



**AYUB TEACHING HOSPITAL ABBOTTABAD  
(MTI)**

**BID SOLICITATION DOCUMENTS**

**For  
Janitorial services**

**MAIN BUILDING, AYUB COLLEGE OF DENTISTRY 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. Evaluation criteria
3. grievance Resolution mechanism
4. General Conditions
5. Bid Security
6. Bid Validity
  
7. Special Conditions of the Contract
8. scope of work
9. Consumable Material
10. Tools and Equipment
11. Deployment of staff
12. Term & conditions Penalties
13. Award of contract
14. Payment
15. 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.

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

### **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 by whitener, fluids 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. 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.
  13. The company will obey all rules and regulations as per Govt of Pakistan and other Govt. labour laws.
  14. The company/firm shall submit its offer in accordance with KPK minimum wages Act 2013
  15. If the submitted bid is not in accordance with KPK minimum wages act 2013, the bid shall stand cancelled.

## 2. TECHNICAL BIDS EVALUATION CRITERIA FOR JANITORIAL SERVICES

S.No	Parameters	Detail/Supporting Documents	Remarks
1	Mandatory Documents	<ol style="list-style-type: none"> <li>1. Registration Certificate for NTN, STRN, KTN.</li> <li>2. Status on ATL for NTN &amp; KTN</li> <li>3. Registration with Social security department and EOBI and clearance certificate must be attached</li> <li>4. Last 03 years bank statement showing 05 Million credit transactions.</li> <li>5. Duly attested Affidavit on Judicial paper stating that the company/firm has never been blacklisted anywhere in Pakistan and the CDR equal to 2% of annual quoted amount is attached with the financial bid.</li> <li>6. Clearance certificate from account branch for Ex-contractor of ATH and efficiency certificate from HOD FM.</li> </ol>	Bids without mandatory documents shall not be considered for evaluation.

S.No	Parameters	Details/Supporting Documents	Total Marks	Remarks
01	Company/Firm Profile	Name of the area/region, addresses, contacts etc. The company should have at least two branch offices, one office must be within 200 Km. 2.5 Marks for each Office	05	Please attach Company profile
02	Financial Strength	Bank statement of last 03 years showing credit transactions 06 to 10 Million = 03 Marks Above 10 Million = 05 Marks	05	Please Attach last 03 years Bank Statement
03	Completed Projects	03 Marks for each project completed in last 15 years in hospitals/ public access buildings with minimum deployment of 50 or more janitorial staff.	15	Please attach list of clients and satisfactory reports
04	Projects In Hand	No. of projects/jobs/contracts in hand. 2 Marks for each project	10	Please attach work orders/agreements
06	Human Resource	Supervisors with minimum experience of 05 years in similar capacity = 05 Marks (2.5 Marks for each supervisor)  Janitorial staff 50 – 100 = 05 Marks More than 100 = 10 Marks	15	Please attach CV's and experience certificates. Please attach salary slips of janitorial staff for last 06 months

07	Equipment and Machinery	03Buffing and polish machines = 2.5Marks Heavy duty vacuum cleaner = 2.5 Marks 03 Garbage removal trolleys = 2.5 Marks Fumigation Systems = 2.5 Marks	10	Please attach documentary evidence

**Total Marks = 60**

**Qualifying marks:** Bids scoring **70% or more out of 60** shall be declared as **Technically**

**Responsive Bids.**

The financial bids of technically responsive bids will be opened publicly at a time to be announced by the Procuring Entity and the financial bids of the technically non-responsive shall be returned unopened to the respective Bidders.

**Award of Contract**

The contract will be awarded to the lowest bidder among the technical qualified bidders.

## FINANCIAL OFFER FORM

Janitorial services contract for MCHC- ATH Abbottabad

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

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 bidder must includes the rates of required cleaning material in their quoted rates.

### **3. Grievance Redressal:**

Grievances if any may be made through written application to the Hospital Director within the prescribed period. However, the Hospital Director either dispose off the said application by himself or refer it for disposal to the purchase committee.

### **4. GENERAL CONDITIONS: -**

1. Ayub Teaching Hospital will evaluate the proposal in a manner prescribed 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 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 as per KPPRA rules.
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 as per manual.
10. The standard bidding documents KPPRA is part of this bidding document.
11. The Bid quoting less than the minimum fixed wage by the GOVT shall be rejected.
12. The ATH black listing manual is part of this bidding document.
13. Three consecutive complaints/ warning received / issued to the contractor, the contract will be cancelled and CDR forfeited in favor of the institution.
14. The successful firm before commencement will provide the work plan for approval to the hospital. The services shall be carried out in accordance with the approved work plan
15. Ayub Teaching Hospital may increase or decrease the strength of janitors as per hospital requirement during contract period.
16. The contractor is bound to submit attested salary slips of janitorial staff, payment and the contractor will make sure that the payment will be made either through bank account of each employee or through open cheque in favor of the concerned employee, the record of which shall be maintained and may be checked by the authorized ATH representative.



17. The attendance of Janitorial staff shall be ensured through Biometric attendance i-e Face and finger print, however in case of any conflict in Biometric attendance, physically verified by concerned officer will be considered final and payment will be made as per final attendance verified by concerned officer.

#### **Biometric Clause**

1. **Employee information submission:** The firm must submit complete information of all employees in the specified format, along with copies of their CNIC to the IT Department for enrolment in the biometric attendance system.
2. **Biometric attendance system:** The use of the biometric attendance system is mandatory for all the employees of the firm.
3. **Duty roaster preparation:** The firm is responsible for preparing a complete duty roaster for it's all employees, indicating their name, designation, shifts/hours on daily basis.
  - ii. The firm must provide duty roaster to the IT department, the attendance will be calculated according to this duty roaster and hours.
4. **Attendance and working hours:** Attendance will be monitored and calculated on the basis of check in and checkout
5. **Payment calculation:** Payments to the companies will be made based upon the actual working hours performed by each employee, as recorded by the biometric attendance system.
6. **Staff changes notification:** The firm must inform the IT department for any changes in its staff at least one day, in advance.

#### **5. 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 contract in order to furnish performance Bank Guarantee.

## **6. BID VALIDITY:**

- i) The bids shall be valid for a period of 90 working Days from the date of opening.
- ii) In exceptional circumstances, MTI ATH 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 neither be required nor permitted to modify its bid, except as provided in the bidding document.

## **7. 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.
5. It will be consider unacceptable and serious breach of contract if the toilets are found dirty/smelly or chocked any time of 24/07/365, failing which penalty upto Rs. 10,000 will be imposed per instance.

## **8.Scope of work:**

### **SCOPE OF WORK/Terms of Reference (TOR)**

The work under this Contract will 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 experienced 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.

**09 CONSUMABLE MATERIAL:**

The contractor will arrange all the material for execution of work at his own cost.

**10. TOOLS AND EQUIPMENT:**

The contractor will arrange all the tool and equipment's for execution of work at his own cost.

**11. DEPLOYMENT OF STAFF:**

Skilled/ Experienced worker in proper uniform (vest, Gloves, long shoes, trousers) with labeled 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.

**12. Terms & Conditions:**

1. The period of contract will be for one year from the date of signing of contract, on which date the contract would stand expired. In the event that the succeeding/new contract is not awarded to the other entity (for any reason). It shall remain the sole discretion of the competent authority to extend existing contract for as much intervening period as required.
2. The Contractor will provide the 10 % performance bank guarantee of the amount equal to 12 months of the quoted rate.
3. The Firm will provide the daily, weekly and monthly work plan.
4. All the Equipment's/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 contractor's bill.
9. The contractor shall also be liable for any expenses, loss or damages 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 round the clock 24/7. 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 in case 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. All Janitors must wear proper uniform as approved by authority & Gutter collies wear proper uniform along with helmet.
20. 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 toilet 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
21. 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.
22. The firm shall ensure that female sanitary staff is hired for female and children wards and female / children washrooms.
23. The firm shall be fully responsible for safe keeping of all the bathrooms fitting and fixtures throughout their contract period.
24. The firm shall be bound to pay salary of its staff before 5<sup>th</sup> of each month.
25. The company shall not appoint the institutional employees in any case and under any condition, in case of violation the company shall be fine Rs.25000/- per instance.
26. The firm shall provide the required number of janitors with necessary tools for cleaning of main nullas of MTI- Abbottabad.
27. The successful bidder must submit the social security clearance certificate of previous month along with monthly bill, if any payment of social security is found pending the same will be deducted by finance department ATH and will be deposited directly in social security Department.
28. There shall be an oversight manager appointed by the Hospital Director to ensure that all the above clauses shall be adhered in true letter & spirit, failure of which in the first instance, shall be communicated to the vendor (party II) & subsequently if the discrepancy continues, shall be liable to a penalty as prescribe in the above clauses or as deemed appropriate by Hospital Director.
29. If the contractor left the contract without completion, the CDR amount will be confiscated in favour of institution as penalty.
30. All taxes, from time to time enhanced by the GOVT shall be admissible/deducted.
31. If institution continuously received complaints about poor performance, the institution will hire Janitors and also purchase cleaning supplies at the contractor's risk and cost. Significant fines will be imposed, performance security will be forfeited in favour of institution and the process to blacklist the firm will be initiated.

**13. Award of Contract:**

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

**14. 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 as per biometric attendance.

## 15. 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.
20. Any breach of clause in the bidding documents or agreement by the contractor will result in a fine of Rs. 10,000 per instance, along with a formal warning issued to the contractor.
21. If three consecutive warnings are issued to the contractor, it will result in the forfeiture of the CDR and termination of the contract.

Dr. Sona Khan  
Head of Pharmacy Deptt:  
Member

Wasir khan  
Procurement officer AMC  
Member

Murtaza khan  
Incharge procurement ATH  
Member

Asso: Prof. Dr. Tariq  
Abbasi  
**Chairman**

Hospital Director  
ATH, Abbottabad

