



BIDDING DOCUMENT
(Single Stage – Two Envelope Procedure)

PROVISION OF LAUNDRY SERVICES

(Ref: No. DUHS/DP/2020/106)

N.I.T No. DUHS/DP/2020/102-107 Dated 14th April, 2020

SCOPE OF WORK

Dow University of Health Sciences (DUHS), Karachi intends to outsource the Laundry Services meeting the requirement from the eligible bidders. **The bidder will be responsible to provide the Laundry and Ironing services to DUHS seven days a week, 365 days a year without failure.**

DUHS expects that aspirant bidders should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and every page. Moreover, enclose required supporting documents according to the requirement.

GENERAL CONDITIONS & INSTRUCTIONS

- 1) Bids should be submitted in accordance with SPPRA Rules 46 (2) – Single Stage — Two Envelope Procedure.
 - (a) Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
 - (b) Envelopes shall be marked as “FINANCIAL PROPOSAL” and TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
 - (c) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
 - (d) Envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
 - (e) Procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
 - (f) No amendments in the technical proposal shall be permitted during the technical evaluation;
 - (g) Financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
 - (h) Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
 - (j) Bid found to be the lowest evaluated or best evaluated bid shall be accepted.
- 2) The technical bid should contain all the relevant information and desired enclosures in the prescribed format. The financial Bid should contain only Financial Proposal. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.
- 3) The committee in the presence of the bidders or their authorized representatives, who may like to be present, will open the bids publicly at the prescribed time, date and venue.

- 4) The Contracts concluded as a result of this Tender Inquiry shall be governed by the “Terms & Conditions” and other relevant instructions as contained in this Bidding Document.
- 5) Bids qualified by such vague and indefinite expression such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly.
- 6) The Bids shall be evaluated in accordance with the specified evaluation / qualification criteria and terms & conditions of the bidding document.
- 7) **The interested bidders may visit the site and physically inspect / survey the DUHS premises before submitting the tender.**
- 8) At any time prior to date of submission of bids, DUHS may, for any reason, or decision, modify the terms & conditions of the tender document by a corrigendum displayed on website of the university (www.dush.edu.pk). In order to provide reasonable time to take the amendment into account in preparing their bid, DUHS may or may not, at his discretion, extend the date and time for submission of tenders.
- 9) In case of discrepancies between the Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.
- 10) Any Bid not received as per terms and conditions of the Bid Document is liable to be ignored. Offer shall not be considered if:
 - i. Bid received without original bid document purchase receipt.
 - ii. Bid received without prescribed Bid Security.
 - iii. Bid received after the time and date fixed for the bid opening.
 - iv. Unsigned Bid.
 - v. Ambiguous Bid.
 - vi. Conditional Bid.
 - vii. Bid from a firm blacklisted, suspended or removed from the approved list.
 - viii. Bid through telegram.
 - ix. Bid with shorter bid validity period.
 - x. Bid not conforming to the technical requirements.
- 11) The bidders are expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish complete information required in the bidding documents or to submit a bid not substantially responsive to the bidding documents may result in rejection.
- 12) Language of the Bid: The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and the Procuring Agency shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case for purposes of interpretation of the Bid, the translated version shall prevail.
- 13) **Sealing and Marking of Bids:** The bidder shall seal the Technical and Financial Bids in separate envelopes and keep them in a bigger sealed Envelope. The envelope shall:

- (a) Bear the name and address of the Bidder;
 - (b) Bear the specific identification Name and Number of this bidding process indicated in the Bid Data Sheet; and
 - (c) Bear the purchaser's name and address i.e. Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi and a statement: "DO NOT OPEN BEFORE," the time and date specified in the Bid Data Sheet.
 - (d) If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.
- 14) **Documents comprising the bid**
- a. Technical Bid / Proposal:**
 - i. Original bid document purchase receipt else the bids will be rejected.
 - ii. Photocopy of Pay Order / Demand Draft of requisite Bid Security.
 - iii. Copy of the Price Schedule without showing the rates.
 - iv. Complete Profile of the Bidder with legal status, organization structure and nature of business.
 - v. Income Tax Certificate
 - vi. GST / SST Registration Certificate (if applicable)
 - vii. Valid License for offered services (if applicable)
 - viii. Undertaking on 100/- stamp paper (Sample attached)
 - ix. Past experience of similar services, during the last three years, at least three major hospitals of public and private sector having the minimum strength of 100 beds or more.
 - x. Financial Turn-over of the last three years showing the financial soundness of the bidder. Average yearly turn-over should not be less than Rs. 5.000 million. Demonstrated through audited annual financial statements / income tax return form / original bank certificate showing the annual turn-over.
 - b. Financial Bid / Proposals:**
 - i. Original Pay Order / Demand Draft of Bid Security.
 - ii. Original copy of the Financial Proposals with Quoted price and prescribed certificate. The offer should be in Pak Rupees (as per attached price schedule).
- 15) All rules, regulations and policies will be governed in accordance to the Sindh Public Procurement Regulatory Authority (SPPRA) and Dow University of Health Sciences (DUHS), Karachi.
- 16) The contract will follow all laundry protocols prescribed by DUHS from time to time specially with regards to the working methods in all areas of the laundry viz. washing, drying, ironing, material stocking etc.
- 17) Bids shall remain valid for 90 days from the date of its opening. The bid validity date may be extendable in terms of Rule 38(2)(3)(4) of SPPRA Rules 2010 (Amended 2019). A bid valid for a shorter period shall be treated as non-responsive and rejected.

- 18) No quoting firm will be allowed to withdraw its offer during the bid validity period.
- 19) Late bids, due to any reason what-so-ever, shall not be considered and returned unopened to the bidder or his authorized representative.
- 20) The bidder must be registered with GST / SST (if applicable) and Income Tax Departments otherwise their offer will not be considered and rejected straightaway.
- 21) The tender must be free from erasing, cutting and over writing. In case of erasing, cutting and over writing, authorized person should initial and stamped it, else the offer will not be entertained.
- 22) If there is no mention of taxes, the offered/quoted price will be considered as inclusive of all prevailing taxes/duties. The benefit of exemption from or reduction in the GST or other taxes during the contract period shall be passed on to the Procuring Agency.
- 23) Conditional bids against the Govt. Rules / policy and without bid security will not be considered / entertained / accepted.
- 24) The Bidder shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the country.
- 25) DUHS reserves the right to evaluate and compare the bids on itemized basis OR on the Group / Lot basis OR on the basis of a group of similar nature goods OR goods compatible with each other.
- 26) The Bidder shall pay the prevailing Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.
- 27) General Sales Tax / Sindh Sales Tax will be paid on applicable items only by the company / firm / agency.
- 28) Required documents shall be submitted, if the bidder / Supplier will claim Tax exemption facility regarding non deduction of Advance Income Tax.
- 29) Related work may be alter, remove, added or deleted to scope if considered essential to complete related task assigned.
- 30) Bidder shall NOT claim or charge transportation, loading / unloading, labor or any other charges related to or in the name of logistics, accidents, insurance, freight, etc.
- 31) The bidder shall furnish a bid security / earnest money equivalent to **2% of the total value of bid** in the form of a Call Deposit / Bank Draft / Pay Order issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi. Any bid not accompanied by an acceptable bid security shall stand liable to be rejected by the DUHS as non-responsive.
- 32) The bid securities / earnest money submitted by unsuccessful bidder shall be returned to them without any interest whatsoever, after conclusion of the contract with successful bidder or on expiry of validity of bid security whichever is earlier.
- 33) The bid security of the successful bidder will be returned only when the bidder furnish the required Performance Security and signed relevant contract agreement.
- 34) The Bid Security / Performance Security is liable to be forfeited and acquire the services at bidder's risk and expenses in case;

- a. The acceptance of bid issued during the validity period of the offer is not accepted by the bidder.
 - b. The offer is withdrawn, amended or revised during the validity period of the offer.
 - c. The contractor fails to execute the contract strictly in accordance with the terms and conditions laid down in the contract.
 - d. The contractor delays the services.
 - e. The contractor refuses to provide the services after receiving Acceptance or signing of Contract in accordance with the terms & conditions laid down in the Contract.
- 35) Procuring agency shall not be responsible for the expenses to be incurred on maintenance of equipment / Ancillaries (if any).
- 36) It would be contractor's responsibility to keep all laundry equipment in excellent working condition at all the times and to keep the laundry area in immaculate clean condition, failing which penalty deductions (5% of monthly charges) will be levied.
- 37) Bidders shall purchase separate tender documents and furnish original Tender Purchase Receipt and prescribed Bid Security for each alternate offer in case they want to submit alternate offer. All the bids with alternate offers without separate Tender Purchase Receipt (original) and prescribed Bid Security shall not be considered and both bids, original and alternate will be rejected.
- 38) **Bid Prices:**
- i. The bids shall be quoted in Pak Rupees.
 - ii. The bids should be inclusive of all applicable taxes to Federal & Provincial Govt. or local bodies and will be deducted from the bill of the bidder / contractor.
 - iii. The Bidder shall quote the price on the given Price Schedule, and shall sign the certificate given therein to the effect that the services shall be provided exactly in accordance with the requirements of the procuring agency. In case there is any deviation, it should be clearly stated by the Bidder separately, describing deviation from Specifications, otherwise it would be presumed that offer is strictly in accordance with the requirement and specifications.
 - iv. Bidder should quote their firm and fixed rates for the entire period of the contract. Bids of the firms received with prices quoted on variable basis shall be rejected straightaway.
 - v. The quoted rates once offered by the bidder will not be changed during the contract period.
- 39) **Technical Evaluation of Bids**
- a) Purchaser shall evaluate the technical bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
 - b) Prior to the financial evaluation, the Purchaser will determine the substantial responsiveness of each bid to the Bid document. For purposes of these clauses, a substantially responsive bid is one, which conforms, to all the terms and conditions of the Bid Documents without material deviations. The Purchaser's determination of bid's responsiveness is to be

based on the contents of the bid itself without recourse to extrinsic evidence.

- c) A bid determined as substantially non-responsive will be rejected by the Purchaser and shall not subsequent to the bid opening be made responsive by the bidder by correction of the nonconformity.
- d) The Technical evaluation carried out by the Committee will be final.

40) **Financial Evaluations and Comparison of Substantially Technical Responsive Bids**

- a. The purchaser shall shortlist those who are eligible and have submitted substantially technical responsive bid for opening of financial bid. Successful Bidders would be called to attend opening of financial bids. The Financial Bids of unsuccessful bidders would not be opened and returned un-opened.
 - b. Arithmetical errors will be rectified on the basis, if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
 - c. The Purchaser may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- 41) Bidder shall not be allowed to alter or modify his bid after the opening of the bids. However, the procuring agency may seek and accept clarification to the bid that do not change substances of the bids.
- 42) The Bidder shall not assign, in whole or in part, its obligations to perform to another party under this Contract, except with the Purchaser's prior written consent.
- 43) Any conditional, ambiguous or incomplete offer in any respect shall be ignored. No supplementary or revised offer after the opening of bids shall be entertained.
- 44) The bidder shall have to accept any further conditions introduced by the Government during the period of contract.
- 45) The Bidder should not be blacklisted in the past on any ground by any Government (Federal or Provincial), a local body or a public sector organization. The Bidder will be debarred from the bidding process for submitting a false statement.
- 46) Payment of the bills will be subject to the deduction of mandatory government taxes/levies.
- 47) Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services.
- 48) The Bidder shall arrange such transportation of the linen articles as is required to prevent their damage or deterioration during transit to their destination.

- 49) 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 contract who submitted a bid or proposal, the grounds for its rejection of all bids or proposals but is not required to justify those grounds.
- 50) In case of announcement of Public Holiday or any unfavorable circumstance, the bids will be opened on next working day. Other terms and conditions, venue and time for drop and opening will remain unchanged.
- 51) All documents should be submitted duly paginated / flagged and the detailed of the documents should also be mentioned in front of the Index.

NOTICE INVITING TENDER (NIT)
No. DUHS/DP/2020/102-107 Dated 14th April, 2020

Dow University of Health Sciences (DUHS), Karachi is a Public Sector University invites the sealed bids for following Services from well-reputed Companies / Bidders available on 'List of Active Tax Payers' of FBR websites (for Income Tax) & SRB (For Sales Tax).

NAME OF BID	REFERENCE NO.	Bid Opening Date & Time
Repair & Maintenance Services for Passenger Lifts and Patient / Bed Lifts	No. DUHS/DP/2020/102	12-05-2020 @ 11:30 am.
Repair & Maintenance Services for Air Conditioning / Package Units / Chiller Plant	No. DUHS/DP/2020/103	12-05-2020 @ 11:40 am.
Operation, Repair and Maintenance of Power House / Generators	No. DUHS/DP/2020/104	12-05-2020 @ 11:50 am.
Repair and Maintenance Services for Uninterrupted Power Supplies (UPS)	No. DUHS/DP/2020/105	12-05-2020 @ 12:00 Noon
Provision of Laundry Services	No. DUHS/DP/2020/106	12-05-2020 @ 12:10 pm.
Hiring of Transport Service for Riva Water Plant	No. DUHS/DP/2020/107	12-05-2020 @ 12:20 pm.

Tender fee	Rs. 2,000/- (Rupees two thousand only) Non-Refundable
Bidding procedure	Single Stage – Two Envelope Procedure
Bid security	2% of the total bid value.
Last date for tender purchasing	From the date of publishing to 11th May, 2020
Deadline for submission of bids	12th May, 2020 up to 11:00 a.m.
Note: In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted / opened on next working day at the given time and venue.	

Bidding document may be purchased by interested bidders on the submission of a written application, NTN, GST Certificates and Pay Order / Demand Draft (in favour of the Dow University of Health Sciences) of tender fee during office hours. Tender Notice and bidding documents are also available for information on the websites of Dow University of Health Sciences (www.duhs.edu.pk) and Sindh Public Procurement Regulatory Authority (www.ppms.pprasinhd.gov.pk).

Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms will be rejected.

The Dow University of Health Sciences, Karachi (DUHS) reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended 2019).

Director Procurement
Dow University of Health Sciences
 Phone No. + 92-21-99261497
 Email: director.procurement@duhs.edu.pk

BID DATA SHEET

The following specific data for the goods / services to be procured shall complement, supplement, or amend the provisions in the Terms and Conditions. Whenever there is a conflict, the provisions herein shall prevail over those in Terms and Conditions.

Name of Procuring Agency:	Dow University of Health Sciences, Karachi.
Name of Contract:	Provision of Laundry Services
Bidding Procedure	Single Stage – Two Envelope Procedure
Language of Bid	Language of the bid shall be English
Bid Price	The quoted price shall be in Pakistani Rupees.
Bid Security	The Bid Security shall not be less than 2% of the total Bid amount in Pak Rupees from any scheduled bank in shape of Call Deposit / Bank Draft / Pay Order.
Bid Validity	Bid validity period shall be 90 days .
Alternate Bids	Alternate bids are allowed as per the clause 37, General Conditions & Instructions of bidding document.
Identification of bidding process	Provision of Laundry Services (Ref No. DUHS/DP/2020/106) NIT No. DUHS/DP/2020/102-107 Dated 14th April, 2020
Place of submission of Bids	Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi.
Deadline for Bid Submission	12th May, 2020 up to 11:00 a.m.
Place, Date and time of Bid opening	Place: Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi. Date: 12th May, 2020 Time: <u>12:10 p.m.</u>
Performance Security	The successful Bidder shall furnish the Performance Security equivalent to 5% of the total Contract amount in Pak Rupees from any scheduled bank in shape of Call Deposit / Bank Draft / Pay Order / Bank Guarantee.

SPECIAL CONDITIONS

1. **Manner of Submission of Tender:** Bids should be submitted in accordance with SPPRA Rules 46 (2) – Single Stage — Two Envelope Procedure. viz 1) Technical Bid & 2) Financial Bid. The bidders should ensure that the Technical bid complete in all respect and containing the required enclosures is sealed in a separate envelop and the financial bid sealed in a separate envelop & both the sealed envelopes are kept and sealed in a suitable size of envelop. All envelop will be address to Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi. The Sealed Technical bid Envelop of all bidders will be opened first. Financial bids / proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance
2. **Language:** The language of the Tender shall be in English.
3. **Documents to Accompany Tender:** The Tenderer shall submit the Documents mentioned in the **clause 14 of General Conditions & Instructions to the Tender.**
4. The bidders must have at least 03 (Three) years' experience in this job and credentials of average Rs. 5.000 Million annually in this business in the last three years. Credential Certificate / Agreement in this regard must be furnished by the bidders along with their offer.
5. The firm / agency must have requisite trade and other licenses (if applicable) to do the business for which the bid is being made.
6. **Bid Security:** Each Tender must be accompanied with “Bid Security” in the form of Call Deposit / Bank Draft / Pay Order in favour of Dow University of Health Sciences, Karachi equivalent to 2% of the total bid amount.
7. **Forfeiture of Bid Security**
 - a) If the Bidders withdraw their Bids after opening of the same or the successful bidders withdraw their Bids after approval of their rates.
 - b) If the successful bidders fails to provide or refuse services either partial or total offer (Acceptance) made by DUHS.
8. **Return of Bid Security**
 - a) After finalization of the Tender, the Bid Security will be returned back to the unsuccessful bidders.
 - b) On receipt of Performance Security and signing of contract agreement, the Bid Security will be returned back to the successful Bidder.
9. **Deposition of Performance Security:** The successful bidders must deposit the requisite amount of Performance Security equivalent to **5% of the total**

bid amount within the stipulated date specified in the acceptance letter in the form of Call Deposit / Bank Draft / Pay Order / Bank Guarantee issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi. The Performance Security submitted should be valid for 28 days beyond the contract expiry period. No interest will be paid on Performance Security / Bid Security.

10. **Forfeiture of Performance Security**

- a) In the event of failure to provide services as per Contract Agreement / Work Order within the stipulated period, the security deposit may be forfeited.
- b) In that event, supply of the said services may be taken from the next lowest bidder vide the same Work Order at contractors risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said contractor or from any sum due of which may become due to the contractors.
- c) If any equipment/ instrument is damaged by the approved firm, cost of the same will be deducted from the performance security money / pending bills of the contractor.

11. **Refund of Performance Security:** After successful completion of services in contractual period, performance security will be refunded within the six months if not extended for further period.

12. **Submission of the Tender:**

- a) Bidder at their own cost shall have to submit Tender at the Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi up to the schedule date and time.
- b) The sealed bids will be opened by the Procurement Committee in presence of the Bidders or representative of the Bidders who may be present on the scheduled opening date & time.

13. **Rates:** Rates should be clearly quoted in both in figures and words in respect of each item. Rate should be quoted inclusive of all Taxes and Levies. All corrections must be initialed.

14. In the event of the tender being submitted by a firm, it must be signed separately by each member thereof, or in the event of absence of any partners, it must be signed on his behalf by a person holding "Power of Attorney" authorizing him to do so. Such "Power of Attorney" is to be produced with the Tender and in the case of the firm, carried on by one member of Joint Venture / Family, it must be disclosed that the firm is duly registered under the 'Partnership Act'.

16. Tender Form / Document with all the relevant papers in details shall be essential part of the Tender.

17. Before submission of the Tender, the bidder shall sign each page of his Tender and all of its relevant papers with date. The additional alternative and or subtractive clause (if any) shall also to be signed by the bidder.
18. **Commencement of Work:** The bidder is required to commence the work at the time and date as mentioned in the contract award. In the event of failure DUHS has the full right for any penalty / and other action in the matter and its decision will be final.
19. **Non supply of articles:** In case of failure to supply the linen articles in time, penalty as decided by the Medical Superintendent OR Competent Authority will be imposed.
20. **Detergent/washing material and equipment to be used:** The contractor will use DUHS's washing machine and other laundry equipment for general wash. The contractor shall use only prime quality detergent / washing material as approved by the DUHS. In case it becomes necessary use any material other than the approved, prior permission shall be obtained from the controlling authority.
21. **Quality of washing of linen and its ironing:** The contractor shall ensure that the quality of washing of linen & its ironing is to be the entire satisfaction of the Officer / Official In-charge from where the clothes are collected.
22. **Determination of quality of work / service:**
 - a. DUHS will check all aspects of the laundry work at any time including standards of washing, ironing and handling of linen, speed of work, quality of detergent & other materials, completion of daily quantities, cleanliness of the area, maintenance of equipment etc.
 - b. The decision of the Institute with regard to the determining the quality of work / Services done by the contractor shall be final and acceptable to the contractor. The contractor shall therefore rectify the defect so pointed out without any extra payment. In case of failure the DUHS reserves the right to get the work / service so rejected, done from some other source at the risk and cost of the contractor. The expenditure so incurred shall be recovered from the pending bills of the contractor or any other outstanding dues or by all parts of the security / other deposits as he may think proper.
23. **Collection of linen:** The agency will collect dirty linen from 10 to 15 designated places and exchange clean linen with dirty linen with the respective wards and departments at 8:00 a.m. and at 12:00 noon and at 04:00 p.m. or as per mutually agreed time(s). The contractor shall collect dirty linen in soiled linen bag and take it to the premises allotted to him for cleaning & drying the linens. A receipt of dry linen will be given by the agency to the DUHS staff. The record copy of the receipt will be signed by the staff & will be used for payment purpose. The quantity of linen being sent for washing to laundry would not be fixed and would fluctuate.
24. **Delivery of Linen:** Contractor will be responsible to wash all quantities sent to him within the 08 hours from the collection of the laundry.

25. **Infected linen:** The infected linen will be collected separately and disinfected by submerging it in the disinfectant solution before washing. Blood stained and infected clothes will firstly be washed separately and then washed again in routine wash.
26. **Loss / Damage to the linen:** Any loss/damage to the linen during working process will be indemnified by the contractor, who shall be liable to pay at the rate of existing book value of the lost / damaged items. Contractor will be responsible for the repair of minor wear and tear of the laundry.
27. **Penalty:** The contractor shall be responsible for smooth functioning of laundry services and In the event of substandard wash or delay in service a penalty of Rs.500/- per event will be imposed and recovered from contractor's bills for unsatisfactory performance of work, and supplying of wet linen etc. the penalty for torn piece of linen will be equivalent to the cost of the linen.
28. **Responsibility of contractor Electricity, Gas, Water etc.:**
 - i. **Electricity and Gas:** The contractor shall have to pay amount toward consumption of Electricity and Gas in accordance with reading of sub meter and also amount of load charges.
 - ii. **Water Charges:** The contractor shall have to pay Rs. 3000/- towards water consumed by him for washing of clothes.
 - iii. Above amount shall be deducted from the monthly bill payable to the contractor.
29. **Identification:** The contractor shall provide the shift details and complete information about the persons deployed by him regularly i. e. names, fathers name, age residential address, and permanent address, telephone / mobile no. etc. In case of any change in deployment, he shall also inform the office immediately. The contractor shall also issue identity cards to his employees for their identification and they shall be duly bound to display the identity cards at the time of duty.
30. **Relationship between the employer and staff:** Contractor will ensure the availability of adequate staff to be able to complete his daily work load. The person deployed by the contractor for work shall be his employees for all intents and purposes and in no case, there shall be any relationship of employer and employee between the said person and the DUHS, either implicitly or explicitly.
31. **Supervisory control:** The persons so deployed by the contractor for washing of linen shall be under the overall control and supervision of the contractor and the contractor shall be liable for payment of their wages etc. and all other dues in time i.e. latest by 7th of the following month, which the contractor is liable to pay under the various labour laws/ Regulations and other statutory provisions. The DUHS shall absolve of all such liabilities and the contractor shall bear such liabilities, at its own level. The contractor shall take all reasonable precautions to prevent any unlawful act or disorderly conduct of

his employees so deployed and for the preservation of peace and protection of persons and property of the DUHS.

32. **Raising of Bills:** The contractor shall raise the charges/bills regularly for payment in the first week of the month immediately for following the month for which the bill is raised on the basis of number of linen washed according to the Large, small, other items category duly verified by the Sister In-charge or by the officer, so authorized to verify the work and payment.
33. **Release of payment and deduction of tax:** The payment shall be released on monthly basis after receipt of the bill duly verified by the staff authorized by institute. The payment shall be made through cheque only. Deduction of income tax and other deduction as notified by the Govt. from time to time shall be done at the sources.
34. **Maintenance of Laundry Equipment / Machines:**
 - a. Repair and maintenance of the Equipment / Machinery will be the sole responsibility of the contractor.
 - b. Contractor will inform to DUHS administration in advance for the maintenance requirement, if any, and upkeep of the equipment. Any apprehension regarding the fault in equipment should be informed to DUHS well in advance.
 - c. On completion or in case of termination of contract, all equipment / machinery provided to the contractor will be returned in proper working condition, any expenses / repair due on equipment or any other liabilities will be paid by the contractor.
35. **Alternate arrangement in case of deficiency in service:** If it is found that the services being rendered by the contractor are not satisfactory; the DUHS shall be at liberty to make alternate arrangement at any time without giving any notice to the contractor. Accordingly the contractor will vacate the premises of laundry within one month from the date and time of issue of such order positively. Failing which the DUHS have the right to constitute a committee or to depute any officer for all recoveries from the contractor.
36. **Contract Period:** Initially contract shall be signed for a period of one year (12 months), which shall be effective from the date of signing of contract, however, DUHS at its own discretion can extend the period of contract for a further period of one (01) year. The Company will be bound to provide the services for next year without any increase in rate.
37. Rate must be valid for 36 months from the signing of contract agreement, which, if the DUHS desires, may be extended for further 24 months period after issuing proper notification.
37. The Tender, submitted by the firm who have already been declared as Black Listed or whose contract was terminated for dissatisfactory supply Goods or providing Services in DUHS or Government (Federal / Provincial / Local Body) Institute, will not be considered.

38. **Purchaser's Right to Accept any Bid and Reject any or all Bids:** The Procurement Committee reserves the right to approve / drop any item or scrap / cancel the tender as per relevant rules of SPPRA-2010 (Amended till date).
39. **Bid Evaluation:** Bids will be evaluated on “Group / Lot Basis” in accordance with the attached Technical Evaluation / Qualification Criteria. The Technical evaluation carried out by the Committee will be final. Acceptance of lowest tender is not obligatory. Bid found to be the lowest evaluated or best evaluated bid shall be accepted.
41. **Notification of Award of Contract:** Prior to expiration of the bid validity period, the purchaser will notify the successful bidder in writing about the acceptance of the offer delivery by hand or by registered letter or by Courier. The notification of award will constitute the formation of the contract.
42. **Award of Contract & Contract Agreement:** Subject to the fulfillment of all codal formalities, the purchaser will award the contract to successful bidder whose bid has determined to be qualified to perform the contract satisfactorily. Both parties i.e. Purchaser and Bidder will sign the Contract Agreement on the stamp paper with stamp duties as per prevailing Govt. Rules. The expenditure involved on the said contract agreement will be borne by the bidder.
43. **Redressal:** Redressal of Grievances & settlement of dispute will be as per SPPRA Rule-2010 (till date).
44. **Arbitration / Disputes:** In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of the letter of intent or the subject matter thereof shall be referred to the Pro-Vice Chancellor of the DUHS and CEO of the company / firm / agency for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties.
45. **Applicable Laws:** The Contract shall be governed by the Laws of Pakistan and the Courts of Pakistan shall have exclusive jurisdiction.

UNDERTAKING
(on Rs. 100/- Non Judicial Stamp Paper)

1. I, _____ Son / Daughter / Wife _____
_____ Proprietor / Director authorized signatory of
the agency / Firm, mentioned above, is competent to sign this undertaking /
declaration and execute this tender document;
2. I / we have carefully read and understood all the terms and conditions of the
tender and undertake to abide by them;
3. The information / documents furnished along with the above application are
true and authentic to the best of my knowledge and belief. I / we, am / are well
aware of the fact that furnishing of any false information / fabricated
document would lead to rejection of my tender at any stage besides liabilities
towards prosecution under appropriate law.
4. That I / we will remain bound to provide services for any item as an additional
quantities at the same rate on which said item I/ we have provided services
during the contract period.
5. That I / we agree whether our bid accepted for total, partial or enhanced
quantity for all or any single item.
6. I / we undertake that, I/ we have never been black listed in the past on any
ground by any Government (Federal or Provincial), a local body or a public
sector organization.
7. I / we undertake that, I/ we have never been involved in any litigation in the
past with the Government (Federal or Provincial), a local body or a public
sector organization.
8. **TERMS AND CONDITIONS ACCEPTANCE CERTIFICATE**

I / we, M/s. _____ is
hereby confirmed that we have carefully read all terms and conditions of the
bidding document and also agreed to abide SPP Rules 2010 (Amended 2019)
for **PROVISION OF LAUNDRY SERVICES** during the validity of the
tender.

Signature of Bidder: _____

Name of Authorized person: _____

C.N.I.C : _____

Designation: _____

Company Name: _____

Seal & Address: _____

Contact No.: _____

E-mail Address: _____

WITNESS

1) Name: _____ Signature: _____

2) Name: _____ Signature: _____

CONTRACT AGREEMENT

THIS AGREEMENT made the _____ day of _____ 2020 between *Dow University of Health Sciences, Karachi of Islamic Republic of Pakistan* (hereinafter called “the Procuring Agency”) of the one part and _____ *[Name of Bidder]* of _____ *[city and country of Bidder]* (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited bids for certain services, viz., _____ *[brief description of goods and services]* and has accepted a bid by the Bidder for providing the services in the sum of _____ *[contract price in words and figures]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the General Condition & Instruction;
 - (d) the Special Conditions; and
 - (e) the Procuring Agency’s Notification of Award.
3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring Agency hereby covenants to pay the Bidder 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.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed / Sealed by the Manufacturer /
Authorized Bidder / Authorized Agent

Signed/Sealed by Procuring Agency

INTEGRITY PACT

Declaration of Charges, Fees, Commission, Taxes, Levies etc. payable by the bidder / company / firm / agency works;

M/s. _____, the service provider hereby declared that:

- (a) Its intention not to obtain the procurement / services / work of any contract, right, interest, privilege, or other obligation or benefit from the DUHS or any administrative or financial offices thereof or any other department under the control of the DUHS through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the bidder / company / firm / agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the DUHS directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the DUHS, except that which has been expressly declared pursuant hereto.
- (c) The bidder / company / firm / agency / accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract / order obtained aforesaid shall without prejudice to any other right & remedies available to the DUHS under any law, contract, or other instrument, be stand void at the discretion of the DUHS.
- (d) Notwithstanding any right and remedies exercised by the DUHS in this regard, bidder / company / firm / agency agrees to indemnify the DUHS for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the DUHS in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the bidder / company / firm / supplier / agency / service provider as aforesaid for the purpose of obtaining or inducing procurement / work / service or other obligation or benefit in whatsoever from the DUHS.

Note:

This integrity pact is mandatory requirement other than auxiliary services / works.

FINANCIAL PROPOSAL
(PRICE SCHEDULE FOR FIRST YEAR)

S#	Description of Goods / Technical Specifications	Yearly Quantity (approx.)	Rate per Unit Including Taxes	Total Price
1.	2.	3.	4.	5. (3 x 4)
A.	<u>LARGE ITEMS</u>			
1	Bed Sheet	100,000		
2.	Patient Gown	35,000		
3.	Patient Pajama	30,000		
4.	O. T. Shirt	15,000		
5.	O. T Pajama	15,000		
6.	O. T. Gown	25,000		
7.	Maternity Gown	300		
8.	O. T. Towel 60 x 90	10,000		
9.	O. T. Towel 54 x 54	23,000		
10.	Lab. Coat	1,500		
11.	Pillow	1,500		
B.	<u>SMALL ITEMS</u>			
12.	Pillow cover	13,000		
13.	Paeds Shirts	200		
14.	Paeds Pajama	200		
15.	Draw Sheet	2,000		
16.	Towel Large	3,500		
17.	Towel Small	700		
18.	O. T. Towel 36 x 36	10,000		
19.	O. T. Towel 18 x 33	4,500		
20.	Hole Sheet	7,500		
C.	<u>OTHER ITEMS</u>			
21.	Blanket	5,000		
22.	Curtains	1,000		
TOTAL AMOUNT (IN PAK RS.) INCLUDING TAXES, LEVIES ETC. (FIRST YEAR)				
(Amount in Words _____)				

NOTE:

- 1). The bids will be evaluated on complete group of items / Lot basis.
- 2). Price should be inclusive of all taxes & Levies and amount toward consumption of Electricity and Gas in accordance with reading of sub meter and also amount of load charges. Besides Rs. 3,000/- towards water charges These charges will be deducted from the monthly bill of the bidder.

CERTIFICATE.

We guarantee to provide the laundry services exactly in accordance with the requirement to be specified by the Dow University of Health Sciences, Karachi.

Signature of Bidder: _____
Name of Authorized person: _____
C.N.I.C : _____
Designation: _____
Company Name: _____
Seal & Address: _____
Contact No.: _____
E-mail Address: _____

TECHNICAL PROPOSAL EVALUATION CRITERIA

S#	Evaluation Parameters/Sub-parameters	Maximum Points
1.	Establishment of the Firm/company/ partnership / sole-proprietor (Credible documentary evidence must be provided)	Max. 15
1.1	10 years or above	15
1.2	06 years or above	10
1.4	Below 06 years	05
2.	Past Experience for providing the Laundry Services to Hospitals during the last <u>05 years</u> (Credible documentary evidence must be provided)	Max. 30
2.1	Above 200 Bed Hospital	15
2.2	Above 100 Bed Hospital	10
2.3	Above 50 Bed Hospital	05
2.4	Below 50 Bed Hospital	00
3.	Human Resource / Total Number of employees (supported with contracts OR appointments orders OR employee cards)	Max. 15
3.1	Above 30 Employees	15
3.2	Above 20 Employees	10
3.3	Above 10 Employees	05
3.4	Below 10 Employees	00
4.	Laundry Facility (Credible documentary evidence must be provided)	Max. 10
4.1	Local Laundry Facility / set-up of Contractor	10
5.	Average Annual Turnover during the last 03 financial years (As per ITR / Audited Statements of Accounts must be provided)	Max. 20
5.1	Above PKR 10 Million	20
5.2	Above PKR 05 Million	15
5.3	Above PKR 03 Million and above	10
5.4	Below PKR 03 Million	00
6.	Total Assets - upto last financial year (As per ITR / Audited Statements of Accounts)	Max. 10
6.1	PKR 10 Million and above	10
6.2	PKR 05 Million and above	05
6.3	PKR 03 Million and above	03
6.4	Below PKR 03 Million	00
TOTAL POINTS		100