



**HEALTH & POPULATION
DEPARTMENT**

REFERENCE NO. H&PD/PMU/OS/JS/RFP/2025-26/01

REQUEST FOR PROPOSALS (RFP)

(FOR PREQUALIFIED FIRMS ONLY)

***PROCUREMENT OF JANITORIAL SERVICES FOR
FACILITIES UNDER HEALTH & POPULATION
DEPARTMENT - (2025-26)***

**PROJECT MANAGEMENT UNIT
HEALTH & POPULATION DEPARTMENT**

31 E/I, SHAHRHA-E-IMAM HUSSAIN, GULBERG-III, LAHORE

JUNE 2025

Table of Contents

Table of Contents	2
SECTION-I: INVITATION TO BIDS	3
Section-II: Instructions to Bidders (ITB)	7
2.1. Introduction.....	7
2.2. THE BIDDING DOCUMENTS	13
2.3. PREPARATION OF BIDS	15
2.4. SUBMISSION OF BIDS.....	18
2.5. OPENING AND EVALUATION OF BIDS	19
2.6. AWARD OF CONTRACT	23
Section-III. SCOPE OF SERVICES	30
3.1 SCOPE OF SERVICES	30
3.1.1 SCOPE OF SERVICES	30
3.1.2 OPERATIONAL RESPONSIBILITIES	30
SECTION-IV: BID DATA SHEET	48
4.1. BID DATA SHEET (BDS).....	48
Section-V: General Conditions of Contract	51
Section-VI. Special Conditions of Contract	58
Section-VII. Schedule of Requirements	60
7.1. Deployment Plan of Human Resource.....	60
Section-VIII: Forms	64
8.1. Bid Form	64
8.2. General Information Form	65
8.3. Affidavit	66
8.4. Performance Guarantee Form.....	67
8.5. Technical Bid Form	68
8.6. Contract Form	69
8.7. Financial Bid Form/Price Schedule.....	70
8.7.2 Financial Bid Form	71
8.7.3 Financial Bid Form	72
8.8. Bid Security Form.....	73

SECTION-I: INVITATION TO BIDS

Subject: PROCUREMENT OF JANITORIAL SERVICES FOR FACILITIES UNDER HEALTH & POPULATION DEPARTMENT (2025-26)

This Request for Proposal (RFP) has been addressed to the following prequalified firms for submission of their Technical and Financial Proposals regarding “Procurement of Janitorial Services for Facilities Under Health & Population Department”:

01. **M/s ADAN KIANI ENTERPRISES (PRIVATE) LIMITED**
Address: Office # 25-26, 1st Floor, 67-Shadman Plaza, Shadman Market, Lahore, Pakistan.
Contact No: +92 42 37425355, +92 341 5555666, +92 301 1858043
E-mail: adanenterprises@outlook.com, infor@adenenterprises.org
02. **M/s ANEES BROTHERS SERVICES (PRIVATE) LIMITED**
Address: Office No. 74, 1st Floor Kohinoor-1 Plaza, Faisalabad, Pakistan.
Contact No: +92 41 5243786, +92 300 8660324
E-mail: aneesbrothers12@gmail.com
03. **M/s BABAR & UMAR (PRIVATE) LIMITED**
Address: 192, Aurangzaib Block, New Garden Town, Lahore, Pakistan.
Contact No: +92 42 36681229, +92 321 4382406, +92 321 4382411
E-mail: babuma@babuma.com, ceo@babuma.com
04. **M/s BEST MANSOL SERVICES (PRIVATE) LIMITED**
Address: Flat no. 02, 1st Floor, Hussain Heights Plaza, New Road Morgah, Rawalpindi, Pakistan.
Contact No: +92 51 8891805, +92 300 9506774
E-mail: general@bestmansol.com
05. **M/s BILAL ENTERPRISES**
Address: Noor Mansion Plaza, 2nd Floor, Office # D-3,55-Shadman Lahore.
Phone No: +92-300-4781858, +92-321-4555799
E-mail: bilalenterprises6@gmail.com, tariqismail40@yahoo.com
06. **M/s BILAL INTERNATIONAL**
Address: 18-B, First Floor Opp. Ayesha Masjid, Jinnah Colony, Faisalabad, Pakistan.
Contact No: +92 41 2633772, +92 333 1757875
E-mail: bilalinternational71@gmail.com
07. **M/s CAIDS MARKETING NETWORK (PRIVATE) LIMITED**
Address: 396/B, Faisal Town, Near Fast University, Lahore, Pakistan.
Phone No: +92-42-35219540, +92-321-8466016
E-mail: caidsmarketing@gmail.com

08. **M/s CLEANOL SERVICES**
Address: 124-B, Block-B, New Muslim Town, Lahore, Pakistan.
Contact No: +92 42 35844001, +92 301 8492426
E-mail: info@cleanolservices.com
09. **M/s CONSOLE ENTERPRISES (PRIVATE) LIMITED**
Address: 3rd Floor, Aslam Arcade, 16 Mcleod Road, Lahore, Pakistan.
Phone No: +92-42-37325580, +92-333-6778576
E-mail: info@consoleenterprises.org
10. **M/s GHULAM HUSSAIN & SONS**
Address: 35-B, Zafar Ali Road, Gulberg-V, Lahore.
Contact No: +92-42-36300158, +92-343-1805682
E-mail: info@ghsswm.com
11. **M/s GHULAM FAREED & BROTHERS (PRIVATE) LIMITED**
Address: Office 2521-A, Ward # 9 Abdali Colony, Multan, Pakistan.
Phone No: +92-61-4511985, +92-321-6954332
E-mail: gfbcontractor@gmail.com
12. **M/s HELOU TECH JANITORIAL SERVICES (PRIVATE) LIMITED**
Address: LG-8, Divine Mega 2 Plaza, Airport Road, Defence Lahore, Pakistan.
Phone No: +92-42-35700147, +92-331-9444299
E-mail: gjilani0703@gmail.com
13. **M/s MUNIR HUSSAIN BHUTTA CONTRACTOR (PRIVATE) LIMITED**
Address: H # 348, Mohallah New Nazimabad, Near New Ghulam Mandi, Multan, Pakistan.
Contact No: +92 61 6526326, +92 302 8631282, +92 300 6353662, +92 336 6102714
E-mail: msmhbhutta@gmail.com, msmhbhutta@yahoo.com
14. **M/s NASIR MEHMOOD & CO**
Address: 33-C, LG Floor, Commercial Area, Cavalry Ground, Walton Cantt, Lahore, Pakistan.
Contact No: +92 21 35300927, +92 321 2226260, +92 323 4253311
E-mail: nasirmehmoodandco@gmail.com
15. **M/S R.Z. ENTERPRISES**
Address: 103 HabibUllah Road Near Sardar Masjid Garhi Shahu, Lahore, Pakistan.
Phone No: +92-61-4545599, +92-307-4188322
E-mail: rcenterprisess@gmail.com
16. **M/s SEMC (PRIVATE) LIMITED**
Address: 69-B-2, 04th Floor Suite-12, Gulberg-III, Lahore, Pakistan.
Contact No: +92 42 36408113, +92 300 8007553
E-mail: info@semc.co
17. **M/s SUN RISE & CO**
Address: Army Supply Gate, Sarwar Colony, Office # 01, St # 01, Pera Gaib Baba Road, Peshawar City, KPK, Pakistan.

Contact No: +92-300-5901035, +92-312-9196986, +92-311-3533377
E-mail: ubaidahmad440@gmail.com

18. **M/s SUPER CARE SERVICE**

Address: 52-F, Executive Block, Eden Garden Canal Road, Faisalabad, Pakistan.

Phone No: +92-41-2438142, +92-300-9655323

E-mail: supercarefsd@gmail.com

19. **M/s WANHAR ENTERPRISES**

Address: 30-E, Eden Garden Executive Block, Faisalabad, Pakistan.

Contact No: +92 41 5229197, +92 334 8730711, +92 335 0569638

E-mail: wanharenterprises698@gmail.com

1. The Project Management Unit (PMU), Health & Population Department (H&PD) invites sealed bids from the prequalified bidders for the Procurement of Janitorial Services for Facilities Under Health & Population Department, round the clock (365 days / 7 days a week / 24 Hours a Day including Sundays & Holidays), as per details mentioned in the **Schedule of Requirement**.
2. A complete set of Bidding Document containing detail of packages, terms & conditions and scope of services is readily available and can be downloaded from the websites of E-PADS, Punjab Procurement Regulatory Authority (www.ppra.punjab.gov.pk), & H&PD (<https://pshealthpunjab.gov.pk>) free of cost.
3. The prequalified bidders are required to submit bid security amounting to Rs. **2,000,000/- (PKR 2 Million)** (less than 5% of estimated cost) for each package in the form of Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's Cheque valid for 180 days, with 100% encashment warranty, duly confirmed by the concerned Bank within three days of the claim, with minimum validity period of 180 days, issued by any scheduled Bank of Pakistan, in the name of **"PMU PRIMARY & SECONDARY HEALTH"**. No conditional bank guarantee shall be accepted. **Original Bid Security shall be submitted in the office of PMU-H&PD on or before the submission deadline of E-Bids** (same shall be uploaded on E-PADS). Bid securities submitted with incorrect title (other than **"PMU PRIMARY & SECONDARY HEALTH"**) will lead to the disqualification of the submitted e-proposals.
4. The bidding process is being conducted under Single Stage – Two Envelopes bidding procedure as envisaged under Rule 38(2)(a) of Punjab Procurement, Rules, 2014 (as amended). All the prospective bidders shall be evaluated technically as per the criteria given in this bid document.
5. A **Pre-Bid Meeting** will be held on **12-06-2025 (Thursday)** at **03:00 PM** to disseminate the information to the prequalified bidders in the committee room of Project Management Unit, H&PD 31-E/1 Shahrah-e-Imam Hussain, Gulberg III, Lahore.
6. Bidding process will be conducted through E-PADS. E-Bids are required to be

submitted / uploaded by **24-06-2025, Tuesday** till **11:00 AM** on E-PADS. The e-bids received till the stipulated date and time shall be opened via EPADS on the same day at **11:30 AM**, in presence of the bidder(s) or their representatives who choose to be present. No hardcopy of technical or financial bids are required.

7. In case of any official or local holiday, falling on the last date for submission of the e-bids, the next working day will automatically be the last date for submission and opening of the e-bids.
8. The prospective bidders requiring any further information or clarification regarding the bidding documents may contact the Procuring Agency's designated officer in writing or by visiting the office of Project Management Unit, H&PD 31-E/1, Shahr-e-Imam Hussain, Gulberg-III, Lahore and also submit / upload their queries on the E-PADS.
9. The prequalified bidder intending to participate for more than one package shall be required to upload / submit only **One / Same Technical E-Bid for all respective packages and separate Financial E-Bids for each package.**
10. The requests, seeking information / clarification (in-writing), pertaining to the aforementioned procurement process / bidding documents received after **12-06-2025 (Thursday)** till **05:00 PM** shall not be entertained.

**PROJECT MANAGEMENT UNIT
HEALTH & POPULATION DEPARTMENT**

31 E/I, SHAHRHA-E-IMAM HUSSAIN, GULBERG-III, LAHORE

E-MAIL: info@pmuhealth.gop.pk

TEL: 042- 99231210

Section-II: Instructions to Bidders (ITB)

2.1. Introduction

Project Management Unit (PMU), Health & Population Department (H&PD) requires the prequalified bidders to submit their bids, as per the SOPs mentioned above, **Procurement of Janitorial Services for Facilities Under Health & Population Department (2025-26)**, as provided in each package as mentioned below;

SR.NO	HEALTH FACILITY	BED STRENGTH	DISTRICT	PACKAGE
1	DHQ Attock (Isfandyar Bukhari District Hospital, Attock)	210	ATTOCK	PACKAGE 01
2	THQ Fateh Jang	60	ATTOCK	
3	THQ Hassan Abdal	70	ATTOCK	
4	THQ Hazro	100	ATTOCK	
5	THQ Jand	50	ATTOCK	
6	THQ Pindi Gheb	110	ATTOCK	
7	DHQ Wah General Hospital Wah Cantt, Rawalpindi	150	RAWALPINDI	PACKAGE 02
8	THQ Gujar Khan	130	RAWALPINDI	
9	THQ Kahuta	60	RAWALPINDI	
10	THQ Kallar Syedan	70	RAWALPINDI	
11	THQ Kotli Sattian	60	RAWALPINDI	
12	THQ Murree	100	RAWALPINDI	
13	THQ Taxila	60	RAWALPINDI	PACKAGE 03
14	DHQ Chakwal	230	CHAKWAL	
15	THQ Choa Saiden Shah	70	CHAKWAL	
16	THQ Kallar Kahar	50	CHAKWAL	
17	THQ Talagang	60	CHAKWAL	PACKAGE 04
18	THQ Talagang (Government City Hospital Talagang)	70	CHAKWAL	
19	DHQ Jhelum	400	JHELUM	PACKAGE 05
20	THQ Pind Dadan Khan	80	JHELUM	
21	THQ Sohawa	80	JHELUM	
22	DHQ Khushab	220	KHUSHAB	
23	THQ Khushab	75	KHUSHAB	
24	*THQ Noorpur Thal, Khushab	60	KHUSHAB	
25	*THQ Quaidabad	50	KHUSHAB	
26	*THQ Naushera	50	KHUSHAB	
27	DHQ Mandi bahauddin	380	MANDI BAHU DIN	PACKAGE 06
28	THQ Mallkwal	40	MANDI BAHU DIN	
29	THQ Phalia	30	MANDI BAHU DIN	
30	THQ Dinga (THQ cum Maternity Hospital Dinga)	100	GUJRAT	PACKAGE 06
31	THQ Kharian	60	GUJRAT	
32	THQ Kunjah	60	GUJRAT	
33	THQ Sarai Alamghir	60	GUJRAT	
34	THQ Govt. Maternity Hospital Gujrat	20	GUJRAT	
35	*THQ Govt. Maternity Hospital Gulyana	20	GUJRAT	
36	*THQ Govt. Maternity Hospital Tanda	40	GUJRAT	
37	*THQ Govt. Maternity Hospital Mangowal	20	GUJRAT	
38	*THQ Civil Hospital, Jalal Pur Jattan	20	GUJRAT	

SR.NO	HEALTH FACILITY	BED STRENGTH	DISTRICT	PACKAGE
39	*THQ Civil Hospital, Kotla Arab Ali Khan, Kharian	20	GUJRAT	
40	*THQ Lalmusa Kharian	50	GUJRAT	
41	*THQ Trauma Center Lalamusa, Kharian	70	GUJRAT	
42	*DHQ Narowal	400	NAROWAL	PACKAGE 07
43	*THQ Shakargarh	60	NAROWAL	
44	*THQ Zafarwal	60	NAROWAL	
45	THQ Daska	150	SIALKOT	
46	THQ Pasrur	70	SIALKOT	
47	THQ Sambrial	50	SIALKOT	
48	*THQ Level Hospital, Chawinda, Tehsil Pasrur	40	SIALKOT	
49	*THQ Kotli Loharan	40	SIALKOT	
50	THQ Kamoke	100	GUJRANWALA	PACKAGE 08
51	THQ Nowshera Virkan	40	GUJRANWALA	
52	THQ Wazirabad	120	GUJRANWALA	
53	DHQ Hafizabad	310	HAFIZABAD	
54	THQ Pindi Bhattian	60	HAFIZABAD	
55	DHQ Sheikhpura	600	SHEIKHUPURA	PACKAGE 09
56	THQ Ferozwala	70	SHEIKHUPURA	
57	THQ Muridkey	150	SHEIKHUPURA	
58	THQ Safdarabad	60	SHEIKHUPURA	
59	THQ Sharaqpur Sharif	50	SHEIKHUPURA	
60	DHQ Kasur (Baba Bulleh Shah Hospital, Kasur)	360	KASUR	PACKAGE 10
61	THQ Chunian	70	KASUR	
62	THQ Pattoki	70	KASUR	
63	*THQ Aziz Bibi Roshan Bheela, Kasur	20	KASUR	
64	*THQ Kot Radha Kishan, Kasur	40	KASUR	
65	DHQ Government Mian Meer Hospital Lahore	125	LAHORE	
66	DHQ Government Hospital Mozang, Lahore	100	LAHORE	
67	DHQ Chiniot	140	CHINIOT	PACKAGE 11
68	THQ Lalian	60	CHINIOT	
69	*THQ Bhowana	30	CHINIOT	
70	DHQ Nankana Sahib	200	NANKANA SAHIB	
71	THQ Sangla Hill	90	NANKANA SAHIB	
72	THQ Shah kot	110	NANKANA SAHIB	
73	THQ Bhalwal	60	SARGODHA	PACKAGE 12
74	THQ Bhera	40	SARGODHA	
75	THQ Kot Momin	60	SARGODHA	
76	THQ Shahpur	60	SARGODHA	
77	THQ Sillanwali	50	SARGODHA	
78	*THQ 46/SB	45	SARGODHA	
79	*THQ 90/SB	45	SARGODHA	
80	*THQ Bhagtanwala	30	SARGODHA	
81	*THQ Govt. TB Hospital Sargodha	70	SARGODHA	
82	*THQ Sahiwal Sargodha	50	SARGODHA	

SR.NO	HEALTH FACILITY	BED STRENGTH	DISTRICT	PACKAGE
83	DHQ Mianwali	350	MIANWALI	PACKAGE 13
84	THQ Esa Khel	60	MIANWALI	
85	THQ Kalabagh	50	MIANWALI	
86	THQ Piplan	50	MIANWALI	
87	DHQ Bhakkar	390	BHAKKAR	PACKAGE 14
88	THQ Darya Khan	70	BHAKKAR	
89	THQ Kallur Kot	80	BHAKKAR	
90	THQ Mankera	60	BHAKKAR	
91	DHQ Jhang	310	JHANG	PACKAGE 15
92	THQ 18-Hazari	65	JHANG	
93	THQ Ahmadpur Sial	60	JHANG	
94	THQ Shorkot	135	JHANG	
95	*THQ Gynae Hospital Ghulab Wala 18-Hazari	20	JHANG	
96	*THQ Govt. City Hospital Jhang City	40	JHANG	
97	DHQ Toba Tek Singh	300	TOBA TEK SINGH	PACKAGE 16
98	THQ Gojra (Government Eye cum General Hospital Gojra)	150	TOBA TEK SINGH	
99	THQ Kamalia	100	TOBA TEK SINGH	
100	*THQ Hospital Pirmahal	30	TOBA TEK SINGH	
101	DHQ Government General Hospital Samnaabad Faisalabad	250	FAISALABAD	PACKAGE 17
102	DHQ Nusrat Fateh Ali Khan Faisalabad	250	FAISALABAD	
103	THQ Chak Jhumra	90	FAISALABAD	
104	THQ Jaranwala	90	FAISALABAD	
105	THQ Samundri	150	FAISALABAD	
106	THQ Tandlian wala	90	FAISALABAD	
107	*THQ Level Hospital Khurrianwala	60	FAISALABAD	
108	DHQ Okara City	325	OKARA	PACKAGE 18
109	DHQ Okara South City	140	OKARA	
110	THQ Depalpur	110	OKARA	
111	THQ Haveli Lakha	60	OKARA	
112	THQ Renala Khurd	80	OKARA	
113	DHQ Pakpattan	210	PAKPATTAN	PACKAGE 19
114	THQ Arifwala	150	PAKPATTAN	
115	DHQ Government Haji Abdul Qayyum Hospital Sahiwal	180	SAHIWAL	
116	THQ Chichawatni	150	SAHIWAL	
117	DHQ Vehari	450	VEHARI	PACKAGE 20
118	THQ Burewala	150	VEHARI	
119	THQ Mailsi	150	VEHARI	
120	DHQ Khanewal	250	KHANEWAL	PACKAGE 21
121	THQ Jahanian	60	KHANEWAL	
122	THQ Kabirwala	70	KHANEWAL	
123	*THQ Mian Channu	100	KHANEWAL	
124	DHQ Lodhran	180	LODHRAN	PACKAGE 22
125	THQ Dunyapur (THQ Hospital Malik Tayyab Awan Duniapur)	60	LODHRAN	
126	THQ Kehror Pacca	80	LODHRAN	

SR.NO	HEALTH FACILITY	BED STRENGTH	DISTRICT	PACKAGE
127	THQ Lodhran (Family Hospital Lodhran)	60	LODHRAN	
128	DHQ Multan (Government Shahbaz Sharief Hospital Multan)	160	MULTAN	
129	DHQ Multan (South City)	125	MULTAN	
130	THQ Jalalpur Pirwala (THQ Hospital Mushtaq Lang Jalalpur Pirwala)	60	MULTAN	
131	THQ Shujabad	50	MULTAN	
132	DHQ Muzaffargarh	440	MUZAFFARGARH	PACKAGE 23
133	THQ Alipur	100	MUZAFFARGARH	
134	THQ Jatoi	80	MUZAFFARGARH	
135	*THQ Kot Addu	150	MUZAFFARGARH	
136	*THQ Kot Sarwar Shaheed	60	MUZAFFARGARH	
137	DHQ Layyah	400	LAYYAH	PACKAGE 24
138	THQ Chaubara	50	LAYYAH	
139	THQ Chowk Azam	70	LAYYAH	
140	THQ Karor Lal-e-Son	75	LAYYAH	
141	THQ Kot Sultan	60	LAYYAH	
142	THQ Thal (Mian Nawaz Sharif)	50	LAYYAH	
143	THQ Hospital Fatehpur,Layyah	60	LAYYAH	
144	THQ Taunsa Sharif	150	DG KHAN	PACKAGE 25
145	THQ Hospital Kot Chutta, DG Khan	50	DG KHAN	
146	DHQ Rajanpur	220	RAJANPUR	
147	THQ Jampur	150	RAJANPUR	
148	THQ Rojhan	60	RAJANPUR	
149	THQ Ahmad pur East	100	BAHAWALPUR	PACKAGE 26
150	THQ Hasilpur	100	BAHAWALPUR	
151	THQ Khairpur Tamewali	60	BAHAWALPUR	
152	THQ Yazman	70	BAHAWALPUR	
153	THQ Khanpur	120	RAHIM YAR KHAN	
154	THQ Liaquatpur	100	RAHIM YAR KHAN	
155	THQ Sadiqabad	150	RAHIM YAR KHAN	
156	*THQ Mianwali Qureshian	60	RAHIM YAR KHAN	
157	DHQ Bahawalnagar	500	BAHAWALNAGAR	PACKAGE 27
158	THQ Chishtian	140	BAHAWALNAGAR	
159	THQ Fort Abbas	100	BAHAWALNAGAR	
160	THQ Haroonabad	110	BAHAWALNAGAR	
161	THQ Minchinabad	60	BAHAWALNAGAR	

*Procuring Agency reserves the right to **not** award contract on Health Facilities (mentioned with * sign).

2.1.1 Scope of Bid

- i) The Procuring Agency (PA), as indicated in the Bid Data Sheet (BDS) invites E-Bids from Prequalified Bidders for “*Procurement of Janitorial Services for Facilities Under Health & Population Department (2025-26)*”, as specified in Section-IV, Bid Data Sheet (BDS) and Section VII- Schedule of Requirements. The successful Bidders will be expected to provide the services for the specified period and timeline(s) as stated in the BDS.

2.1.2 Source of Funds

- i) Government of the Punjab.

2.1.3 Eligible Bidders

- i) The Invitation to e-Bids is open only to the Prequalified Bidders in this case.
- ii) Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consultancy services for the preparation of specifications, and other documents to be used for the procurement of the services to be purchased under this Invitation to Bid.
- iii) Bidders shall not be under a declaration of blacklisting by the Procuring Agency or by Punjab Procurement Regulatory Authority (PPRA).
- iv) A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
 - a. are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consulting services for the preparation of the specifications and other documents to be used for the procurement of the Janitorial services, to be purchased under this Invitation for Bids.
 - b. have controlling shareholders in common; or
 - c. receive or have received any direct or indirect subsidy from any of them; or
 - d. have the same legal representative for purposes of this Bid; or
 - e. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Agency regarding this Bidding process; or
 - f. submit more than one Bid in this Bidding process.
- v) A Bidder may be ineligible if –

- a. the Bidder is declared bankrupt or, in the case of company or firm, insolvent;
- b. payments in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting, in accordance with the national laws, in the total or partial loss of the right to administer and dispose of its property;
- c. legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of the property;
- d. the Bidder is convicted, by a final judgment, of any offence involving professional conduct;
- e. the Bidder is debarred and blacklisted due to involvement in corrupt and fraudulent practices in accordance with the provision of section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.
- f. The Bidder is debarred and blacklisted in general (i.e. to the extent of all public procurement) due to consistent performance failure in accordance with the section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.
- vi) Bidders shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.
- vii) Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring Agency, as the Procuring Agency shall reasonably request.

2.1.4. Cost of Bidding

- i) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Agency named in the Bid Data Sheet, hereinafter referred to as “the Procuring Agency,” will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

2.1.5. One person one bid

- i) As per Rule 36A of Punjab Procurement Rules 2014, a Bidder shall submit only one Bid in the same bidding process, individually.

2.1.6. Work Plan/ Deployment Plan

- ii) The Bidder shall be responsible for the provision of bids as per work plan/ deployment plan formulated by the procuring agency and procuring agency may also, from time to time amend the same as per its requirement.

2.2. THE BIDDING DOCUMENTS

2.2.1. Content of Bidding Documents

- i) The services required, Bidding procedures, and contract terms are prescribed in the Bidding documents. The Bidding documents, inter alia, include:
 - (a) Invitation to Bids
 - (b) Instructions to Bidders (ITB)
 - (c) Scope of Services
 - (d) Bid Data Sheet
 - (e) General Conditions of Contract (GCC)
 - (f) Special Conditions of Contract (SCC)
 - (g) Schedule of Requirements
 - (h) Bid Form
 - (i) General Information Form
 - (j) Affidavit
 - (k) Bid Security Form
 - (l) Technical Bid Form
 - (m) Contract Form
 - (n) Financial Bid Form / Price Schedule
 - (o) Performance Guarantee Form
 - (p) Check List
- ii) The Bidder is required to examine all instructions, forms, terms and conditions, and scope of services in the Bidding documents. Failure to furnish all information as required by the Bidding documents or to submit a Bid not substantially responsive to the Bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its Bid.
- iii) In case of discrepancies between the Invitation to Bid and the Bidding Documents listed in **ITB 2.2.1 (i)** above, the said Bidding Documents, not in conflict with any provision of PPR-14, will take precedence.
- iv) The Procuring Agency is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Procuring Agency or from its website or website of PPRA. Re-confirming from the Procuring Agency that all pages/ contents have been properly and clearly received is the prime responsibility of the Bidder.

2.2.2. Clarification of Bidding Documents

- i) A prospective Bidder requiring any clarification of the Bidding documents may notify the Procuring Agency in writing or by email at the Procuring Agency's address indicated in Invitation to Bid. The Procuring Agency will respond in writing to any request for clarification of the Bidding documents which it receives no later than seven (7) days

prior to the deadline for the submission of Bids prescribed in the Bid Data Sheet. Written copies of the Procuring Agency's response (including an explanation of the query but without identifying the source) will be sent to all prospective Bidders that have received the Bidding documents.

- ii) A prospective Bidder requiring any clarification of the Bidding Documents may notify the Procuring Agency in writing or in electronic form that provides record of the content of communication at the Procuring Agency's address indicated in the **BDS**.
- iii) The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in writing or in electronic form to any request for clarification provided that such request is received not later than seven (7) days prior to the deadline for the submission of Bids, as prescribed in **ITB 2.2.2 (i), above**.
- iv) Copies of the Procuring Agency's response will be forwarded to all identified Prospective Bidders through an expeditious identified source of communication, e.g.: e-mail etc., including a description of the inquiry, but without identifying its source
- v) Should the Procuring Agency deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under **ITB 2.2.3**.

2.2.3. Amendment of Bidding Documents

- i) At any time prior to the deadline for submission of e-Bids, but not later than three (3) days before the closing time of the submission of Bid, 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 documents by amendment. Any such change / amendment in the Bidding documents shall be provided in a timely manner, preferably through electronic means also, not later than three (3) days, and on equal opportunity basis as per Rule-25(3) of PPR-14.
- ii) All prospective Bidders that have received the Bidding documents will be notified of the amendment in writing or by email, and will be binding on them.
- iii) Before 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 or pre-Bid meeting may modify the Bidding Documents by issuing addenda.
- iv) Any addendum issued including the notice of any extension of the deadline shall be part of the Bidding Documents and shall be communicated in writing or in any identified electronic form, e.g. email that secures record of the content

of subject communication.

In order to allow prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of Bids, as per rule 29 of PPR-14, in the similar manner, so as to avoid any inconvenience and to doubly ensure level playing field for all prospective bidders.

2.3. PREPARATION OF BIDS

- 2.3.1. Language of Bid** The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Procuring Agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in same language.
- 2.3.2. Bid Form** The Bidder shall complete the Bid Form and the appropriate Price Schedule (Financial Bid) furnished in the Bidding documents.
- 2.3.3. Bid Prices**
- i) The Bidder shall indicate on form 8.7 the unit prices (where applicable) and total Bid price of janitorial staff, the services of which it proposes to provide under the contract.
 - ii) Prices indicated on the Price Schedule shall be package wise.
 - iii) The Bidder's separation of price components in accordance with ITB Clause 2.3.4(i) below will be solely for the purpose of facilitating the comparison of Bids by the Procuring Agency and will not in any way limit the Procuring Agency's right to contract on any of the terms offered.
 - iv) Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A Bid submitted with an **adjustable price quotation** will be treated as **non-responsive** and may be **rejected**.
- 2.3.4. Bid Currencies**
- i) Prices shall be quoted in **PKR** unless otherwise specified in the Bid Data Sheet.
- 2.3.5. Documents Establishing Bidder's Eligibility and Qualification**
- i) Pursuant to ITB Clause 2.1.3, the Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract if its Bid is accepted.
 - ii) The documentary evidence of the Bidder's eligibility to Bid shall establish to the Procuring Agency's satisfaction that the Bidder, at the time of submission of its Bid, is eligible as defined under ITB Clause 2.1.3.
 - iii) The documentary evidence, of the Bidder's qualifications to perform the contract if its Bid is accepted, shall establish to the Procuring Agency's satisfaction:
that the Bidder has the financial, technical capability

2.3.6. Bid Security

necessary to perform the contract; that the Bidder meets the qualification criteria listed in the Bid Data Sheet.

- i) The Bidder shall furnish, as part of its Bid, a Bid security in the amount specified in the Bid Data Sheet.
- ii) The Bid security is required to protect the Procuring Agency against the risk of Bidder's conduct, which would warrant the security's forfeiture Pursuant to ITB Clause 2.3.6. (vii).
- iii) The Bid security shall be in Pakistan Rupees and shall be in one of the following forms: Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's Cheque valid for 180 Days.
- iv) Any Bid not secured in accordance with ITB Clauses 2.3.7 (i) and (iii) may be rejected by the Procuring Agency as non-responsive.
- v) Unsuccessful Bidders' Bid security will be discharged or returned as promptly as possible after the expiration of the period of Bid validity prescribed by the Procuring Agency pursuant to ITB Clause 2.3.7 (iii) (a) or along with unopened financial proposal as per rule 38(2)(a)(vii) of PPR-14, which shall take precedence, and is as under:
*"38(2)(a)(vii) the financial proposal of the Bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the complaint, if any, filed by the non-responsive Bidder, whichever is later:
provided that the Procuring Agency may return the sealed financial proposal earlier if the disqualified or non-responsive Bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the Procuring Agency"*
- vi) The successful Bidder's Bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 2.6.1, and furnishing the Performance Guarantee, pursuant to ITB Clause 2.6.2.
- vii) The Bid security may be forfeited:
 - a. if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
 - b. in the case of a successful Bidder, if the Bidder:
 - i. fails to sign the contract in accordance with ITB Clause 2.6.3; **or**
 - ii. fails to furnish Performance Guarantee in accordance with ITB Clause 2.6.2; or
 - iii. is blacklisted under relevant provisions of PPRA Act, 2009 and PPR-14.

2.3.7. Period of Validity of Bids

- i) Bids shall remain valid for the period specified in the Bid Data Sheet after the date of Bid opening prescribed by the Procuring Agency. A Bid valid for a shorter period may be rejected by the Procuring Agency as non-responsive.
- ii) In exceptional circumstances, the Procuring Agency may solicit the Bidder's consent to an extension of the period of validity (as per rule-28 of PPR-14). The request and the responses thereto shall be made in writing (or by email). The Bid security provided under ITB Clause 2.3.7 shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security. A Bidder accepting the request will not be required nor permitted to modify its Bid.

2.3.8. Format and Signing of Bid

- i) The Bidder shall prepare e-bid of the scanned documents in the form of PDF file and as per requirements in tender document.
- ii) The Bidder shall authorize person for signing, submission and further correspondence with Procuring Agency on behalf of bidder. Authority letter must be part of e-bid. However, in case of any issue bidder shall be responsible for all consequences.
- iii) All scanned pages of the e-bid, shall be signed and stamped by the authorized person before scanning.
- iv) Any interlineation, erasures, or overwriting shall be valid only if they are initialed by the authorized person for signing the Bid.
- v) The original e-Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the e-Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the e-Bid, shall be signed and stamped by the authorized person before scanning the e-bid.
- vi) Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Bidder.
- vii) The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid and to contract execution if the Bidder is awarded the contract

2.3.9. Minimum Wage rates/all applicable taxes

- i) The Bidders must adhere to the minimum wage rate (notified by Labor & Human Resource Department), all applicable taxes (imposed by FBR / PRA / GST / any other taxes by the Government) and contributions (PESSI, EOBI) while preparing financial bid

2.4. SUBMISSION OF BIDS

2.4.1 Sealing and Marking of Bids

- i) The bidder shall submit e-bids (separate technical and financial) as per requirement of the e-Procurement of system (EPADS).
- ii) The Single Stage Two Envelope Procedure will be followed, the e-bid shall comprise two e-bids submitted simultaneously, one called the technical e-Proposal and the other financial e-Proposal.

2.4.2 Deadline for Submission of Bids

- i) E-Bids must be submitted on the e-Procurement System (EPADS) no later than the time and date specified in the Bid Data Sheet. Physical Bids received through courier services or delivered by the bidder, shall not be accepted.
- ii) The Procuring Agency may, at its discretion and as per rule 29 of PPR-14, extend this deadline for the submission of Bids by amending the Bidding documents in accordance with ITB Clause 2.2.2 & 2.2.3 in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- iii) e-bids must be submitted on the e-Procurement System (EPADS) no later than the date and time specified in the BDS.

2.4.3. Late Bids

- i) E-bids cannot be submitted on the e-Procurement System (EPADS), after closing time.

2.4.4. Modification and Withdrawal of Bids

- i) The Bidder may modify or withdraw its e-bid after the e-bid's submission and prior to the deadline prescribed for submission of e-bids.
- ii) No e-bid may be modified after the deadline for submission of Bids.
- iii) No e-bid may be withdrawn in the interval between the deadline for submission of e-Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security (along with other remedies available under PPR-14), pursuant to the ITB Clause 2.3.8 (vii).
- iv) A Bidder may amend its e-bid after it has been submitted and prior to the deadline for submission of Bids.
- v) Revised e-bid may be submitted after the withdrawal of the

original e-bid before the deadline for submission of e-Bids

2.5. OPENING AND EVALUATION OF BIDS

2.5.1. Opening of Bids by the Procuring Agency

- i) The Procuring Agency will open all e-Bids, in public, in the presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the Bid proceedings at the place, on the date and at the time, specified in the BDS. The Bidders' representatives present shall sign a register/attendance sheet as proof of their attendance.
- ii) E-bids shall be opened on the e-Procurement System (EPADS) one at a time, in Single Stage Two Envelope Procedure, the Procuring Agency will open on the e-Procurement System (EPADS) the Technical Proposals in public at the address, date and time specified in the BDS in the presence of Bidders' designated representatives who choose to attend and other parties with a legitimate interest in the Bid proceedings. The Financial Proposals will remain unopened on the e-Procurement System (EPADS) until the specified time of their opening.
- iii) Technical e-bids shall be opened one at a time, and the following read out and recorded: (a) the name of the Bidder; (b) the presence of a Bid Security, if required; and (c) Any other details as the Procuring Agency may consider appropriate.
- iv) Bidders are advised to send in a representative with the knowledge of the content of the e-Bid who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Bidder's representative shall indemnify the Procuring Agency against any claim or failure to read out the correct information contained in the Bidder's e-Bid.
- v) The Bidders' representatives who are present shall be requested to sign on the attendance sheet. The omission of a Bidder's signature on the record shall not invalidate the contents and affect the record.
- vi) Minutes of the Financial Bid Opening may be recorded and uploaded by the procuring agency on its website or shared to all bidders through on the e-Procurement System (EPADS).

2.5.2. Confidentiality

- i) Information relating to the examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation

report in accordance with the requirements of rule 37 of PPR-14.

- ii) Any effort by a Bidder to influence the Procuring Agency processing of Bids or award decisions may result in the rejection of its Bid.
- iii) Notwithstanding **ITB Clause 2.2.2** from the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.
- i) As per rule 33(2) of PPR-14, to assist in the examination, evaluation and comparison of e-Bids and post-qualification of the Bidders, the Procuring Agency may, at its discretion, ask any Bidder for a clarification of its e-Bid including breakdown of prices to determine its reasonability. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.
- ii) ii) The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. In case of Single Stage Two Envelope Procedure, no change in the prices or substance of the e-Bid shall be sought, offered, or permitted. Whereas in case of Single Stage One Envelope Procedure, only the correction of arithmetic errors discovered by the Procuring Agency in the evaluation of e-Bids should be sought in accordance with ITB Clause 2.5.6.
- iii) The alteration or modification in the e-bid which in any way affect the following parameters will be considered as a change in the substance of a bid:
 - a. Evaluation & qualification criteria;
 - b. Required scope of work or specifications;
 - c. All securities requirements;
 - d. Tax requirements;
 - e. Terms and conditions of bidding documents.
 - f. Change in the ranking of the Bidder
- iv) From the time of e-bid opening to the time of Contract award if any Bidder wishes to contact the Procuring Agency on any matter related to the e-Bid it should do so in writing or in electronic forms that provide record of the content of communication

2.5.3. Clarification of Bids

2.5.4. Preliminary Examination

- i. The Procuring Agency will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.
- ii. Prior to the detailed evaluation, the Procuring Agency will

determine the substantial responsiveness of each Bid to the Bidding documents. For purposes of these Clauses, a substantially responsive Bid is one which conforms to all the terms and conditions of the Bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security (ITB Clause 2.3.7), Applicable Law (GCC Clause 30) Taxes and Duties (GCC Clause 32) & mandatory Registrations/ Renewals will be deemed to be a material deviation.

- iii. If an e-Bid is not responsive, it will be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- iv. Prior to the detailed evaluation of Bids, the Procuring Agency will determine whether each Bid:
 - a) meets the eligibility criteria defined in **ITB 2.1.3**;
 - b) has been prepared as per the format and contents defined by the Procuring Agency in the Bidding Documents;
 - c) has been properly signed;
 - d) is accompanied by the required securities; and
 - e) Is substantially responsive to the requirements of the Bidding Documents.
 - f) The Procuring Agency's determination of an e-Bid's responsiveness will be based on the contents of the Bid itself.

2.5.5. Examination of Terms and Conditions; Technical Evaluation

- i) The Procuring Agency shall examine the Bid to confirm that all terms and conditions specified in the **GCC** and the **SCC** have been accepted by the Bidder without any material deviation or reservation.
- ii) The Procuring Agency shall evaluate the technical aspects of the e-Bid submitted to confirm that all requirements specified in **Section VII – Schedule of Requirements & Evaluation Criteria as provided in BDS**, have been met without material deviation or reservation.
- iii) If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Bid is not responsive in accordance, it shall reject the Bid.

2.5.6. Correction of Errors

- i) E-Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -
 - a) if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal

- point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;
 - b) if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and
 - c) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.
 - d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.
- ii) The amount stated in the Bid will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors. The concurrence of the Bidder shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with ITB 2.3.7.

2.5.7. Conversion to Single Currency

Not applicable.

2.5.8. Post-qualification & Evaluation of Bids

- i) The Procuring Agency will **technically evaluate** and compare the substantially responsive e-Bids, as per the Evaluation Criteria in the **BDS**.
- ii) The **financial evaluation** of a Bid will be on the basis of form of Price Schedules/ Financial Bid Form to be decided by the Procuring Agency, inclusive of all prevailing taxes, duties, fees along with observance of minimum wages, contributions of PESSI, EOBI, etc.

2.5.9. Contacting the Procuring Agency

- i) Subject to ITB Clause 2.5.3, no Bidder shall contact the Procuring Agency on any matter relating to its Bid, from the time of the Bid opening to the time the evaluation report is made public i.e. 10 days before the contract is awarded. If the Bidder wishes to bring additional information or has any grievance, they will do so in writing.
- ii) Any effort by a Bidder to influence the Procuring Agency during Bid evaluation, or Bid comparison may result in the rejection of the Bidder's Bid.

2.5.10. Grievance Redressal

- i) As per Rule-67 of PPR-14, Procuring Agency shall constitute a Grievance Redressed Committee (GRC) comprising of odd number of persons with proper powers and authorization to address the complaints. The GRC shall not have any of the members of the Procurement Evaluation Committee. The Committee may preferably have one subject specialist depending upon the nature of the procurement in addition to

one person with legal background as per their availability to the Procuring Agency.

- ii) Any Bidder feeling aggrieved can file its complaint on the e-Procurement System (EPADS), against the eligibility parameters or any other terms and conditions prescribed in the Bidding documents found contrary to provision of Rule 33, and the same shall be addressed by the Procuring Agency well before the proposal submission deadline.
- iii) Any party can file its complaint on the e-Procurement System (EPADS), against the eligibility parameters or any other terms and conditions prescribed in the bidding documents found contrary to provision of Rule 34 and the same shall be addressed by the Procuring Agency well before the proposal submission deadline. In case, e-procurement system (EPADS) is not working properly then the bidder may inform the Procuring Agency in writing or by e-mail.
- iv) Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his e-bid may lodge a complaint on the e-Procurement System (EPADS), in case, e-procurement system (EPADS) is not working properly then the bidder may inform the Procuring Agency in writing or by e-mail, concerning his grievances not later than ten (10) days after the announcement of the Final evaluation reports. In single stage - two envelope bidding procedure any bidder feeling aggrieved from technical evaluation may file a grievance within five (05) days of announcement of the technical evaluation report. After completion of the technical evaluation process, the procuring agency shall immediately upload the technical evaluation report on the website of PPRA and Procuring Agency for obtaining / receiving grievance petitions from the prospective bidders (if any).
- v) In case, the complaint/grievance is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report. Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage two envelop bidding procedure is adopted
- vi) The GRC shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process

2.6. AWARD OF CONTRACT

2.6.1. Notification of Award

- i) Prior to the expiration of the period of Bid validity, the Procuring Agency will notify the successful Bidder in writing by registered letter or through e-Procurement

System (EPADS) that its e-bid has been accepted.

- ii) The notification of award will constitute the formation of the Contract.
- iii) Upon the successful Bidder's furnishing of the Performance Guarantee pursuant to ITB Clause 2.6.2 (i), the Procuring Agency will promptly notify each unsuccessful Bidder and will discharge its Bid security.

2.6.2. Performance Guarantee

- i) Within Ten (10) Days of the receipt of notification of award from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in accordance with the Conditions of Contract, in the Performance Guarantee Form provided in the Bidding documents.
- ii) Failure of the successful Bidder to comply with the requirement of ITB Clause (i) above or ITB Clause 2.6.3 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security along with other remedies available under PPR-14. After that, the Procuring Agency may decide to award the contract to the next lowest evaluated Bidder, keeping in view the Bid validity time, or call for new Bids keeping in view the concept of value for money as defined under rule-2(ae) read with Principles of Procurement as enunciated in rule-4 of PPR-14.

2.6.3. Signing of Contract / issuance of work Order

- i) At the same time as the Procuring Agency notifies the successful Bidder that its e-Bid has been accepted, the Procuring Agency will send the Bidder the Contract Form provided in the Bidding documents, incorporating all agreements between the parties.
- ii) Under rule-63 of PPR-14, within Three Days (03) days of receipt of the Contract Form, the successful Bidder shall sign and mention date of the contract and return it to the Procuring Agency.
- iii) Where no such formal signing is required by the procuring agency, the procuring agency shall issue purchase order after the receipt of required performance guarantee, as per rule 55 of PPR-14.

2.6.4. Award Criteria

- i. Subject to ITB Clause 2.6.2, under rule-55 of PPR-14, the Procuring Agency will award the contract to the successful Bidder whose e-Bid has been determined to be substantially responsive and has been determined to be the lowest evaluated Bid, provided that the Bidder has been determined to be qualified to perform the contract satisfactorily.

2.6.5. Procuring Agency's Right to Vary Quantities

- i) The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantum of Janitorial services originally specified in the Schedule of

at Time of Award

Requirements without any change in unit price or other terms and conditions, on the analogy of rule-59 (iv) of PPR-14 (not more than 15%).

ii) The Health Facilities mentioned at Schedule of Requirements with the (*) mark will be awarded at the time of signing of contract, subject to Approval of the Competent Authority.

2.6.6. Procuring Agency's Right to Accept or Reject All Bids

i) As per rule 35 of PPR-14, the Procuring Agency reserves the right to accept or reject all Bids or proposals (and to annul the Bidding process) at any time prior to the acceptance of any e-Bid or proposal, without thereby incurring any liability towards the Bidders.

ii) The Bidders shall be promptly informed about the rejection of the e-Bids, if any

iii) The Procuring Agency shall upon request communicate to any Bidder, the grounds for its rejection of all e-Bids or proposals, but shall not be required to justify those grounds.

2.6.8. Corrupt or Fraudulent Practices

i) The Procuring Agency requires that Bidders observe the highest standard of ethics during the procurement and execution of contracts.

"Corrupt practices" in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009, which is as follows:

"(d) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor 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, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels 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; it may include any of the following:

i. coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;

ii. collusive practice by arrangement between two or more parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at

artificial, noncompetitive levels for any wrongful gain;

iii. offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

iv. any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

v. obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract or 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 inspection and audit process.”

i) Blacklisting & Debarment:

Blacklisted Bidders i.e. firms/companies/sole proprietor/general order suppliers/ JVs etc. and those found involved in “Corrupt Practices” are not allowed to participate in bidding.

Requirements & Procedure for Blacklisting & Debarment:

As per As per S-17A of PPRA, Act, 2009:

“17A. Blacklisting. –

- (1) A procuring agency may, for a specified period and in the prescribed manner, debar a bidder or Contractor from participating in any public procurement process of the procuring agency, if the bidder or Contractor indulges in corrupt practice or any other prescribed practice.*
 - (2) The Managing Director may, in the prescribed manner, debar a bidder or Contractor from participating in any public procurement process of all or some of the procuring agencies for a specified period.*
 - (3) Any person, aggrieved from a decision of a procuring agency, may within prescribed period prefer a representation before the Managing Director.*
 - (4) A procuring agency or any other person, aggrieved from a decision of the Managing Director, may within prescribed period prefer a representation before the Chairperson whose decision on such representation shall be final.*
- As per rule 21 of PPR-14:*

21. Blacklisting. –

(1) A procuring agency may, for a specified period, debar a bidder or Contractor from participating in any public procurement process of the procuring agency, if the bidder or Contractor has:

(a) acted in a manner detrimental to the public interest or good practices;

(b) consistently failed to perform his obligation under the Contract;

(c) not performed the Contract up to the mark; or

(d) indulged in any corrupt practice.

(2) If a procuring agency debars a bidder or Contractor under sub-rule (1), the procuring agency:

(a) shall forward the decision to the Authority for publication on the website of the Authority; and

(b) may request the Authority to debar the bidder or Contractor for procurement of all procuring agencies.\

(3) The Managing Director may debar a bidder or Contractor of any procuring agency from participating in any public procurement process of all or some of the procuring agencies for such period as the Managing Director may determine.

(4) Any person aggrieved by a declaration made under rule 20 or a decision under sub-rule (1) of this rule may, within thirty days from the date of the publication of the information on the website of the Authority, file a representation before the Managing Director and the Managing Director may pass such order on the representation as he may deem fit.

(5) Any person or procuring agency aggrieved by an order under sub-rule (3) or (4) may, within thirty days of the order, file a representation before the Chairperson and the Chairperson may pass such order on the representation as he may deem appropriate.

(6) The mechanism or process for barring a bidder or Contractor from participating in procurement process of a procuring agency, procuring agencies and a representation under this rule is specified in the Schedule appended to these rules.

As per Schedule appended with PPR-14:

see sub-rule (6) of rule 21

BLACKLISTING MECHANISM OR PROCESS

1. The procuring agency may, on information received from any resource, issue show cause notice to a bidder or Contractor.

2. The show cause notice shall contain:

(a) precise allegation, against the bidder or Contractor;

(b) the maximum period for which the procuring agency proposes to debar the bidder or Contractor from

participating in any public procurement of the procuring agency; and

- (c) the statement, if needed, about the intention of the procuring agency to make a request to the Authority for debarring the bidder or Contractor from participating in public procurements of all the procuring agencies.*
- 3. The procuring agency shall give minimum of seven days to the bidder or Contractor for submission of written reply of the show cause notice.*
- 4. In case, the bidder or Contractor fails to submit written reply within the requisite time, the procuring agency may issue notice for personal hearing to the bidder or Contractor/ authorize representative of the bidder or Contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.*
- 5. In case the bidder or Contractor submits written reply of the show cause notice, the procuring agency may decide to file the matter or direct issuance of a notice to the bidder or Contractor for personal hearing.*
- 6. The procuring agency shall give minimum of seven days to the bidder or Contractor for appearance before the specified officer of the procuring agency for personal hearing.*
- 7. The procuring agency shall decide the matter on the basis of the available record and personal hearing of the bidder or Contractor, if availed.*
- 8. The procuring agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.*
- 9. The procuring agency shall communicate to the bidder or Contractor the order of debarring the bidder or Contractor from participating in any public procurement with a statement that the bidder or Contractor may, within thirty days, prefer a representation against the order before the Managing Director of the Authority.*
- 10. The procuring agency shall, as soon as possible, communicate the order of blacklisting to the Authority with the request to upload the information on its website.*
- 11. If the procuring agency wants the Authority to debar the bidder or Contractor from participating in any public procurement of all procuring agencies, the procuring agency shall specify reasons for such dispensation.*
- 12. The Authority shall immediately publish the information and decision of blacklisting on its website.*
- 13. In case of request of a procuring agency under para 11 or representation of any aggrieved person under rule 21, the Managing Director shall issue a notice for personal hearing to the parties and call for record of proceedings of*

blacklisting. The parties may file written statements and documents in support of their contentions.

14. *In case of representation of any aggrieved person or procuring agency under rule 21, the Chairperson shall issue a notice for personal hearing to the parties and may call for the record of the proceedings. The parties may file written statements and documents in support of their contentions.*
15. *In every order of blacklisting under rule 21, the procuring agency shall record reasons of blacklisting and also reasons for short, long or medium period of blacklisting.*
16. *The Authority shall upload all the decisions under rule 21, available with it, on its website. But the name of a bidder or Contractor shall immediately be removed from the list of blacklisted persons on expiry of period of blacklisting or order of the competent authority to that effect, whichever is earlier.*
17. *An effort shall be made for electronic communication of all the notices and other documents pursuant to this mechanism or process.”*

Section-III. SCOPE OF SERVICES

3.1 SCOPE OF SERVICES

3.1.1 SCOPE OF SERVICES

Project Management Unit (PMU), Health & Population Department (H&PD) requires prequalified firms to provide Manpower Outsourcing Services (Janitorial Services) around the clock (365 days a year, 7 days a week and 24 hours a day including Sundays & Holidays) in the entrusted DHQ / THQ Hospitals, as mentioned in this document.

3.1.2 OPERATIONAL RESPONSIBILITIES

- 3.1.2.1** The service provider shall provide Janitorial / Cleaning Services round the clock (365 days a year, 7 days a week and 24 hours a day including Sundays & Holidays), for the contract period as per the requirements set out in the service specifications, detailed later in this section. It is to be noted that janitorial services should not be compromised / interrupted under any circumstances.
- 3.1.2.2** The service provider will perform cleaning duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, and roofs situated inside the boundary walls of the hospital. At least two dedicated Janitorial Personnel must be deputed to look after the horticultural aspects of the hospital. Cleaning of residential areas of the hospitals is not in scope of services of service provider.
- 3.1.2.3** The service provider is responsible to clean and disinfect the biomedical and non-biomedical equipment specifically hospital beds and, after use under the supervision of hospital staff.
- 3.1.2.4** The service provider shall provide two uniforms and one pair of shoes every six months, identification cards (ID), Personnel Protective Equipment (PPE) etc. to its entire janitorial staff deployed at the hospitals without charging any fees from the staff and ensure its proper usage by the janitorial staff. Each uniform will comprise of trousers, shirt, pair of socks, pair of shoes, disposable face masks, disposable gloves etc. A Jacket / Sweater having the same color shall be provided to each staff from 15th November or from any other date as directed by the Procuring Agency (whichever is earlier). Supervisors shall ensure that disposable items and the uniform are made available to the janitorial staff as per weather requirements. On duty Supervisors shall be wearing distinctive vests all the time. All other essentials, required with the

uniform like vests, Infectious care essentials like gloves & masks and standard labor shoes, identification cards; personal protective equipment etc. shall be available with the Janitorial Staff deployed at the hospital. Further, the staff would be in clean uniform at all the times.

3.1.2.5 Dress code of Janitorial Staff must be as per below mentioned descriptions:

Sr.#	Specification	Description
1.	Type	Good Quality Janitorial Suit (Trousers Shirt) as per approved sample
2.	Color	Grey Color or any other color approved by the procuring agency
3.	Logo / Tag Line	“Janitorial Staff” as Tag Line must be mentioned on the Back of the Shirt

3.1.2.6 The service provider shall also provide wet floor signage written in URDU as per requirement of hospital.

3.1.2.7 The service provider shall also provide following equipment / items as per following schedule;

Sr#	Items	Specifications	PROPOSED QUANTITIES							
			DHQ Operational Bed Capacity				THQ Operational Bed Capacity			
			400+	300-400	200-300	100-200	Beds 150+	100-150	60-100	24-60
01	Power Washer	Electric Motor based washer having Motor Capacity 1300W or better, Flow rate 1.5 GPM ~ 2GPM or better, Pressure ~1500 PSI-2000PSI (100 bar) or better	04	03	03	02	02	01	01	01
02	Janitor Trolley	For transporting a mop bucket, brushes, cloths and more Mobile Dimensions: ~500 x 970 x 1140 mm (+ 05% Variation is permissible)	08	06	05	04	04	03	02	02

The above-mentioned equipment / items shall be provided during the first month of commencement of services. Service Provider shall ensure functionality of above-mentioned items during the execution of the contract. After the completion of the contract the above-mentioned items will remain the property of service provider. Service Provider will submit the samples of above items (if required by procuring agency).

3.1.2.8 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.

3.1.2.9 The Service Provider shall be fully responsible for safe keeping 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.

3.1.2.10 The Service Provider shall deploy Supervisors, out of Janitorial Staff mentioned in the Schedule of Requirements, as per following schedule;

Sr no.	Category / Bed Strength	No. of Supervisors
1	DHQ / 400+	6
2	DHQ / 200 – 400	5
3	DHQ / up to 200	4
4	THQ / 100+	4
5	THQ / 61 - 100	3
6	THQ / up to 60	3

3.1.2.11 The Service Provider shall deploy Sewer Men, out of Janitorial Staff mentioned in the Schedule of Requirements as per following schedule;

Sr no.	Category / Bed Strength	No. of Sewer Men
1	DHQ / 400+	6
2	DHQ / 200 – 400	5
3	DHQ / up to 200	4
4	THQ / 100+	4
5	THQ / 60 - 100	3
6	THQ / up to 60	2

3.1.2.12 The service provider shall be bound to provide trainings for waste (infectious and non-infectious) handling as deemed necessary by client hospital / PMU-H&PD, to its janitorial staff for cleanliness of hospital, waste handling and management, categories of waste etc.

INVENTORY MANAGEMENT OF JANITORIAL CONSUMABLES

3.1.2.13 The Janitorial Consumables will be provided to the Service Provider by the Procuring Agency / Hospital during the execution of the contract.

3.1.2.14 The Inventory of Janitorial Consumables shall be maintained by Admin Officer / or any other designated officer on daily basis. And same shall be uploaded on the web portal (if provided) on the daily basis.

3.1.2.15 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 non-availability of these supplies may result in punitive action against the Service Provider.

3.1.2.16 Admin Officer / or any other designated officer of the hospital will provide the

daily inventory to the nominated supervisor of firm for use, after appropriate defacing the item an entry in distribution / stock register and the same shall be signed by Hospital Administration and Supervisor of firm.

JANITORIAL STAFF RELATED RESPONSIBILITIES OF SERVICE PROVIDER

3.1.2.17 The service provider shall deploy Janitorial Staff as per ***Schedule of Requirements***.

3.1.2.18 The qualifications of staff to be deployed is tabulated as under;

SUPERVISOR
<p>Responsible for overall cleanliness / maintenance of the Hospital premises, staff deployment and maintain attendance on daily basis.</p> <p>Act as an interface between the Client and the facility staff.</p> <p>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.</p> <p>Coordinate any kind of shifting/ relocations of the hospital staff and the same shall also be reported to the contracting authority.</p> <p>Responsible for the turnout / grooming of the entire facility staff.</p> <p>Determine and coordinate all the work schedules and to induce a sense of responsibility, discipline and hygiene in all employees.</p> <p>Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.</p> <p>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.</p> <p>Help the service provider in submitting the required forms.</p> <p>Maintain cleaning inventory, requisition new supplies when needed.</p> <p>Should be medically and physically fit.</p> <p>Should ensure that all the janitorial staff is trained as per demands of procuring agency / hospital.</p> <p>Education: Intermediate / Capable of Doing Documentary Work</p> <p>Min. Experience: 3 Years or more.</p>

Age Limit: 50 Years or below
JANITOR
<p>Responsible to clean assigned building areas.</p> <p>Regularly check premises and perform necessary maintenance tasks.</p> <p>Collaborate with other staff members.</p> <p>Disinfect commonly used items like desks, door handles, side railings etc.</p> <p>Maintain outdoor grounds, cut grass and trim bushes etc.</p> <p>Remove debris</p> <p>Empty trash and recycling bins Vacuum, sweep and mop floors</p> <p>Washing and clean windows and mirrors Notify supervisors of unsafe conditions Operate floor scrubbers and other equipmentDust furniture and fixtures</p> <p>Knowledge of safety guidelines when working with chemical cleaners</p> <p>Knowledge of various cleaning products and when to use them Follow health and safety regulations.</p> <p>Should be medically and physically fit.</p> <p>Age Limit: 50 Years or below</p>
SEWER MAN
<p>Removes obstructions from external sewers with sewer rods with the precautions to not to damage the existing sewer.</p> <p>Cleaning of sewer by Pumping out cellars or excavations that have become flooded as the result of storms.</p> <p>May, under direction, operate pumps, motors and other machinery and equipment of pumping station.</p> <p>Should be medically and physically fit.</p> <p>Age Limit: 50 Years or below</p>

- 3.1.2.19** The firm must abide by prevailing labor laws including but not limited to payment of Minimum wages, Social Security and EOBI to its employees concerning janitorial services.
- 3.1.2.20** Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
- 3.1.2.21** The contact details of every deployed staff member to be provided by the firm / company in first month of the contract execution. In case a worker left the job

or disengage from the service provider, same shall be communicated to the Procuring Agency / Hospital Administration.

- 3.1.2.22** The janitorial staff will be allowed leaves as per relevant labor laws. It is the responsibility of the service provider to make sure that no deployed staff shall work more than 26 days a month.
- 3.1.2.23** 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.
- 3.1.2.24** No single worker shall be allowed to work in more than one shift at the same day.
- 3.1.2.25** The Service Provider shall be entirely responsible for the conduct of its staff and in case of any strikes by its personnel or any complaint against any staff, Service Provider will be under obligation to take necessary action including but not limited to replace any staff when instructed in writing by the hospital administration / procuring agency. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability rising from breach of labor laws. The Procuring Agency shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
- 3.1.2.26** The services provider shall provide the names, address, CNIC, age, Security Clearance Certificate and Medical Certificate of the Janitorial Personnel deployed at the respective client hospitals. The service providers shall provide the discharge book by concerned competent authority. **File of Janitorial Personnel** will be maintained by Service Provider at every Hospital and a copy will be shared with the respective Hospital.
- 3.1.2.27** The service provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital well in advance.
- 3.1.2.28** The Procuring Agency reserves the right to direct the service provider for replacement of Janitorial Staff and the service provider shall be bound to do the same. Non-compliance may result in punitive action against the Service Provider.
- 3.1.2.29** 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.

- 3.1.2.30** In case of any disputes among the Janitorial Staff, the service provider shall resolve the same at the earliest to ensure that there is no interruption in the provision of janitorial services to the client hospitals.
- 3.1.2.31** The Janitorial staff and their affairs relating to their employment will be the sole responsibility of the service provider and in this regard no extraneous influence will be brought to bear upon the client hospital management or the Procuring Agency.
- 3.1.2.32** The service provider will ensure that all Janitorial staff deputed at the client hospital is adequately immunized against all types of communicable diseases (Hepatitis B&C, HIV etc.) and preventively monitored through health check-ups. The Service Provider will submit screening reports to the Procuring Agency / Hospital in this regard.
- 3.1.2.33** The Service Provider shall ensure that female janitorial staff is hired for gynecology, female and children wards/departments.
- 3.1.2.34** Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Provider.
- 3.1.2.35** Service Provider in the performance of its services shall secure, maintain on own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the hospital.
- 3.1.2.36** The Janitorial Personnel on duty shall not leave the premises during duty hours.
- 3.1.2.37** An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the administration.
- 3.1.2.38** Service Provider will provide additional staffing, as requested by the Hospital, for special events. These special events can require the Service Provider to provide staffing outside of our normal working hours.
- 3.1.2.39** The Service Provider shall be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all-time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing these services.
- 3.1.2.40** The Service Provider shall ensure that it does not engage or continue to engage any personnel with criminal record / conviction or otherwise

undesirable persons and shall bar such person from participating directly or indirectly in the provision of Janitorial Services.

- 3.1.2.41** Minimum desired standards of personnel shall be as below:
- a. Medically fit
 - b. Mentally & physically fit
- 3.1.2.42** All Janitorial assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere with the performance of his/her duties including good vision without color blindness. They should possess good physique, necessary skills, knowledge, expertise and experience to satisfy the requirements of the janitorial & safety work involved. They should not be suffering from any contagious/major diseases
- 3.1.2.43** The Service Provider's staff appearance will be influential in creating a good image of Hospital. Their appearance shall set a good example. The Service Provider shall ensure that janitorial personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene and uniform.
- 3.1.2.44** If the assigned Janitorial Personnel does not report on duty on time, the Service Provider is required to send replacement personnel immediately, without jeopardizing the cleanliness of hospital.
- 3.1.2.45** The Service Provider shall nominate a focal person (supervisor), to engage regularly with the Hospital administration. The Service Provider shall ensure 24/7 availability of such focal person. Hospital administration will engage this focal person to resolve day-to-day queries/issues/problems.
- 3.1.2.46** The Human Resource (HR) as mentioned in this Contract may increase or decrease subject to below mentioned conditions:
- i. Request Letter containing Justification for increase in HR from Medical Superintendent to Director Operations / Outsourcing PMU.
 - ii. Recommendation of Operations / Outsourcing Wing, PMU.
 - iii. Approval of Project Director of PMU-H&PD.
- 3.1.2.47** If Medical Superintendent wants to surrender any extra janitorial staff (if any) he may do so by requesting Procuring Agency to take up the matter with the service provider.

SALARY DISBURSEMENT

- 3.1.2.48** Service Provider shall pay its personnel not less than the minimum wages as

notified by Government of Punjab and any other labor laws of Pakistan including other benefits mandated by the law. The minimum wage rates mentioned below are in accordance with the “*THE PUNJAB GAZETTE, PUBLISHED BY AUTHORITY, LAHORE FRIDAY SEPTEMBER 06, 2024, GOVT. OF THE PUNJAB, LABOUR & HUMAN RESOURCE DEPARTMENT*” vide Notification No. SO (L&P) MW/2024, dated 05th September, 2024 (***applicable on the date of issuance of RFP***);

- i. PKR 37,000/- per month (for 26 working days)
- ii. PKR 1423.07/- per day (for 08 working hours)

3.1.2.49 Service provider shall be bound to pay salaries to its staff through E-Channel, deployed under the contract, within the first 07 days of every month. Such payment will not depend on the payments made by the procuring agency to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid. No partial payments will be considered as Advance Salaries.

3.1.2.50 E-Channel means only transaction through a Scheduled Bank. The documentary evidence / proof required with monthly invoice in lieu of E-Channel is as follows;

- a. **Bank Advice:** Advice to Bank / Disbursing Medium by Service Provider, clearly mentioning the amount, staff name(s), account number and signed copy of Cheque if any. (all the documents of the advice shall be duly verified by the Bank).
- b. **Bank Statement:** Bank Statement showing the same amount in Debit as mentioned in the advice.
- c. The Disbursing medium / Bank shall officially email to the nominated email addresses provided by the Procuring Agency, confirming the payment is debited from the service provider’s account. The following shall be included in the email:
 - i. Firm’s Name
 - ii. Cheque # (If any)
 - iii. Total Amount Debited
 - iv. Name of Account Titles to which the amount is debited.
 - v. Date of Debit

3.1.2.51 It is the responsibility of the service provider to open the Bank Accounts of all of its staff, including the bank accounts of relievers, in the first month from the commencement of services.

3.1.2.52 A Salary Disbursement Sheet on the official letter head of the Service Provider below must be attached with the monthly invoice. The salary disbursement sheet shall be provided by the service provider to the hospital and the Admin Officer / any representative of the Hospital Administration shall verify the disbursement sheet. Without verification of hospital administration, the salary disbursement sheet will not be acceptable. The salary disbursement report shall be a mandatory part of respective month invoice i.e. Salary Disbursement Report of April 2024 shall be mandatory part of Invoice of April 2024. The template of the Salary Disbursement Sheet is as follows;

SALARY DISBURSEMENT SHEET (TEMPLATE)									
OFFICIAL LETTER HEAD OF SERVICE PROVIDER									
SALARY FOR THE MONTH OF: _____									
Sr.No.	Name	CNIC #	Account No. & Name of Bank	Mobile #	Working Days <small>(shall not be more than 26 Days)</small>	Date of Salary Disbursement	Delay in Salary Disbursement (Days) (IF ANY)	Amount Received (PKR) <small>(shall not be below than minimum wage rate vis a vis working days)</small>	Signature / Thumb Impression
01.									
02.									
03									
04									
Relievers									
01.									
SIGNED / STAMPED BY REPRESENTATIVE OF THE FIRM						SIGNED / STAMPED BY ADMIN OFFICER			
SIGNED / STAMPED BY MEDICAL SUPERINTENDENT									

3.1.2.53 Salary Disbursement Report along with E-Channel Documents as mentioned above shall be considered as a mandatory part of invoice from the 1st Month of Commencement of Services.

3.1.2.54 The Service Provider shall ensure that none of the personnel from the service provider (Owner, Manager, Supervisor etc.) take back the transacted salary from deployed janitorial staff, violating minimum wage rate compliance. Procuring Agency will proceed to any extent including but not limited to Criminal Proceedings, Termination of the Contract, Black Listing of the Firm on PPRA, etc. if any substantial evidence came on record.

ATTENDANCE OF JANITORIAL STAFF

3.1.2.55 The Service Provider is bound to enroll the janitorial staff including the relievers on the Biometric Machines of the department installed in each health facility in the first five days from the commencement of the services.

3.1.2.56 The service provider shall also install biometric machines from its own

resources, the installed bio metric machine will act as a back up and in case of failure / mal functioning of departmental owned Bio-Metric machine, the staff will mark attendance on the Bio-Metric machine provided by the service provider. The specification of Biometric machine is tabulated below.

Sr. #	Specification	Description
1.	Face Capacity	Minimum 200
2.	Identify mode	Face, Fingerprint and password
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. The Bio-Metric attendance can be extracted centrally by the procuring agency.

3.1.2.57 It must be ensured by the service provider that; all its staff shall mark attendance on Bio-Metric machines. Their attendance will be monitored duly by the hospital administration through the biometric devices.

3.1.2.58 Requirement of Bio-Metric attendance sheet shall only be exempted for first 5 Days from commencement of Janitorial Services, for that period Manual Attendance of 5 Days shall be provided by the service provider.

3.1.2.59 It is clarified that under no circumstances, the requirement of Bio-Metric Attendance will be dispensed with. **The staff will be considered as absent, if attendance is not marked on Bio-Metric Machine.**

3.1.2.60 The monthly Bio-Metric Attendance Report for all deployed janitorial staff shall be provided on following format, the same shall also be a mandatory part of monthly invoice;

Sr No.	Name of Staff	Total Working Days	No. of Presents <i>(As per Bio-Metric Attendance)</i>	No. of Absents <i>(As per Bio-Metric Attendance)</i>	No of Late Arrivals <i>(As per Bio-Metric Attendance)</i>	No of Early Left <i>(As per Bio-Metric Attendance)</i>
1						
2						
3						
4						
TOTAL						

3.1.2.61 In addition to the Monthly Bio-Metric Attendance Report, a History Sheet of Bio-Metric Attendance Report shall also be provided with a monthly invoice.

SR NO	NAME OF STAFF	CNIC	DATE OF JOINING	HISTORY BIO-METRIC ATTENDANCE REPORT (LAST SIX MONTHS)															
				AUGUST 2025				SEPTEMBER 2025				OCTOBER 2025				INVOICED MONTH – NOVEMBER 2025			
				WD	P	A	L	WD	P	A	L	WD	P	A	L	WD	P	A	L
1																			

2																				
3																				
4																				
5																				
6																				
TOTAL																				
WD = WORKING DAYS P = Present A = Absent L = Late / Early Left																				

CONTRIBUTIONS REGARDING EMPLOYEE OLD AGE BENEFIT INSTITUTION (EOBI) AND PUNJAB EMPLOYEES ASSOCIATION SOCIAL SECURITY INSTITUTION (PESSI)

- 3.1.2.62** Service Provider is liable to pay contributions of EOBI and PESSI of the staff employed including the relievers against the instant contract.
- 3.1.2.63** The payments of EOBI and PESSI contributions shall be paid against the submitted challan of janitorial staff deployed under the contract for a particular hospital along with following details;

EOBI DETAILS

SR NO.	NAME OF STAFF	CNIC	EOBI REGISTRATION NO.	NAME OF DISTRICT OFFICE OF EOBI WHERE THE EMPLOYEE IS REGISTERED	CONTRIBUTION PAID EOBI (PKR)	FRONT PAGE OF EOBI REGISTRATION CARD

PESSI DETAILS

SR NO.	NAME OF STAFF	CNIC	PESSI REGISTRATION NO.	NAME OF DISTRICT OFFICE OF PESSI WHERE THE EMPLOYEE IS REGISTERED	CONTRIBUTION PAID PESSI (PKR)	FRON PAGE OF PESSI REGISTRATION CARD

- 3.1.2.64** For the purpose of reimbursement of EOBI / PESSI Contributions following documents required;
 - i. Details as mentioned above.
 - ii. Submitted Challans of EOBI / PESSI Contributions.
 - iii. An Undertaking on 100 Rs Stamp Paper that the claimed amount of EOBI / PESSI will not be used for any other organization / entity.

CLEANING SCHEDULE

- 3.1.2.65** 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.

3.1.2.66 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		
		Laboratories, including Pathology		
2	Moderate Risk	Pharmacy – OPD & Emergency		
		Mortuary		
		Radiology		
		OPD (treatment rooms & clinical consultation room)		
		Patient washrooms		
		Corridors		
		Waiting Areas		
		Stairs / Ramps		
		Staff Changing Rooms		
3	Low Risk	Administrative areas		
		Stores		
		Record storage and archives		
		External areas		
Sr No.	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 performance
2	Odour Control	As required, to meet performance	As required, to meet performance	As required, to meet performance
3	Commodes, weighing scales, manual handling equipment	Clean contact points each use, 1 full clean 6daily & 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	check clean as required
7	Drug trolley	1 full clean every shift	1 full clean daily	1 full clean daily
8	Entrance/Exit	4 full cleans daily, dust control as	2 full cleans daily, dust control as required, 1	As required, to meet performance

		required, 1 machine clean weekly	machine clean weekly	specification
9	Stairs (internal and external)	2 full cleans daily, dustcontrol 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 1full clean monthly	1 check clean weekly and 1full clean monthly
11	Chairs	1 full clean and 1 checkclean 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 1full clean weekly	As required, to meet performance
14	Tables/ Bed tables	1 full clean daily	1 check clean daily and 1full clean weekly	As required, to meet performance
15	All dispensers/ holders	1 full clean daily anddaily as required	1 full clean daily and daily as required	1 full clean daily and dailyas required
16	Waste receptacles/bin	1 full clean and 1 checkclean every shift and 1 deep clean weekly.	1 full clean daily and 1 deep clean weekly. Replace Monthly if necessary	1 full clean weekly anddeep 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 inoperation to include 4full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleansafter 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 checkclean 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	1 full clean

	clean, and 1 equipmentclean weekly	clean weekly	daily and 1 equipmentclean 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.			

3.1.2.67 Each worker will be required to perform his / her duty in the assigned workarea with following adequate frequency of cleaning against each element’sService Standards and Requirements mentioned in performance specifications

3.1.2.68 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.

DAILY MONITORING

3.1.2.69 The service provider’s performance will be monitored on daily basis by the assigned Focal Person. The Admin Officer/ Assistant Admin Officer or any other designated officer of the Hospital will be assigned as the focal personfor 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	Immediately after reporting of problem to the service provider
Moderate Risk Area	15 Minutes after reporting of problem to the service provider.
Low Risk Area	30 Minutes after reporting of problem to the service provider

3.1.2.70 The focal person will visit the site once again after the stipulated time andin case the identified problem is not corrected; the fines will be imposed as mentioned in the Fines & Penalties section.

WEEKLY SCORE

3.1.2.71 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.

3.1.2.72 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 percentagecleanliness will be calculated as:

High Risk Area	Score obtained	Percentage Score
Isolation Room	$(4+4+4+4+4)/24 = 24/24$	100%
Dialysis Unit	$(4+4+4+4+4)/24 = 24/24$	100%

Medical Emergency	$(3+3+3+3+3)/24 = 18/24$	75%
Surgical Emergency	$(3+3+3+3+3)/24 = 18/24$	75%
Operation Theater	$(3+3+3)/12 = 9/12$	75%
Labor Rooms	$(2+2+2+2)/20 = 10/20$	50%

3.1.2.73 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.

3.1.2.74 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 SCORE

3.1.2.75 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. the fines will be imposed as mentioned in the Fines & Penalties section.

3.1.2.76 FINES & PENALTIES

SR NO.	SUMMARY OF PENALTIES	PENALTIES IN PKR
HR RELATED PENALTIES		
1	Attendance less than 100% (Absent / Vacant / Not Deployed) (It should be the responsibility of Service Provider to maintain 100% 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 as mentioned shall be charged)	Rs. 1000/- in addition to amount of quoted rate per day per janitorial personnel. (Amount of penalty rate will be calculated on the basis of 30 Days per quoted rates month)
2	Missing Personnel (Absent / Vacant / Not Deployed) during public/local holidays or any other special occasions.	Rs. 1500 per person per day in addition to amount of quoted daily rate per day per personnel calculated on

SR NO.	SUMMARY OF PENALTIES	PENALTIES IN PKR
		the basis of 30 Days / Month.
3	In case any of service provider's personnel deployed under this contract is not present at his assigned place of duty during inspection or is a habitual late comer or leaves early.	Penalty of Rs. 200/- per vacant point / late arrival / early leaving per person per shift will be imposed.
4	If a particular Janitorial Staff work more than 26 Days / Month	Rs. 2,000 + (Difference of amount between paid salary and notified minimum wage rate) shall be imposed as penalty per person per month for that particular month only.
5	Procuring agency may desire to replace any personnel(s) with justifiable reason and failure to do so in seven (07) days shall be considered a breach of contract.	Rs. 5,000 per Day per personnel will be imposed for non-compliance of directions of procuring agency.
6	Any protest or strike observed by the staff / janitors etc. due to reasons not attributable to procuring agency will be considered a breach of contract. Strike means if workers discontinue services for more than 2 Hours along with documentary confirmation from Hospital Administration with respective monthly invoice or any Electronic Evidence (Picture / Video).	Rs. 100,000 per incident per day till calling off the strike If the strike continues for more than 5 days, the process for termination of contract and forfeiture of PBG may be initiated by the procuring agency.
SALARY DISBURSEMENT RELATED PENALTIES		
7	If any worker (after performing duties for complete month) is not paid minimum wage as per the number of days he / she performed the duty.	Four Times of difference of amount between paid salary and notified minimum wage rate shall be imposed as penalty per person per month for that particular month only. No deduction is permissible below the minimum wage rate notified by the Government of Punjab.
8	In case of non-disbursement of salaries. Janitorial Service provider will ensure the disbursement of salaries within 07 calendar days of each month. *The service provider will be responsible for paying his employees in the institution in the first 07 Days of every month. Such	Rs. 200 per staff per day till 30 th of same month. <i>The penalty shall not be imposed / applicable if payments are delayed to the service provider by procuring agency for more than 90 Days for a particular hospital.</i>

SR NO.	SUMMARY OF PENALTIES	PENALTIES IN PKR
	payment will not depend on the payments made by the institution / procuring agency to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid.	<i>For Example, if for a particular Hospital payment has been made till the month of May. Service Provider will ensure payments of the salaries due on 07th of June July & August for applicability of this penalty</i>
PERFORMANCE / QUALITY OF SERVICES RELATED PENALTIES		
9	Staff is found without uniform. Supervisor will wear distinctive vest.	Rs. 500 will be charged for each such staff for that particular day. (10 Days Grace Period from the commencement of services is given for this penalty)
10	Janitorial Equipment (floor Scrubber / Collection Trolleys / Janitor Trolleys / Power Washer) handed over by the Hospital or provided by the service provider in functional condition at the start of the Contract to the Service Provider, if found broken or non-functional for more than 05 Days in a month.	Rs. 2000 per Day / Item after lapse of five days (05 Days Grace Period from the commencement of services is given for this penalty)
11	If service provider is found involved in any misuse / pilferage / anomaly of Janitorial Supplies/ consumables.	Rs. 50,000 will be charged in addition to maximum retail price of consumable inventory along with termination of individual along with punitive action as per law and amount of loss incurred by health facility as approved by inquiry committee.
12	If Service Provider fails to maintain the situation of cleanliness as described in Daily Monitoring section.	a) Rs. 5,000 for High Risk Area b) Rs. 3,000 for Moderate Risk Area c) Rs. 2,000 for Low Risk Area
13	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 / 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.

SECTION-IV: BID DATA SHEET

4.1. BID DATA SHEET (BDS)

The following specific data for the services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Section-II. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

A. Introduction		
BDS Clause Number	ITB Number	Amendments of, and Supplements to, Clauses in the Instruction to Bidders
1.	2.1.1	<p>Name of Procuring Agency: Project Management Unit, Health & Population Department, Government of the Punjab. The subject of procurement is: "Procurement of Janitorial Services for Facilities under Health & Population Department"</p> <p>The Contract shall be valid till 30th June 2026, from the date of signing of the contract / issuance of Advance Acceptance of Tender (AAT), which may be further extended for the term as decided by mutual consent.</p>
2.	2.1.2	<p>Financial year for the operations of the Procuring Agency: 2025-26</p> <p>NAME OF FINANCING INSTITUTION: Project Management Unit (PMU), Health & Population Department (H&PD), Government of the Punjab.</p> <p>NAME AND IDENTIFICATION NUMBER OF THE CONTRACT: Procurement of Janitorial Services for Facilities under Health & Population Department.</p> <p>REFERENCENO. H&PD/PMU/OS/JS/RFP/2025-26(01)</p>
3.	2.1.3 (iv)	<u>Joint Venture / Consortium is not permissible.</u>
B. Bidding Documents		
4.	2.2.2	The address for clarification of Bidding Documents is Project Management Unit, Health & Population Department, 31-E/1, Shahrah-e-Imam Hussain Road, Gulberg III, Lahore
	2.2.3	Pre-bid meeting will be held in: Committee Room of Project Management Unit, H&PD 31/E-1, Shahrah-e-Imam Hussain, Gulberg III, Lahore on 12-06-2025, Thursday at 03:00 PM
5.	2.3.8	The number of E-Bids to be completed and returned is one original only.
C. Bid Price, Currency, Language and Country of Origin		
6	2.3.1	The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring Agency shall be written in English . Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of

		interpretation of the Bid, the translation shall govern.
7	2.3.4	The price quoted shall be in PKR .
8.	2.3.9	In case of change in minimum wage rate through official notification; the contract price based on minimum wage rates shall be adjusted on prorated basis, as decided by the Procuring Agency.
D. Preparation and Submission of Bids		
09.	2.1.1	Project Management Unit, Health & Population Department, 31-E/1, Shahrah-e-Imam Hussain Road, Gulberg III, Lahore
10.	2.4.2	The deadline for E-Bids submission is 24-06-2025, Tuesday till 11:00 AM .
11.	2.5.1	The E-Bids opening shall take place at: Street address: 31-E/1, Shahrah-e-Imam Hussain, Gulberg-III, Lahore. Floor/Room No.: Committee Room of PMU-H&PD City/Town: Lahore, Country: Pakistan Day: Tuesday Date: 24-06-2025 Time: 11:30 AM
12.	2.6.2	The Performance Security (or guarantee) shall be in the form of Bank Guarantee or Bank call-deposit (CDR) only , from any scheduled bank valid for 15 months from its date of issuance in the name of " PMU Primary & Secondary Health ". No other form of financial instrument shall be acceptable.
13.	2.3.6	Amount of Bid security is: PKR 2,000,000/- (PKR 2 Million) for each package. (less than 05 % of estimated price)
14.	2.3.7	Bid validity period after opening of the Bid is: 180 Days
15.	2.3.8	Not Applicable
E. Opening and Evaluation of Bids		
16.	2.5.1	Project Management Unit, Health & Population Department, 31-E/1, Shahrah-e-Imam Hussain Road, Gulberg III, Lahore. 24-06-2025, Tuesday at 11:30 AM.
17.	2.3.4	Not applicable
F. Bid Evaluation Criteria		
18.	2.1.3 & 2.5.8 2.5.8	The Prequalified Bidder must comply with all the mandatory parameters. In case of noncompliance of any mandatory parameter, the Bidder shall be declared as non-responsive. The prequalified bidders who intend to apply for multiple packages shall be required to have the required technical capabilities to successfully carry out the assignment applied for but will submit only one technical e-Bid / Profile and separate financial e-Bids for each Package applied for. Criteria for Bid Evaluation is as follows:

Package Number: _____
KNOCK DOWN CRITERIA – GENERAL & TECHNICAL EVALUATION
 (All evaluation parameters defined below are mandatory for compliance)

Sr. No.	Evaluation Parameters	M/S ABC
1.	The Applicant must be declared as prequalified by the Procuring Agency for this procurement process.	Yes / No
2.	The Applicant shall be a legally registered entity with the formal intent to enter into an agreement.	Yes / No
3.	The Applicant must have an active National Tax Number (NTN)	Yes / No
4.	The Applicant must have an active Punjab Revenue Authority (PRA) registration Number.	Yes / No
5.	The Applicant must have an Active GST Registration Number.	Yes / No
6.	Affidavit to the effect that: - <ul style="list-style-type: none"> • Applicant is not be under a declaration of blacklisting by the Procuring Agency. • The applicant is also not be Blacklisted by Punjab Procurement Regulatory Authority (PPRA) for all public procuring agencies of Punjab. • The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document found at any stage, the Bidder shall be blacklisted as per Law/ Rules. • The provided information is correct. 	Yes / No
7.	Consortium or Joint Venture is not permissible. The bidder will provide an affidavit in this regard.	Yes / No
8.	The Applicant / Firm, including the Director and the Owners is not a subject of bankruptcy proceedings, receivership, administration receivership, or any other form of liquidation. The bidder will provide an affidavit in this regard.	Yes / No
9.	Bid validity period 180 days Letterhead signed and stamped attached separately in the bid.	
10.	Delivery Period / Commencement of services must be compliant to the requirement of the bidding document. Letterhead signed and stamped attached separately in the bid	Yes / No
11.	Bid Security as required must be submitted on or before the last date of submission of E-Bids. Bid Security shall be submitted for every package applied separately.	Yes / No
TECHNICAL BID EVALUATION STATUS		RESPONSIVE / NON- RESPONSIVE
G. Award of Contract		
20.	2.6.5	Percentage for quantity increase or decrease is: 15%
21.	2.6.2	The Performance Guarantee shall be: 05% of the Contract Amount.
22.	2.6.2	The Performance Security (or guarantee) shall be in the form of Bank Guarantee or Bank call-deposit (CDR) only , from any scheduled bank valid for 15 months from its date of issuance in the name of “PMU Primary & Secondary Health” . No other form of financial instrument shall be acceptable.

Section-V: General Conditions of Contract

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Procuring Agency and the Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials which the Service Provider is required to supply to the Procuring Agency under the Contract.
- (d) "The Services" means those services ancillary and related to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, maintenance & repair and other such obligations of the Service Provider covered under the Contract.
- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Procuring Agency" means the Project Management Unit, Health & Population Department.
- (h) "The Procuring Agency's country" is the country named in SCC.
- (i) "The Service Provider" means the Bidder or firm supplying the Services under this Contract.
- (j) "The Project Site," where applicable, means the place or places named in SCC.
- (k) "Day" means calendar day.

2. Application

2.1. These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.

3. Country of Origin

3.1. All Services supplied under the Contract shall have their origin in Pakistan.

4. Standards

4.1. The services supplied under this Contract shall conform to the standards mentioned in the Scope of Services.

5. Use of Contract Documents and Information; Inspection and Audit by the procuring agency.

5.1. The Service Provider shall not, without the Procuring Agency's prior written consent, disclose the Contract, or any provision thereof, or information furnished by or on behalf of the Procuring Agency in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2. The Service Provider shall not, without the Procuring Agency's prior written consent, make use of any document or information enumerated in GCC except for purposes of executing the Contract.

5.3. Any document, other than the Contract itself, enumerated in GCC shall remain the property of the Procuring Agency and shall be returned (all copies) to the Procuring Agency on completion of the Service Provider's performance under the Contract if so required by the Procuring Agency.

5.4. The Service Provider shall permit the Procuring Agency to inspect the Service Provider's accounts and records relating to the performance of the Service Provider and to have them audited by auditors appointed by the Procuring Agency.

6. Performance Guarantee

6.1. Within Ten (10) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring Agency the Performance Guarantee in the amount specified in SCC/Bid Data Sheet & ITB.

6.2. The proceeds of the Performance Guarantee shall be payable to the Procuring Agency as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

6.3. As per Rule-56 of PPR-14, the performance guarantee shall be denominated in the currency of the Contract acceptable to the Procuring Agency and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring Agency's country, in the form provided in the Bidding documents or another form acceptable to the Procuring Agency; or

(b) a cashier's or certified Cheque or CDR.

6.4. The performance guarantee will be discharged by the Procuring Agency and returned to the Service Provider not later than thirty (30) days following the date of completion of the Service Provider's performance obligations under the Contract, including but not limited to:

- Disbursement of Salaries to all the staff / workers till the last month, deputed under the contract. (e-channel evidence of salary disbursement shall be provided by the service

provider)

- Payment clearance till the last invoice under the contract from the Procuring Agency.
- Zero pending liability of EOBI / PESSI Contributions during the complete period of the contract including the extension period if any.
- No Objection Certificate (NOC) from the hospital mentioning the salaries were paid to each worker, no damage to the property of the hospital during the contract period etc.
- Any other evidence of pending liability if required by the Procuring Agency.
- any other obligations, unless specified otherwise in SCC.

7. Incidental material

7.1. The Service Provider may be required to provide any of the incidental material if any, specified in SCC.

8. Payment

8.1. The method and conditions of payment to be made to the Service Provider under this Contract shall be specified in SCC.

8.2. The Service Provider's request(s) for payment shall be made to the Procuring Agency in writing, accompanied by an invoice describing, as appropriate, Services performed, and by documents submitted and upon fulfillment of other obligations stipulated in the Contract.

8.3. Procuring Agency may partially pay a due monthly invoice for which services have been provided by the service provider. However, partial invoice will not be paid without attendance sheet.

9. Prices

9.1. Prices charged by the Service Provider and Services performed under the Contract shall not vary from the prices quoted by the Service Provider in its Bid, with the exception of any price adjustments authorized in SCC / BDS.

10. Change Orders

10.1. The Procuring Agency may at any time, by a written order given to the Service Provider, make changes within the general scope of the Contract, only if required for the successful completion of the job.

10.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's receipt of the Procuring Agency's change order. But, in no case, the overall impact of the change should exceed 15% of the contract cost and no provisions of PPR-14 should be violated.

11. Contract Amendments	11.1. Subject to GCC Clause 10, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
12. Assignment	12.1. The Service Provider shall not assign the whole or any part of the contract to anybody else.
14. Delays in the Service Provider's Performance	<p>14.1. Performance of Services shall be made by the Service Provider in accordance with the Schedule of Requirements/Work Plan/ Deployment Plan as prescribed by the Procuring Agency in Section VII.</p> <p>14.2. If at any time during performance of the Contract, the Service Provider encounter conditions impeding timely performance of Services, the Service Provider shall promptly notify the Procuring Agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the Procuring Agency shall evaluate the situation and may at its discretion extend the Service Provider's time for performance, with or without fines and penalties.</p> <p>14.3. Except as provided under GCC Clause 17, a delay by the Service Provider in the performance of its contractual obligations shall render the Service Provider liable to the imposition of fines and penalties.</p>
15. Liquidated Damages	15.1. Subject to GCC Clause 17, if the Service Provider fails to provide the Services as per requirement/ within the period(s) specified in the Contract, the Procuring Agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the unperformed Services for each week or part thereof of delay until actual performance, up to a maximum deduction of the 10% of the contract price. Once the maximum is reached, the Procuring Agency may consider termination of the Contract pursuant to GCC Clause 16 along with other remedies available under PPR-14.
16. Termination for Default	<p>16.1. The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate this Contract in whole or in part:</p> <p>(a) if the Service Provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Agency pursuant to GCC Clause 14;</p> <p>(b) if the Service Provider fails to perform any other obligation(s) under the Contract; or</p> <p>(c) if the Service Provider, in the judgment of the Procuring Agency has engaged in corrupt practices in competing for or in executing the Contract. For the purpose of this clause, corrupt</p>

practices will be defined as per Section-2 of The PPRA Act, 2009.

(d) (d) *“Corrupt practices” in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009:*

“corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor 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, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels 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; it may include any of the following: coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;

collusive practice by arrangement between two or more parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain; offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract or 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 inspection and audit process.

16.2. In the event, the Procuring Agency terminates the Contract in whole or in part, the Procuring Agency may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Service Provider shall be liable to the Procuring Agency for any excess costs for such similar Services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

17. Force Majeure

17.1 Notwithstanding the provisions of GCC Clauses 14, 15, and 16, the Service Provider shall not be liable for forfeiture of its Performance Guarantee, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

17.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Both, the Procuring Agency and the Service Provider, may agree to exclude certain widespread conditions e.g: epidemics, pandemics, quarantine restrictions etc from the purview of "Force Majeure".

17.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Procuring Agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring Agency in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Any difference of opinion concerning "Force Majeure" may be decided through means given herein below.

18. Termination for Insolvency

18.1. The Procuring Agency may at any time terminate the Contract by giving written notice to the Service Provider if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Agency.

19. Termination for Convenience

19.1 The Procuring Agency, by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring Agency's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

19.2 The Services that are complete (if applicable) within thirty (30) days after the Service Provider's receipt of notice of termination shall be accepted by the Procuring Agency on the Contract terms and prices.

- 20. Resolution of Disputes** 20.1 After signing the contract, 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.
20.2. 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 for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed and/or arbitration as per rule 68 of PPR-14 and in accordance with Arbitration Act-1940.
- 21. Governing Language** 21.1. The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
- 22. Applicable Law** 22.1. The Contract shall be interpreted in accordance with the laws of Punjab (Pakistan) unless otherwise specified in SCC.
- 23. Notices** 23.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by any information technology mean for the time being in use and acceptable in ordinary course of business to the other party's address specified in SCC.
23.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.
- 24. Taxes and Duties** 24.1. Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until provision of the contracted Services to the Procuring Agency.
- 25. Change in minimum wage rate** 25.1 If during the continuation of the service contract, minimum wage rate is revised by the competent authorized forum, then the ongoing contracts shall be revised as per percentage increased (Prorate Basis) in minimum wages declared for such category.
- 26. Duration of Contract & Extension of Contract** Initially the contract shall be valid till 30th June 2026 from the date of commencement of services / signing of contract whichever is earlier. However, the same shall be extended by the competent authority, on the satisfactory performance by the contractor for further a period of One Year on the same rate & TORs. Extension in the contract agreement shall be discretion of the procuring agency and the contractor has no right to claim further extension as a matter of right in the contract.

Section-VI. Special Conditions of Contract

1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring Agency is: PMU, H&PD DepartmentGCC 1.1 (h)—

The Procuring country is: Pakistan

GCC 1.1 (i)—The Service Provider is: _____

2. Performance Guarantee (GCC Clause 6)

GCC 7.1—As per rule 56 of PPR-14, the amount of Performance Guarantee, as a percentage of the Contract Price, shall be: 05% of the Contract Amount.

3. Incidental Materials (GCC Clause 7)

GCC 7.1—Incidental materials to be provided in the GCC

4. Payment (GCC Clause 8)

GCC 8.1—The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:

Payment for Services provided:

Payment may be made in Pak. Rupees.

The invoice of the Service Provider shall be submitted as follows;

Sr.	Description	Annexure
01.	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.
02.	Original invoice/bill(s) signed by MS & NMS	B.
03.	Separate Corrected Invoice Detail signed by MS & NMS, if required.	C.
04.	Daily activity log form	D.
05.	Penalties Calculation Sheet signed by MS & NMS and Respective Supervisor and must be shared with the Service Provider for his record.	E.
06.	History of Bio Metric Attendance (employee wise) as mentioned in Scope of Services	F.
07.	Details of Bio Metric Attendance (employee wise) as mentioned in Scope of Services	G.
08.	Salary Disbursement Report dully supported by E-Channel Evidence as mentioned in Scope of Services	H.
09.	If NMS position is vacant in the hospital (Admin, HR, Budget and Account, IT, Audit officer), attach letter that he has notjoined yet, it should only be signed by MS	I.
10.	Following forms maintained by Service Provider signed by MS, Admin Officer and Supervisor	K.
	a) Weekly Report	L.
	b) Monthly Checklist of Deployed Staff.	M.
	c) Complain/Report slips (If any)	N.
11.	EOBI / PESSI Details as mentioned in Scope of Services	O.
12.	Any other document if required for processing of payments.	p.

Note:

- a) 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.
- b) 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).
- c) 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.

5. Prices (GCC Clause 9)

GCC 9.1—Prices shall be fixed and shall not be adjusted. However, in case of change in minimum wage rate through official notification; the contract price based on minimum wage rates shall be adjusted on prorated basis, as decided by the Procuring Agency.

6. Liquidated Damages (GCC Clause 15)

As per GCC 15.1

In addition to that, details of Fines and Penalties are attached as per Annex-A

7. Resolution of Disputes (GCC Clause 20)

GCC 20.2—The dispute resolution mechanism to be applied pursuant to GCC Clause 20.2 shall be as follows:

As per rule-68 of PPR-14, in the case of a dispute between the Procuring Agency and the Service Provider, the dispute shall be referred for arbitration in accordance with the Arbitration Act 1940.

8. Governing Language (GCC Clause 21)

GCC 21.1—The Governing Language shall be English

9. Applicable Law (GCC Clause 22)

GCC 22.1-The Contract shall be interpreted in accordance with the laws applicable in the jurisdiction of the province of Punjab (Pakistan):

10. Notices (GCC Clause 23)

GCC 23.1—Procuring Agency's address for notice purposes: 31-E/1, Shahrah-e-Imam Hussain, Gulberg III, Lahore

Service Provider's address for notice purposes: _____

11. Duration of Contract (GCC Clause 25)

GCC 25.1 The contract shall come in to force from the date of signing of contract or date of commencement of services whichever is earlier.

Section-VII. Schedule of Requirements

7.1. Deployment Plan of Human Resource

Sr.N o.	HOSPITAL	Package	HR Without Relievers	HR with Relievers	HR Without Relievers per Package	HR with Relievers per Package
1	DHQ Attock (Isfandyar Bukhari District Hospital, Attock)	PACKAGE 01	60	71	152	182
2	THQ Fateh Jang		11	13		
3	THQ Hassan Abdal		14	17		
4	THQ Hazro		30	36		
5	THQ Jand		12	15		
6	THQ Pindi Gheb		25	30		
7	DHQ Wah General Hospital Wah Cantt, Rawalpindi	PACKAGE 02	42	50	138	166
8	THQ Gujar Khan		23	27		
9	THQ Kahuta		19	23		
10	THQ Kallar Syedan		13	16		
11	THQ Kotli Sattian		10	12		
12	THQ Murree		18	22		
13	THQ Taxila		13	16		
14	DHQ Chakwal	PACKAGE 03	59	70	123	147
15	THQ Choa Saiden Shah		19	23		
16	THQ Kallar Kahar		11	13		
17	THQ Talagang		12	15		
18	THQ Talagang (Government City Hospital Talagang)		22	26		
19	DHQ Jhelum	PACKAGE 04	70	82	207	246
20	THQ Pind Dadan Khan		19	23		
21	THQ Sohawa		13	16		
22	DHQ Khushab		45	53		
23	THQ Khushab		20	24		
24	*THQ Noorpur Thal, Khushab		10	12		
25	*THQ Quidabad		15	18		
26	*THQ Naushera		15	18		
27	DHQ Mandi bahauddin	PACKAGE 05	97	114	118	139
28	THQ Mallkwal		11	13		
29	THQ Phalia		10	12		
30	THQ Dinga (THQ cum Maternity Hospital Dinga)	PACKAGE 06	13	16	157	189
31	THQ Kharian		17	20		
32	THQ Kunjah		20	24		
33	THQ Sarai Alamghir		12	15		
34	THQ Govt. Maternity Hospital Gujrat		10	12		
35	*THQ Govt. Maternity Hospital Gulyana		10	12		
36	*THQ Govt. Maternity Hospital Tanda		15	18		
37	*THQ Govt. Maternity Hospital Mangowal		10	12		
38	*THQ Civil Hospital, Jalal Pur Jattan		10	12		
39	*THQ Civil Hospital, Kotla Arab Ali Khan, Kharian		10	12		

40	*THQ Lalmusa Kharian		15	18		
41	*THQ Trauma Center Lalamusa, Kharian		15	18		
42	DHQ Narowal	PACKAGE 07	73	86	195	232
43	THQ Shakargarh		13	16		
44	*THQ Zafarwal		15	18		
45	THQ Daska		30	36		
46	THQ Pasrur		23	27		
47	THQ Sambrial		11	13		
48	*THQ Level Hospital, Chawinda, Tehsil Pasrur		15	18		
49	*THQ Kotli Loharan		15	18		
50	THQ Kamoke	PACKAGE 08	24	29	137	163
51	THQ Nowshera Virkan		11	13		
52	THQ Wazirabad		26	31		
53	DHQ Hafizabad		62	73		
54	THQ Pindi Bhattian		14	17		
55	DHQ Sheikhpura	PACKAGE 09	113	133	181	214
56	THQ Ferozwala		14	17		
57	THQ Muridkey		32	38		
58	THQ Safdarabad		11	13		
59	THQ Sharaqpur Sharif		11	13		
60	DHQ Kasur (Baba Bulleh Shah Hospital, Kasur)	PACKAGE 10	86	101	202	239
61	THQ Chunian		21	25		
62	THQ Pattoki		17	20		
63	*THQ Aziz Bibi Roshan Bheela, Kasur		10	12		
64	*THQ Kot Radha Kishan, Kasur		15	18		
65	DHQ Government Mian Meer Hospital Lahore		34	40		
66	DHQ Government Hospital Mozang, Lahore		19	23		
67	DHQ Chiniot	PACKAGE 11	44	52	160	189
68	THQ Lalian		10	12		
69	*THQ Bhowana		12	14		
70	DHQ Nankana Sahib		52	61		
71	THQ Sangla Hill		16	19		
72	THQ Shah kot		26	31		
73	THQ Bhalwal	PACKAGE 12	17	20	139	168
74	THQ Bhera		12	15		
75	THQ Kot Momin		14	17		
76	THQ Shahpur		12	15		
77	THQ Sillanwali		12	15		
78	*THQ 46/SB		15	18		
79	*THQ 90/SB		15	18		
80	*THQ Bhagtanwala		12	14		
81	*THQ Govt. TB Hospital Sargodha		15	18		
82	*THQ Sahiwal Sargodha		15	18		
83	DHQ Mianwali	PACKAGE 13	82	96	121	144
84	THQ Esa Khel		12	15		
85	THQ Kalabagh		15	18		

86	THQ Piplan		12	15		
87	DHQ Bhakkar	PACKAGE 14	74	87	117	139
88	THQ Darya Khan		14	17		
89	THQ Kallur Kot		16	19		
90	THQ Mankera		13	16		
91	DHQ Jhang	PACKAGE 15	84	99	160	190
92	THQ 18-Hazari		14	17		
93	THQ Ahmadpur Sial		15	18		
94	THQ Shorkot		22	26		
95	*THQ Gynae Hospital Ghulab Wala 18-Hazari		10	12		
96	*THQ Govt. City Hospital Jhang City		15	18		
97	DHQ Toba Tek Singh	PACKAGE 16	79	93	159	187
98	THQ Gojra (Government Eye cum General Hospital Gojra)		39	46		
99	THQ Kamalia		29	34		
100	*THQ Hospital Pirmahal		12	14		
101	DHQ Government General Hospital Samnaabad Faisalabad	PACKAGE 17	50	59	193	229
102	DHQ Nusrat Fateh Ali Khan Faisalabad		42	50		
103	THQ Chak Jhumra		25	30		
104	THQ Jaranwala		21	25		
105	THQ Samundri		23	27		
106	THQ Tandlian wala		17	20		
107	*THQ Level Hospital Khurrianwala		15	18		
108	DHQ Okara City	PACKAGE 18	87	102	172	203
109	DHQ Okara South City		37	44		
110	THQ Depalpur		23	27		
111	THQ Haveli Lakha		11	13		
112	THQ Renala Khurd		14	17		
113	DHQ Pakpattan	PACKAGE 19	57	67	156	184
114	THQ Arifwala		37	44		
115	DHQ Government Haji Abdul Qayyum Hospital Sahiwal		34	40		
116	THQ Chichawatni		28	33		
117	DHQ Vehari	PACKAGE 20	96	113	175	206
118	THQ Burewala		41	48		
119	THQ Mailsi		38	45		
120	DHQ Khanewal	PACKAGE 21	65	77	122	145
121	THQ Jahanian		14	17		
122	THQ Kabirwala		15	18		
123	*THQ Mian Channu		28	33		
124	DHQ Lodhran		50	59		
125	THQ Duniapur (THQ Hospital Malik Tayyab Awan Duniapur)	PACKAGE 22	13	16	205	244
126	THQ Kehror Pacca		16	19		
127	THQ Lodhran (Family Hospital Lodhran)		15	18		
128	DHQ Multan (Government Shahbaz Sharief Hospital Multan)		48	57		
129	DHQ Multan (South City)		34	40		

130	THQ Jalalpur Pirwala (THQ Hospital Mushtaq Lang Jalalpur Pirwala)		11	13		
131	THQ Shujabad		18	22		
132	DHQ Muzaffargarh	PACKAGE 23	89	105	194	230
133	THQ Alipur		44	52		
134	THQ Jatoi		15	18		
135	*THQ Kot Addu		31	37		
136	*THQ Kot Sarwar Shaheed		15	18		
137	DHQ Layyah	PACKAGE 24	88	103	181	216
138	THQ Chaubara		18	22		
139	THQ Chowk Azam		19	23		
140	THQ Karor Lal-e-Son		21	25		
141	THQ Kot Sultan		11	13		
142	THQ Thal (Mian Nawaz Sharif)		12	15		
143	THQ Hospital Fatehpur,Layyah		12	15		
144	THQ Taunsa Sharif	PACKAGE 25	38	45	156	186
145	THQ Hospital Kot Chutta, DG Khan		15	18		
146	DHQ Rajanpur		54	64		
147	THQ Jampur		36	43		
148	THQ Rojhan		13	16		
149	THQ Ahmad pur East	PACKAGE 26	29	34	193	230
150	THQ Hasilpur		27	32		
151	THQ Khairpur Tamewali		16	19		
152	THQ Yazman		18	22		
153	THQ Khanpur		37	44		
154	THQ Liaquatpur		24	29		
155	THQ Sadiqabad		27	32		
156	*THQ Mianwali Qureshian		15	18		
157	DHQ Bahawalnagar	PACKAGE 27	102	120	192	228
158	THQ Chishtian		31	37		
159	THQ Fort Abbas		20	24		
160	THQ Haroonabad		24	29		
161	THQ Minchinabad		15	18		

NOTE:

The Service Provider is required to apply for complete package.

Section-VIII: Forms

8.1. Bid Form

[To be signed & stamped by the Service Provider and reproduced on the letter head. To be attached with the Financial Bid] Date: _____

To

Project Director

Project Management Unit, Health & Population Department

Having examined the Bidding documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, in conformity with the said Bidding documents for the sum of *[total Bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, specified in the Schedule of Requirements. If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10% of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring Agency.

We agree that our Bid will be valid for a period of 180 Days from the date fixed to Bid opening under Clause 2.3.7 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

The Composition of our bid consists on separate Technical and financial bids, detail of which is as follows:

Technical bid includes the following: -

All documents required in the Bidding Documents

Financial bid includes the following: -

- a) Original Bid form (as per **form 8.1** of Bidding documents) on letter head of the firm, duly signed and stamped.
- b) Price schedule / financial form (as per **form 8.7**) to be reproduced on the letter head of the bidder duly signed and stamped.
- c) *Any other document required by the procuring agency not inconsistent with PPR-14.*

We understand that you are not bound to accept the lowest or any Bid you may

receive. Dated this _____ day of _____ 20_____.

[signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

8.2. General Information Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]

	Particulars			
Company Name				
Abbreviated Name				
National Tax No.			Sales Tax Registration No	
PRA Tax No.				
No. of Employees			Company's Date of Formation	

*Please attach copies of NTN, GST Registration & Professional Tax Certificate

Registered Office Address		State/Province	
City/Town		Postal Code	
Phone		Fax	
Email Address		Website Address	

8.3. Affidavit

[To be printed on PKR 100 Stamp Paper, duly attested by oath commissioner. To be attached with Technical Bid]

Name: _____

(Applicant)

I, the undersigned, do hereby certify that all the statements made in the Bidding document and in the supporting documents are true, correct and valid to the best of my knowledge and belief and may be verified by Employer, if the Employer, at any time, deems it necessary.

The undersigned hereby authorize and request the bank, person, company or corporation to furnish any additional information requested by the *Project Management Unit, Health & Population Department* of the Punjab deemed necessary to verify this statement regarding my (our) competence and general reputation.

The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the *Project Management Unit, Health & Population Department*. The undersigned further affirms on behalf of the firm that:

- (i) Applicant is not be under a declaration of blacklisting by the Procuring Agency.
- (ii) The applicant is also not be Blacklisted by Punjab Procurement Regulatory Authority (PPRA) for all public procuring agencies of Punjab.
- (iii) The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document found at any stage, the Bidder shall be blacklisted as per Law/ Rules.
- (iv) The provided information is correct.

[Name of the Contractor/ Bidder/ Service Provider] undertakes to treat all information provided as confidential.

Signed by an authorized Officer of the company

Title of Officer: _____ Name of Company: _____ Date: _____

8.4. Performance Guarantee Form

*[To be signed & stamped by the Bidder and reproduced on the letter head.
To be attached with Technical Bid]*

To,

PMU, Primary & Secondary Health.

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

WHEREAS (Name of the Contractor/ Service Provider)

_____ hereinafter called "the Contractor" has undertaken, in pursuance of "INVITATION TO BID FOR THE "PROCUREMENT OF JANITORIAL SERVICES FOR FACILITIES UNDER HEALTH & POPULATION DEPARTMENT"

procurement of the following:

1. Package NO. _____

(Here in after called "the Contract").

AND WHEREAS, it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a scheduled bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS, we have agreed to give the Contractor a Guarantee;

THEREFORE, WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of _____

_____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand, and without cavil or argument, any sum or sums as specified by you, within the limits of _____ (Amount of Guarantee) as aforesaid

without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

[NAME OF GUARANTOR]

Signature _____ Name _____ Title _____

Address _____ Seal _____

Date _____

8.5. Technical Bid Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]

Sr. No.	Package No.	Name of Hospital(s) in the quoted package

Stamp & Signature of Bidder _____

8.6. Contract Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Technical Bid]

THIS AGREEMENT made on the _____ day of _____ 20____ between *Project Management Unit, Health & Population Department* (hereinafter called “the Procuring Agency”) on the one part and *[name of Service Provider]* of *[city and country of Service Provider]* (hereinafter called “the Service Provider”) on the other part:

WHEREAS the Procuring Agency invited Bids for certain services, viz., *Janitorial Services* at THQs Hospitals of Health & Population Department and has accepted a Bid by the Service Provider for the supply of those services in the sum of *[contract price in words and figures]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Scope of Services;
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract; and
 - (f) the Procuring Agency’s Notification of Award.
 - (g) the Performance Bank Guarantee
 - (h) Complete Bidding document
 - (i) Any other document deemed necessary by the Procuring Agency.
3. In consideration of the payments to be made by the Procuring Agency to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Procuring Agency to provide the services in accordance with the provisions of the Contract and as required under **Section VII** Schedule of Requirements/ Deployment Plan.
4. The Procuring Agency hereby covenants to pay the Service Provider in consideration of the provision of services, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year mentioned above.

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Signed, sealed, delivered by _____ the _____ (for the Service Provider)

8.7. Financial Bid Form/Price Schedule

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]

MINIMUM WAGE RATE SHOULD BE STRICTLY ADHERED
(These Forms must be filled by Bidder(s) for each package separately)

To:
Project Director, PMU
Health & Population Department, Government of Punjab.
31-E/1, Shakra-e-Imam Hussain, Gulberg-III, Lahore.

We, the undersigned, offer to provide the services for Procurement of Janitorial Services for THQs of Health & Population Department in accordance with your Bidding Document dated [Insert Date] and our Technical Bid.

Our attached Financial Bid(s) are hereby submitted as per bid form for the accumulative amount of Package/Package(s) {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}. Our Bid shall be binding upon us up to expiration of the validity period of the Bid.

No commissions or gratuities have been paid 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: _____

8.7.2 Financial Bid Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]

JANITORIAL SERVICES FOR PACKAGE _

Name of Bidder:

Mailing Address:

Income Tax

Registration No.

PRA Registration

No.

GST Registration No.

Total Amount in monthly basis (PKR):

Total Amount on annual basis (PKR):

Sign:

Designation:

Stamp:

Lowest Determination Factor

(Janitorial Staff Rate Per Month including all applicable taxes, contributions (EOBI, PESS) etc.)

8.7.3 Financial Bid Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid]

BREAKDOWN OF COST – FOR PACKAGE NO _____

SR NO.	Description	Janitor Staff Rate in PKR Per Month for complete Package (inclusive of all applicable taxes, EOBI / PESSI Contributions, Management Cost, Profit Margins etc.)
01	Janitorial Staff	A (Lowest Determination Factor)

NOTE:
 For the purpose of calculation of Minimum Compliant Bid;
 Minimum Wage is PKR 37,000 / Month per Janitorial Staff vide Notification No. SO(L&P) MW/2024, dated 05th September, 2024. (THE PUNJAB GAZETTE)
 EOBI Contribution towards Employer is 5% of Minimum Wage i.e. $37,000 \times 0.05 =$ PKR 1,850 / Janitorial Staff / Month
 PESSI Contribution towards Employer is 6% of Minimum Wage i.e. $37,000 \times 0.06 =$ PKR 2,220 / Janitorial Staff / Month
 PST – 16%
 Income Tax – 4%
 As per 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 Nonresponsive** if the rates quoted by the bidder are not justified or do not include minimum applicable prevalent wage rate, applicable taxes, contributions to EOBI and PESSI

8.8. Bid Security Form

[To be signed & stamped by the Bidder and reproduced on the letter head. To be attached with Financial Bid

Whereas *[name of the Bidder]* (hereinafter called "the Bidder") has submitted its Bid dated *[date of submission of Bid]* for the supply of *[name and/or description of the services]* (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called "the Bank"), are bound to *Project Management Unit, Health & Population Department* (hereinafter called "the Procuring Agency") in the sum of Rs. _____ for which payment well and truly to be made to the said Procuring Agency. The Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this - _____ (date)

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring Agency during the period of Bid validity:
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the Performance Guarantee, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 180 Days, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]