



Primary & Secondary  
Healthcare Department

**REFERENCE NO. HISDU(P&SHD)/PROC/5-69/2023-24**

***FRAMEWORK CONTRACT FOR PROCUREMENT OF  
SERVICES OF SECURITY & JANITORIAL  
(FINANCIAL YEAR 2024-25)***

**HEALTH INFORMATION & SERVICE DELIVERY  
UNIT (HISDU)  
PRIMARY & SECONDARY HEALTHCARE  
DEPARTMENT  
01-BIRDWOOD ROAD, LAHORE**

**JULY 2024**

# Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>SECTION-I: INVITATION TO BIDS</b> .....	<b>3</b>
<b>Section-II: Instructions to Bidders (ITB)</b> .....	<b>4</b>
2.1. Introduction.....	4
2.2. THE BIDDING DOCUMENTS .....	7
2.3. PREPARATION OF BIDS .....	9
2.4. SUBMISSION OF BIDS.....	13
2.5. OPENING AND EVALUATION OF BIDS .....	14
2.6. AWARD OF CONTRACT .....	17
<b>Section-III. SCOPE OF SERVICES</b> .....	<b>21</b>
3.1 Scope of Services.....	21
3.1.1 SCOPE OF SERVICES .....	21
3.1.2 OPERATIONAL RESPONSIBILITIES .....	21
3.1.3 Security Staff Requirements .....	38
3.1.8 FINES & PENALTIES .....	42
3.1.9 Qualification and Experience of Security I Personnel:.....	332
<b>SECTION-IV: BID DATA SHEET</b> .....	<b>35</b>
4.1. BID DATA SHEET (BDS).....	50
<b>Section-V: General Conditions of Contract</b> .....	<b>46</b>
<b>Section-VI. Special Conditions of Contract</b> .....	<b>54</b>
<b>Section-VII. Schedule of Requirements</b> .....	<b>55</b>
7.1. Deployment Plan of Human Resource.....	<b>Error! Bookmark not defined.</b>
7.2. List of Security Equipment .....	66
<b>Section-VIII: Forms</b> .....	<b>70</b>
8.1. Bid Form .....	70
8.2. General Information Form .....	64
8.3. Affidavit .....	65
8.4. Performance Guarantee Form.....	66
8.5. Technical Bid Form .....	67
8.6. Contract Form .....	68
8.7. Financial Bid Form/Price Schedule.....	69
8.7.2 Financial Bid Form .....	78
8.7.3 Financial Bid Form .....	<b>Error! Bookmark not defined.</b>
8.8. Bid Security Form.....	81
<b>Section IX- Check List</b> .....	<b>74</b>



## Primary & Secondary Healthcare Department

### INVITATION FOR BIDS "FRAMEWORK CONTRACT FOR PROCUREMENT OF SERVICES OF SECURITY & JANITORIAL"

#### **BID REFERENCE No. HISDU(P&SHD) /PROC/ 5-69/2023-24**

1. Primary & Secondary Healthcare Department, Government of the Punjab, invites sealed bids from the eligible firms for the "Framework Contract for Procurement of Services of Security & Janitorial". The participating Firms should not have blacklisted by any Government Agency/Department.
2. The Bidding Document containing detailed specifications and TORs for each lot can be downloaded from the Department's official website (<https://pshealthpunjab.gov.pk/>) and from PPRA website (<https://ppra.punjab.gov.pk/>). The prospective bidders must purchase bidding document on payment of PKR. 1,000/- for each lot from the below mentioned address till the closing date. There is no bid security for this tender.
3. Single Stage – Two Envelopes bidding procedure shall be applied as per rule 38(2) (a) of Punjab Procurement Rules, 2014. The envelopes shall be marked as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL" in bold and legible letters.
4. Sealed bids are required to reach on or before 21 July, 2024 at 11:00 A.M positively at HISDU, Primary & Secondary Healthcare Department, Government of the Punjab, 01-Birdwood Road, Lahore. The bids received till the stipulated date & time shall be opened at 11:30 A.M on the same date in the presence of the bidders or their authorized representatives, who may choose to attend. Late bids will not be entertained.

**NOTE:** The procurement shall be conducted as per PPRA Rules, 2014.

**IPL-6272**

Deputy Director (HISDU)  
GOVERNMENT OF THE PUNJAB  
PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT  
01-BIRDWOOD ROAD, LAHORE.  
PH:042-99206180

**Submission date will be 22 July, 2024 on Monday.**



**Primary & Secondary  
Healthcare Department**

**INVITATION FOR BIDS  
“FRAMEWORK CONTRACT FOR PROCUREMENT OF SERVICES  
OF SECURITY & JANITORIAL”**

**BID REFERENCE No. HISDU(P&SHD) /PROC/ 5-69/2023-24**

1. Primary & Secondary Healthcare Department, Government of the Punjab, invites sealed bids from the eligible firms for the “Framework Contract for Procurement of Services of Security & Janitorial”. The participating Firms should not have blacklisted by any Government Agency/Department.
2. The Bidding Document containing detailed specifications and TORs for each lot can be downloaded from the Department's official website (<https://pshealthpunjab.gov.pk/>) and from PPRA website (<https://ppra.punjab.gov.pk/>). The prospective bidders must purchase bidding document on payment of PKR. 1,000/- for each lot from the below mentioned address till the closing date. There is no bid security for this tender.
3. Single Stage – Two Envelopes bidding procedure shall be applied as per rule 38(2) (a) of Punjab Procurement Rules, 2014. The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold and legible letters.
4. Sealed bids are required to reach on or before **22 July, 2024 at 11:00 A.M** positively at HISDU, Primary & Secondary Healthcare Department, Government of the Punjab, 01-Birdwood Road, Lahore. The bids received till the stipulated date & time shall be opened at **11:30 A.M** on the same date in the presence of the bidders or their authorized representatives, who may choose to attend. Late bids will not be entertained.

**NOTE:** The procurement shall be conducted as per PPRA Rules, 2014.

**Deputy Director (HISDU)  
GOVERNMENT OF THE PUNJAB  
PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT  
01-BIRDWOOD ROAD, LAHORE.  
PH:042-99206180**

## **Section-II: Instructions to Bidders (ITB)**

### **2.1.Introduction**

### **2.1.1 Scope of Bid**

- i) The Procuring Agency (PA), as indicated in the Bid Data Sheet (BDS) invites Bids for provision of services 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 Bids is open to all suppliers i.e. association of firms/companies/sole proprietor registered with relevant Registration Authorities and Tax Departments.
- 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 any Government department/other 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 Security 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.
- 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.

#### **2.1.4. Cost of Bidding**

**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

**2.2.2.  
Clarification of  
Bidding  
Documents**

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.

- 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**.
- vi) If the submission date is on holiday, as per ppra rules the submission will be extended till next working day on the same time.



**2.2.3. Amendment of Bidding Documents**

- i) At any time prior to the deadline for submission of 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 Security 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**

Prices shall be quoted in **PKR** unless otherwise specified in the Bid Data Sheet.

**2.3.5. Documents Establishing Bidder's Eligibility and Qualification**

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.

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

**2.3.6. Bid Security**

- 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 an original and the number of copies of the Bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall prevail.
- ii) The Bidder shall authorize a person/ persons for signing, submission and further correspondence with Procuring Agency on behalf of bidder. Authority letter must be part of bid. However, in case of any issue bidder shall be responsible for all consequences.
- iii) The original and the copy or copies of the Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the Bidder to the contract. All pages of the Bid, shall be signed and stamped by the authorized person.
- 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 and the copy or copies of the 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 Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid, shall be signed and stamped by the authorized person.
- 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.
- viii) All undertakings should be on E-Stamp Paper of Rs. 300.
- ix) The price of bidding document is Rs. 1000/- for each Lot.
- x) Separate bid would be submitted by the bidder for each Lot.

### **2.3.9. Minimum Wage rates/all applicable taxes**

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 mode of procurement is Single Stage---Two Envelopes. The Bid shall be submitted in sealed envelope, comprising two envelopes submitted simultaneously, one called the Technical Proposal and the other Financial Proposal. Both envelopes to be enclosed together in an outer single envelope called the Bid.
- ii) which shall:
  - a. be addressed to the Procuring Agency at the address given in the Bid Data Sheet; and
  - b. bear the title of procurement Activity indicated in the Bid Data Sheet, the Invitation to Bids (ITB) title and number indicated in the Bid Data Sheet, and a statement: **“DO NOT OPEN BEFORE 22-07-2024 till 11: 30 AM”**
- iii) The inner envelopes shall also indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared “late”.
- iv) If all the envelopes are not sealed and marked as required by ITB Clause 2.4.1, the Procuring Agency will assume no responsibility for the Bid’s misplacement or premature opening.

**Note:** The envelopes shall be sealed and marked in accordance with the bidding procedure adopted as referred in Rule-38 of PPR-2014, which shall have precedence.

### 2.4.2 Deadline for Submission of Bids

- i) Bids must be received by the Procuring Agency at the address specified under BDS no later than the time and date specified in the Bid Data Sheet.
- 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.

### 2.4.3. Late Bids

- i) Any Bid received by the Procuring Agency after the deadline for submission of Bids prescribed by the Procuring Agency pursuant to ITB Clause 2.4.2 will be rejected and returned unopened to the Bidder.
- ii) The Procuring Agency shall not consider for evaluation any Bid that arrives after the deadline for submission of Bids.

### 2.4.4. Modification and Withdrawal of

Not allowed.

## Bids

### 2.5. OPENING AND EVALUATION OF BIDS

#### 2.5.1. Opening of Bids by the Procuring Agency

- i) The Procuring Agency will open 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 and will be held in custody of the Procuring Agency until the time of their opening, as specified in **BDS**.
- ii) The envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded: (a) the name of the Bidder; (b) Any other details as the Procuring Agency may consider appropriate.
- iii) Bids not opened and not read out at the Bid opening shall not be considered further for evaluation, irrespective of the circumstances.
- iv) Bidders are advised to send in a representative with the knowledge of the content of the 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 Bid.
- v) No Bid will be rejected at the time of Bid opening except for late Bids which will be returned unopened to the Bidder, pursuant to **2.4.3 (i)**.
- vi) The Procuring Agency shall prepare minutes of the Bid opening. The record of the Bid opening shall include, as a minimum: the name of the Bidder and 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. A copy of the record shall be distributed to all the Bidders.  
A copy of the minutes of the Bid opening shall be furnished to individual Bidders upon request.

#### 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 Bids and post-qualification of the Bidders, the Procuring Agency may, at its discretion, ask any Bidder for a clarification of its Bid including breakdown of prices. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.
  - ii) The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. No change in the prices or substance of the Bid shall be sought, offered, or permitted.
  - iii) 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 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 a Bid is not substantially 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 a 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 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) 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 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**

Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the Final evaluation reports. 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 by email to be confirmed in writing by registered letter, that its 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 Fifteen (15) to Twenty (20) 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 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.

**2.6.4. Award Criteria**

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 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 *Security 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 Bid or proposal, without thereby incurring any liability towards the Bidders.

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

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

**2.6.7. Re-Bidding**

If the Procuring Agency rejects all the Bids under rule 35, it may proceed with the process of fresh Bidding but before doing that it shall assess the reasons for rejection and may, if necessary, revise specifications, evaluation criteria or any other condition for Bidders.

**2.6.8. Corrupt or Fraudulent Practices**

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 Firms and those found involved in “Corrupt Practices” are not allowed to participate in bidding.

## Section-III. SCOPE OF SERVICES

### LOT NO.1: SECURITY SERVICES

#### 3.1 Scope of Services

##### 3.1.1 SCOPE OF SERVICES

Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Manpower Outsourcing Services (Security Services) around the clock (365 days a year, 7 days a week and 24 hours a day including Sundays & Holidays) in the entrusted Departments. If required by the procuring agency the service provider will be required to provide supplies (if demanded by the procuring agency) as mentioned in this document.

##### 3.1.2 OPERATIONAL RESPONSIBILITIES

- 3.1.2.1** The service provider shall provide Security 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 Security services should not be compromised / interrupted under any circumstances.
- 3.1.2.2** The service provider shall provide Security Services in 03 shifts (8 hours per shift i.e. Morning, Evening and Night) 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 security services should not be compromised / interrupted under in any case /circumstances.
- 3.1.2.3** 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 Security services.
- 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 security staff deployed at the Procuring Agency free of cost and ensure its proper usage by the security staff. Each uniform will comprise of trousers, shirt, pair of socks, pair of shoes, disposable face masks etc. Supervisors shall ensure that uniforms are made available to the security staff as per weather requirements (vest, shoes, sweater and jacket with reflectors), identification cards, personal protective equipment etc. to its entire staff deployed at the Procuring Agency and ensure proper maintenance of it. Further, the staff would be in clean uniform at all the times.
- 3.1.2.5** Dress code of Security Staff must be as per below mentioned descriptions:

Sr No.	Specification	Description
1.	Type	Security Suit with long security shoes
2.	Colour	Navy Blue / Blue or any other approved by the Procuring Agency

3.	Logo / Tag Line	<b>“Security Staff”</b> as Tag Line must be mentioned on the Back of the Shirt
4.	<b>Identification</b>	Identification shall include display of valid security company ID, containing name and picture of the person, at all times while in the Procuring Agency as part of their uniform requirements

- 3.1.2.6 Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
- 3.1.2.7 The firm / company have to deploy Staff (HR) at the required places as per Schedule of Requirement.
- 3.1.2.8 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 in written to the Procuring Agency.
- 3.1.2.9 The Security 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.
- 3.1.2.10 The service provider shall deploy Security Staff as per **Schedule of Requirements**.
- 3.1.2.11 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. No single worker shall be allowed to work in more than one shift at the same day.
- 3.1.2.12 The Service Provider shall deploy Supervisors, out of Security Staff as per requirement.
- 3.1.2.13 The Service Provider shall deploy Lady Searcher, out of Security Staff as per requirement.
- 3.1.2.14 Security Clearance of the staff from the concerned Law Enforcement Agencies (LEAs) provided to procuring agency will be the responsibility of Service Provider.
- 3.1.2.15 The firm / company have to deploy Staff (HR) at the health facilities as per Schedule of Requirement.
- 3.1.2.16 The contact details of every deployed staff member to be provided by the firm / company in first month of the contract execution to procuring agency.
- 3.1.2.17 The security staff will be allowed leaves as per relevant labour laws. However, service provider shall ensure availability of security staff for duty round the clock as mentioned in Schedule of Requirements.
- 3.1.2.18 The Service Provider is required to arrange for the relievers, if any at their own risk and cost. They are required to deploy Human Resource as per Schedule of Requirements at the given places round the clock.
- 3.1.2.19 The service provider shall control unauthorized access to Procuring Agency territory.

- 3.1.2.20** The service provider shall ensure protection of the all the staff & property / assets of the staff and departments against theft and damage. The service provider shall prevent setting up of banners, posters, advertisements, graffiti etc. without Procuring Agency Administration's permission in the territory/ premises. The security & safety of Solar Panels (if installed) is also responsibility of service provider and an independent Security Guard will be deputed to visit the site frequently in addition to his own duty.
- 3.1.2.21** There must be proper mechanism for entry & exit of any equipment / Supplies etc. that must be done through authorized signature. The detailed mechanism regarding the gate pass shall be dictated by the Procuring Agency Administration. The Service Provider is required to maintain an updated record for this entry & exit of any equipment / Supplies etc. Record Keeping of entry and exist is the responsibility of the service provider at the designated entry/ exit points.
- 3.1.2.22** The service provider shall prevent trespass as well as the entry of unauthorized persons and unauthorized vehicle inside the premises of Procuring Agency.
- 3.1.2.23** The service provider shall control and restrict the unnecessary movement of traffic in Department premises. Prevent the entry and parking of vehicles at unauthorized areas. Security staff shall ensure that all the vehicles of public/ Procuring Agency staff are being parked at designated area notified by the Procuring Agency Administration.
- 3.1.2.24** In case of any incident such as theft, robbery, fight, accident inside the Department, it is the responsibility of the service provider to coordinate/assist with designated focal person in lodging of FIR, legal proceeding etc.
- 3.1.2.25** The service provider shall check entry and exit of the personnel, if required screen / inspect visitors/staff and their baggage, conduct body check (with the metal detector) to identify and take away sharp instruments, flammable stuff, prohibited items like narcotics or any other item notified by any competent forum in the best interest of the public or Procuring Agency's property. Perform suppression and removal of invaders, demonstrators and unauthorized entrants.
- 3.1.2.26** The service provider shall recognize and respond to security threats or breaches. In addition to that, the service provider shall, recognize and respond to emergency situations and safety hazards such as fire, power outages, terrorist attacks, accidents, short circuits. The service provider shall have all emergency helplines Numbers for early response in case of emergency situation.
- 3.1.2.27** The Security Staff should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire-fighting material available on the spot. They will also help the fire-fighting staff in extinguishing the fire or in any other natural calamities. The Service Provider shall be bound to provide certified training to its staff within one month of commencement of services.
- 3.1.2.28** The Service Provider shall be bound to provide mock drills/exercises to its staff before joining the Procuring Agency in following areas and issue orientation certificate;
- a. Fire fighting
  - b. Anti-Terrorism
  - c. Parking Management

d. Crowd Management

- 3.1.2.29** The Service Provider shall patrol the area (outside surroundings and inside corridors) as required or as directed by the Office/ Administration to prevent trespassing, vandalism, sabotage, theft etc.
- 3.1.2.30** The Service Provider shall be responsible to ensure the safety and security of Department's assets (moveable and immovable) including any items stored in Department's warehouse. An independent Security Guard will be deputed to monitor the same.
- 3.1.2.31** The service provider while remaining vigilant will assist the Procuring Agency administration in monitoring and provision of information about public events or other activities in the geographic area that may impact Procuring Agency Operations.
- 3.1.2.32** The service provider shall report any occurrence of security violations to the Administration as quickly as possible.
- 3.1.2.33** The Security Staff on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the premises and report in case of such event.
- 3.1.2.34** The service provider shall ensure the safety of flower plants, trees and grassy lawns by the staff, outsiders or stray animals (i.e. dogs, cattle, etc.).
- 3.1.2.35** In emergency situations, security staff/supervisor deployed shall also participate as per their role defined in the Security plan of the Department.
- 3.1.2.36** The Service Provider shall be responsible for the confidentiality of the information. The Service Provider shall take and must have mechanisms and means to ensure adequate precautions to protect the privacy and confidentiality of all data and Confidential Information pertaining to the security plans, in relation to this Agreement or the Security Services. Neither the Service Provider nor any of the employees/agents shall discuss nor disclose verbally or in writing any information regarding any of the internal security operations with any uninvolved persons or agencies without prior written approval from the Administration.
- 3.1.2.37** The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Procuring Agency or its staff by the Service Provider or its workers. The Service Provider can also partner with an insurance company that will pay for the damage on behalf on the Service Provider.
- 3.1.2.38** 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 (under the clause of persona non grata) when instructed in writing by the Focal Officer appointed by the Procuring Agency. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability rising from breach of labour laws. The Procuring Agency shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
- 3.1.2.39** In case, a security guard is not performing his duties well, he/she shall be served a warning letter by Procuring Agency administration and if, after one week, he/she is still



not able to perform his/her duty, service provider will replace the said staff. However, administration reserves the right to ask Service Provider to replace any security personnel without any reason.

- 3.1.2.40** Any other duties/responsibilities assigned by the Administration may be incorporated in the agreement. The same shall also be binding on the Service Provider.
- 3.1.2.41** In case of any untoward situation, the service provider shall ensure safety of Department personnel within the Department.
- 3.1.2.42** The Service contract include, but are not limited to, the following:
- (a) Conduct periodic outside patrols and periodically roam floors. Inspect packages, briefcases, purses, duffel bags, and other items being brought into or being removed from premises of the building.
  - (b) Endeavor to prevent the occurrence of fires, explosions, collapses, and other catastrophes. In such event, Contractor will summon appropriate response agencies and then notify to the concerned authorities in accordance with applicable orders and policies; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition.
  - (c) Provide escorts for dignitaries, as required.
  - (d) Provide key and lock support to include unlocking and locking services.
  - (e) Prevent unauthorized access to High Risk areas.
  - (f) Check all floors as personnel leave for the day to ensure that lights and any other electrical units are turned off.
  - (g) Traffic Control: Serve as required in traffic direction; control and monitor admittances to parking areas.
- 3.1.2.43** The Service Provider is bound to enroll all the Security staff on the Biometric Machines of the department installed in each health facility in the first month from the commencement of the services.
- 3.1.2.44** The Procuring Agency Administration on daily basis will verify the record of the same. Service provider shall ensure that its Security staff uses the Biometric Machines for attendance marking. Their attendance will be monitored duly by the administration through the biometric devices. **Bio-Metric attendance sheet shall be a mandatory part of monthly invoice from the second month of commencement of services.**
- 3.1.2.45** However, in case of non-availability / non-functionality of Bio-Metric Machine, the service provider is bound to ensure availability / functionality within 03 Days. Procuring agency shall only consider manual attendance sheet for maximum of 03 Days for a given month.
- 3.1.2.46** Service provider shall be bound to pay salaries to its staff, deployed under the contract, with in 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. The procuring agency will never tolerate any strike or hurdles in services due to non-

payment of salaries.

**3.1.2.47** 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 Security 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.

**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 WEDNESDAY SEPTEMBER 20, 2023, GOVT. OF THE PUNJAB, LABOUR & HR DEPARTMENT*” vide Notification No. SO (D-II) MW/2011, dated 19<sup>th</sup> September, 2023 (***applicable on the date of issuance of RFP***);

- i. PKR 33,806/- per month (for 26 working days)
- ii. PKR 1300.23/- per day (for 08 working hours)

Or as per latest Government notified minimum wages.

**3.1.2.49** Salary Disbursement Report will be considered as a Mandatory part for invoice processing. 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 Procuring Agency and the Admin Officer / any representative of the Procuring Agency Administration shall verify the disbursement sheet. Without verification of Procuring Agency 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;

- **Official Letter Head of Service Provider –**

**Date of Salary Disbursement:** \_\_\_\_\_

**Salary Disbursement Sheet (Template)**

<b>Contracted HR</b>						
<b>Sr.No.</b>	<b>Name</b>	<b>CNIC #</b>	<b>Mobile #</b>	<b>Working Days</b> <small>(shall not be more than 26 Days)</small>	<b>*Amount Received (PKR)</b> <small>(shall not be below than minimum wage rate vis a vis working days)</small>	<b>Signature / Thumb Impression</b>
01.						
02.						
03						
04						
05						
06						
07						
08						
09						

10						
11						
12						
Relievers						
Sr.No.	Name	CNIC #	Mobile #	Working Days	*Amount Received (PKR)	Signature / Thumb Impression
01.						
02.						
<u>Signed / Stamped by representative of the Firm</u>				<u>Signed / Stamped by Admin Officer</u>		
<u>Signed / Stamped by Medical Superintendent</u>						

- 3.1.2.50** After 1st Month, only salary disbursement through E Channel will be accepted.
- 3.1.2.51** It is the sole 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** E-Channel means only 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 address(es) 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
- 3.1.2.53** Service Provider is liable to pay contributions of EOBI and PESSI of the staff employed including the relievers against the instant contract.
- 3.1.2.54** The service provider shall submit receipts of EOBI and PESSI contributions, comprising of employees employed against instant contracts of these services with the monthly invoice of each month. In case of non-submission of Challan Forms of EOBI and PESSI contributions, procuring agency reserves the right to withheld payments of EOBI / PESSI contributions.
- 3.1.2.55** The services provider shall provide the names, address, CNIC, age, Security

Clearance Certificate and Medical Certificate of the Security Personnel deployed at the respective places. The service provider shall provide the discharge book by concerned competent authority. **File of Security Personnel** will be maintained by Service Provider at every Place of Deployment and a copy will be shared with the respective Department.

- 3.1.2.56** The service provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed well in advance.
- 3.1.2.57** The Procuring Agency reserves the right to direct the service provider for replacement of Security Staff and the service provider shall be bound to do the same. Non-compliance may result in punitive action against the Service Provider.
- 3.1.2.58** 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.
- 3.1.2.59** In case of any disputes among the Security Staff, the service provider shall resolve the same at the earliest to ensure that there is no interruption in the provision of Security services.
- 3.1.2.60** The Security 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 Procuring Agency.
- 3.1.2.61** The service provider will ensure that all Security staff deputed at the Department 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 in this regard.
- 3.1.2.62** Any leave by any worker violating the SOPs notified by the Procuring agency shall also constitute as breach of the contractual provision.
- 3.1.2.63** Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Provider.
- 3.1.2.64** Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the Procuring Agency.
- 3.1.2.65** Service Provider will be responsible to provide quality human resource with demonstrable experience in each Department as per Qualification & Experience of human resource in first month.
- 3.1.2.66** The service provider will perform Security duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, roofs and up till the boundary wall.
- 3.1.2.67** Supervisors shall be employed by the service provider for 24 hours in each Department.
- 3.1.2.68** The Service Provider shall be bound to engage and include, after due diligence, the workers, utilities and equipment which are recommended by the Client.
- 3.1.2.69** Daily duty hours of every worker shall be 8 hours for (03 shifts) 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.

- 3.1.2.70** In case, a Security Staff is not performing his duties well, he/she shall be served a warning letter by administration and if, after one week, he/she is still not able to perform his/her duty, service provider will replace the said staff. However, Procuring Agency administration reserves the right to ask Service Provider to replace any Security personnel without any reason.
- 3.1.2.71** Service Provider shall immediately upon receipt of request replace any service personnel who may be considered undesirable and incompetent.
- 3.1.2.72** After joining, the security staff will be on probation of seven (7) days, who upon the recommendation of the Admin Officer and issuance of a satisfactory letter from Procuring Agency may continue his/her services for a period as per contract agreement.
- 3.1.2.73** 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 Deputy Director (HISDU).
  - ii. Approval of Deputy Director of HISDU-P&SHD.

### **3.1.3 Security Staff Requirements**

- 3.1.3.1** Service Provider will supply all the staff necessary to complete the duties as mentioned in the documents. Service Provider will supply all the staff / Security Personnel's necessary to complete the duties as mentioned in this document. (Security Personnel's i.e. Ex-Army / Ex-Law Enforcement Agencies Personnel's (Ex-LEA-Personnel'), Civilian and Lady Searcher & Supervisors etc.).
- 3.1.3.2** Service Provider shall make sure, that Seventy percent (70%) of the deployed staff shall be Ex-Army / Ex-Law Enforcement Agencies Personnel's (Ex-LEA-Personnel').
- 3.1.3.3** Service Provider shall submit proof i.e. Service Book, Employment / Service Proof etc. of Ex-Army / Ex-LEA person to the procuring agency within 15 Days from the date of award letter.
- 3.1.3.4** The Service Provider shall be responsible for furnishing all ammunitions, uniforms, detectors and other related equipment at the Procuring Agency as mentioned in the documents.
- 3.1.3.5** Arms shall be in working condition at all the time. Armed Guards must be equipped with sufficient cartridges
- 3.1.3.6** All arms wielded by personnel of the Service Provider must be licensed in the name of the company and a copy of each armed license/ Equipment/ Authority letter to relevant guard, where applicable shall be submitted to the Procuring Agency Administration for verification and record purpose.
- 3.1.3.7** The Security Guard on duty shall not leave the premises during duty hours.
- 3.1.3.8** An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the administration.

- 3.1.3.9** Service Provider will provide additional staffing, as requested by the Procuring Agency, for special events. These special events can require the Service Provider to provide staffing outside of our normal working hours.
- 3.1.3.10** The Service Provider shall be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all-time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Security Services.
- 3.1.3.11** The Service Provider shall ensure that it does not engage or continue to engage any personnel with criminal record / conviction or otherwise undesirable persons and shall bar such person from participating directly or indirectly in the provision of Security Services.
- 3.1.3.12** Minimum desired standards documents of personnel shall be required as below:
- a) Physical Fitness Certificate (Clear of Morbidity) from any Government Teaching Hospital / DHQ Hospital.
  - b) Psychological Fitness Certificate from any Government Teaching Hospital / DHQ Hospital.
- 3.1.3.13** All Security Guards assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere with the performance of his/her duties including good vision without color blindness. They should possess good physique, necessary skills, knowledge, expertise and experience to satisfy the requirements of the security & safety work involved. They should not be suffering from any contagious/major diseases
- 3.1.3.14** The Service Provider's staff appearance will be influential in creating a good image of Procuring Agency. Their appearance shall set a good example. The Service Provider shall ensure that guard personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene, bearing, uniform, and equipment.
- 3.1.3.15** If the assigned Security Personnel does not report on duty on time, the Service Provider is required to send some replacement personnel immediately, without jeopardizing the security.
- 3.1.3.16** During non-operational hours, the Security supervisor will check all doors to ensure that they are locked, inspect all areas by turning on a minimum number of lights, check for open windows, running or dripping water.
- 3.1.3.17** The Security Personnel shall take appropriate action to preclude or minimize loss and render reports of all incidents, accidents, property damage, and maintain all records in connection with the duties and responsibilities of the security force. They shall comply with inspection rounds requirement.
- 3.1.3.18** The Service Provider shall nominate a focal person (supervisor), to engage regularly with the Department administration. The Service Provider shall ensure 24/7 availability of such focal person. Department administration will engage this focal person to resolve day-to-day queries/issues/problems.

**3.1.3.19** The Service Provider shall also nominate a focal person, to engage regularly with the Procuring Agency. Procuring Agency will engage this focal person to resolve day-to-day queries/issues/problems.

### 3.1.4.FINES & PENALTIES

SR NO.	SUMMARY OF PENALTIES	PENALTIES IN PKR
3.1.4.1	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 in column 03 shall be charged)	Rs. 1,000 in addition to amount of quoted rate per day per security personnel. (Amount of penalty rate will be calculated on the basis of 30 Days per quoted rates month)
3.1.4.2	In case of Absent / Vacant / Not Deployed during public/local holidays or any other special occasions (penalty at Sr # 01 will not implement for that particular day)	Rs. 1000 per person per day in addition to amount of quoted daily rate per day per personnel calculated on the basis of 30 Days / Month
3.1.4.3	Staff is found without uniform that includes Shirt & Trousers, Shoes, Belt and Cap etc.	Rs. 500 will be charged for each such staff for that particular day. (05 Days Grace Period from the commencement of services is given for this penalty)
3.1.4.4	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. 500/- per vacant point / late arrival / early leaving per shift will be charged.
3.1.4.5	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.	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.
3.1.4.6	If a particular Security Staff work more than 26 Days / Month	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.
3.1.4.7	Security Service provider will ensure the disbursement of salaries within 07 days of each month.	Rs. 100 per staff per day till 30 <sup>th</sup> of same month. The

SR NO.	SUMMARY OF PENALTIES	PENALTIES IN PKR
	*The service provider will be responsible for paying his employees in the institution in 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.	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 Department. For Example, if for a particular Department payment has been made till the month of May. Service Provider will ensure payments of the salaries due on 07 <sup>th</sup> of June July & August for applicability of this penalty
3.1.4.8	In case of non-availability / un-serviceable / out of order Security Equipment as listed below. i. Weapons (with ammunition) ii. Hand Metal Detectors (where required) iii. Torch Light (Good Quality and Range) during Evening and Night Shifts	Rs. 1000 will be charged per equipment per day. In case of Torch Light Rs. 100 will be charged per day per item.
3.1.4.9	In case of theft of major equipment / fixtures (AC, water cooler, Wires, water pumps, LED Screens etc.) by the intruder due to negligence of security staff	Rs. 5,000 will be charged as penalty plus amount of loss incurred by Health facility as approved by inquiry committee.
3.1.4.10	If security staff is found involved in any misuse / theft/ pilferage / anomaly of any Procuring Agency Equipment / property.	Rs. 5,000 in addition to termination of individual and Contract along with FIR and amount of loss incurred by Health facility as approved by inquiry committee.
3.1.4.11	Procuring agency may desire to replace any personnel with justifiable reason and failure to do so in seven 07 Days shall be considered as breach of contract.	Rs. 2,000 per Day per Personnel will be imposed for non-compliance of directions of procuring agency.
3.1.4.12	Any protest or strike observed by the staff 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 3 Hours along with documentary confirmation from Procuring Agency 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 3 days, the process for termination of contract and forfeiture of PBG may be initiated by the procuring agency.
3.1.4.13	Service provider shall be responsible to provide Ex-Army Guard / (LEA-Personnel') according to Section-	An Amount of Rs. 1,000 /- per day till the availability of the



SR NO.	SUMMARY OF PENALTIES	PENALTIES IN PKR
	II Schedule of Requirements / Deployment Plan	Ex-Army Guard / (LEA-Personnel') according to Section-II Schedule of Requirements / Deployment Plan

### 3.1.5. QUALIFICATION AND EXPERIENCE OF SECURITY PERSONNEL:

SR. #	DESCRIPTION	QUALIFICATIONS & EXPERIENCE
3.1.5.1	<b>Supervisor</b>	<p><b>Minimum Qualification: Matric</b>  Act as an interface between the Procuring Agency and the Service Provider staff.  Maintaining duly signed daily audit sheets and complaint registers  Record requests and feedback from the Procuring Agency from time to time and appropriate actions taken.  Coordinate any kind of shifting/ relocations of the staff and the same shall also be reported to the client  Responsible for the turnout / grooming of the entire facility staff.  Decide on the work and staff deployment on a daily basis  Maintain attendance for all the staff.  Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.  Help induce a sense of responsibility, discipline and hygiene in all employees.  Maintain log of all equipment and utilities' allocation and utilization  Submit the required reporting forms.  Should be medically fit  <b>Minimum experience: Ex/ Retired - NCO / JCO from Army</b>  <b>Category – C Serviceman is not allowed</b>  <b>Gender: Male</b>  <b>Age: 40-50 Years</b>  <b>Height: Not less than 5.6'(+ - 1")</b></p>
3.1.5.2	<b>Security Personnel (Ex-Army / LEAs as mentioned in Schedule of Requirements)</b>	<p>Job Description: (As listed in scope of services)  <b>Minimum Qualification: Middle Pass</b>  <b>Minimum experience: At-least 2 years (as ex-serviceman of Ex-Army / LEAs)</b>  <b>Gender: Male</b>  <b>Age: 25-50 Years</b>  <b>Height: Not less than 5.6'(+ - 1")</b></p>
3.1.5.3	<b>Security Personnel (Civilian as mentioned in Schedule of Requirements)</b>	<p>Job Description: (As listed in scope of services)  <b>Minimum Qualification: Middle Pass</b>  <b>Minimum experience: At-least 2 years (as security guard)</b>  <b>Gender: Male</b>  <b>Age: 25-50 Years</b>  <b>Height: Not less than 5.6'(+ - 1")</b></p>

3.1.5.4	<b>Security Personnel (Lady Searcher)</b>	Job Description: (As listed in scope of services) <b>Minimum Qualification:</b> Middle Pass <b>Minimum experience:</b> At-least 2 years (as security guard or ex-serviceman) <b>Gender:</b> Female <b>Age:</b> 25-45 Years <b>Height:</b> Not less than 5.3'+ - 1"
---------	---	---

## **Lot No. 2: Janitorial Services**

### **3.2.1 SCOPE OF SERVICES**

Health Information & Service Delivery Unit (HISDU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Manpower Outsourcing Services (Janitorial Services) around the clock (8 AM to 10 PM in shifts (08 hours/shift), including Saturdays & Holidays and if necessary, on Sunday as per requirements of the Procuring Agency), as mentioned in this document. If required by the procuring agency the service provider will be required to provide supplies (if demanded by the procuring agency) as mentioned in this document.

### **OPERATIONAL RESPONSIBILITIES**

3.2.2.1 The service provider shall provide Janitorial / Cleaning Services round the clock (8 AM to 10 PM in shifts (08 hours/shift), including Saturdays & Holidays and if necessary, on Sunday as per requirements of the Procuring Agency), 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.

**3.2.1.1** 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. At least two dedicated Janitorial Personnel must be deputed to look after the horticultural aspects of the Department.

**3.2.1.2** The deployed staff must clean the floor of washrooms after every 15 minutes while the other areas /offices floor must be clean after every 02 hours.

**3.2.1.3** The service provider will arrange cleaning equipment, cleaning polishing machine, scrubber dryer, vacuum cleaner etc. for proper cleaning.

**3.2.1.4** 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.

**3.2.1.5** 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 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 15<sup>th</sup> 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. Further, the staff would be in clean uniform at all the times.

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

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

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

**3.2.1.8** The firm / company have to deploy Staff (HR) at the health facilities as per Schedule of Requirement.

**3.2.1.9** 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.

**3.2.1.10** 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.

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

**3.2.1.12** 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. No single worker shall be allowed to work in more than one shift at the same day.

- 3.2.1.13** The Service Provider shall deploy Supervisors, out of Janitorial Staff mentioned in the Schedule of Requirements. The Service Provider shall deploy Sewer Man, out of Janitorial Staff mentioned in the Schedule of Requirements.
- 3.2.1.14** The Janitorial Consumables will be provided to the Service Provider by the Procuring Agency during the execution of the contract.
- 3.2.1.15** However, the service provider shall quote rates of Janitorial Consumables as Optional as mentioned in the Financial Form as per Specifications of Janitorial Consumables vis-à-vis Quality & Product mentioned in the Schedule of Requirements.
- 3.2.1.16** If required by the procuring agency, Janitorial Consumables may be provided by the service provider in a following manner;
- 3.2.1.16.1** Central supply of consumables, delivered by the Service Provider at the Central Warehouse in Lahore, as per the approved samples. The invoice of the service provider shall be paid by the procuring agency as per the approved quoted rates after submission of the invoice along with all the required documents and due inspection. The delivery period under this mode is 7 Days from the date of issuance of Order.
- 3.2.1.16.2** Supply of consumables each month, at the Procuring Agency Address. In this case, Procuring Agency through its Admin Officer or any other nominated officer will initiate request for supplies of next month (as per BOQ / UOM mentioned in the Schedule of Requirement) by 15th of each month and the same shall be provided by the service provider maximum by 22nd of same month. The payments for supplies shall be made only for those quantities ordered by the Admin Officer / Procuring Agency and supplied by the Service Provider, which will be as per the approved quality of the sample / specifications.
- 3.2.1.16.3** Or Combination of any options mentioned above.
- 3.2.1.17** 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.
- 3.2.1.18** Service Provider shall submit a sample of each Janitorial Consumables / Supplies to the Procuring Agency i.e. HISDU if and when asked.
- 3.2.1.19** The administration shall issue the items to the person designated by the Service Provider for use in the Department. 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.

**3.2.1.20** Admin Officer / or any other designated officer of the Procuring Agency 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 Procuring Agency Administration and Supervisor of firm.

**3.2.1.21** The service provider shall also provide wet floor signage written in URDU as per requirement.

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

Sr#	Items	Specifications	PROPOSED QUANTITIES
01	<b>Power Washer</b>	<i>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</i>	APA
02	<b>Janitor Trolley</b>	<i>For transporting a mop bucket, brushes, cloths and more Mobile Dimensions: ~500 x 970 x 1140 mm (+ 05% Variation is permissible)</i>	APA

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).

**3.2.1.23** 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.

**3.2.1.24** The service provider shall be bound to provide trainings for waste (infectious and non-infectious) handling as deemed necessary by P&SHD, to its janitorial staff for cleanliness, waste handling and management, categories of waste etc.

**3.2.1.25** The service provider shall monitor and provide information about public events or other

activities in the geographic area that may impact Procuring Agency.

- 3.2.1.26** The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Procuring Agency or its staff by the Service Provider or its workers.
- 3.2.1.27** 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 (under the clause of persona non grata) when instructed in writing by the Focal Officer appointed by the Procuring Agency. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability rising from breach of labor laws. The Procuring Agency shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
- 3.2.1.28** 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 month from the commencement of the services.
- 3.2.1.29** Service provider shall ensure that its janitorial staff uses the Biometric Machines for attendance marking. Their attendance will be monitored duly by the Procuring Agency administration through the biometric devices. **Bio-Metric attendance sheet shall be a mandatory part of monthly invoice from the second month of commencement of services.**
- 3.2.1.30** Service provider shall be bound to pay salaries to its staff, 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.
- 3.2.1.31** 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.
- 3.2.1.32** 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 WEDNESDAY SEPTEMBER 20, 2023, GOVT. OF THE PUNJAB, LABOUR & HR DEPARTMENT*” vide Notification No. SO (D-II) MW/2011, dated 19<sup>th</sup> September, 2023 (***applicable on the date of issuance of RFP***);

- i. PKR 32,000/- per month (for 26 working days)
- ii. PKR 1230.77/- per day (for 08 working hours)

Or as per latest Government notified minimum wages.

**3.2.1.33** Salary Disbursement Report will be considered as a Mandatory part for invoice processing. 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 Admin Officer / any representative of the Procuring Agency shall verify the disbursement sheet. Without verification of Procuring Agency, 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;



- **Official Letter Head of Service Provider –**  
**Date of Salary Disbursement: \_\_\_\_\_**  
**Salary Disbursement Sheet (Template)**

<b>Contracted HR</b>						
<b>Sr.No.</b>	<b>Name</b>	<b>CNIC #</b>	<b>Mobile #</b>	<b>Working Days</b> <i>(shall not be more than 26 Days)</i>	<b>*Amount Received (PKR)</b> <i>(shall not be below than minimum wage rate vis a vis working days)</i>	<b>Signature / Thumb Impression</b>
01.						
02.						
03						
04						
05						
06						
07						
08						
09						
10						
11						
12						
<b>Relievers</b>						
<b>Sr.No.</b>	<b>Name</b>	<b>CNIC #</b>	<b>Mobile #</b>	<b>Working Days</b>	<b>*Amount Received (PKR)</b>	<b>Signature / Thumb Impression</b>
01.						
02.						
<b><u>Signed / Stamped by representative of the Firm</u></b>				<b><u>Signed / Stamped by Admin Officer</u></b>		
<b><u>Signed / Stamped by Medical Superintendent</u></b>						

**3.2.1.34** After 1st Month, only salary disbursement through E Channel will be accepted.

**3.2.1.35** 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.

**3.2.1.36** E-Channel means only 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 address(es) 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

**3.2.1.37** Service Provider is liable to pay contributions of EOBI and PESSI of the staff employed including the relievers against the instant contract.

**3.2.1.38** The service provider shall submit receipts of EOBI and PESSI contributions to the Procuring Agency, comprising of employees employed against instant contracts of these services with the monthly invoice of each month. In case of non- submission of Challan Forms of EOBI and PESSI contributions, procuring agency reserves the right to withheld payments of EOBI / PESSI contributions.

**3.2.1.39** The services provider shall provide the names, address, CNIC, age, Security Clearance Certificate and Medical Certificate of the Janitorial Personnel deployed at. The service provider shall provide the discharge book by concerned competent authority. **File of Janitorial Personnel** will be maintained by Service Provider at Department of Procuring Agency.

**3.2.1.40** The service provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed well in advance.

**3.2.1.41** 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.

**3.2.1.42** 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.

- 3.2.1.43** 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 Procuring Agency.
- 3.2.1.44** 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 Procuring Agency.
- 3.2.1.45** The service provider will ensure that all Janitorial staff deputed at the Procuring Agency 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 in this regard.
- 3.2.1.46** Any leave by any worker violating the SOPs notified by the Procuring agency shall also constitute as breach of the contractual provision.
- 3.2.1.47** Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Provider.
- 3.2.1.48** Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the Procuring Agency.
- 3.2.1.49** Service Provider will be responsible to provide quality human resource with demonstrable experience in each Procuring Agency as per Qualification & Experience of human resource in first month.
- 3.2.1.50** In case, a Janitorial Staff is not performing his duties well, he/she shall be served a warning letter by administration and if, after one week, he/she is still not able to perform his/her duty, service provider will replace the said staff. However, administration reserves the right to ask Service Provider to replace any janitorial personnel without any reason.
- 3.2.1.51** Service Provider shall immediately upon receipt of request replace any service personnel who may be considered undesirable and incompetent.
- 3.2.1.52** 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 Deputy Director HISDU.
- ii. Approval of Deputy Director of HISDU-P&SHD.

### **3.2.2 Janitorial Staff Requirements**

- 3.2.2.1** Service Provider will supply all the staff necessary to complete the duties as mentioned in the Documents. Service Provider will supply all the staff / Janitorial Personnel's necessary to complete the duties as mentioned in this document.
- 3.2.2.2** The Janitorial Personnel on duty shall not leave the premises during duty hours.
- 3.2.2.3** An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the administration.
- 3.2.2.4** Service Provider will provide additional staffing, as requested by the Procuring Agency, for special events. These special events can require the Service Provider to provide staffing outside of our normal working hours.
- 3.2.2.5** The Service Provider shall be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all-time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services.
- 3.2.2.6** 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.
- 3.2.2.7** Minimum desired standards of personnel shall be as below:
- a. Medically fit
  - b. Mentally & Physically fit
- 3.2.2.8** 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
- 3.2.2.9** The Service Provider's staff appearance will be influential in creating a good image of Department. 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.

**3.2.2.10** 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 Department.

**3.2.2.11** The Service Provider shall nominate a focal person (supervisor), to engage regularly with the Procuring Agency administration. The Service Provider shall ensure 24/7 availability of such focal person. Procuring Agency administration will engage this focal person to resolve day-to-day queries/issues/problems.

### **3.2.3 Cleaning Schedule**

**3.2.3.1** All functional areas in the Procuring Agency have been assigned one of three risk areas based on below mentioned criteria:

- ✓ Occupational health and safety risk to staff and visitors.
- ✓ Aesthetics e.g. reception areas, grounds.

**3.2.3.2** Each worker will be required to perform his / her duty in the assigned work area with following adequate frequency of cleaning against each element's Service Standards and Requirements mentioned in performance specifications

**3.2.3.3** 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 Procuring Agency authorities from time to time.

### **3.2.4 Daily Monitoring**

**3.2.4.1** 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 Procuring Agency will be assigned as the focal person for this task. The Focal Person at any time will visit and check the cleanliness of the indicator (s) of any/ all areas of the Procuring Agency 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.

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

### **3.2.5 Weekly Score**

**3.2.5.1** 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.

**3.2.5.2** 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.

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

### 3.2.6 Monthly Score

**3.2.6.1** 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.

### 3.2.7 FINES & PENALTIES (Annex-A)

Sr #	Summary of Penalties	Penalties in PKR
3.1.8.1	Attendance less than 100% (Absent / Vacant / Not Deployed)	Rs. 500/- in addition to amount of quoted rate per day per janitorial

Sr #	Summary of Penalties	Penalties in PKR
	(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)	personnel. (Amount of penalty rate will be calculated on the basis of 30 Days per quoted rates month)
3.1.8.2	Missing Personnel (Absent / Vacant / Not Deployed) during public/local holidays or any other special occasions.	Rs. 1000 per person per day in addition to amount of quoted daily rate per day per personnel calculated on the basis of 30 Days / Month.
3.1.8.3	Staff is found without uniform. Supervisor will wear distinctive vest.	Rs. 500 will be charged for each such staff for that particular day. (05 Days Grace Period from the commencement of services is given for this penalty)
3.1.8.4	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.
3.1.8.5	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.	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.
3.1.8.6	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.
3.1.8.7	In case of non-disbursement of salaries.	Rs. 100 per staff per day till 30 <sup>th</sup> of

	<p>Janitorial Service provider will ensure the disbursement of salaries within 07 calendar days of each month.</p> <p>*The service provider will be responsible for paying his employees in the institution in the first 07 Days of every month. Such payment will not depend on the payments made by the institution to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid.</p>	<p>same month.</p> <p><b><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 Procuring Agency</i></b></p> <p><b><i>For Example, if for a particular Procuring Agency payment has been made till the month of May. Service Provider will ensure payments of the salaries due on 07<sup>th</sup> of June July &amp; August for applicability of this penalty</i></b></p>
--	---	--

Sr #	Summary of Penalties	Penalties in PKR
3.1.8.8	Janitorial Equipment (floor Scrubber / Collection Trolleys / Janitor Trolleys / Power Washer) handed over by the Procuring Agency 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)
3.1.8.9	If service provider is found involved in any misuse / pilferage / anomaly of Janitorial Supplies/ consumables.	Rs. 10,000 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.
3.1.8.10	Non-Provision of Supplies within Stipulated Time (if ordered under this contract by the Procuring Agency) (25 <sup>th</sup> of previous month plus five days as a grace period) in case the supplies required to be provided by the service provider.	Rs.3,000 per day for that particular month.
3.1.8.11	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. 2,000 per Day per personnel will be imposed for non-compliance of directions of procuring agency.

3.1.8.12	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 3 Hours along with documentary confirmation from Procuring Agency Administration with respective monthly invoice or any Electronic Evidence (Picture / Video).	Rs. 50,000 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.
3.1.8.13	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 RiskArea c) Rs. 2,000 for Low Risk Area
3.1.8.14	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



### **3.2.8 Qualification and Experience of Janitorial Personnel:**

#### **3.2.8.1 Supervisor**

- i. Responsible for overall cleanliness / maintenance of the Procuring Agency premises, staff deployment and maintain attendance on daily basis.
- ii. Act as an interface between the Client and the facility staff.
- iii. 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.
- iv. Coordinate any kind of shifting/ relocations of the Procuring Agency staff and the same shall also be reported to the contracting authority.
- v. Responsible for the turnout / grooming of the entire facility staff.
- vi. Determine and coordinate all the work schedules and to induce a sense of responsibility, discipline and hygiene in all employees.
- vii. Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.
- viii. 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.
- ix. Help the service provider in submitting the required forms.
- x. Maintain cleaning inventory, requisition new supplies when needed.
- xi. Should be medically and physically fit.
- xii. Should ensure that all the janitorial staff is trained as per demands of procuring agency.

**Education:** Intermediate / Capable of Doing Documentary Work

**Min. Experience: 3 Years or more.**

#### **3.2.8.2 Janitor**

- Responsible to clean assigned building areas.
- Regularly check premises and perform necessary maintenance tasks. Collaborate with other staff members.
- Disinfect commonly used items like desks, door handles, side railings etc. Maintain outdoor grounds, cut grass and trim bushes etc.

- Remove debris
- Empty trash and recycling bins Vacuum, sweep and mop floors
- Washing and clean windows and mirrors Notify supervisors of unsafe conditions Operate floor scrubbers and other equipment Dust furniture and fixtures
- Knowledge of safety guidelines when working with chemical cleaners
- Knowledge of various cleaning products and when to use them Follow health and safety regulations.
- Should be medically and physically fit.

### 3.2.8.3 Sewer Man

- Removes obstructions from external sewers with sewer rods with the precautions to not to damage the existing sewer.
- Cleaning of sewer by Pumping out cellars or excavations that have become flooded as the result of storms.
- May, under direction, operate pumps, motors and other machinery and equipment of pumping station.
- Should be medically and physically fit.

## 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.

<b>A. Introduction</b>		
<b>BDS Clause Number</b>	<b>ITB Number</b>	<b>Amendments of, and Supplements to, Clauses in the Instruction to Bidders</b>
<b>1.</b>	<b>2.1.1</b>	Name of Procuring Agency: Health Information & Service Delivery Unit (HISDU), Primary & Secondary Healthcare Department, Government of the Punjab. The subject of procurement is: "Framework Contract for Procurement of Services of Security & Janitorial" The Contract shall be valid initially for One (1) year, from the date of signing of the contract), which may be further extended as decided by mutual consent.

	2.1.2	Financial year for the operations of the Procuring Agency: 2024-25 <b>NAME OF FINANCING INSTITUTION:</b> Health Information & Service Delivery Unit, Primary & Secondary Healthcare Department, <i>Government of the Punjab</i> . <b>NAME AND IDENTIFICATION NUMBER OF THE CONTRACT:</b> Framework Contract for Procurement of Services of Security & Janitorial. REFERENCENO. HISDU(P&SHD)/PROC/5-692023-24
3.	2.1.3	<b><u>Joint Venture / Consortium is not permissible.</u></b>
<b>B. Bidding Documents</b>		
4.	2.2.2	The address for clarification of Bidding Documents is Procurement Cell, Health Information & Service Delivery Unit (HISDU), Primary & Secondary Healthcare Department, 01 Birdwood Road, Lahore
5.	2.3.8	The Bidder shall submit typed Bid in original and shall be signed by the Bidder to bind the Bidder to the contract. All pages of the Bid, shall be initialed and stamped by the person signing the Bid. Page Numbering is must on all the pages of the bid as 1 out of 10.
<b>C. Bid Price, Currency, Language and Country of Origin</b>		
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 <b>English</b> . 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 <b>PKR</b> .
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 prorata basis, as decided by the Procuring Agency.
<b>D. Preparation and Submission of Bids</b>		
09.	2.1.1	Health Information & Service Delivery Unit (HISDU), Primary & Secondary Healthcare Department, 01 Birdwood Road, Lahore
10.	2.4.2	The deadline for Bid submission is <b>22-07-2024, Monday</b>

		till <b>11:00 AM.</b>
11.	2.5.1	The Bid opening shall take place at: Street address: 01 Birdwood Road, Lahore. Floor/Room No.: Procurement Cell HISDU-P&SHD City/Town: Lahore, Country: Pakistan Day: <b>Monday</b> Date: <b>22-07-2024</b> Time: <b>11:30 AM</b>
12.	2.6.2	The Performance Security (or guarantee) shall be in the form of <b>Bank Guarantee or Bank call-deposit (CDR) only</b> , from any scheduled bank valid till Contract period from its date of issuance in the name of " <b>Deputy Director HISDU, Primary &amp; Secondary Healthcare Department</b> ". No other form of financial instrument shall be acceptable.
13.	2.3.6	Amount of Bid security is: Nil
14.	2.3.7	Bid validity period after opening of the Bid is: 180 Days
15.	2.3.8	Not Applicable
<b>E. Opening and Evaluation of Bids</b>		
16.	2.5.1	Health Information & Service Delivery Unit (HISDU), Primary & Secondary Healthcare Department, 01 Birdwood Road, Lahore. <b>22-07-2024, Monday at 11:30 AM.</b>
17.	2.3.4	Not applicable
<b>F. Bid Evaluation Criteria</b>		
18.	2.1.3 & 2.5.8 2.5.8	The 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 bidders who intends 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 Bid / Profile and separate Financial Bids for each Package applied for. Criteria for Bid Evaluation is as follows:
<b>Bid Evaluation Criteria</b>		
KNOCK DOWN CRITERIA – GENERAL & TECHNICAL EVALUATION (All evaluation parameters defined below are mandatory for compliance)		
<b>LOT No. 1: Security Services</b>		
Sr. No.	Evaluation Parameters	M/S ABC
1.	The Applicant shall be a legally registered entity with the formal intent to enter into an agreement.	Yes / No
2.	The Applicant must have an active National Tax Number	Yes / No

	(NTN)	
3.	The Applicant must have an active Punjab Revenue Authority (PRA) registration Number.	Yes / No
4.	The Applicant must have an Active GST Registration Number.	Yes / No
5.	Affidavit to the effect that: - <ul style="list-style-type: none"> <li>• Bidder is neither blacklisted from any government department nor is any litigation pending in this regard.</li> <li>• 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.</li> <li>• The provided information is correct.</li> </ul>	Yes / No
6.	Valid registration/ license issued by the Home Department, Government of the Punjab as a Security Service Provider.	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 attached with the Technical Bid for every package applied separately.	Yes / No
<b>TECHNICAL BID EVALUATION STATUS</b>		RESPONSIVE / NON- RESPONSIVE

### Bid Evaluation Criteria

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

#### LOT No. 1: Janitorial Services

Sr. No.	Evaluation Parameters	M/S ABC
1.	The Applicant shall be a legally registered entity with the formal intent to enter into an agreement.	Yes / No
2.	The Applicant must have an active National Tax Number (NTN)	Yes / No
3.	The Applicant must have an active Punjab Revenue Authority (PRA) registration Number.	Yes / No
4.	The Applicant must have an Active GST Registration Number.	Yes / No
5.	Affidavit to the effect that: - <ul style="list-style-type: none"> <li>• Bidder is neither blacklisted from any government department nor is any litigation pending in this regard.</li> <li>• 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.</li> <li>• The provided information is correct.</li> </ul>	Yes / No

Sr. No.	Evaluation Parameters	M/S ABC
6.	Consortium or Joint Venture is not permissible. The bidder will provide an affidavit in this regard.	Yes / No
7.	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
8.	Bid validity period 180 days Letterhead signed and stamped attached separately in the bid.	Yes / No
9.	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
10.	Bid Security as required must be attached with the Technical Bid for every package applied separately.	Yes / No

**Marking Criteria for Lot No. 2**

EVALUATION CRITERIA			
SR. NO	DESCRIPTION		MARKS
1.	Relevant Experience and Past Performance of the Firm		35
2.	Human Resource and Managerial strength		25
3.	Financial Capability / Strength		40
<b>TOTAL</b>			<b>100</b>
<b>MINIMUM MARKS REQUIRED FOR QUALIFICATION</b>			<b>60</b>
<i>If a Applicant obtain Zero marks in any category mentioned at Sr No 1, 2 &amp; 3, the applicant will be declared as not prequalified.</i>			
SR NO.	PARAMETERS		TOTAL SCORE
01	EXPERIENCE OF THE APPLICANT	MAXIMUM SCORE	35
<b>MARKING CRITERIA</b>		<b>MAXIMUM SCORE</b>	
a.	Each Relevant Project will be given 05 Marks	35	
<b>Note:</b> <i>Relevant Experience / Relevant Project means that the applicant is providing or has provided relevant services i.e. Janitorial Services to public / private Sector with minimum deployment of 20 Nos of Janitorial Staff. Each Institution / Organization will be considered as an independent project. The Applicant shall have to provide Contract / Purchase Order in order to substantiate its claim. Only projects commenced / executed in last seven years will be considered</i>		35	
02	CAPABILITIES WITH RESPECT TO PERSONNEL & MANAGERIAL CAPABILITIES	MAXIMUM SCORE	25
a.	*No of Janitorial Staff currently on the Pay Roll of the applicant 50 - 100 Relevant Personnel (10 Marks) > 100 – 150 Relevant Personnel (15 Marks) >150 Relevant Personnel (20Marks)	20	
b.	Registration with Employees Old Age Benefit Institution (EOBI)	03	
c.	Registration with Punjab Employees Social Security Institution (PESSI)	02	
<i>*List of Janitorial Staff along with CNIC No. and contact no. along with contract / purchase order details against which the staff has been deployed to be attached to substantiate its claim.</i>			

03	FINANCIAL CAPABILITY / STRENGTH	MAXIMUM SCORE	
a.	Average Annual Turnover of the applicant for any three consecutive Fiscal Years from the last Four Fiscal Years FY 2019-20, 2020-21, 2021-2022 and 2022-23 > 75 – 125 Million (15 Marks) > 125 – 175 Million (20 Marks) > 175 - 225 Million (25 Marks) > 225 - 275 Million (30 Marks) > 275 Million (40 Marks)	40	40
Note: <i>The applicant shall provide Income Tax Returns documents of any of the last three consecutive years i.e. 2019-2020, 2020-21, 2021-22 and 2022-23 to substantiate its claim.</i>			
<b>Total Score</b>			<b>100</b>
<b>Minimum Marks required for Qualification</b>			<b>60</b>
<i>If an applicant obtain Zero marks in any category mentioned at Sr No 1, 2 &amp; 3, the applicant will be declared as non-responsive.</i>			

G. Award of Contract		
20.	2.6.2	The Performance Guarantee shall be: 02% of the Contract Amount.
21.	2.6.2	The Performance Security (or guarantee) shall be in the form of <b>Bank Guarantee</b> or <b>Bank call-deposit (CDR) only</b> , from any scheduled bank valid till the period of Contract from its date of issuance in the name of “ <b>Deputy Director HISDU, Primary &amp; Secondary Health</b> ”. 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 Health Information & Service Delivery Unit, Primary & Secondary Healthcare 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 Procuring Agency mentioning the salaries were paid to each worker, no damage to the property of the Procuring Agency 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**

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.

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.

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.

**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**

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:

(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;

(b) if the Service Provider fails to perform any other obligation(s) under the Contract; or

(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 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 30<sup>th</sup> June 2025 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: HISDU, P&SH Department GCC 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.	<b>Covering Letter / Noting</b> signed by concern officer (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)	<b>A.</b>
02.	<b>Original invoice/bill(s)</b> signed by concern officer	<b>B.</b>
03.	<b>Separate Corrected Invoice</b> Detail signed by concern officer, if required.	<b>C.</b>
04.	<b>Penalties Calculation Sheet</b> signed by concern officer and <b>Respective Supervisor</b> and must be shared with the Service Provider for his record.	<b>D.</b>
08.	<b>Details of Ammunition (License No) and Metal Detector (Functionality Status) for Security Services ONLY</b>	<b>E.</b>
08.	<b>Salary Disbursement</b> Report dully supported by E-Channel Evidence	<b>F.</b>
09.	<b>Bio Metric Attendance (Employee Wise)</b>	<b>G.</b>
10.	Any other document if required for processing of payments.	<b>H.</b>



**Note:**

- a) The Service Provider must submit the invoice in proper File Cover so that the documents to be attached by Administration don't get spoiled and disintegrated.
- b) It is mandatory for each admin officer and Audit Officer to Sign (signature & stamp) each page of the invoice. Beside the signature & stamp of Admin Officer and Audit Officer on every page, other documents should be signed (signature & stamp) by the relevant officers i.e. (Biometric Attendance signed by concerned 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: 01 Birdwood Road, Lahore

Service Provider's address for notice purposes: \_\_\_\_\_

**11. Duration of Contract (GCC Clause 25)**

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

## Section-VII. Schedule of Requirements

### LOT No.1: Security Services

#### 7.1. Requirements

Manpower Description	Minimum Personnel
<b>Security Staff</b> Ex-Army / LEA	APA
<b>Security Staff</b> Civilian	APA
<b>Security Supervisor</b> Ex-Army / LEA	APA
<b>Security Supervisor</b> Civilian	APA

#### 7.2. List of Security Equipment

Sr. #	Description	Minimum Number Required (Mandatory)
1	Weapons (0.223 Rifle, 30 Bore / 9MM along with ammunition) <ul style="list-style-type: none"> <li>i. Supervisor to carry either 30 Bore or 9MM Pistol</li> <li>ii. SG deployed in critical areas like emergency block to carry either 30 Bore or 9MM Pistol</li> <li>iii. Guards deployed at Entry / Exist points, parking points or Main Junctions to carry 0.223 Rifle</li> </ul>	For every shift 50% of guards shall be armed. However, in Entry / Exit Point,
2	Hand Metal Detectors	APA
3	Blue Uniform with company including Shirt & Trousers, Cap Shoes Belt, Name Tag and same colored Jackets in winter season etc.	For all Security Staff
4	Whistles	For all Security Staff
5	Torch Light (Good Quality and Range)	For all security staff on duty during Evening and Night Shifts

## LOT No.1: Janitorial Services

### 7.3. Requirements

Manpower Description	Minimum Personnel
Janitor Supervisor	APA
Janitor Staff	APA
Sewer Man	APA

### 7.4. Janitorial Supplies

SPECIFICATIONS & ELIGIBILITY OF JANITORIAL CONSUMABLES					
Sr No	Items	Specifications	Preferred Manufacturer / Brands	Additional Eligibility of the Product	Final Eligibility
1	<b>Hand Wash liquid</b>	<ul style="list-style-type: none"> <li>• Germ protection liquid hand wash</li> <li>• Non-toxic for human health</li> <li>• Easily soluble in cold water</li> </ul>	Unilever / Reckitt Benckiser / Colgate-Palmolive / Equivalent	**Evidence of Market Retail presence in at least 04 retail chain stores	Subject to Sample Approval
2	<b>Disinfectant</b>	<ul style="list-style-type: none"> <li>• Acid based active ingredient</li> <li>• Perfumed Phenyl for floor mopping.</li> <li>• Non-toxic for human health</li> </ul>	Reckitt Benckiser / Fine Daily / Equivalent	**Evidence of Market Retail presence in at least 04 retail chain stores	Subject to Sample Approval
3	<b>Surface Liquid Cleaner</b>	<ul style="list-style-type: none"> <li>• Liquid surface cleaner with antibacterial effectiveness</li> <li>• Quaternary Ammonium Compounds / equivalent compounds for cleaning &amp; disinfection</li> <li>• No toxic, environment friendly</li> </ul>	Reckitt Benckiser / Colgate-Palmolive / Equivalent	**Evidence of Market Retail presence in at least 04 retail chain stores	Subject to Sample Approval
4	<b>Liquid Toilet Cleaner</b>	<ul style="list-style-type: none"> <li>• Liquid toilet cleaner with Sodium Hypochlorite or Hydrochloric acid as an active agent</li> </ul>	Unilever / Reckitt Benckiser / / Equivalent	**Evidence of Market Retail presence in at least 04 retail chain stores	Subject to Sample Approval

5	<b>Normal waste bags</b>	<ul style="list-style-type: none"> <li>• High-Quality Poly Ethylene / Equivalent</li> <li>• White color</li> <li>• Sizes: Small (21 x 28), Medium (30 x 30), Large (39 x 45) [size in inches] <math>\pm</math> 2 inches</li> <li>• * Quantities &amp; finalized sizes will be as per Procuring Agency requirement.</li> </ul>	Local / Customized	N/A	Subject to Sample Approval
6	<b>Color coded waste bags</b>	<ul style="list-style-type: none"> <li>• High-Quality Poly Ethylene / Equivalent</li> <li>• Colored bags</li> <li>• Sizes: Small (21 x 28), Medium (30 x 30), Large (39 x 45) [size in inches] <math>\pm</math> 2 inches</li> <li>• * Quantities &amp; finalized sizes will be as per Procuring Agency requirement.</li> </ul>	Local / Customized	N/A	Subject to Sample Approval
7	<b>Air Freshener</b>	<ul style="list-style-type: none"> <li>• CFC free 300 ml bottle</li> <li>• High quality with pleasant scent</li> </ul>	Local / Imported / Customized	PCSIR / equivalent certification confirming the cfc free status of the offered product	Subject to Sample Approval
8	<b>Air Freshener Dispenser</b>	<ul style="list-style-type: none"> <li>• Automatic time adjustment function for the dispensation of pre-filled bottles</li> <li>• Adjustable spray intervals with operational time selector switch</li> <li>• Each Dispenser must be provided with 04 refill bottles (minimum CFC free 300ml of each bottle) , high quality with pleasant scent</li> </ul>	Local / Imported / Customized	PCSIR / equivalent certification confirming the cfc free status of the offered product (Re-fill)	Subject to Sample Approval
9	<b>Hand Wash Dispenser</b>	<ul style="list-style-type: none"> <li>• Wall mounted, high quality plastic with push button dispensation option (minimum 400ml storage capacity)</li> <li>• Leak proof, transparent surface to gauge the liquid volume.</li> </ul>	Local / Imported / Customized	N/A	Subject to Sample Approval

10	<b>Floor Mops Standard</b>	<ul style="list-style-type: none"> <li>• Handle bar length not less than 42 inches</li> <li>• Handle with washable coarse strings bundle</li> <li>• Support for washable mop pads</li> <li>• High Quality with Metallic (iron / steel) solid handle, non-breakable</li> <li>• Each Mop must be provided with 04 extra Mop pads.(in addition to 01 standard stick &amp; pad)</li> </ul>	Local / Customized	N/A	Subject to Sample Approval
11	<b>Brooms</b>	<ul style="list-style-type: none"> <li>• Minimum weight 1.5 kg</li> <li>• Hand grip with clip/ binding for gripping bristles</li> </ul>	Local / Customized	N/A	Subject to Sample Approval
12	<b>Wiper 2.5 ft. width</b>	<ul style="list-style-type: none"> <li>• High Quality base rubber with Metallic (iron / steel) solid handle, non-breakable</li> </ul>	Local / Customized	N/A	Subject to Sample Approval
13	<b>Floor cleaning towels</b>	<ul style="list-style-type: none"> <li>• Towel for 2.5 ft. wiper</li> <li>• High quality absorbent cotton, dark colors.</li> <li>• Hemmed on four sides</li> <li>• Size: minimum 30 x 42 (inches)</li> </ul>	Local / Customized	N/A	Subject to Sample Approval
14	<b>Furniture dusters</b>	<ul style="list-style-type: none"> <li>• Cotton cloth overlapped at all edges</li> <li>• Dark colors</li> </ul> <p>Minimum Size: 18 x 30 (inches)</p>	Local / Customized	N/A	Subject to Sample Approval
** Note: Only those Retail chain store would be considered which have branches in at least 03 major cities.					

## Section-VIII: Forms

### 8.1. Bid Form

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

To

*Deputy Director  
Health Information & Service Delivery Unit (HISDU),  
Primary & Secondary Healthcare Department  
Government of the Punjab*

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			
<b>Company Name</b>				
<b>Abbreviated Name</b>				
<b>National Tax No.</b>			<b>Sales Tax Registration No</b>	
<b>PRA Tax No.</b>				
<b>No. of Employees</b>			<b>Company's Date of Formation</b>	

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

<b>Registered Office Address</b>		State/Province	
<b>City/Town</b>		Postal Code	
<b>Phone</b>		Fax	
<b>Email Address</b>		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 *Health Information & Service Delivery Unit (HISDU), P&SH 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 *Health Information & Service Delivery Unit (HISDU), P&SH Department*. The undersigned further affirms on behalf of the firm that:

- (i) The firm has not been blacklisted by any Department.
- (ii) The documents/photocopies provided with Bid are authentic. In case, any fake/bogus document is found at any stage, the firm shall be blacklisted as per Law/ Rules.
- (iii) Affidavit for correctness of information.
- (iv) Contractor/firm is not blacklisted or subject to any pending litigation with any Government or Public Department.

*[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,

**Health Information & Service Delivery Unit (HISDU),  
Primary & Secondary Healthcare Department.**  
01 Birdwood Road, Lahore

**WHEREAS** (Name of the Contractor/ Service Provider)

\_\_\_\_\_ hereinafter called "the Contractor" has undertaken, in pursuance of "INVITATION TO BID FOR THE "FRAMEWORK CONTRACT FOR PROCUREMENT OF SERVICES OF SECURITY & JANITORIAL"

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 writtendemand, 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]*

<b>Sr. No.</b>	<b>Staff Deployed</b>	<b>Quantity</b>

**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 *Health Information & Service Delivery Unit (HISDU), P&SH 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., *Security & Janitorial Services* at P&SH 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:

Deputy Director, HISDU  
Primary and Secondary Healthcare Department, Government of Punjab.  
01 Birdwood Road, Lahore.

We, the undersigned, offer to provide the services for Procurement of Security & Janitorial Services for P&SH 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]

#### LOT No. 1: SECURITY SERVICES

Name of Bidder:

Mailing Address:

Income Tax Registration

No.PRA Registration No.

GST Registration No.

Total Amount in monthly basis (PKR):

Sign:

Designation:

Stamp:

#### Lowest Determination Factor

<b>SR NO.</b>	<b>Description</b>	<b>Security Staff Unit Rate in PKR Per Month</b> <i>(inclusive of all applicable taxes, EOBI / PESSI Contributions, Management Cost, Profit Margins etc.)</i>	<b>Total Rate in PKR Per Month</b> <i>(inclusive of all applicable taxes, EOBI / PESSI Contributions, Management Cost, Profit Margins etc.)</i>
01	<b>Security Staff</b> Ex-Army / LEA		
02	<b>Security Staff</b> Civilian		
03	<b>Security Supervisor</b> Ex-Army / LEA		
04	<b>Security Supervisor</b> Civilian		
Total			

**Lot No.2: JANITORIAL SERVICES**

Name of Bidder:

Mailing Address:

Income Tax Registration No.

PRA Registration No.

GST Registration No.

Total Amount in monthly basis (PKR):

Sign:

Designation:

Stamp:

**Lowest Determination Factor**

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

SR NO.	Description	Security Staff Unit Rate in PKR Per Month <i>(inclusive of all applicable taxes, EOBI / PESSI Contributions, Management Cost, Profit Margins etc.)</i>	Total Rate in PKR Per Month <i>(inclusive of all applicable taxes, EOBI / PESSI Contributions, Management Cost, Profit Margins etc.)</i>
01	Janitor Supervisor		
02	Janitor Staff		
03	Sewer Man		
Total			

<b>OPTIONAL ITEMS (MANDATORY TO QUOTE BUT NOT INCLUDED IN LOWEST DETERMINATION FACTOR)</b>				
SR NO.	NAME OF CONSUMABLE	BRAND	UOM / PACK SIZE	UNIT RATE (PKR) INCLUSIVE OF ALL TAXES
01	Hand Wash liquid			
02	Disinfectant			
03	Surface Liquid Cleaner			

04	Liquid Toilet Cleaner			
05	Normal waste bags			
06	Color coded waste bags			
07	Air Freshener			
08	Air Freshener Dispenser (Each Dispenser must be provided with 04 refill bottles)			
09	Hand Wash Dispenser			
10	Floor Mops Standard (Each Mop must be provided with 04 extra Mop pads, in addition to 01 standard stick & pad)			
11	Brooms (1.5 Kg dry weight)			
12	Wiper 2.5 ft. width			
13	Floor cleaning towels			
14	Furniture dusters			

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



## 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 *HISDU, P&SH 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]*



## **Annexure-Minimum Wage**

### **Undertaking for Minimum Wage Rate**

Dated \_\_\_\_\_

To

Deputy Director,  
Health Information & Service Delivery Unit (HISDU),  
Primary & Secondary Healthcare Department,  
01-Birdwood Road Lahore.

**SUBJECT: Undertaking for Minimum Wages to Staff/Labour**

Respected Sir

It is undertaken that M/S \_\_\_\_\_ is currently practicing the undermentioned human resource policy and also will continue to practice the same in future under the contract named “\_\_\_\_\_”. Any non-compliance in below mentioned shall be headed towards the breach of contract.

1. Provision of minimum wage as provided in Notification No. SO(D-II)MW/2011 dated 9 September 2023 by the Labour & HR Department, Government of Punjab applicable for the period of Contract. In case the said notification is revised, the Service Provider will be bound to abide by the revised notification.
2. Child Labor is forbidden under the contract. Children under the age of 18 years will not be employed, as per the Laws of Government of Pakistan
3. Our firm NTN Number is \_\_\_\_\_ and it was established in \_\_\_\_\_

**Note:** All tender terms and conditions are accepted as laid down in the tender inquiry

Regards

Mr. \_\_\_\_\_

M/s \_\_\_\_\_

Address: \_\_\_\_\_

Note: This will be printed on stamp paper worth PKR 300/-

## Section IX- Check List

[To be signed and stamped and presented on Bidder's letter head pad]

The provision of this checklist is essential prerequisite along with submission of tenders(with technical proposal).

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

MANDATORY REQUIREMENTS		
1.	Bid Security of estimated cost of articles / items given by the department. The Original Bid Security must be submitted with Technical Bid. Whereas bid security is Nil.	Flag-A
2.	Technical Bid Form (as per of Bidding documents) on letter head of the firm duly signed and stamped.	Flag-B
3.	Bid Form (as per Bidding documents) on letter head of the firm, duly signed and stamped.	Flag-C
4.	Performance Guarantee Form (as per of Bidding documents) on letter head of the firm, duly signed and stamped.	Flag-D
5.	General Information Form (as per Bidding documents) on letter head of the firm duly signed and stamped.	Flag-E
6.	Affidavit (as per bidding documents) on E- Stamp Paper. The firm has not been black listed from any Department. (i) The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document look at any stage. They shall be black listed as per Rules / Laws. (ii) Affidavit for correctness of information. (iii) Contractor/firm is not blacklisted or subject to any pending litigation with any Government or Public Department. Affidavit for correction of information Form (as per <b>form</b> of Bidding documents) on letter head of the firm, duly signed and stamped.	Flag-F
7.	The Bidder shall be a legally registered entity with the formal intent to enter into an agreement.	Flag-G
8.	The Bidder must have an active National Tax Number (NTN).	Flag-H
9.	The Bidder must have an active Punjab Revenue Authority (PRA) registration Number.	Flag-I
10.	The Bidder who is barred/ blacklisted or disqualified either by any Government/ Department / Agency / Authority. The Bidder will submit an undertaking in this regard.	Flag-j
11.	Consortium or Joint Venture is not permissible.	Flag-k
12.	The copy of the Bidding Document duly signed and stamped on each page by the Bidder shall be attached with the Technical Bid whose each page must also be signed and stamped by the bidder.	Flag-L
13.	Valid License / Registration from Home Department, Govt of Punjab (For Lot number 1 Security Services)	Flag-M
14.	Annexure-Minimum Wage	Flag-N
Any other documents required in this Bidding Documents		

**Stamp & Signature of Bidder** \_\_\_\_\_