

**OFFICE OF THE MEDICAL SUPERINTENDENT
CIVIL HOSPITAL, KARACHI**

**TENDER FOR CONTRACT OF CLEANLINESS / JANITORIAL SERVICES
FOR THE YEAR 2011-12.**

Tender Fee	<u>Rs.1000/- (Non-Refundable)</u>
Date & Timing of receiving	<u>18th August' 2011@ 10:30 a.m</u>
Date & Time of Opening	<u>18th August' 2011@ 11:30 a.m</u>
Place of Opening	<u>Board Room Civil Hospital, Karachi</u>

**TERMS AND CONDITIONS FOR THE CONTRACT OF CLEANLINESS /
JANITORIAL SERVICES @ 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 as per SPPRA – 2010).
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.

1. Sweeping & Cleaning of bituminous & R.C.C Roads.
 2. Cleaning of Sewerage System including Septic Tank.
 3. Sweeping & Cleaning of all Units / Wards / C.O.D / OPD / Operation Theaters / Admin Block / Nursing Hostel.
 4. Cleaning of open arcoss / area.
 5. Removal & disposal of garbage Infected & Non-Infected waste as per E.P.A recommendation.
 6. 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.
 7. Services will be timely framed as and when required.
3. **"FINANCIAL BID DOCUMENT"** shall be accompanied by an Earnest Money equivalent to 5% 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. Partial or incomplete bids will not be considered Post-qualification information for Janitorial Services and financial bid documents (both envelopes) are to be submitted in the office of Medical Superintendent Civil Hospital, Karachi on **18-08-2011** up to **10:30** hours. The envelopes containing Post qualification (Technical Proposal information's shall be opened on the same day at **11:30** 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 and to annul the bidding process and reject all bids, all any time prior to award of Contract, without thereby incurring any liability to the affected bidders are any obligation to inform the affected bidders of the grounds for the Employers action except that the grounds for its rejection of all bids shall upon request be communicated, to any bidder who submitted a bid, without justification of the grounds.

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.

5% 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 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: 021-99215759-60 Fax.021-99215733

HUMAN RESOURCES.

220 Sanitary Workers of this hospital will assist to the Contractors for Janitorial Services @ Civil Hospital Karachi. In case of complaint or absentee of this Hospital Staff is reported 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 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 Officers of this hospital will verify the bills within three to five days and submit the bills to the Accounts Branch on 6th of the same month for further processing by Accounts Branch.

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 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 as per requirement of the hospital Hard Broom, Soft Broom, Mops (3 Lari) / Steel Rods for Mops and Plastic Bags for use in Hospital wastages in 03 (three) colours, as per the approved colours of the EPA the quality of the said articles will be approved by the authorized Official / Officer Civil Hospital Karachi and will also responsible to incur Rs.10,000/- monthly basis on un-foreseen expenditure on minor nature articles for maintaining the required standard of cleanliness. Phenyl, Acid, Bleach, Oil Spray Vim Powder etc will be arranged by the Hospital Administration.

AREA COVERED BY THE CONTRACT.

- 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.
2. Contractor will not be allowed to participate in any Political / Immoral / Illegal activities in the premises of Civil Hospital, Karachi.
3. Contractor will not be allowed to sublet the contract and will responsible to pay the Government Institution contribution if applicable.
4. In case of any dispute contractor will approach the Additional Medical Superintendent (General) Civil Hospital, Karachi. If he 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.
6. Contractor will be responsible for any theft or pilferage committed by any of his 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 contractor 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.
10. 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.
11. The contractor should not violate himself or allow his janitors to violate the rules of Environmental Protection Agency (EPA).
12. In case of violate of the rules the contractor may be fined upto Rs.5,000/- at one time and disciplinary action will be initiated against him.
13. Contractor shall be responsible for personal hygiene of the Janitors.
14. 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. _____

E.mail Adress.

“ A “
Technical Offer
(On Firm Letter Head)

(i)

S.No.	Particular	Required	Age	Experience
01	Supervisors	03		
02	Janitorial Workers	80		
03	Helpers	07		
04	Mali	01		
05	Plumber	01		
06	Electrician	01		
Total =		93		

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 and Shopping Bags for Disposal of the Hospital wastage from Hospital to Government approved dumping yard.	01	

Note:

Certificate will be provided by the Contractor that the Hospital Wastages have been disposed off in the approved Local Government Dumping yard.

“ C “

List of Equipments (which will be utilized by the Contractors in 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 : _____

Criteria for Evaluation of Janitorial Bid

- (i) Company Profile / Janitorial Plan / List of Machinery / Equipments which will be utilized in Hospital.
- (ii) Client List.
- (iii) Bid Offer.
- (iv) Copy of the Registration Certificate with EOBI / SESSI and Copy of the 02 Paid Challan of the Contribution deposited by the firm in last year.
- (v) Copy of the Registration Certificate with Income Tax Department N.T.No..
- (vi) Copy of the License issued by the Pakistan Engineering Council.
- (vii) Copy of the Audit Report of the firm for the last three (03) years.
- (viii) Earnest Money / Security Deposit.

Note:

All the Photo Copies should be attested from Oath Commissioner / Notary Public or Gezatted Government Officer.

“ B “
Financial Offer
(On Firm Letter Head)

(i)

S.No.	Particular	Required	Per Month	Total Amount For 12 Month
01	Supervisors	03		
02	Janitorial Workers	80		
03	Helpers	07		
04	Mali	01		
05	Plumber	01		
06	Electrician	01		
	Total =	93	Grand Total =	

Note:

Bid Security Pay Order / Demand Draft should be attached (In Original).

(ii)

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

Note:

Certificate will be provided by the Contractor that the Hospital Wastages have been disposed off in the approved Local Government Dumping yard.

Signature of
Contractor / Supplier

Name : _____

Designation : _____

C.N.I.C No. : _____

Address : _____

Stamp : _____

**OFFICE OF THE MEDICAL SUPERINTENDENT
CIVIL HOSPITAL, KARACHI**

**TENDER FOR CONTRACT OF SECURITY SERVICES
FOR THE YEAR 2011-12.**

Tender Fee	<u>Rs.1000/- (Non-Refundable)</u>
Date & Timing of receiving	<u>18th August' 2011@ 10:30 a.m</u>
Date & Time of Opening	<u>18th August' 2011@ 11:30 a.m</u>
Place of Opening	<u>Board Room Civil Hospital, Karachi</u>

**TERMS AND CONDITIONS FOR THE CONTRACT OF SECURITY SERVICES
@ 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 up to three months) or more with mutual consent.

Scope of work.

1. Provide Security at all time.
 2. Maintain harmony Under Stressful situation.
 3. Maintain traffic inflow during peace and emergency time and arrange to Park the Vehicles as per policy of the Hospital Administration.
 4. Provide Security to all Staff in Ward and in the Hospital premises.
 5. Constantly work on emergency plans and procedure with Hospital Management.
 6. Provide 24/7 watch on all hospital activity.
 7. He will be responsible to provide the Security to the Hospital assets and any other job assigned by the Hospital administration in this regard.
2. **"FINANCIAL BID DOCUMENT"** shall be accompanied by Earnest Money equivalent to 5% of the Annual bid quoted amount, in the form of Bank Guarantee / Pay Order / Demand Draft drawn from any scheduled bank of Pakistan in favour of Medical Superintendent Civil Hospital, Karachi.
 3. Partial or incomplete bids will not be considered. Post-qualification Technical information (**Security Plan**) and Financial bid documents (both envelopes) are to be submitted in the office of Medical Superintendent Civil Hospital, Karachi on **18-08-2011** up to **10:30** hours. The envelopes containing Post qualification (Technical Proposal information's Security Plan shall be opened on the same day at **11:30** hours in presence of those bidders who wish to be present.
 4. **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 and to annual the bidding process and reject all bids, all any time prior to award of Contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the Employers action except that the grounds for its rejection of all bids shall upon request be communicated, to any bidder who submitted a bid, without justification of the grounds.

5. 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.

6. Amount of Bid Security.

5% of the annual Bid Price in the shape of pay Order or an irrevocable Bank Guarantee issued by a Scheduled Bank in favour of the Medical Superintendent Civil Hospital, Karachi.

7. Number of Copies of the Bid to be submitted.

One Copy (In Original) Technical Proposal along with Security Plan with photo copy of the Call Deposit **without** showing the amount and original Call Deposit / Pay Order / Bank Draft may be attached with the Financial Proposals.

8. Employer's Address for the Purpose of Bid Submission.

Medical Superintendent Civil Hospital, Karachi Baba-e-Urdu Road Karachi
Tel: 021-99215759-60 Fax.021-99215733

HUMAN RESOURCES.

The Services of the 60 Security Guards / Chowkidars of this hospital will assist the Contractor for Security Services @ Civil Hospital Karachi. In case of complaint or absentee of Hospital Security Staff is reported necessary action will be taken against them by the Hospital Administration, as per rules.

Contractor shall ensure to post the Security Staff, as per Security Plan submitted by him for Hospital.

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

A Security Services Monthly Bill will be submitted to the authorized officer along with the invoice on first of every succeeding month. Additional Medical Superintendent (Security) or Authorized Officer / Official Civil Hospital Karachi, will verify the bill within three days and submit the bill to the Accounts Branch on 5th of the same month for further processing by Accounts Branch for arranging the payment from Accountant General Sindh, Karachi.

In case of any dispute between Security Guards / workers with the contractor the matter shall be, referred to the administration for arbitration whose decision shall be final. Contractor shall provide duty roster of the Security persons accordingly to the administration on the monthly basis.

Security Guards of the Contractor will be bound to wear neat and clean uniform & badges approved by the authority. In case of violation fine will be imposed by the

Concerned Additional Medical Superintendent, or Authorized Officer Civil Hospital Karachi, which will be at least Rs.50/- per employee per day.

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

Contractor will be bound to change the Guards who are unwanted by the hospital administration immediately.

Guards will work according to time table issued by the Additional Medical Superintendent Civil Hospital, Karachi.

- i. Basic human rights will not be violated by the contractor.
- ii. Contractor shall be bound to provide manpower according to contract on holidays.
- iii. Contractor shall be bound to provide the sanctioned strength of Security Guards at all time even on holiday.

AREA COVERED BY THE CONTRACT.

- a. Contractor will be fully responsible to keep the whole covered area including Neuro Surgery & Ophthalmology unit based at Services Hospital Karachi, and OPD Compound and open space according to the entire satisfaction of the Hospital Administration.
- b. Contractor shall be responsible for round the clock Security Services of the areas under contract.

RECTIFICATION REPORT.

- a. In case of any complaint or observation conveyed to the contractor or their Security supervisor by hospital authorities / Additional Medical Superintendent (Security) 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, as well as Contractor will be paid all the Government Institution's Contribution himself.
2. Contractor will not be allowed to participate in any political / immoral / illegal activities in the premises of Civil Hospital, Karachi.
3. Contractor will not be allowed to sublet the contract and will be responsible to pay contribution to the Government Institutions (If applicable).
4. In case of any dispute contractor will approach the Additional Medical Superintendent (General) Civil Hospital, Karachi. If he 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.
6. Contractor will be responsible for any theft or pilferage committed by any of his 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 (05) years in a renowned organization / institution. Contractor shall have NTN with sound financial background.
10. Contractor shall have its own ammunition / communication equipments required for Securities etc. Ammunition must be approved by the Authorized Officer of Civil Hospital Karachi, before commencement of contract.
11. The contractor should not violate himself or allow his Security Guards to violate the rules of the Sindh Government.
12. In case of violate of the rules the contractor may be fined upto Rs.5,000/- at one time and legal action will be initiated against him.
13. Contractor shall be responsible for personal of the Security Guards.
14. 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. _____

E.mail Adress.

Criteria for Evaluation of Security Bid

- (i) Company Profile / Security Plan / Communication Equipments / List of Ammunition which will be utilized in Hospital.
- (ii) Client List.
- (iii) Bid Offer.
- (iv) Copy of the Registration Certificate with EOBI / SESSI and Copy of the 02 Paid Challan of the Contribution deposited by the firm in last year.
- (v) Copy of the Registration Certificate with Income Tax Department N.T.No..
- (vi) Copy of the Registration Certificate with Home Department Government of Sindh.
- (vii) Earnest Money / Security Deposit.

Note:

All the Photo Copies must be attached duly attested from Oath Commissioner / Notary Public or Gazetted Government Officer.

“ B “
Financial Offer
(On Firm Letter Head)

S.No.	Particular of Post(s)	Required	Per Month	Total Amount For 12 Month
01	Head Supervisors	02		
02	Supervisors	06		
03	Security Guards (Ex Servicemen)	24		
04	Security Guards	70		
05	Lady Searcher	09		
06	CCTV (Camera Operators	03		
Total =		114	Grand Total =	

Note:

Bid Security Pay Order / Demand Draft should be attached (In Original).

Signature of
Contractor / Supplier

Name : _____

Designation : _____

C.N.I.C No. : _____

Address : _____

Stamp : _____

SPECIMEN

S.No.	Particular	Page		Attached	
		From	To	Yes	Not
01	Terms & Conditions				
02	Technical Offer				
03	Financial Offer				

Note:

The said Performa should be attached front of the Bid offer duly signed by the Contractor.

Technical Offer

(On Firm Letter Head)

S.No.	Particulars	Requirements	Age	Height	Qualification	Experience	Trained	Duty Hours	Remarks
1	Head Supervisors	02							
2	Supervisors	06							
3	Security Guards (Ex Servicemen)	24							
4	Security Guards	70							
5	Lady Searcher	09							
6	CCTV (Camera Operators	03							
Total =		114							

- i) List of Ammunitions & Communication equipments, which will be utilized in Hospital for safety of the Government Assets.
- ii) Company Profile / Security Plan for Hospital.
- iii) List of Institution in which your firm is providing Security Service.
- iv) Copy of the Pay Order / Demand Draft with out showing the amount.
- Note:**
- i) The post(s) mentioned @ S.No.1 & 2 Retired Non Commissioned Officer of the Armed Forces / Rangers or Police Officer are eligible.
- ii) Only Ex Servicemen will allow to keep ammunition.
- iii) The Hospital Administration reserves the right to increase or decrease quantity of post(s) on funds basis.

Signature of
Contractor / Supplier

Name : _____

Designation : _____

C.N.I.C No. : _____

Address : _____

Stamp : _____