arbitrator is the person appointed jointly by the Procuring agency and the Service provider to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.
- b) "Consideration Amount" means the procuring agency shall make payment to the Service Provider after deducting all applicable taxes in consideration of the services rendered to be performed by the Service Provider under the contract.
- c) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- d) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6;
- e) "Dayworks" means varied work inputs subject to payment on a time basis for the Service Provider's employees and equipment, in addition to payments for associated materials and administration.
- f) "Procuring agency" means the party who employs the Service Provider
- g) "Foreign Currency" means any currency other than the currency of the country of the Procuring agency;
- h) "GCC" means these General Conditions of Contract;
- i) "Government" means the Government of the Punjab;
- j) "Local Currency" means Pak Rupee (PKR);
- k) "Party" means the Procuring agency or the Service Provider, as the case may be, and "Parties" means both of them;
- l) "Personnel" means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof;
- m) "Service Provider" is a person or corporate body whose Bid / Proposal to provide the Services has been accepted by the Procuring agency;

- n) "Service Provider's Proposal" means the completed Proposal / Bid submitted by the Service Provider to the Procuring agency
- o) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- p) "Specifications" means the specifications of the service included in the Bidding Document submitted by the Service Provider to the Procuring agency
- q) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Section C – Scope of services, Bidding Document and attached Annexures.

1.2 Applicable Law

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan.

1.3 Language

This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address **specified in the SCC**.

1.5 Location

The Services shall be performed at such locations as are specified in Section C – Scope of services, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Procuring agency may approve.

1.6 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring agency or the Service Provider may be taken or executed by the officials **specified in the SCC**.

1.7 Inspection and Audit by the Procuring Agency

The Service Provider shall permit the Procuring Agency to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Procuring Agency, if so required.

1.8 Taxes and Duties

The Service Provider and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law

2. Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC**.

2.2 Commencement of Services

2.2.1 Work Program

Before commencement of the Services, the Service Provider shall submit to the Procuring agency for approval a Work Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Work Program as updated.

2.2.2 Starting Date

The Service Provider shall start carrying out the Services as **specified in the SCC**.

2.3 Intended Completion Date

Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**.

2.4 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

2.5 Force Majeure

2.5.1 Definition

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.

2.5.2 No Breach of Contract

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 insofar 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.

2.5.3 Extension of Time

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.

2.6 Termination

2.6.1 By the Procuring agency

The Procuring agency may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in below mentioned paragraphs of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within twenty-one (21) days after being notified or within any further period as the Procuring agency may have subsequently approved in writing;
- (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 after evaluation / probe report of the incident, if the subject was at the behest of the company or its employees, the contract will be terminated upon service of a notice period i.e. 30 days.
- (c) 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. The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination. (Read with previous clause)

- (d) 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.
- (e) 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 toolkits/tools/equipment may be confiscated.
- (f) Notwithstanding 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.
- (g) 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.
- (h) If a procuring agency in its sole discretion and for any reason what so ever decides to terminate the service contract, the termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.
- (i) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days; or
- (j) If, the Service Provider, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of this sub-clause, the terms set forth constitute corrupt or fraudulent activity:
 - i. “corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, service provider or Service provider in the procurement process or in contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a contract;
 - ii. “fraudulent practice” is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. “collusive practices” is an arrangement among service providers (prior to or after Bid submission) designed to establish Bid prices at artificial, non-competitive levels

for any wrongful gain, and to deprive the procuring agency of the benefits of free and open competition, and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty;

- iv. “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person (participant in the selection process or contract execution) to influence improperly the actions of that person;
- v. “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of the Client’s inspection and audit rights.

2.6.2 By the Service Provider

The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Procuring agency, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) If the Procuring agency fails to pay any monies due to the Service Provider within agreed timeline pursuant to this Contract, and not subject to dispute pursuant to Clause 7, the Service Provider shall issue first notice that such payment is overdue. After forty-five (45) days of giving written first-notice, if the procuring agency still fails to pay, service provider shall issue second written notice. After fifteen days (15) of no response on second notice, service provider may give thirty (30) days termination notice; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and Scope, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Procuring agency, and shall at all times support and safeguard the Procuring agency's legitimate interests in any dealings with third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel and agents shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities which would conflict with the activities assigned to them under this Contract;
- (b) during the term of this Contract, the Service Provider shall not hire such public employees, in active duty or on any type of leave, which would conflict with the activities assigned to service provider to perform any activity under this Contract;

- (c) after the termination of this Contract, such other activities as may be **specified in the SCC.**

3.3 Confidentiality

The Service Provider and its Personnel shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Procuring agency's business or operations without the prior written consent of the Procuring agency.

3.4 Insurance to be Taken Out by the Service Provider

The Service Provider (a) shall take out and maintain at its own cost but on terms and conditions approved by the Procuring agency, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Procuring agency's request, shall provide evidence to the Procuring agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

3.5 Service Provider's Actions Requiring Procuring agency's Prior Approval

The Service Provider shall obtain the Procuring agency's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Scope ("Key Personnel"),
- (c) changing the Program of activities; and
- (d) any other action that may be **specified in the SCC.**

3.6 Reporting Obligations

The Service Provider shall submit to the Procuring agency the reports and documents specified in Scope in the form, in the numbers, and within the periods set forth in the said scope.

3.7 Documents Prepared by the Service Provider to be the Property of the PA

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Procuring agency, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring agency, together with a detailed inventory thereof. The Service Provider may

retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

3.9 Performance Guarantee

The Service Provider shall provide the Performance Guarantee to the Procuring agency no later than the date specified in the Letter of acceptance / Advance Acceptance of Tender (AAT) in a form as specified in AAT. The Performance Guarantee shall be valid until a date 6 Months from the Completion Date of the Contract.

4. Service Provider's Personnel

4.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Scope of services.

4.2 Removal and/or Replacement of Personnel

- (a) If the Procuring agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Procuring agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring agency.
- (b) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Procuring Agency

5.1 Assistance and Exemptions

The Procuring agency shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC**.

5.2 Change in the Applicable Law

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by

agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.

5.3 Services and Facilities

The Procuring agency shall make available to the Service Provider the Services and Facilities listed under Section – C, Scope of Services. Provision of site free from all encumbrances for construction activity shall be the responsibility of the Procuring Agency, failure to provide a clear-site is a compensation event

6. Payments to the Service Provider

6.1 Payment as per Actual Work Done

The Service Provider's remuneration shall be paid on actual work done and other costs incurred by the Service Provider in carrying out the Services described in Section C and scope of services of Bidding Document. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.

6.2 Contract Price

- (a) The price payable in Pak Rupees (PKR) is set **forth in SCC.**
- (b) The price payable in foreign currency is set **forth in the SCC.**

6.3 Payment for Additional Services

6.3.1 For the purpose of determining the price for additional Services as may be agreed under Sub-Clause 2.4.

7. Quality Control

7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Procuring agency shall be as **indicated in the SCC and scope of services.** The Procuring agency shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Procuring agency may instruct the Service Provider to search for a Defect and to uncover and test any service that the Procuring agency considers may have a Defect. The building defects liability period is 4 months, starting from date mentioned on "Completion Certificate".

7.2 Correction of Deficiencies, and Non-Performance Penalty

- (a) The Procuring agency shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Deficiencies remain to be corrected.
- (b) Every time notice of Deficiency is given, the Service Provider shall correct the notified Deficiency within the length of time specified by the Procuring agency's notice.
- (c) If the Service Provider has not corrected a Deficiency within the time specified in the Procuring agency's notice, the Procuring agency will assess the cost of having the Deficiency corrected, the Service Provider will pay this amount, and a Penalty for Non-Performance.

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

8.2.1 If any dispute arises between the Procuring agency and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Arbitrator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Arbitrator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 Should the Arbitrator resign or die, or should the Procuring agency and the Service Provider agree that the Arbitrator is not functioning in accordance with the provisions of the Contract, a new Arbitrator will be jointly appointed by the Procuring agency and the Service Provider

8. SPECIAL CONDITIONS OF CONTRACT

Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
1.1 (a)	The Arbitrator / Adjudicator is: <u>Secretary, Primary & Secondary Healthcare Department</u>
1.1(b)	“Consideration Amount” means the procuring agency shall make payment to the Service Provider after deducting all penalties, applicable taxes in consideration of the services rendered to be performed by the Service Provider under the contract.
1.1(c)	The contract name is: <u>PROVISION OF JANITORIAL SERVICES FOR VARIOUS HEALTHCARE FACILITIES OF P&SHD</u> <u>Reference No: P&SHD/PMU/OS/01-03/2021-22</u>
1.1(f)	The Procuring Agency is : <u>Project Management Unit, Primary and Secondary Healthcare Department, Government of Punjab</u>
1.1(p)	The Service Provider is>..... having registered office at ----- -----, Lahore through its “-----”
1.2	The Applicable Law is: <u>Laws of Islamic Republic of Pakistan</u>
1.3	The language is: <u>English</u>
1.4	The addresses Procuring agency: Project Management Unit, Primary and Secondary Health Department, Government of Punjab 31-E/1, Shahrah-e-Imam Hussain, Gulberg III, Lahore Attention: Project Director, PMU Tel: +92- 42- 35775365 Service Provider: M/s **** Attention: CNIC: Tel: Email:
1.6	The Authorized Representatives are: For the Procuring agency: Project Director, PMU For the Service Provider:
2.1	The Contract shall come into force with effect from the date on which both parties have signed the contract i.e. <u>*****</u>

2.2.2	Service Provider shall commence the services within ten (10) days from the award of the contract.
2.3	<p>The Intended period of Completion for the contract is till 30th June 2022 from the date of signing of the contract.</p> <p>The contract extension will not be an exclusive right but can be extended further up to a year on the same terms & conditions. The renewal shall be based on the following (not limited to) conditions.</p> <ol style="list-style-type: none"> 1. Mutual consent of both parties. 2. Performance review of the service provider dully signed by Medical Superintendent of Hospitals and Operations Wing, PMU. 3. Approval of Competent Authority. 4. Renewal of the Performance Guarantee by the Service Provider.
3.1	<p>The Service Provider shall manage the payment distribution cycle of its staff for a period of 3 months. Service provider will ensure the disbursement of salaries to its staff within 10 days of each month.</p> <p>*Such payment will not depend on the payments made by the institution to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid.</p>
6, 6.2(a)	<p>The approx. cost of the contract is PKR ***** /- (In words)</p> <p>(The contract amount is not fixed cost, it shall be determined on As per Actual (APA) basis.)</p>

9. SCOPE OF SERVICES

Background

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

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

Contextual Information

The District Head Quarters (DHQ) Hospitals are located at District headquarters level and serve a population of 1 to 3 million, depending upon the category of the hospital. The DHQ hospital provides primitive, preventive and curative care, advance diagnostics, inpatient services, advance specialist and referral services.

DHQs provides referral care to the patients including those referred by the Basic Health Units, Rural Health Centers, Tehsil Head Quarter hospitals along with Lady Health Workers and other primary and secondary care facilities.

Scope of Services

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Janitorial Services for **24 Hours a day (365 days/ 7 days a week including Sunday & Holidays)** in the entrusted DHQ / THQ Hospital as mentioned in this document. The firm will be required to provide supplies and equipment as mentioned in the **Appendix 1.**

Operations Responsibilities

1. **The service provider shall provide cleaning services 24 hours per day, 365 days per year** as per the requirements set out in the Service Specific Specifications, specified later in this scope section, relevant to the delivery of desired cleaning services. It must be noted that Janitorial Services must not be compromised / interrupted in case of any extraordinary situation / epidemic or any other special circumstances.
2. **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 internet facility will be provided by the Hospital. The record of the same will be verified by the Hospital Administration on daily basis and same will be shared to client wing. The specification of Bio-metric machine is tabulated below.

Sr. #	Specification	Description
1.	Face Capacity	Minimum 200
2.	Identify mode	Face, Palm, Fingerprint, password and combinations
3.	Maximum Attendance Log	100,000
4.	Display Language	English
5.	Battery	Built in Battery Backup
6.	U-disk	Supported
7.	Communication	TCP/IP, 4G (Operational)
8.	Attendance Software	Centre cloud based attendance software

3. All staff will be enrolled on the bio-metric devices installed at the hospital. Service provider shall ensure that its staff uses these devices for attendance marking. Their attendance will be monitored duly by the hospital administration through the biometric devices. The number of staff specified in this Contract includes relievers.
4. Service provider shall be bound to pay its staff before 10th of each month and salaries shall not be linked to any other payment which contractor is entitled to receive from the client.
5. Service Provider shall pay its personnel not less than the minimum wage as per labor laws of Pakistan and other benefits mandated by the law. The Contractor shall comply with the laws governing labor standards and employee's compensation.
6. **Service Provider will distribute salaries through e-channel i.e. Bank Account, Easy Paisa, Jazz Cash or any other and the proof the same must be readily available with service provider all the time and must be attached with the following month invoice.**

7. **Service Provider is liable to pay EOBI and PESSI of Janitorial Personnel employed against the subject contract.** The record of the same must be attached with the monthly invoice from 2nd month onward alongwith Salary Disbursement Report as mentioned in the Appendices.
8. 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.
9. The Procuring Agency reserves the right to direct the service provider for replacement of JANITORIAL Personnel and the service provider shall be bound to do the same. Non-compliance may result in punitive action against the Service Provider.
10. 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. Service provider shall also submit one sample of supplies to hospital and one to procuring agency for the duration of contract.
11. Service provider shall provide supplies / Equipment as mentioned in **Appendix 1** in the required quantity to the hospital administration by 25th of the every month for use in the next month. The hospital administration may vary the required quantities in view of the available stock and future requirements, however prior approval from Project Management Unit must be sought for increase in quantity beyond the specified limits. The payments shall be made only for the quantities ordered/supplied, as per the approved quality of the sample / specifications. This equipment / Supplies will be considered property of the client after expiration of contract. The hospital administration shall issue the items to the person designated by the Service Provider for use in the hospital. Service provider must ensure 24/7 availability of these supplies at each station and unavailability of these supplies will result in imposition of penalties. ***The given number of workers, supplies and equipment may vary on the requirements of the Client on need basis as and when required.***
12. 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.
13. In case of any labour disputes regarding their employees, resolve the same at the earliest to ensure scheduled work is completed satisfactorily and on time.
14. No employer – employee relationship between staff and facility management staff shall be maintained.

15. Ensure that all staff assigned to the offices be adequately immunized against all types of communicable diseases and preventively monitored through health check-ups.
16. The service provider will perform cleaning duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, roofs and up till the boundary wall of the hospital. Up to two dedicated Janitorial Personnel / Gardner must be deputed to look after the horticultural aspects of the Hospitals. However cleaning of residential areas of the hospitals is not in scope of services of service provider.
17. **The service provider shall provide two uniform-kits and one pair of shoes every six months, identification cards (ID), Personal Protective Equipment (PPE) etc.,** to its entire staff deployed at the hospitals free of cost and ensure proper maintenance of it. Each uniform set will comprise of Trousers • Shirt • Socks • Shoes • disposable Face masks, disposable head caps and disposable gloves and PPEs etc. Supervisors shall ensure that disposable items in the kit are made available to the workers regularly.
18. Dress code of Janitorial Staff must be as per below mentioned descriptions:

Sr.#	Specification	Description
1.	Type	Janitorial Safari Suit (As per approved sample)
2.	Colour	Khaki / Blue or any other approved by the Procuring Agency
3.	Logo / Tag Line	“Janitorial Staff” as Tag Line must be mentioned on the Back of the Shirt

****The dress code must be approved from the department before commencement of the Services.***

19. Monthly supplies must be handed over to admin officer in each hospital and the service provider must take receiving after handing over the supplies.
20. Admin officer of the hospital or his representative will provide the daily inventory to the in charge of the janitorial firm for use, after appropriate defacing and entry in the distribution register and the same shall be signed by both Hospital Administration and representative of Service Provider.
21. Quantities of supplies can be increased or decreased on the requirements of the client. Service provider will only provide supplies if it is requested by hospital administration and payment shall only be made of those supplies that are requested and received upon verification of the record.
22. Supervisors shall be employed by the service provider for 24 hours in each hospital.
23. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital well in advance.
24. The Service Firm shall be bound to engage and include, after due diligence, the workers, utilities and equipment which are recommended by the Client.
25. The Service Firm shall ensure that female sanitary staff is hired for female and children wards/departments and female's washrooms.

26. During the term of this Agreement, the Contractor shall be bound to provide Hospital Wise Salary Disbursement Report and the same will be shared with the client every month alongwith invoices.
27. The Service Firm shall be bound to provide janitorial services at the Hospital for 24 hours a day and 365 days a year for all non-residential areas. Firm will make arrangements for providing its services during holidays also.
28. All workers shall be entitled to leave according to labor laws after due approval / authorization of their supervisor and service provider will be bound to provide alternate worker.
29. The Contractor shall be bound to provide trainings, as deemed necessary by the client, to its sanitary staff for cleanliness of hospital.
30. Any leave by any worker violating the SOPs notified by the Procuring agency shall also constitute as breach of the contractual provision.
31. The service provider will provide 10 wet floor signage for DHQ Hospital and 5 wet floor signage for THQ Hospital however the number can be increased.
32. Daily duty hours of every worker shall be 8 hours for morning, evening and night shift respectively. Provided that if any worker is arriving late, up to fifteen minutes and leaving early up to fifteen minutes, shall not be considered as deductible and early and late working, up to fifteen minutes, shall not be considered as chargeable / deductible.
33. Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Provider.
34. The Service Provider shall be fully responsible for safekeeping all the bathroom fittings and fixtures throughout the contract period. The current state of each bathroom will be recorded at the time of handing over and signed off by both parties to be maintained at that level at all times.
35. Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the hospital.
36. Service Provider shall immediately upon receipt of request replace any service personnel who may be considered undesirable and incompetent by the procuring agency / hospital administration.
37. Service Provider will be responsible to provide quality human resource with demonstrable experience in each hospital as per Qualification & Experience of human resource in first month.
38. **The Human Resource (HR) as mentioned in this Contract may increase or decrease subject to below mentioned conditions:**
 - a. **Request Letter from Service Provider.**
 - b. **Justification Letter for increase in HR from Medical Superintendent to Director Operations PMU.**
 - c. **Recommendation of Operations Wing, PMU**

d. Approval of Competent Authority.

39. After joining, the requisite staff will be on probation of seven (7) days, who upon issuance of a satisfactory letter from Medical Superintendent (MS) may continue his/her services for a period as per contract agreement. However, MS of the concerned hospital should issue a satisfactory performance certificate for each such staff. It will also be the responsibility of Medical Superintendent that after the issuance of satisfaction letter all such staff should be on biometric at once.
- a. If Medical Superintendent want to surrender any extra staff he may do so by giving 15 days' notice to the Service Provider under intimation to the Project Management Unit.
 - b. However, if MS require any such staff as per the contract agreement he may demand the same by following below mentioned mechanism for deployment of any such staff;
 - c. A requisition for deployment of staff for each particular month will be placed by the Medical Superintendent of the concerned hospital before the Project Director, PMU at least 15 days before the starting of a particular month. If no request will be generated by the Medical Superintendent, it will be understood that the staff of previous month will continue to perform his/her services accordingly.
 - d. Within 2 days of receipt of requisition from Medical Superintendent, PMU will subsequently inform the Service Provider for deployment of requested staff accordingly.
 - e. Within 7 days of receipt of letter from PMU, Service Provider should submit the detail of duly certified human resource to the concerned hospital administration under intimation to PMU.
 - f. Within 2 days of receipt of information of human resource from the Service Provider, hospital administration will issue a letter of approval or letter of rejection to the Service Provider under intimation to PMU.
 - g. Upon receipt of letter of approval from hospital administration, Service Provider will deploy the requisite human resource who should join his/her station within the due date in accordance with the Medical Superintendent, requisition letter.
 - h. It will be the responsibility of the Admin Officer/Assistant Admin Officer to provide daily attendance sheet to the Supervisor of the Service Provider and a scanned copy of the invoice to the service provider after processing the invoice completely. However, IT officer will be responsible for the printing and submission of daily attendance report and submit to the concerned Admin Officer/Assistant Admin Officer.

Cleaning Schedule

All functional areas in the hospital have been assigned one of three risk areas based on below mentioned criteria:

- ✓ The risk of infection to patients.
- ✓ Occupational health and safety risk to staff and visitors

- ✓ Aesthetics e.g. reception areas, grounds
- ✓ Value for money

The risk category shall determine cleaning frequencies as mentioned below under the cleaning schedule:

Category	Status	Functional Areas included
1	High Risk	Emergency – Surgical and Medical
		Isolation Rooms
		Dialysis Unit
		Operation Theater
		Labor Rooms
		Wards
2	Moderate Risk	Pharmacy – OPD & Emergency
		Laboratories, including Pathology
		Mortuary
		Radiology
		OPD (treatment rooms & clinical consultation room)
		Patient washrooms
		Corridors
		Waiting Areas
		Stairs / Ramps
3	Low Risk	Administrative areas
		Stores
		Record storage and archives
		External areas
		Staff Changing Rooms

- Each worker will be required to perform his / her duty in the assigned work area with following adequate frequency of cleaning against each element's Service Standards and Requirements mentioned in performance specifications
- Apart from the cleaning schedule mentioned above, cleaning services should be provided by the service provider as and when needed or as directed by the Hospital authorities from time to time.

Sr.	Element	High Risk Areas	Moderate Risk Area	Low Risk Areas
1	Overall appearance	As required, to meet performance	As required, to meet performance	As required, to meet
2	Odour Control	As required, to meet	As required, to meet	As required, to
3	Commodes, weighing scales, manual handling equipment	Clean contact points each use, 1 full clean 6 daily & between patient use	Clean contact points each use, 1 full clean daily & between patient use	As required, to meet performance specification
4	Patient washbowls	1 full clean daily and between patient use	1 full clean daily and between patient use	As required, to meet performance specification
5	Bedside oxygen and suction connectors	1 full clean daily and between patient use	1 full clean daily and between patient use	As required, to meet performance specification
6	Patient Fans		check clean as required	check clean as required

		1 full clean weekly, check clean as required, machine clean biweekly	Machine clean biweekly	machine clean weekly
7	Drug trolley	1 full clean every shift	1 full clean weekly	to meet performance
8	Entrance/Exit	4 full cleans daily, dust control as required, 1 machine clean weekly	2 full cleans daily, dust control as required, 1 machine clean weekly	As required, to meet performance specification
9	Stairs (internal and external)	2 full cleans daily, dust control as required, 1 machine clean weekly	2 full cleans daily, dust control as required, 1 machine clean weekly	As required, to meet performance specification
10	Electrical items, e.g. overhead lights	1 check clean daily and 1 full clean monthly	1 check clean daily and 1 full clean monthly	1 check clean weekly and 1 full clean monthly
11	Chairs	1 full clean and 1 check clean daily	1 full clean daily	1 full clean weekly
12	Beds/Trolleys	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean	As required, to meet performance specification
	Mattresses			
13	Lockers/Ward robes/ Drawers	1 full clean daily	1 check clean daily and 1 full clean weekly	As required, to meet performance
14	Tables/ Bed tables	1 full clean daily	1 check clean daily and 1 full clean weekly	As required, to meet performance
15	All dispensers/ holders	1 full clean daily and daily as required	1 full clean daily and daily as required	1 full clean daily and daily as required
16	Waste receptacles/bin	1 full clean and 1 check clean every shift and 1 deep clean weekly.	1 full clean daily and 1 deep clean weekly. Replace Monthly if necessary	1 full clean weekly and deep clean monthly. Replace Monthly if necessary
		Replace (On need basis)		
17	Wash Basins	Daily check system in operation to include 3 full cleans and 2 check cleans.	Daily check system in operation to include 3 full cleans and 2 check cleans	Daily check system in operation to include 3 full Clean and 2 check.
18	Toilets/ Urinals	Daily check system in operation to include 4 full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleans after each patient/staff use
	/Bidet			
19	Compt/Tel/ Office Equ.	1 full clean daily	1 full clean daily	1 full clean weekly
20	Dirty Utility/ Sluice Room	1 full clean and 1 check clean daily	1 full clean daily	1 full clean daily
21	Windows and Windows Net	1 full clean every shift, 1 check	1 full clean daily, 1 check clean, and 1 equipment clean weekly	1 full clean
		clean, and 1 equipment clean weekly		daily and 1 equipment clean weekly

Full Clean – is where all aspects of the element are fully cleaned on each occasion in accordance with documented performance specification later in this section.

Daily Monitoring:

The service provider's performance will be monitored on daily basis by the assigned Focal Person. The Admin Officer/ Assistant Admin Officer of the Hospital will be assigned as the focal person for this task. The Focal Person at any time will visit and check the cleanliness of the indicator (s) of any/ all areas of the Hospital as per weekly cleaning review sheet given in

performance specification later in this section. The Focal Person will identify and record the non-conformances in Daily Activity Log and following time will be given for corrective action.

Risk Category	Time Frame for Corrective Action
High Risk Area	30 minutes of reporting of problem to the service provider
Moderate Risk Area	1 hours of reporting of problem to the service provider
Low Risk Area	1.5 hours of reporting of problem to the service provider

The focal person will visit the site once again after the stipulated time and in case the identified problem is not corrected; the following fines will be imposed right away.

In case of inability to address identified problem within the allotted times, the focal person will hand out the following fines immediately

Risk Category	Fine
High Risk Area	Rs. 2,000
Moderate Risk Area	Rs. 1,000
Low Risk Area	Rs. 500

Weekly Score:

On any one of the seven days of a week, the Focal Person ideally AMS/ DMS/ Admin Officer will score cleanliness as per the weekly cleaning review sheet given in performance specification later in this section.

After every visit an overall percentage score will be calculated for each risk category. This score will be an average of the individual percentages of each indicator area. For example, for High Risk, overall percentage cleanliness will be calculated as:

High Risk Area	Score obtained	Percentage Score
Isolation Room	$(3+3+3+3+3+3)/24 = 18/24$	75%
Dialysis Unit	$(4+4+4+4+4+4)/24 = 24/24$	100%
Medical Emergency	$(3+3+3+3+3+3)/24 = 18/24$	75%
Surgical Emergency	$(3+3+3+3+3+3)/24 = 18/24$	75%
Operation Theater	$(3+3+3)/12 = 9/12$	75%
Labor Rooms	$(2+2+2+2+2)/20 = 10/20$	50%

Once all areas are scored, their scores will be scaled with respect to their risk category using the following weights and an overall weekly score will be obtained.

Risk Category	Weightage
High risk	50%
Moderate risk	30%
Low risk	20%

For example, using the already obtained 75% in High Risk Category (average of 75+100+75+75+75+50), if a certain hospital receives 67% in Moderate Risk Category and 80 % in Low Risk Category, it will obtain an overall score of $75\% \times 0.5 + 67\% \times 0.3 + 80\% \times 0.2 = (37.5 + 20 + 16)\% = 73.5\%$. This will be overall score for this week's performance.

In addition, the Focal Person will also cross-check each washroom's toilets and compare its fixtures against the handing over list of fixtures.

Monthly Scorecard:

Averaging all weekly performances of the month, a monthly score will be calculated. Service providers will be expected to maintain an average minimum score of 85% as well as 85% in each respective category at all times. If the service provider scores less than 85% in the monthly score, another fine worth Rs. 25,000 will be placed. If this continues for another month, the second month's fine will be doubled to Rs. 50,000 and then doubled again to Rs. 100,000. If the score remains below 85% in the third consecutive month, then procuring agency may terminate the contract by serving a one month termination notice to the service provider. Moreover, If in MEA scoring, the marks are below 80% for a specific month, **a fine worth Rs.25,000/- will be imposed on low scoring.** Furthermore, if the hospital serves a dissatisfaction letter to service provider, than procuring agency may terminate the contract by serving a one month termination notice.

Non-Financial Penalties

After a month of score below 80%, the monthly score is not restored to 80% the following month, punitive action may be taken against the service provider including financial penalties, suspension or cancellation of the contract.

The Qualification & Experience of JANITORIAL Personnel are as follow:

Sr.	Manpower Description	Qualification & Experience
1	Supervisor	<ul style="list-style-type: none"> ▪ Responsible for overall cleanliness / maintenance of the Hospital premises, staff deployment and maintain attendance on daily basis. ▪ Act as an interface between the Client and the facility staff. ▪ Maintaining duly signed daily audit sheets and complaint registers to record requests and feedback from the contracting authority from time to time and appropriate actions taken. ▪ Coordinate any kind of shifting/ relocations of the hospital staff and the same shall also be reported to the contracting authority ▪ Responsible for the turnout / grooming of the entire facility staff. ▪ Determine and coordinate all the work schedules and to induce a sense of responsibility, discipline and hygiene in all employees. ▪ Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them. ▪ Ensure that all staff deployed for waste collection duties understand and practices regarding waste collection for infection control including proper segregation and weight recording at collection and submission at the infectious waste room. ▪ Help the service provider in submitting the required forms. ▪ Should be medically fit ➤ Education: Graduate ➤ Minimum experience: At-least 5 years
2	Janitor	<ul style="list-style-type: none"> ▪ Should be experienced in janitorial services of high quality assignments which will be proved through documents and photographs. ▪ Has worked in a large enterprise or public sector company. ▪ Pick up, carry, and empty refuse or recycling containers into truck. ▪ Load and unload trucks, either by operating equipment or picking up, carrying, and emptying refuse containers into trucks. ▪ Perform other related duties as assigned. Should be medically fit. ➤ Education: NA
3	Sewerman	<ul style="list-style-type: none"> ▪ Should be experienced in sewer cleaning. ▪ Perform other related duties as assigned. ▪ Should be medically fit. ➤ Education: NA

10.FINES & PENALTIES

Sr.	Summary of Penalties	Penalties in PKR
1.	<p>Attendance less than 85% (Absent / Vacant / Not Deployed)</p> <p>* It should be the responsibility of Service Provider to maintain 85% attendance (each day) of HR as mentioned in the Contract. In case any of service provider's personnel(s) as mentioned under the contract is (are) absent / Vacant / Not-deployed (for every missing personnel that was required to stay on duty for that particular day) a penalty equal to 500 plus The amount of daily wage (which will be calculated on the basis of 30 days per month) shall be deducted from the service provider's Monthly Invoice. i.e., Penalty= 500 plus Every Janitorial Personnel are allowed 4 holidays per month.</p> <p>The number of Female staff must not be more than 10% of the total strength otherwise aforementioned penalty of (Absent / Vacant / Not Deployed) will be imposed.</p>	500 plus The amount of daily wage. (Amount of daily wage rate will be calculated on the basis of 30 days per month)
2.	Penalty on non-operationalization of Bio-metric machine beyond 3 days in a month (consecutive / non-consecutive) i.e. penalty of 2,000 will be charge from 4 th day and onwards.	2,000 per day
3.	Service Provider Fails to enrol 100% HR.	2,000 per month plus Monthly Wage Rate per Personnel.
4.	Missing Personnel (Absent / Vacant / Not Deployed) during public/local holidays or any other special occasions.	500 plus Penalties in Sr. # 1.
5.	Staff is found without uniform. Supervisor will wear distinctive west.	Rs. 200 will be charged for each such staff for that particular day.
6.	In case any of service provider's personnel deployed under this work order is not present at his assigned place (arrive late or leave early) during inspection.	Penalty of Rs. 200/- per vacant point per shift will be imposed.
7.	If any worker (after worked for complete month) not get paid minimum wage as per Labour Laws.	Rs. 5,000 / staff shall be imposed for that particular month.
8.	Penalty on non-provision of EOBI payment detail of deployed strength on monthly basis.	1,000 for each personnel per month
9.	Penalty on non-provision of PESSI payment detail of deployed strength on monthly basis.	1,200 for each personnel per month
10.	Janitorial Equipment (floor Scrubber / Collection Trolleys / Janitor Trolleys) which will be provided by the Hospital in functional form at the start of the Contract to the Service Provider, if found non-functional.	200 per day

11.	If SP is found involved in any misuse / pilferage / anomaly of Janitorial Supplies.	5,000 + Market price of that item
12.	In case of any consumables item are found missing from any required designated place issued by the client.	After giving one warning in writing. 200 per place.
13.	Non-Provision of Supplies within stipulated Time (25 th of previous month plus five days as a grace period)	1,000 per day
14.	Any public complaint like misbehave, theft, financial benefits.	2,000 per incident and respective staff must be replaced immediately.
15.	Procuring agency may desire to replace any personnel without any reason and failure to do so shall be considered a breach of contract.	Minimum penalty of Rs. 5,000 will be imposed for every such incidence.
16.	Janitorial Service provider will ensure the disbursement of salaries within 10 days of each month. *The service provider will be responsible for paying his employees in the institution in the first 10 days of every month. Such payment will not depend on the payments made by the institution to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid.	100 per staff per day (up to maximum of 7 days). 200 per staff per day (for next seven days). 300 per Staff per day (till the resolution of the matter).
17.	If the staff turnover for any particular month is greater than 15%	20,000 per month.
18.	Service provider will be required to deploy able bodied personnel not below the age of 18 having valid CNIC.	15,000 per worker per month
19.	Any protest or strike observed by the staff / janitors etc. will be considered a breach of contract.	25,000 per incident and will be doubled every next 24 hours. (Rs. 25,000 for first 24 hours, Rs. 50,000 for 24 – 48 hours and so on).
20.	If Service Provider fails to maintain the situation of cleanliness as described in Daily Monitoring section.	a)Rs. 2,000 for High Risk Area b)Rs. 1,000 for Moderate Risk Area c)Rs. 500 for Low Risk Area
21.	In case any (Public / General) complaint is received attributable to misconduct / misbehaviour of service provider's personnel & is assessed as true by hospital administration, (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.	Rs 10,000/- for High Level Rs 5,000/- for Moderate Level Rs 3,000/- for Low Level
22.	If the service provider scores less than 85% in the monthly score. (Service providers will be expected to maintain an average minimum score of 85% as well as 85% in each respective category at all times.)	Rs. 25,000 per month (for 1st month). If this continues for another month, the second month's fine will be doubled to Rs. 50,000 and then doubled again to Rs. 100,000. If the score remains below 85% in the third

		consecutive month, then procuring agency may terminate the contract by serving a one month termination notice to the service provider.
23.	Penalty on Low Score in MEA	Rs. 25,000 per month for score below 80% in MEA score. If this continues for another month, the second month's fine will be doubled to Rs. 50,000 and then doubled again to Rs. 100,000.
24.	Over Invoice / Extra Amount Claimed by the Service Provider against Provision of Supplies.	Double the amount exceeded in the invoice.
25.	Performance Penalty by Procuring Agency.	The Procuring Agency is entitled to carryout surprise visit of the premises and can impose justified penalties (minimum 20,000) considering the extent of non-conformance of contractual obligations on site.

Important Points:

- a) If the strike continues for more than 5 days, the process for termination of contract and forfeiture of PBG may be initiated after the generation of an official report by the hospital administration.
- b) In case damage occurs due to gross negligence or unsatisfactory performance of the service provider, the procuring agency reserves the right to withhold Performance Guarantee or recover the damages, occurred to the equipment / infrastructure of the Hospital due to such negligence, from the invoice of service provider or do both.
- c) Penalty should be charged in case the contractor fails to enrol 100% HR on any day as agreed in the contract. For example if 100 personnel are agreed then there must be 100 person enrolled on each day. If on any day the enrolled personnel are supposed to be 99 then penalty should be charged for missing 1 personnel.
- d) The amount of the penalty will be imposed / approved / recommended by Administrative Head of the Institution.

Note: The administration and service provider shall create a Whatsapp Group to address the operational issues and complaint management for immediate response. However, official correspondence shall be made as per Govt. norms. The respective hospital will share the details of the performance penalties from time to time to the Service Provider.

Appendix 1 – Janitorial Supplies / Equipment

Supplies (Inclusive of all the Taxes, Delivery Charges, etc.) Requirement DHQ/THQ Wise:

Sr. #	Items	Specifications	Price in PKR	DHQ Tentative Qty / Month	THQ Tentative Qty / Month
1	Brooms per kg	-Weight \approx 1kg. -Hand grip with clip for gripping bristles (Optional)	140	60	30
2	Wiper 2.5 ft width	High Quality base rubber with solid handle (pipe/steel/wood)	250	80	50
3	Normal waste bags rate per kg	Best Quality Polyethylene	228	300	150
4	Color coded waste bags per kg	Best Quality Polyethylene	228	300	150
5	Furniture dusters	Maximum Size	60	80	40
6	Disinfectant(phenyl) (2750 ml)	Perfumed phenyl with fragrance	150	300	150
7	Hand Wash liquid (500 ml)	Germ protectant branded liquid wash cleaner ,non-toxic for human health	300	250	150
8	Air Freshener (300-500 ml)	Best Quality	160	60	30
9	Hand wash towels (Medium)	High quality soft and absorbent towel	300	60	30
10	Flit Oil (Insect repellent) 250 ml	Permethrin / imiprothrin / equivalent as an active ingredient	135	100	50
11	Liquid Toilet Cleaner (250 ml)	Hydrochloric acid / sodium hydrochlorite / equivalent	160	100	50
12	Floor Mops Standard	Handle bar length not less than 45"(extendable) with washable coarse strings bundle	260	120	60
13	Surface Liquid Cleaner (250 ml)	Chloroxyleneol / equivalent	225	150	75
14	Floor cleaning towels (small size)	Best quality cotton content	70	200	100

- Above mentioned quantities with unit of measurement (UOM) will be considered as benchmark and rational with respect to price and quantity of respective DHQ / THQ. In case of non-availability of already mentioned UOM, provided SKU will be compared with benchmarked UOM.
- The inspection report duly signed by the Hospital Administration will be shared with the Service Provider.
- The stock register must be maintained properly reflecting inbound and outbound quantity of each supplies / item.
- The quantities as mentioned in the table are tentative and can be increased or decreased as per requirements.

Appendix 2 - Invoice Checklist

Invoice Checklist (to be attached with invoice)			
Sr.	Description	Annexure	Attached
1.	MS Covering Letter / Noting signed by MS & NMS (Admin, HR, Budget and Account, Audit officer etc.) (Covering letter must have proper Letter No., Date, Breakdown of Penalties and Consolidated Weekly & Monthly Obtained Score)	A.	
2.	Original invoice/bill(s) signed by MS & NMS	B.	
3.	Separate Corrected Invoice Detail signed by MS & NMS, if required.	C.	
4.	Monthly Cleanliness Scorecard Summary.	D.	
5.	Penalties Calculation Sheet (Appendix-8) signed by MS & NMS and Respective Supervisor and must be shared with the Service Provider for his record.	E.	
6.	Request Letter (Purchase Order) for Supplies.	F.	
7.	Supplies Detail , Report Inspection, Consumption Report, etc.	G.	
8.	Salary Disbursement Report (Appendix-7)	H.	
9.	If NMS position is vacant in the hospital (Admin, HR, Budget and Account, IT, Audit officer), attach letter that he has not joined yet, it should only be signed by MS	I.	
10.	Bio Metric Attendance & Copy of Manual Attendance maintained on Register , signed by MS & NMS. (In case of any issue of Bio Metric attendance, please attach MS letter for acceptance of manual attendance). <i>“However on manual attendance, employee will sign himself instead of writing “P” on register.”</i>	J.	
11.	Following forms maintained by Service Provider signed by MS, Admin Officer and Supervisor	K.	
	a) Weekly Report	L.	
	b) Monthly Checklist of Deployed Guards.	M.	
	c) Complain/Report slips (If any)	N.	
12.	Any other document if required for processing of payments.	O.	

Note:

- The Service Provider must submit the invoice in proper File Cover so that the documents to be attached by Hospital Administration don't get spoiled and disintegrated.
- It is mandatory for each admin officer / FBO and Audit Officer to Sign (signature & stamp) each page of the invoice. Beside the signature & stamp of Admin Officer / FBO and Audit Officer on every page, other documents should be signed (signature & stamp) by the relevant officers i.e. (Biometric Attendance signed by IT Officer).
- All invoices must be placed in FILE COVERS with PROPER TAG and ANNEXURES. No invoice without file cover and proper tag will be accepted in the PMU Office.
- The page numbering of the whole invoice must be done adequately and documents must be attached in the same sequence / order as mentioned in the table.

Appendix 3 - Performance Guarantee Format

To:

Project Director
Project Management Unit,
Primary & Secretary Healthcare Department

PERFORMANCE GUARANTEE NO. (the **Guarantee**) in favor of **PMU, PRIMARY & SECONDARY HEALTH.**

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 Bidder following a tendering process for the Provision of JANITORIAL Services 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 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 4 - 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 5 - PPRA Circular

<http://ppra.punjab.gov.pk>



Tel: 042-99204572
Fax: 042-36284775

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

CIRCULAR

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 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

Appendix 6 - Undertaking for Minimum Wage Rate, EOBI and PESSI

Dated _____

To

Project Director,
Project Management Unit,
Primary & Secondary Healthcare Department,
31/E-1, Gulberg III, Lahore

**SUBJECT: UNDERTAKING FOR PAYMENT OF MINIMUM WAGES TO STAFF /
LABOUR AND SUBMISSION OF EOBI AND PESSI CONTRIBUTION**

It is undertaken that M/s _____ is currently practicing the undermentioned human resource policy and 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. Our firm NTN Number is _____ and it was established in _____
2. Provision of minimum wage as notified by the Government of Punjab applicable for the period of Contract.
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. Child Labor is forbidden under the contract. Children under the age of 18 years will not be employed, as per the Pakistani law.

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 - Salary Disbursement Report Format

Salary Disbursement Report of DHQ / THQ HOSPITAL _____ For the Month of _____ (As per Prevailing Labour Laws, Minimum Wage Rate and any other)					
Sr.	Name of JANITORIAL Personnel	CNIC	Amount PKR	Mode of Payment (E-Channel)	Signature
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

* To be Provided by Service Providers and attach with the Monthly Invoices from 2nd Month onward (i.e. Salary Disbursement Report for the Month of January will be attached with the Invoice of February and so on).

Appendix 8 - Monthly Attendance Pro-forma and Penalty Calculation Sheet

DHQ / TQH HOSPITAL _____																																					
Monthly Comprehensive Attendance & Penalty Calculation of JANITORIAL Services for the Month of (xxx) (Based on Bio-Metric & Manual Attendance)																																					
Sr.#	Name	CNIC	Designation	Shift / Deployed Place	Bio-Metric Attendance Reference / Page No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
						SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	
1						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
2						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
3						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
4						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
5						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
Required / Deployed Personnel per day as per Contract 85% of Total Strength																																				Total	
Total Present on each Day																																					0
Total Absent / Missing Personnel per day																																					0
JANITORIAL Personnel Without Uniform (etc.)																																					0
No. of Late Arrivals, Early Leave, Vacant Points per day																																					0
Penalty on Absent / Missing Personnel per day 500 + (Daily Wage Rate of Respective Category)																																					0
Penalty on JANITORIAL Personnel Without Uniform																																					0
Penalty on Late Arrivals, Early Leave, Vacant Points per day (200 per incident)																																					0
Total HR Penalty on Each Day																																					0

*Daily Wage Rate = Quoted Rate (Category Wise) / 30

Appendix 9 - Hospital Wise HR Strength

Sr.	Hospital Name	Supervisor	Janitors	Sewermen	Total Strength	Deployed Staff 85%
1.	DHQ Bahawalnagar	7	81	4	92	79
2.	DHQ Hafizabad	4	72	4	80	68
3.	DHQ Kasur	7	79	4	90	77
4.	DHQ Khushab	4	58	3	65	56
5.	DHQ Narowal	7	104	6	117	100
6.	DHQ Okara	6	67	7	80	68
7.	THQ 18 Hazari	3	23	4	30	26
8.	THQ Chak Jhumra	3	19	3	25	22
9.	THQ Chunian	3	14	3	20	17
10.	THQ Daska	3	47	3	53	46
11.	THQ Deepalpur	3	34	3	40	34
12.	THQ Fatehjang	3	14	3	20	17
13.	THQ Jahanian	3	22	3	28	24
14.	THQ Khushab	3	30	3	36	31
15.	THQ Kunjah Gujrat	3	24	3	30	26
16.	THQ Liaqatpur	3	25	3	31	27
17.	THQ Mianmeer	3	38	3	44	38
18.	THQ Noorpur Thal	4	19	4	27	23
19.	THQ Sambrial	3	19	3	25	22
20.	THQ Sangla Hill	3	29	3	35	30
21.	THQ Shahkot	3	30	3	36	31
22.	THQ Shorkot	3	30	3	36	31
23.	THQ Taunsa	4	43	3	50	43
24.	THQ Phalia	3	18	3	24	21
25.	Expo Center Lahore	3	40	4	47	40
26.	Wah General Hospital, Wah Cantt	3	40	4	47	40

Note 1. Procuring Agency reserves the right to increase or decrease JANITORIAL Staff from Hospital at any time (before or during the contract period).