



**AYUB TEACHING HOSPITAL ABBOTTABAD
(MTI)**

BID SOLICITATION DOCUMENTS

**For
Janitorial services**

TOP 10 WARDS AND RESIDENTIAL FLATS ATH

Note: The prospective bidder is expected to examine the Bidding Documents carefully, including all Instructions, Terms & Conditions, and Specifications etc. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

TABLE OF CONTENTS

S #

1. Instruction To Bidders
2. Eligible Bidders
3. Evaluation criteria
4. grievance Resolution mechanism
5. General Conditions
6. Bid Security
7. Bid Validity

8. Special Conditions of the Contract
9. scope of work
10. Consumable Material
11. Tools and Equipment
12. Deployment of staff
13. Term & conditions Penalties
14. award of contract
15. Payment
16. Penalties

INTRODUCTION:

Ayub Teaching Hospital (MTI) Abbottabad invites. Category wise sealed bids from the eligible bidders, Reputed Contractors/Individuals/FIRMS for the different services at Ayub Teaching Hospital. Open Competitive Bidding under rule **Single Stage Two Envelope**” bidding procedures of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Rules 2014.

Description	Dates
Tender opening date	AS PER ADVERTISEMENT NOTICE
Technical Evaluation/ Report announcement	will be notified later
Financial Opening	will be notified later

1) INSTRUCTIONS TO BIDDERS:

1. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Laws, Rules made there under along with Standard Bidding Documents.
2. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder.
3. All the bidders are required to provide annexure wise complete requisite documents with page marking for their Technical Evaluation / Qualification as prescribed under the rules.
4. The bid should be complete in all respect and must be signed by the bidder.
5. All prices quoted must be in Pak Rupees (PKR) and should include all applicable taxes. If not specifically mentioned in the Quotation, it will be presumed that the prices include all the Govt applicable taxes.
6. Bidders are essentially required to provide correct and latest postal/email/web addresses, phone/mobile/fax numbers for actively and timely communication.
7. For any query, clarification regarding Services / Bid Solicitation Documents, the applicants may send a written request at least one day prior to the opening date.
8. The Bidder may after its submission withdraw its bid prior to the expiry of the deadline prescribed for submission of bids. Withdrawn bids will be returned unopened to the Bidders.
9. Any bid not received as per terms and conditions laid down in this document are liable to be ignored. No offer shall be considered if:
 - a. Received without earnest money;
 - b. It is received after the date and time fixed for its receipt;
 - c. The tender document and the bid is unsigned;
 - d. The offer is ambiguous;
 - e. The offer is conditional i.e. advance payment, or currency fluctuations etc.;
 - f. The offer is from blacklisted firm in any Federal / Provincial Govt. Deptt: & Autonomous body

10. Usage of correction fluid & corrections are strictly prohibited unless duly initialed.
11. Any erasing / cutting etc. appearing on the offer, must be properly signed by the person signing the tender.
12. In case of Bid Tie in financial offer, **the highest ranked bid in technically qualified will be winner.**
13. Any direct or indirect effort by a bidding firm to influence this institution during the process of selection of a bidder or award of contract may besides rejection of its bid result into its disqualification from participation in the Ayub Teaching Hospital future bids.
14. The company will obey all rules and regulations as per Govt of Pakistan and other Govt. labour laws.
15. The company/firm shall submit its offer in accordance with KPK minimum wages Act 2013
- 16 if the bid submitted bid is not accordance with KPK minimum wages act 2013, the bid shall stand cancelled.

2) ELIGIBILITY CRITERIA: (Mandatory Documents)

1. Registration of Income tax and active on ATL
2. Registration of GST
3. Last year income tax returns
4. Last year sales tax returns
5. Last 03 years bank statement/audit report
6. Registration with respective Govt department
7. Certificate on stamp paper regarding 2% calculated annual CDR is attached with financial bid
8. The bidder must be registered with **Khyber Pakhtunkhwa Revenue Authority**
9. The bidder shall provide an undertaking on stamp paper that the bidder has not been declared black listed by any Government/ Semi-Government institutions.
10. **The bidder must be registered in social security department**
11. The firm/ contractor worked in ATH must attached last performance clearance certificate

3. EVALUATION CRITERIA: (SINGLE STAGE TWO ENVELOPES).

The Firm found eligible as per criteria given on the previous page shall be subject to evaluation criteria given here below.

Evaluation Criteria Evaluation of received bids will be carried out as per following criteria:

Criteria:	Max Score
Particulars of the Bidder (100 Marks)	
Geographical Outreach: Name of area/region, addresses, contacts etc. The company should at least have two branch offices, one office must be within 200 KM. (5 marks for each office)	10

Pervious Client List of pervious clients and satisfactory certificates from the previous client (2 marks for each certificate)	10
Experience: Number of years of applicable experience of organization: •(Two (2) marks for each year. Maximum marks for 10 years or plus experience.)	20
Human Resource: Supervisor with 5 year or more experience (5 marks), 200 or above 200 janitors (15 Marks) , less than 50 zero marks, if less than 200, the formula used for marking $15 \times (\text{Nos of employee} / 200)$ (salary slips of employees for the last 6 months duly verified)	20
Assignments in Hand: Bidder to provide references of similar services rendered: • 5 References= 10 marks • 4 References= 7 marks • 3 References= 5 marks • 2 References= 3 marks less then 2references = zero marks	10
Equipment & Other Factors: • 02 Buffing and Polish Machine=5 Marks • Heavy Duty Vacuum Cleaner=5 Marks, 03 Garbage removal trolleys= 5 marks, Fumigation system= 5marks.	20
Financial strength Bank statement showing 4 to 5 Million=05marks, 5 to 6 Million=10 marks, More than 6 Million=15 Marks	10
TOTAL	100

Note: - Bids securing minimum 70 marks or more out of 100 Marks shall ONLY be qualified.

Lowest priced among technically qualified bids will be accepted

PRICE BID (BOQ)/ FINANCIAL PROPOSAL

DETAIL OF BID

RATE PER MONTH IN RS

IN FIGURE IN WORDS

Janitorial services contract for MCHC- ATH Abbottabad

Detail	Required Number	Unit cost/ Per head/Per month	Total monthly cost	Total yearly cost (total Monthly cost x 12)
No of persons / janitors / sweepers etc	43 for wards and 08 for Residential flats			
Inclusive of cost of standard cleaning material and equipment, as under:	Please attached detail required item list along with cost (provided by contractor)	Rs	Rs	Rs.
Total cost of Bid.				

ToR

Total per Month

Total (for 12-months)

Note: The rates shall be inclusive of all taxes.

Rs: _____

(Rupees _____

Name & Signature

of Contractor/Authorized Representative

CLEANING MATERIAL

The rates of required cleaning material should be include in the offered rates of the firm / contractor as per scope of work, which will be checked by concerned officer on daily basis.

4. Grievance Resolution mechanism:

Grievance if any shall be make through written application to the hospital director within the prescribed period. However, the hospital directors should either disposed off the said application by him or refer it for disposal to the purchase committee.

5. GENERAL CONDITIONS:-

1. Ayub Teaching Hospital shall evaluate the proposal in a manner prescribe in advance, without reference to the price and reject any proposal which does not conform to the specified requirements.
2. Alternative bid shall not be considered and shall be rejected by the Competent Authority.
3. Ayub Teaching Hospital may increase or decrease the quantity of the items as per required.
4. At any time prior to the deadline for submission of bids, Ayub Teaching Hospital may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder modify the bidding documents by amendment.
5. If a bid is not substantially responsive, it will be rejected by the Procuring Entity and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
6. Ayub Teaching Hospital may accept or reject any or all of the bids under Rule 47 of KPPRA Rules, 2014.
7. No complaint, objection etc of any kind shall be entertained beyond the period reserved for grievance resolution.
8. No offer shall be accepted if Bidder failed to meet the qualification prescribed in these documents.
9. The contractor shall obey all the written and verbal instructions issued from competent authority. Default on part of contract will lead to fine which may extend to Rs. 50,000/- however, continuous default will lead to cancellation of contract as well as blacklisting.
10. The standard bidding documents KPPRA is part of this bidding document.
11. The fixed/ approved minimum wages by Govt. should be observed. If the bidder quoted less then minimum wages, the bid stat away rejected.
12. The black listing manual is part of this bidding documents.
13. Three consecutive complaints/ warning received / issued to the contractor the contact will be cancelled and CDR forfeited in favour of the institution.
14. The successful firm before commencement will provide the work programmer for approval to the hospital. The services shall be carried out in accordance with the

approved work plan

15. The service provider shall install its own Biometric machine under the supervision of Hospital administration having dual biometric measurement i-e face and finger point. The record of the same will be verified by the hospital administration on daily basis
16. Ayub Teaching Hospital shall increase or decrease the strength of janitors as per hospital requirement during contract period.

6. BID Security

1. Bid security 2 % (calculated annual /12 months quoted amount) in shape of Call Deposit / Bank Draft / Pay Order (refundable) drawn in favor of "Hospital Director MTI ATH" should be kept sealed in the financial proposal.
2. Bid security of the successful bidder will be released after submission of Performance Guarantee.

The bid security may be forfeited:

- i) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii) In the case of a successful Bidder, if the Bidder fails to sign the contractor to furnish performance Bank Guarantee.

7. BID VALIDITY:

- i) The bids should be valid for a period of 90 working Days from the date of opening.
- ii) In exceptional circumstances, MTI ATH Hospital may solicit the Bidder's consent to an extension of the period of validity reasons shall be recorded in writing. The request and the responses there to shall be made in writing. The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

8. SPECIAL CONDITIONS OF THE CONTRACT:-

1. If any of the given specifications/parameters does not meet the required specifications, their offer will not be considered and shall similarly be rejected by MTI / ATH ATD.
2. Successful Bidder will have to furnish a performance guarantee up to 10% of the contract value in shape of Demand Draft or Bank Guarantee in favor of the "Hospital Director MTI ATH.

3. All bidders shall comply with code of ethics formulated by KPPRA.
4. The services shall be authenticated by the end user/ HOD Facilitation Management and other any officer nominated by management of the MTI ATH Abbottabad.

9. Scope of work:

SCOPE OF WORK/Terms of Reference (TOR)

The work under this Contract shall be cleaning & janitorial services for all wards/units, office and waiting area and residential flats of the employees i.e. cleaning services round the clock (24/7). Wards, OPDs, floors, rooms, stores, offices, cabins, toilets, windows glasses, light fixture, boards, name plates, glasses panels in and outer side of all the block and surrounding areas of the premises through skilled and experiences staff in order to ensure standard cleanliness.

Removal of Garbage/ Soil/ Filth. Removal of infectious filth from the ward(s) and patients area and drop the same to the Incinerator of MTI ATH. The opening of blocked / chocked sewerage lines, main holes and gutters.

10. CONSUMABLE MATERIAL:

All the consumable material for execution of above work i.e. liquid soap, sweep, bleach. Vim powder, air freshener for toilets, tissue rolls, phenyl balls and liquid tins, antiseptic spray, glint, dusters, liner/shoppers shall be provided/ arranged by the Contractor at his own cost.

11. TOOLS AND EQUIPMENT:

The Contractor shall arrange all tools and equipment used for the work i.e. mops, brooms, wipers, baskets, window wipers, dustpans, cobweb remover, scraper, ladder, brushes, gloves, scrubbing machines, wet four (4) dry vacuum cleaner along with standard trolley for each floor at his own cost.

12. DEPLOYMENT OF STAFF:

Skilled/ Experienced worker in proper uniform (vest, Gloves, long shoes, trousers) with lapel Cards showing their identity shall be deployed. List of staff along with their CNIC shall be provided to ATH before deployment. Any replacement shall be intimated in advance with consent of the concerned ATH office. Deployment shall be made as per requirement.

13. Terms & Conditions:

1. The period of contract would be up to _____ and extendable upto a period of three years on mutual consent and satisfactory performance.

2. The Contractor will provide the 10 % performance bank guarantee.
3. The Firm will provide the daily, weekly and month work plan.
4. All the Equipments/Material will be the responsibility of the Contractor.
5. Initial 3 months will be on probation during which shortcoming on part of contractor shall lead to cancellation.
6. Your services shall be evaluated through HOD Facilitation Management and DDMS of ATH MTI, on monthly basis, prior to release of monthly bills.
7. The contract workers shall report in uniform dress clearly indicating their function. The uniform shall bear name of the contractor/firm. The uniform shall be got approved by the contractor from hospital authority.
8. Any failure to meet the requirements of the contract including failure to complete the work satisfactorily, failure to deploy minimum manpower, failure to provide/use materials, shall result in deduction of proportionate amount from the bill.
9. The contractor shall also be liable for any expenses, loss or damage which factor may incur or sustain due to contractor's fault. The cost shall be deducted from the contractor's bill.
10. Contractor shall carry out work directly. Contractor is not allowed to carry out whole or part of the work through subcontract/s.
11. The above manpower requirement does not include 'weekly off, leave, absence ' requirements.
12. The contractor shall not engage any person below the age of 20 years and above the age of 50 years for the work.
13. The contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time. In case of absence/leave by any particular person, the Contractor shall make alternate arrangement immediately otherwise wages at double the rates would be deducted per day of absence.
14. If a person is found unsuitable for the work by Hospital Staff due to misconduct/negligence of duty / unsafe act/ being under influence alcohol/violation of any norms or instructions or other reason, the person shall be replaced by the contractor immediately on being informed to that effect.
15. A daily attendance register shall be maintained by the supervisor which shall be countersigned by HOD (FMD) as the designated hospital staff responsible for the area of work shift wise and countersigned by Contract Incharge HOD (FMD) on day to day basis.

16. The contractor shall abide by and comply with the provisions of all the Acts and Rules by Central/ State Govt as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk, including :-
 17. Rights are reserved to cancel the order in to or a part thereof without assigning any reason but to safeguard interest of the institution/ patients.
 18. The ATH shall have the rights to increase or decrease the strength of workers at any time.
 19. The contractor is bound to submit salary slip of their workers duly attested by company to the ATH before 10th of each month.
 20. All Janitors must wear proper uniform as approved by authority & Gutter collies wear proper uniform along with helmet.
 21. **The company will insure that all cleaning work is completed before 8am every day so that the hospital work can commence without hindrance.**
- If the company is in case 10 instances of any or all conditions of the following breaches, the hospital will have a right to terminate the contract without going any notice with forfeiture of call deposit/ security.**
- i. **If visible garbage/ filth is noticed in the corridors / wards of the hospital at any time of the day.**
 - ii. **If it is reported that a toilets is dirty, smelly or chocked at any time of the day.**
 - iii. **If wards corridors, washrooms and other allocated area out the hospital are unclean and if baskets are overflowing with dirty at any time of the day.**
 - iv. **If the company in case fined or penalties on clause of contract the contract will be cancelled**
22. Prior approval must be taken from HOD (Facility Management) of ATH for replacement of janitorial workers without prior approval payment will be deducted for the whole month of such replacement.
 23. The firm shall ensure that female sanitary staff is hire for female and children wards for female / children washrooms.
 24. The firm shall be fully responsible for safe keeping all the bathroom fitting and fixtures throughout the contract period.
 25. The firm shall be bound to pay its staff before 5th of each month.

26. The company shall not appoint the institutional employees in any case and any condition, in case of violation the company shall be fine Rs.25000

27. The firm shall provide the required number of janitors with necessary tools for cleaning of main nullas of MTI- Abbottabad.

28. The successful bidder must submit the social security clearance certificate of previous month along with monthly bill, if any payment of social security found pending the same will be deducted by finance department ATH and will be deposit direct in social security Department.

14. Award of Contract:

Contracts shall be confirmed through a written agreement signed by the successful bidder and the MTI / ATH Abbottabad.

15. Payment:

- a. No advance payment will be permissible.
- b. The payment will be made after successful running, provision of satisfactory services on verification of concerned DDMSs/ HOD (FMD) including all admissible taxes.

16. PENALTIES

The following penalties will be applicable and will be deducted from the monthly Bill of the Service Provider:

1. Misbehavior with staff or Visitors Rs. 1000 per instance
2. Late arrival to duty Rs. 200 per hour
3. Absence from duty Rs. 700 per day
4. Late payment to staff Rs. 1000 per day for delayed days
5. Violation of labor laws Rs. 4000 per violations
6. Laziness during duty Rs. 200 per instance
7. Damage or loss to ATH Property Equal to the loss
8. Smoking in Hospital premises Rs. 1000 per instance
9. Violation of SOP issued by ATH Rs. 500 per instance
10. Not following instructions of ATH authorized representative Rs. 500 per instance

11. Misuse of ATH assets such as Air-conditioning, Light etc Rs. 2000 per instance
12. Sleeping during duty Rs. 2000 per instance
13. Any other violation of the Contract Rs. 500 per instance
14. If the cleaning equipment is not found on site Rs.500 per instance
15. Any protest or strike by the janitors Rs. 25,000 per day
16. Over invoice, Rs. double the over invoice
17. Non provision of cleaning material to wards/units/area Rs. 2000 per day.
18. Non provision of less than required cleaning material Rs. 1000 per day
19. If strike continues for 24 hours, the contract cancel, CDR and performance guarantee forfeited.

Mr Habibullah I,c IM-PSD
Member

Mr Zeeshan Gul A/Director finance
Member

Mr. Murtaza Khan DDP
Member

Dr. Imran Khan,
Chairperson Medicine & Allied
Chairman

Hospital Director
Ayub Teaching Hospital
Abbottabad