



OFFICE OF THE MEDICAL SUPERINTENDENT  
CIVIL HOSPITAL, KARACHI

**TENDER FOR CONTRACT OF CLEANLINESS / JANITORIAL SERVICES  
FOR THE YEAR 2014-15**

COST OF TENDER DOCUMENTS:	Rs. 1,000/= Rupees One Thousand Only (Non-Refundable)
TENDER SELLING DATE :	From the date of publishing to 8 <sup>th</sup> September, 2014
TENDER SUBMISSION DATE AND TIME:	On 9 <sup>th</sup> September, 2014 from 9.00 a.m. to 11:00 a.m.
TENDER SUBMISSION PLACE :	Office of the A.M.S (Procurement) 1 <sup>st</sup> Floor Administration Block, Civil Hospital Karachi
TENDER OPENING DATE AND TIME :	On 9 <sup>th</sup> September, 2014 at 12.00 Noon.
TENDER OPENING PLACE :	Committee Room 2 <sup>nd</sup> Floor Administration Block Civil Hospital, Karachi

Note: No tender will be accepted after closing of the Tender box, what so ever reason may be.

**TERMS AND CONDITIONS FOR THE CONTRACT OF CLEANLINESS / JANITORIAL SERVICES AT CIVIL HOSPITAL, KARACHI**

1. Rate will only be considered on the tender form issued by hospital for the period of one year from the date of award (extendable a further one year).
2. For maintaining proper hygienic conditions and general cleanliness of the Civil Hospital, Karachi sealed bids are invited from reputable and well equipped Janitorial Contractors for Janitorial Services to be rendered round the Clock at Civil Hospital, Karachi.

**Scope of work:**

- i) Sweeping & Cleaning of bituminous & R.C.C Roads.
  - i) Cleaning of Sewerage System including Septic Tank.
  - ii) Sweeping & Cleaning of all Units / Wards / C.O.D / OPD / Operation Theaters / Admin Block / Nursing Hostel.
  - iv) Cleaning of open arcoss / area.
  - v) Removal & disposal of garbage Infected & Non-Infected waste as per E.P.A recommendation.
  - vi) The Janitor will provide along with usual service as follow.
    - a. Provide bed pan/urinal to the patients as and when required.
    - b. Maintain the Cleanliness of the equipment used there-in.
    - c. Clean the soiled bed of patient as and when required.
  - vii) Services will be timely framed as and when required.
3. "FINANCIAL BID DOCUMENT" shall be accompanied by an Earnest Money equivalent to 2% of the annual bid amount, in the form of Bank Guarantee / Pay Order drawn from any scheduled bank of Pakistan in favour of Medical Superintendent Civil Hospital, Karachi.
  4. Each bid shall comprise **Single Stage Two Envelop Procedure basis**, envelope containing the **Technical and Financial** proposal and required information as mentioned in the bid documents as well as in NIT of the said services and the same are to be submitted in the tender box in the office of the AMS (Procurement) 1<sup>st</sup> Floor Admin Block Civil Hospital Karachi on **09-09-2014 @ 11:00** hours. The same will be opened at **12:00** hours in presence of those bidders who wish to be present.

**5. Award Criteria & Employer's Right.**

The Medical Superintendent Civil Hospital, Karachi will award the Contract to the bidder whose bid has been determined to be substantially responsive to the Bidding Documents and who has offered the best evaluated Bid Price provided that such bidder has been determined to be qualified to perform the Contract satisfactorily.

The Medical Superintendent Civil Hospital, Karachi reserves the right to accept or reject any bid as per SPPRA-2010.

**6. Notification of Award & Signing of Contract Agreement.**

Prior to expiration of the period of bid validity prescribed by the Medical Superintendent Civil Hospital, Karachi the successful bidder will be notified in writing ("Letter of Acceptance") that his bid has been accepted.

**7. Amount of Bid Security.**

2% of the Bid Annual Price in the shape of Pay Order or an irrevocable Bank Guarantee issued by the Scheduled Bank in favour of the Medical Superintendent Civil Hospital, Karachi.

**8. Number of Copies of the Bid to be submitted.**

One Copy (In Original) Technical Proposal with **Cleanliness Plan for Civil Hospital** with photo copy of the Call Deposit without showing the amount and original Call Deposit may be attached with the Financial Proposals

**9. Employer's Address for the Purpose of Bid Submission.**

Medical Superintendent Civil Hospital, Karachi Baba-e-Urdu Road Karachi Tel: 021-99215759 Fax.021-99215733.

**HUMAN RESOURCES:**

160 Sanitary Workers of this hospital will assist to the Contractors for Janitorial Services @ Civil Hospital Karachi. In case of complaint reported by the Janitorial Contractor with Hospital Staff necessary action will be taken against them by the Hospital Administration, as per rules.

Contractor shall ensure to post the Staff, as per the strength offered in bid, as well as mentioned in **Cleanliness Plan** for Hospital.

Authorized Officer / Official will declares **sensitive** areas / works and the list of Janitors required for that area will be provided to the contractor. These Janitors will be non-transferable and will not be terminated without taking a written permission from the hospital authorities.

A Janitorial Services Monthly Bill will be submitted to the authorized officer along with the invoice on first of every succeeding month. Additional Medical Superintendent or Authorized Officer(s) of this hospital will verify the bills within three to five days and submit the bills to the Accounts Branch Civil Hospital Karachi on 6<sup>th</sup> of the same month for arranging the payment from office of the Accountant General Sindh.

A Hospital Infected Garbage bill will be submitted through the AMS (H.W.M.S) or Authorized Officer, Civil Hospital Karachi, (Hospital Infected Garbage will be disposed off under the supervision of the AMS (H.W.M.S) Civil Hospital Karachi.

In case of any dispute between Janitors / workers and the contractor the matter shall be, referred to the administration for arbitration whose decision shall be final. Contractor shall provide duty roster of the Supervisors accordingly to the Hospital Administration on monthly basis.

Janitors of the contractor will be bound to wear neat and clean uniform & badges approved by the hospital authority. In case of violation fine will be imposed by the Additional Medical Superintendent which will be at least Rs.50/- per employee per day.

Indiscipline servants / the servants involved in immoral activities will not be allowed to serve in the hospital.

Contractor will be bound to change the servants who will be unwanted by the Hospital Administration immediately.

Servants will work according to time table issued by the Authorized Officer of Civil Hospital Karachi or Additional Medical Superintendent (General) Civil Hospital, Karachi.

The Employees will work according to Government rules / policy.

- i. Child labour rules and basic human rights will not be violated by the Contractor. Age of worker shall not be less than 18 years.
- ii. Contractor shall be bound to provide manpower according to contract on holidays.
- iii. Contractor shall be bound to provide the sanctioned strength of Janitors at all time even on holiday.

**MATERIALS:**

- a. The Contractor shall supply Soft Brooms / Hard Brooms, Mop's (3 Lari) Steel Rods for Mops to their Janitorial workers and will be responsible to incur Rs.10,000/- monthly basis on un-foreseen expenditure on minor nature articles for maintaining the required standard of cleanliness. Phenyl, Bleach, Oil Spray, Vim Powder etc. will be arranged by the Hospital Administration.

**AREA COVERED BY THE CONTRACTOR:**

- a. Contractor will be fully responsible to keep the whole covered area including walls and roofs neat & clean and also disinfecting operation theaters etc. of Civil Hospital, according to the entire satisfaction of the Hospital Administration.
- b. Similarly all the open areas like roofs, terraces, lawns, patios, ducts etc. shall also be kept neat and clean all the time by the Contractor.
- c. Contractor shall be responsible for round the clock cleanliness of the areas under contract.

**RECTIFICATION REPORT:**

- a. In case of any complaint or observation conveyed to the Contractor or their supervisor by Hospital authorities / Additional Medical Superintendent, the Contractor will report the steps taken in order to rectify those observations in writing within stipulated time.

**GENERAL TERMS:**

1. Taxes will be deducted from the contractor's bill as imposed by the Government from time to time and contributions of the Government Institutions / Sales Tax (SST) (If applicable) will be paid by the contractor / suppliers themselves.
2. Contractor will not be allowed to participate in any Political / Immoral / Illegal activities in the premises of Civil Hospital, Karachi.
3. Contractors will not be allowed to sublet the contract and will responsible to pay the Government Institution contribution / sales tax (If applicable) themselves.
4. In case of any dispute contractor will approach the Additional Medical Superintendent (Gen) Civil Hospital, Karachi. If he / she is not satisfied with the decision of the Additional Medical Superintendent then he has the right to approach the Medical Superintendent Civil Hospital, Karachi. The decision of the Medical Superintendent Civil Hospital, Karachi will be final.
5. Medical Superintendent Civil Hospital, Karachi has the right to cancel the contract at any stage and without issuing any prior notice in case of violation of **Agreement** / TOR is proved as well as damages the prestige or property of Hospital.
6. Contractor will be responsible for any theft or pilferage committed by any of his / their employees. The employee will be liable to punishment under the rules.
7. In case of breach of the contract by the firm, security will be forfeited partly or fully as decided by the Medical Superintendent Civil Hospital, Karachi.
8. Any condition / clause of the contract can be included / amended if required in the interest of the hospital with the mutual understanding of the both parties.
9. Contractor should have experience of at least (03) years in a renowned organization / institution. Contractor shall have NTN with sound financial background else the bid will be rejected.
10. Removal & disposal of Hospital Garbage Infected / Non Infected wastage from Hospital to K.M.C / Z.M.C approved Dumping Yard(s).

11. Contractor shall have its own equipment and tools required for cleanliness etc. Equipment must be approved by the Authorized Officer / Official Civil Hospital Karachi, before commencement of contract.
12. The contractor should not violate himself or allow his janitors to violate the rules of Environmental Protection Agency (EPA).
13. In case of violation of the rules the contractor may be fined upto Rs.5,000/- at one time and disciplinary action will be initiated against him, as per rules.
14. Contractor shall be responsible for personal hygiene of the Janitors.
15. In case of dispute decision of the Medical Superintendent Civil Hospital, Karachi shall be final and Contractor will not challenge in the Court of Law.

**SIGNATURE OF THE CONTRACTOR:**

**STAMP**

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

CNIC NO : \_\_\_\_\_

(Copy duly attested must be attached)

Ph: No. \_\_\_\_\_ Cell No. \_\_\_\_\_

Fax No. \_\_\_\_\_

Email Address.

## **CRITERIA FOR EVALUATION OF JANITORIAL BID**

<b>S. #</b>	<b>Criteria for Evaluation of Janitorial Bid</b>	<b>Points</b>
1	Company Profile	10
2	Janitorial Plan for Civil Hospital, Karachi	10
3	List of Machinery / Equipments (which will be utilized by the Contractor in Hospital)	20
4	Client List / Relevant Experience/Previous year performance	30 ±
5	Copy of the Registration Certificate with EOBI	05
6	Copy of the Registration Certificate with SESSI	05
7	Copy of the Registration Certificate with Income Tax Department N.T.No	05
8	Copy of the License issued by the Pakistan Engineering Council	05
9	Turnover of at least three years (Bank Certificate / Bank Statement for the last three years should be attached)	10

**Note:**

- a. Only those firms will be qualified who will get 70 points.
- b. All the Photo Copies should be attested from Oath Commissioner / Notary Public or Gazetted Government Officer.
- c. Only those Contractors / Suppliers will be qualified, who will be provided all the above said required information with supporting documents else their bid will be rejected.

**Signature of Contractor(s)**  
**Stamp**

**“A”**  
**Technical Offer**  
**(On Firm Letter Head)**

(i)

S.No.	Particular	Required	Age	Experience
01	Head Supervisor	01		
02	Supervisors	04		
03	Janitorial Workers	80		
04	Helpers	05		
05	Mali	01		
06	Plumber	02		
07	Electrician	01		
<b>Total =</b>		<b>94</b>		

**Note:**

- i) Cleanliness articles to be provided by the Contractors as mentioned in the Terms & Conditions of the Bid Documents in details.
- ii) Helpers will work under supervision of the Hospital Administration.

(ii)

S.No.	Particular	Required	Model
07	Mini Truck 7/24 basis (Shahzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard.	01	

**Note:**

Certificate will be provided by the Contractor to Hospital Admin on monthly basis that the Hospital Wastages have been disposed off in the approved Local Government Dumping yard as per EPA rules.

(iii)

List of Equipments (which will be utilized by the Contractors in this Hospital).

S.No.	Description (Equipments)	Quantity

**Note:**

The strength of the staff can be increased or decreased on funds basis.

Signature of  
Contractor / Supplier

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

C.N.I.C No. : \_\_\_\_\_

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

Stamp : \_\_\_\_\_



**“B”  
Financial Offer**

(i)

S.No.	Particular	Required	Per Month	Total Amount For 12 Month
01	Head Supervisor	01		
02	Supervisors	04		
03	Janitorial Workers	80		
04	Helpers	05		
05	Mali	01		
06	Plumber	02		
07	Electrician	01		
	<b>Total =</b>	<b>94</b>	<b>Grand Total =</b>	

**Note:**

- i) The Strength / Nomenclature of the said staff can be increased / decreased on fund basis.
- ii) Helpers will work under supervision of the Hospital Administration.

(ii)

S.No.	Particular	Required	Model	Per Month	Total Amount For 12 Month
01	Mini Truck 7/24 basis (Shahzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard.	01			

(iii)

S.No.	Particulars	Monthly Infected Garbage	Rate (Rs)	Total Per Month	Total Amount For 12 Month
01	Hospital Infected Garbage with Polythene Bags as per EPA rules.	3000 Kgs			

Certificate or copy of Challan will be provided by the contractor that the Hospital infected garbage has been burnt in incinerator (Autoclave).

Signature:- \_\_\_\_\_

Name:- \_\_\_\_\_

Designation:- \_\_\_\_\_

CNIC No:- \_\_\_\_\_

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

Stamp



**INSTRUCTIONS:-**

- a) Each bid shall comprise Single Stage Two Envelope containing the Technical and Financial proposal and required information.
- b) The Janitorial Contractor will be provided Janitor workers, as offered even on holiday(s).
- c) Bid Security may be attached in shape of DD / Pay Order / Bank Guarantee issued by the scheduled Bank(s) in Pakistan.
- d) Bid should be dropped in the office of the Additional Medical Superintendent (Procurement) 1<sup>st</sup> Floor Admin Block Civil Hospital Karachi and the same will be opened at Board Room 2<sup>nd</sup> Floor Admin Block Civil Hospital Karachi.
- e) Bid / offer will be evaluated as per criteria for evaluation of Janitorial Bid.
- f) Tender price will be assessed / computed on best bid evaluated cum lowest basis as mentioned i, ii & iii at "B".
- g) Hospital Infected Garbage payment will be made as per quantity handed over to the Contractors / Suppliers by the Hospital administration.
- h) Civil Hospital Karachi shall disqualify a contractor, whether pre-qualified or not, if it find at any time, that the information submitted by him concerning his qualification and professional, technical, financial, legal, or managerial competence as contractor was false and materially inaccurate or incomplete at any stage.
- i) Document(s) for Evaluation of Janitorial Services must be paged / flagged by the bidders.
- j) Technical Proposal will be opened on **9<sup>th</sup> September, 2014** and the Financial Proposal will be opened only those firms who will be qualified.
- k) Bid should be including all Government Taxes Contributions & S.S.T (If applicable)

**Signature of Contractor  
Stamp**