

**REVISED SBD OF REHABILITATION OF ALL RHCS ACROSS KP AND CONVERSION OF 50 RHCS  
INTO 24/7 FACILITIES 2020-2023**

**BID SOLICITATION DOCUMENTS**

**FOR**

**JANITORIAL SERVICES**

**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.

**1. INTRODUCTION:**

Project Director, Rehabilitation of all RHCs across KP and Conversion of 50 RHCs into 24/7 facilities 2020-2023 invites Category wise sealed bids from the eligible bidders, Reputed Contractors/Individuals/FIRMS for the janitorial services for total 50 RHCs. The services will be provided in phase wise manner, initially will be hired for 25 RHCs i.e., 50 janitorial staff 2 per RHC (**For evening & Night Shift**) in several Districts (list available at website; [www.healthkp.gov.pk](http://www.healthkp.gov.pk)) of Khyber Pakhtunkhwa for two-year (extendable) FY contract for 2020-2021 & 2021-22.

Open Competitive Bidding under rule **Single Stage Two Envelope** bidding procedures of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Rules 2014.

**Description & Dates**

Pre-Bid: 12 March, 2021 at 10: 00 am

Tender opening date: 5<sup>th</sup> April, 2021 at 11:30 am

Technical Evaluation/ Report announcement will be notified on 20 April, 2021 later Financial Opening will be notified after 2 weeks of technical evaluation report announcement

**2. INSTRUCTIONS TO BIDDERS:**

- i. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Laws, Public Procurement Regulator Authority (PPRA) Rules made there under along with Standard Bidding Documents.
- ii. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder.
- iii. 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.
- iv. The bid should be complete in all respect and must be signed by the bidder.
- v. 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 taxes.

- vi. Bidders are essentially required to provide correct and latest postal/email/web addresses, phone/mobile/fax numbers for actively and timely communication.
- vii. 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.
- viii. 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.
- ix. 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. Department
- x. Usage of correction fluid & corrections are strictly prohibited unless duly initialed.
- xi. Any erasing / cutting etc. appearing on the offer, must be properly signed by the person signing the tender.
- xii. In case of Bid Tie, the decision will be taken by Post Qualification.
- xiii. 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.

### 3. ELIGIBILITY CRITERIA:

- i. Bidders must give compliance to the below mentioned clauses as these are mandatory to being eligible for the bidding process. Relevant certificates must be attached.
- ii. Only Typed tender on original letter pad, sealed & signed should be submitted and hand written will not be acceptable.
- iii. The tender must be according to hospital specification.
- iv. Alternates rates will not be acceptable
- v. No conditional tender will be acceptable
- vi. The bidder must be registered with Income / Sales Tax Department, NTN, reflected as Active Tax Payer on the list of FBR.
- vii. The bidder must be registered with **Khyber Pakhtunkhwa Revenue Authority, Public Procurement Regulator Authority.**
- viii. The firm must have Labor registration, Social Registration & Employees Old-Age Benefits Institution (EOBI).
- ix. The firm having ISO quality certificate of management system will be preferred
- x. The firm having 5 years' experience with government department will be given preference.
- xi. The bidder shall provide an undertaking that the bidder has not been declared black listed by any Governmental/ Semi-Governmental institutions.
- xii. Bidders shall not be eligible to bid if they are under a declaration of Ineligibility for corrupt and fraudulent practices issued by any government organization in accordance with the Section 44(1) KPPRA Rules 2014.

**4. Evolution Criteria: (Single Stage Two Envelopes).**

The Firm found eligible as per criteria given above shall be subject to evaluation criteria given here below:

Total Marks in Technical Criteria: 70  
Total Financial Score: 30  
Qualifying Marks: 70% of the total Technical score

**5. Award of Contract**

The contract will be offered to lowest price bidder amongst the qualified bidders.

**Technical Criteria for Janitorial service**

Total Marks in Technical Criteria: 70  
Qualifying Marks: 70% of the total Technical score

S.No	Description	Marks
1	Office in more than three cities (2 marks per districts)	06
2	Turn Over of 10 million for last 2 Financial Year (Bank statement should be attached)	10
3	Past performance certificates last 5 year (Each Certificate 2 marks)	10
4	Work in hand for last one year (2 marks for each project)	10
5	Past Experience of managing large contract (2 marks per 20 janitors)	10
6	Equipment's list for cleanliness (Floor Scrubber & housekeeping trolley)	04
7	Manpower Attested copy of Salary slips (At least 30) Last 2 years	10
8	Specific experience of Infectious waste management as per standard rules	10

**6. Price Bid (BoQ)/ Financial Proposal**

**DETAIL OF BID**

**Janitorial services contract** for total 50 RHCs. The services will be provided in phase wise manner, initially will be hired for 25 RHCs i.e., 50 janitorial staff 2 per RHC (**For evening & Night Shift**) in several Districts (list available at website; [www.healthkp.gov.pk](http://www.healthkp.gov.pk)) of Khyber Pakhtunkhwa for two-year (extendable) contract for 2020-21 & 2021-2022

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	2 per health facilities in first phase.			

	(50 janitors for 2-years)			
Inclusive of cost of cleaning equipment, as asked under scope of services	Please attached detail required item list along with cost (provided by contractor)	Rs	Rs	Rs.
<b>Total cost of Bid.</b>				

Note: The rates shall be inclusive of all taxes.

Rs: \_\_\_\_\_

(Rupees \_\_\_\_\_)

**Name & Signature** of Contractor/Authorized Representative

**i. Grievance Resolution mechanism:**

Grievance if any, shall be make through written application to the Project Director within the prescribed period. The Project Director will refer the application with his remarks to Project grievance committee

**7. GENERAL CONDITIONS: -**

- i. Technical evaluation committee of project shall evaluate the proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not confirm to the specified requirements.
- ii. Alternative bid shall not be considered and shall be rejected by the Competent Authority.
- iii. Technical evaluation committee may increase or decrease the quantity of the items as per requirement.
- iv. At any time prior to the deadline for submission of bids, Technical evaluation committee 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.
- v. 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.
- vi. The competent committee may accept or reject any or all of the bids under Rule 47 of KPPRA Rules, 2014.
- vii. No complaint, objection etc of any kind shall be entertained beyond the period reserved for grievance resolution.
- viii. No offer shall be accepted if Bidder failed to meet the qualification prescribed in these documents.
- ix. The contractor shall obey all the written instructions issued from competent authority. Default on part of contract will lead to penalty which may extend to Rs. 50,000/- however, continuous default will lead to cancellation of contract as well as blacklisting.

- x. The standard bidding documents KPPRA is part of this bidding document.

**8. BID Security**

Bid security 2% (of 0.5 Million) for 2 years from date of awarding contract in shape of Call Deposit (refundable) in favor of "Project Director" should be kept sealed in the financial proposal.

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 Guarantee.

**9. BID VALIDITY:**

- a. The bids should be valid for a period of 3 month from the date of opening.
- b. In exceptional circumstances, Project Director 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

**10. SPECIAL CONDITIONS OF THE CONTRACT**

- i. If any of the given specifications/parameters does not meet the required specifications, their offer will not be considered and shall summarily be rejected by Technical evaluation committee.
- ii. Successful Bidder will have to furnish a performance guarantee up to 5% of the contract value in shape of Demand Draft or Bank Guarantee in favor of the Project Director, Rehabilitation of all RHCs across KP and Conversion of 50 RHCs into 24/7 facilities for 2020-21 & 2021-22.
- iii. All bidders shall comply with code of ethics formulated by KPPRA
- iv. The services shall be authenticated by the end user/ concerned DHO and by the Technical evaluation committee.

**11. Scope of work:**

**SCOPE OF WORK/Term Of Reference (TOR)**

The work under this Contract shall be cleaning & janitorial services of health facilities i.e. cleaning services in evening and night shift. 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 patient's area and drop the same for safe disposal of waste (Incinerator, burning, burial) of health facilities.

..... Fill  
here your department .....

**TOOLS AND EQUIPMENT:**

The Contractor shall arrange all tools, equipment and cleanliness and washing consumable items used for the work i.e., Dry mops, Wet mops, brooms, wipers, window wipers, dustpans, Hand brush, cobweb brush, scraper, ladder, scrubbing machines, wet floor, dry vacuum cleaner, detergents at his own cost.

**DEPLOYMENT OF STAFF:**

Skilled/ Experienced worker in proper uniform with lapel Cards showing their identity shall be deployed. List of staff along-with their CNIC shall be provided to office of undersigned before deployment. Any replacement shall be intimated in advance with consent of the concerned office, PMU. Deployment shall be made as per requirement.

**12. Terms & Conditions:**

- The tenure of contract will be Initially for two year, extendable.
- The Contractor will provide the 5 % performance guarantee.
- The Firm will provide the daily, weekly and month work plan.
- All the Equipment's and consumable cleanliness items will be the responsibility of the Contractor.
- Initial 3 months will be on probation during which shortcoming on part of contractor shall lead to cancellation.
- Your services shall be evaluated through MO/ DHOs, on monthly basis, prior to release of monthly bills.
- 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 approved by the Project Director.
- 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 equipment, shall result in deduction of 5-10% amount from the bill.
- 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.
- Contractor shall carry out work directly. Contractor is not allowed to carry out whole or part of the work through subcontract/s.
- The above manpower requirement does not include weekly off, leave, absence 'requirements.
- The contractor shall not engage any person below the age of 18 years for the work. (Labour law apply)

- 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.
- 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.
- A daily attendance register shall be maintained by the supervisor which shall be countersigned by MO of the Health Facility.
- 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.
- Rights are reserved to cancel the order in to or a part thereof without assigning any reason but to safeguard interest of the institution.

**13. Award of Contract:**

Contracts shall be confirmed through a written agreement signed by the successful bidder and the Project Director.

**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 MO.

**Project Director (PMU)**  
Strengthening of all BHU's & RHCs  
Curative Section DGHS Khyber Pakhtunkhwa