

Cost of Tender Documents – Rs. 1000/=

STANDARD BIDDING DOCUMENTS



GOVERNMENT OF SINDH

SBB ACCIDENT EMERGENCY & TRAUMA CENTRE KARACHI

Contract No:- AMS/SBB-TC/PROC/(POSR-01) 2016-17

ROUGH COST ESTIMATE: 90 (M)

PROVISION OF JANITORIAL SERVICES

AT

SBB Accident, Emergency & Trauma Centre, Karachi

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INSTRUCTIONS TO BIDDERS

1. Shaheed Benazir Bhutto Accident Emergency & Trauma Centre invites sealed bids on single stage two envelope systems 46(2) as per Sindh Public Procurement Rules 2010, Amended till date from Contractors/Service provider / Sole Agents etc. for **Provision of Janitorial Services at SBB Accident, Emergency & Trauma Centre, Karachi**, mentioned in Annexure **B. Contract No:-AMS/SBB-TC/PROC/ (POSR-01)2016-17**
2. Bidders are required to check that Tender Documents issued to them are complete in all respects as per table of content.
3. Bidders should examine carefully the table of content. They should visit and inspect the site at their own expense and responsibility and obtain all necessary information prior to submitting the Tender. Any detail/specification missing in the document should be obtained from Planning & Procurement Department before bidding. Once the Tender is submitted, it will be assumed that no further clarification was required.
4. The original bid shall be typed or written in indelible ink by the bidder or person duly authorized. The person or persons signing the bid shall initial all pages of the bid. The name and designation of each person signing must be mentioned below the signature.
5. No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the procuring agency may seek and accept clarification to the bids that do not change substances of the bids.
6. The Procuring Agency may reject all bids or proposal at any time prior to the acceptance of a bid or proposal. The procuring agency upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposal, but is not required to justify those grounds.
7. The quoted rates should include all costs of whatsoever description and expenses necessary for the whole work together with all risks, taxes, liabilities and obligations, specific or implied, in the Tender Documents. Arithmetical errors, if any shall be corrected and Tender price amended accordingly.
8. No unauthorized alteration may be made in the Tender documents. If any such alteration is made, tender may be liable for rejection.
9. Clarification, revision, addition or deletion, in the tender documents may be made by the authority before the submission and opening of Tender in the form of Addendum/Corrigendum. This will be made only by formal Addendum/ Corrigendum issued by the concerned authority and will become part of the contract documents. Each Addendum shall be signed by the Vendor and returned with other Tender documents.
10. The vendor has to quote only one rate for each work as per tender specifications. Hand written tenders or any over writing, cutting, should be signed.
11. The entire Tender Documents, listed duly priced, signed & stamped on each page and completed must reach at designated place in due time and dates as defined in the Bidding Data of the Tender.

12. Contractor who will win the tender will be required to enter into a Contract Agreement as defined in the Form of Agreement. Failing so, Procuring Agency may take necessary action against Contractor as deem fit.
13. All manufactured and other items should be used in the work in accordance with the instructions, specifications in the Tender Document and also in accordance with generally accepted norms of good workmanship.
14. Quantities of tender items are on estimated basis. They could vary according to the sanctioned amount as per discretion of Procurement Committee.

TERMS & CONDITIONS OF TENDER

- a) SBB Accident Emergency & Trauma Centre invites sealed bids on **Single Stage Two Envelope Procedure** as per clause 46(2) of Sindh Public Procurement Rules 2010 (Amended till date) from Interested Bidders for **Provision of Janitorial Services at SBB Accident, Emergency & Trauma Centre, Karachi.**
- b) Tender Fee in shape of pay order in favor of Additional Medical Superintendent / DDO, SBB Accident Emergency & Trauma Centre must be attached; else the offer will be rejected.
- c) The Contractors / Suppliers / Manufacturers / Authorized Distributors should attach 2% of total value of the quoted items with bid as **BID SECURITY** in shape of Pay Order / Bank Draft issued from any scheduled Bank of Pakistan in favor of **Addl. Medical Superintendent/ D.D.O., SBB. Accident Emergency & Trauma Centre Karachi. (Copy of the same should be attached without showing the amount quoted).**
- d) **PERFORMANCE SECURITY:** The successful bidders will have to deposit the requisite Performance Security Bond in the shape of a Pay Order / Demand Draft or Bank Guarantee at 2% of the Contract Value. The same will be released after successful completion of contract period.
- e) Bid should be dropped at Planning & Procurement Office, 12th Floor, SBB Accident Emergency & Trauma Centre by mail or by hand in due course of time and the same will be opened at Committee Room, 12th Floor, Admin Block, SBB Trauma Centre.
- f) Bid / offer will be evaluated as per criteria and the bid's terms & conditions.
- g) If a discrepancy is found between the unit price and the total price; The unit price would be considered as correct.
- h) Bid should be inclusive of all Government taxes (if applicable) and the same will be paid by the Contractor except withholding tax and 0.35% Stamp Duty which will be deducted at source in office of the Accountant General Sindh Karachi.
- i) The firm will be responsible for **Provision of Janitorial Services at SBB Accident Emergency Trauma Centre Karachi** at consignee address. (S.B.B. Accident Emergency & Trauma Centre Karachi (If it fails the Security Deposit will be forfeited).
- j) Planning & Procurement Department shall disqualify a contractor, whether pre-qualified or not, if it finds 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.
- k) 20% of the due Sindh Sales Tax (if applicable) will be deducted from the bill of the Contractors / Suppliers while remaining 80% will be deposited by the Contractors / Suppliers themselves.
- l) The bid security will be forfeited to the Government, if the bidder withdraws his bid after opening and before the expiry of the bid validity period or fails to sign the contract in stipulated time if the bid is accepted.
- m) Conditional tender and tender without bid security shall not be considered.
- n) GST / Income Tax Certificate must be accompanied with tender.
- o) The Procuring Agency may reject all or any bid at any time prior to the acceptance of a bid or proposals, subject to the relevant provision of SPP Rules, 2010 (Amended till date). Payment will be made within four weeks after receipt of bill / invoice duly fills in all respects.
- p) Bids shall remain valid for 90 days after the date of bid opening and same may be extended in terms of Rule 38 (2) (3) (4) of SPPRA Rules.
- q) Prices quoted shall remain valid up to 30th June, 2017

- r) No tender will be entertained without Earnest money / Bid Security. The same will be forfeited to Government Treasury, in case of non-submission of Performance security within seven (7) days of receipt of the offer letter.
- s) Bids submitted late due to any reason what so ever, shall not be considered and returned unopened to the bidder or his authorized representative.
- t) If the supplier fails to give supply and install within the stipulated period, liquidity charges will be imposed.
- u) Registration from Sindh Revenue Board is not required in procurement of Goods.

I / We agree to above mentioned terms & conditions:

Name of Contractor _____ Signature _____

(CNIC NO _____ (Copy must be attached).)

Full Address _____

Rubber Stamp _____

BIDDING DATA

Procuring Agency	:	SBB Accident Emergency & Trauma Centre
Address	:	Chand Bibi Road, Karachi
Name of Item	:	Provision of Janitorial Services at SBB Accident Emergency & Trauma Centre
Bid Validity	:	90 Days
Amount of Bid Security	:	2% of Bid Quoted Price
Last date of Selling of Bid	:	05-April-2017 till 08:30p.m.
Date of Submission of Bid	:	05-April-2017 from 09:00a.m to 11:00a.m.
Date of Opening of Bid	:	05-April-2017 at 11:30a.m.
Performance Security	:	2% of the Contract Value
Language of Bid	:	English
Bidding Procedure	:	Single Stage Two Envelope Procedure/ SPP rule 46(2)
Advance Payment	:	No Advance Payment
Period of Completion	:	One year from the date of Award of Contract
Liquidity Damages	:	0.03% of the bid price per month after the period of Completion up to 10% maximum
Place of Delivery	:	Store of SBB Accident, Emergency & Trauma Centre

**CRITERIA FOR EVALUATION JANITORIAL SERVICES FOR SBB ACCIDENT,
EMERGENCY & TRAUMA CENTRE, KARACHI**

Mandatory Requirements:

- Should comply Terms & Conditions of the Standard Bidding Documents.
- Should be registered with Income Tax Department (NTN should be attached).
- Should be registered with Sindh Revenue Board (SRTN Certificates should be attached).
- Relevant experience of last three years.
- Turnover of at least three years (100 million each year)
Bank Certificate / Statement for last three years should be attached.

S. No.	Evaluation Criteria	Marks
1.	Company Profile	10
2.	List of Machinery Equipment / Tools and cleaning material which will be utilized by the Contractor to carry out desired operations	20
3.	Maintenance Service Plan for Janitorial Services (list of duties/activities perform on daily / weekly / monthly basis for various areas as defined in scope of work etc.) deployment of staff should also be mentioned in said plan.	30
4.	Should have experience of providing Janitorial Services in Healthcare Industry with satisfactory certificates from Hospital concerned. At least two hospitals (minimum 200 bedded). 10 mark each.	20
5.	Copy of Registration Certificate with EOBI	10
6.	Copy of Registration Certificate with SESSI	10
TOTAL		100

Qualifying marks – 70 marks

PROVISION OF JANITORIAL SERVICES FOR SBB ACCIDENT EMERGENCY
TRAUMA CENTRE, KARACHI
BILL OF QUANTITIES
TECHNICAL PROPOSAL

Part A: Human Resources;

S.#	Particular	Required	Age	Qualification / Experience
01.	Incharge Janitorial Services	01	Up to 50 Years	Graduate + 10 years
02.	Floor Supervisors	24	Up to 40 years	Matric + 5 years
03.	Janitorial Workers (male)	210	Up to 35 years	Experienced
04.	Janitorial Workers (Female)	45	Up to 35 years	Experienced
05.	Cleaning Cradle Worker	05	Up to 35 years	1 year experience
06.	Cleaner	40	Up to 35 years	Experienced
Total		325		

Part B: Machinery Equipment & Material;

S.#	Particulars
01.	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment mentioned in the list submitted against point 2 of marking criteria at page # 8; to their Janitorial workers for carrying out this contract.
02.	All necessary cleaning material for example phenyl, bleach, oil spray, washing powder, vim powder, toilet cleaner, tissue roll, tissue paper, air freshener with its dispenser etc. will be arranged by the contractor as per point # 2 of making criteria at page # 8 of SBD.

Part C: Pest Control, Fumigation & Cleaning of Water Reservoirs;

S.#	Particulars
01.	Contractor will be responsible to carry out fumigation on fortnightly basis to ensure that the Trauma Centre will remain free from all kinds for pesticides, insect, rodent control and street cats and dogs & anything else which fall under this category.
02.	Contractor will also be responsible for monthly cleaning & chlorination of all under water and roof top water reservoirs up to the satisfaction of Infection Control Department / AMS of SBB Trauma Centre.

Part D: Waste Disposal;

S.#	Particular	Required
01	Mini Truck 24/7 basis (Shahzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard.	01
02	Infected waste will be disposed off through KMC on alternate days basis	L/s

Note:

Certificate will have to be provided by the Contractor to Addl. Medical Superintendent SBB Trauma Centre on monthly basis that the Hospital municipal and infected waste have been disposed off in the approved Local Government Dumping yards and through KMC as per EPA rules.

SCOPE OF WORK:

- Contractor shall be responsible for round the clock cleanliness of premises and periphery of SBB Accident Emergency & Trauma Centre-the area under contract.
- Contractor will be fully responsible to keep the whole covered area including walls and roofs neat and clean. Contractor will be responsible for disinfecting operation theaters, ICUs, HDUs etc. under the supervision of Infection Control Department of SBB Trauma Centre, and as per the satisfaction of the Centre Administration.
- All the open areas like roofs terraces, lawns, patios, ducts etc. shall also be kept neat and clean all the time by the Contractor.
- Contractor will be responsible for cleaning windows / glasses of the Centre from both inside and outside through the cleaning cradle.
- Sweeping & cleaning of bit mouse & R.C.C Roads.
- Cleaning of Sewerage System including Septic Tanks.
- Sweeping, Cleaning & scrubbing of all floors.
- Dusting of all walls / cleaning of cobwebs / window / equipment and machinery.
- Cleaning of the outer facade of the building with cleaning cradle.
- Cleaning of open arcose / area.
- Janitor will be required to provide regular services along with following services.
 - 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.
- Any other service which will be required in the context of cleaning.

HUMAN RESOURCES:

- Contractor shall ensure to post the staff as per the strength offered in bid, as well as mentioned in **Maintenance service plan submitted against point#03 of Marking Criteria on page# 08.**

- Authorized officer / Official will declare 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 (Trauma Centre) or authorized officer (s) of this Centre will verify the bills within three to five days and submit the bills to Account Branch Civil Hospital Karachi on 6th of the same month for arranging the payment from office of Accountant General Sindh.
- Infected waste will be disposed off under the supervision of an authorized officer of Trauma Centre and its bill will be submitted after approval from competent authority.
- 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 rooster of the supervisors According to the Centre 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 (Trauma Centre) which will least Rs. 50/- per employee per day.
- Indiscipline Janitors / the Janitors involved in immoral activities will not be allowed to serve in the hospital.
- Contractor will be bound to change the Janitors who will be unwanted by the Centre Administration immediately.
- Janitors will work according to time table issued by the Authorized Officer of the Centre Karachi or Additional Medical Superintendent (Trauma Centre), Karachi.
- Contractor will work according to the Government rules / policy;
 - i. Child labor rules and basic human rights will not be violated by the Contractor.
 - ii. Age of worker shall not be less than 18 years.
 - iii. Contractor must comply with the existing labor laws of Sindh and Pakistan.
 - iv. Contractor will be bound to pay minimum wages to the Janitorial staff as per prevailing laws.
 - v. Contractor shall be bound to provide the sanctioned strength of Janitors and cleaners at all-time even on **holidays**.

RECTIFICATION REPORT:

- In case of any complaint or observation conveyed to the Contractor or their supervisor by Additional Medical Superintendent or official concerned, of (Trauma Centre), the Contractor will report the steps taken in order to rectify those observations in writing within stipulated time.

Signature of Contractor / Supplier: _____

Name of Firm with full Address: _____

E mail Address: _____

Ph. Office: _____ **Fax:** _____ **Res:** _____ **Mobil:** _____

PROVISION OF JANITORIAL SERVICES FOR SBB ACCIDENT EMERGENCY
TRAUMA CENTRE, KARACHI
BILL OF QUANTITIES
FINANCIAL PROPOSAL

Part A: Human Resources;

S.#	Particular	Required	Age	Rate Per Person	Rate Per Month	Rate Per Year
01.	Incharge Janitorial Services	01	Up to 50 Years			
02.	Floor Supervisors	24	Up to 40 years			
03.	Janitorial Workers (male)	210	Up to 35 years			
04.	Janitorial Workers (Female)	45	Up to 35 years			
05.	Cleaning Cradle Worker	05	Up to 35 years			
06.	Cleaner	40	Up to 35 years			
Total		325				

Part B: Machinery Equipment & Material;

S.#	Particulars	Rate Per Month	Rate Per Year
01.	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment's mentioned in the list submitted against point 2 of marking criteria at page # 8; to their Janitorial workers for carrying out this contract.		
02.	All necessary cleaning material for example phenyl, bleach, oil spray, washing powder, vim powder, toilet cleaner, tissue roll, tissue paper, air freshener with its dispenser etc. will be arranged by the contractor as per point # 2 of making criteria at page # 8 of SBD.		

Part C: Pest Control, Fumigation & Cleaning of Water Reservoir;

S.#	Particulars	Rate Per Month	Rate Per Year
01.	Contractor will be responsible to carry out fumigation on fortnightly basis to ensure that the Trauma Centre will remain free from all kinds for pesticides, insect, rodent control and street cats and dogs & anything else which fall under this category.		
02.	Contractor will also be responsible for monthly cleaning &		

	chlorination of all under water and roof top water reservoirs up to the satisfaction of Infection Control Department / AMS of SBB Trauma Centre.		
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Part D: Waste Disposal:

S.#	Particular	Required	Rate Per Month	Rate Per Year
01	Mini Truck 24/7 basis (Shahzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard.	01		
02	Infected waste will be disposed off through KMC on alternate days basis	L/s		

Note:

- **ANNEXURE-C** Financial proposal must be submitted on company letter head duly signed / stamped/ type in figure and words of the total amount; else the offer would be rejected.

Signature of Contractor / Supplier: _____

Name of Firm with full Address: _____

E mail Address: _____

Ph. Office: _____ **Fax:** _____ **Res:** _____ **Mobil:** _____

BID LETTER FORM

From:

(Registered name and address of the bidder)

To:

Addl. Medical Superintendent,
SBB Accident Emergency & Trauma Centre,
Karachi - 74200

Madam,

Having examined the bidding document and amendment thereon we the undersigned, offer to provide services to the works including in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated_____

Project Title:

We undertake to provide services/execute the above project or it part assigned to us in conformity with the said bidding documents for an estimated sum of Rs._____(Rupees - _____) (total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by SBB Accident Emergency & Trauma Centre or its user organization.

If our bid is accepted, we undertake to;

- 1) Provide services/execute the work according to the time schedule specified in the bid document,
- 2) Obtain the performance guarantee of bank in accordance with bid requirements for the due performance of the contract, and
- 3) Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- 4) We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Date:

Bidder's signature
and seal.

CONTRACT FORM

THIS AGREEMENT made the day of(year) Between the Procuring Agency (hereinafter “SBB Trauma Centre”) of one part and(Name of Vendor) of(City and country of Vendor) (Hereinafter “the Vendor”) of the other part:

WHEREAS SBB Trauma Centre is desirous that certain solution, service and materials, as described in the bid document and briefly outlined below, should be provided by the Vendor.

Date of tender call:

Title of the project:

Brief outline of the work:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS;

In this agreement words and expression shall have the same meanings as are respectively assigned to them in the bid document referred to.

The following document shall be deemed to form and be read and construed as part of this Contract, viz.

- 1) Bid document(s)
- 2) Pre-bid conference minutes if any,
- 3) Clarification on bid document issued if any,
- 4) SBB Trauma Centre notification of award.

In case of conflict among documents mentioned above, the documents mentioned above in reverse order will prevail over other documents. In consideration of the payments to be made by SBB Trauma Centre to the vendor as hereinafter mentioned, the Vendor hereby covenants with the SBB Trauma Centre to provide the goods and services (solution, service and materials) and to remedy defects therein conformity, in all respects, with the provisions of the contract.

SBB Trauma Centre hereby covenants to pay the Vendor in consideration of the provision of the goods and services and the remedying of defects therein, 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.

Brief particulars of the services which shall be supplied/provided by the Vendor are as under:

Solutions, service or material	Quantity	Unit price	Amount	Remarks

IN WITNESS whereof the parties hereto have caused this Agreement executed the day and year above written.

Signed, and delivered by

For the Vendor,
Vendor's common seal:
Place
Date:
In the presence of:

Signed, and delivered by SBB Trauma Centre

For SBB Trauma Centre
SBB Trauma Centre common seal
Place:
Date:

Witness 1:

Witness 1: