

DOW UNIVERSITY OF HEALTH SCIENCES KARACHI



BIDDING DOCUMENTS

Single Stage – Two Envelope Procedure
As per Rule 46 (2) of SPPRA, 2010 (Amended upto date)

IFB / NIT No: DUHS/P&D/2023/11401, Dated: April 15, 2023

PROVISION OF LAUNDRY SERVICES (REF NO: DUHS/W&S-NIT/113)

**OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT
DOW UNIVERSITY OF HEALTH SCIENCES,
BABA-E-URDU ROAD, BESIDES CIVIL HOSPITAL,
KARACHI**

INTRODUCTION

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.

CRITERIA OF THE BIDDING

- 1.1.1 Bidder would be hired as per evaluation criteria of this document to provide services as mentioned in. Successful bidder would enter into a **Framework Contract** as per Rule- 15 (B) of SPPRA Rules (Amended upto date).
- 1.1.2 Bidding shall be conducted under Rules 46 (2) "**Single Stage – Two Envelopes**" (Technical and Financial bids) procedure laid down in SPPRA Rules 2010 (Amended upto date). The contract shall be awarded as per the evaluation criteria mentioned in this document.
- 1.1.3 Bidders shall submit their bids with proper Indexing Table / Page Numbers and attach all the mandatory / required documents in Annex or Tagging format.

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) Initially, only the envelope marked “**TECHNICAL PROPOSAL**” shall be opened; the 01 copy of the technical proposal only should also be provided
 - (f) Existing and any past service providers are only eligible for bidding upon providing satisfactory Performance Certificates for respective periods of services from the Office of the Registrar duly signed and stamped. No other certificates will be accepted for eligibility.
 - (g) 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;
 - (h) No amendments in the technical proposal shall be permitted during the technical evaluation;

- (i) Financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
 - (j) Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders, and Bid found to be the most advantageous 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 a such vague and indefinite expressions 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 the 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 (DMC Campus), 5TH Floor Administration Building Office of the Director Planning & Development Department, Baba-e-Urdu Road near Civil Hospital DUHS, 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**
- Technical Bid / Proposal: (MANDATORY CRITERIA)**
- i. Original bid document purchase receipt else the bids will be rejected.
 - ii. Photocopy of Pay Order / Demand Draft of requisite Bid Security. After hiding the amount should be attached to technical profile
 - 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 the 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. 10.000 Million. Demonstrated through audited annual financial statements accounts/ income tax return form / details to be submitted as per Annexure-A
 - xi. Existing and any past service providers are only eligible for participation in the bidding upon providing satisfactory Performance Certificates for respective periods of services from the Office of the Registrar duly signed and stamped. No other certificates will be accepted for eligibility
 - xii. Bidder must have secured a minimum of 70 qualification marks in Technical Evaluation Criteria

a. 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 the 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 especially with regard 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 upto date). A bid is 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 SRB for Sindh Sales Tax and FBR for 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, the authorized person should initial and stamp 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 SST / 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 the use of the Goods or any part thereof in the country.
 - 25) Bids shall be evaluated on a Group / Lot basis.
 - 26) The Bidder shall pay the prevailing Service Charges as per 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 anyother 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 **5% 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) Laundry Premises, Electricity Charges, Sui Gas Charges, and Water Charges will be borne by DUHS.
- 37) It would be the contractor's responsibility to keep all laundry equipment in excellent working condition at all times and to keep the laundry area in immaculate clean condition, failing which penalty deductions (5% of monthly charges) will be levied.
- 38) 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.
- 39) **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 the 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.

40) 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.

41) 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.
- 42) 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.
 - 43) 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.
 - 44) 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.
 - 45) The bidder shall have to accept any further conditions introduced by the Government during the period of contract.
 - 46) 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.
 - 47) Payment of the bills will be subject to the deduction of mandatory government taxes/levies.
 - 48) Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services.

- 49) The Bidder shall arrange such transportation of the linen articles as is required to prevent their damage or deterioration during transit to their destination.
- 50) 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.
- 51) 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.
- 52) 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)



OFFICE OF THE DIRECTOR PLANNING & DEVELOPMENT DOW UNIVERSITY OF HEALTH SCIENCES

Baba-e-Urdu Road, Karachi-74200 Pakistan.
Tel: 9215754-57 Ext: 5811 Website: www.duhs.edu.pk

No. DUHS/P&D/2023/11401

Dated: April 15, 2023

TENDER NOTICE

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).

S. No:	NAME OF WORK	METHOD OF PROCUREMENT
1.	HIRING OF TRANSPORT SERVICES FOR RIVA WATER PLANT (REF NO: DUHS/W&S-NIT/111)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
2.	HIRING OF SERVICES FOR MANAGED CONTACT CENTER FOR DUHS HEALTH CARE FACILITIES AND LABS. (REF NO: DUHS/W&S-NIT/112)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3.	PROVISION OF LAUNDRY SERVICES (REF NO: DUHS/W&S-NIT/113)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4.	RE-TENDER - HIRING OF SERVICES OF HUMAN RESOURCE OUTSOURCING FIRMS (HR FIRMS) FOR PROVIDING SKILLED, SEMI-SKILLED AND UNSKILLED HUMAN RESOURCE (REF NO: DUHS/W&S-NIT/114)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 2,000/- (Rupees Two Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Security	Bid Security and Performance Security as mentioned in the bidding document.
Purchasing Date & Time	From the date of publishing to 09-05-2023 (10 a.m to 02 p.m)
Bids Delivery & Opening Date & Time	10-05-2023 at 11:00 a.m & 11:30 a.m.

Detailed Specification are mentioned in the prescribed tender documents alongwith terms and conditions. Bidding documents can be download from SPPRA website or Dow University of Health Sciences, website. 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.

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. 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 upto date).

ADDRESS FOR PURCHASING OF BIDDING DOCUMENTS, SUBMISSION AND OPENING OF BIDS:

Office of the Director Planning & Development, Dow University of Health Sciences (DMC Campus), 5th Floor Administration Block, Baba-e-Urdu Road near Civil Hospital Karachi.

DIRECTOR
Planning & Development
Dow University of Health Sciences, Karachi

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 5% 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/W&S-NIT/113) NIT No. DUHS/P&D/2023/11401, Dated: April 15, 2023
Place of submission of Bids	Dow University of Health Sciences (DMC Campus), 5 TH Floor Administration Building Office of the Director Planning & Development Department, Baba-e-Urdu Road near Civil Hospital DUHS, Karachi.
Deadline for Bid Submission	May 10,2023 up to 11:00 a.m.
Place, Date and time of Bid opening	Place: Dow University of Health Sciences (DMC Campus), 5 TH Floor Administration Building Office of the Director Planning & Development Department, Baba-e-Urdu Road near Civil Hospital DUHS, Karachi. Date: May 10, 2023 Time: 11:30 a.m.
Performance Security	The successful Bidder shall furnish the Performance Security equivalent to 10% 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 (DMC Campus), 5TH Floor Administration Building Office of the Director Planning & Development Department, Baba-e-Urdu Road near Civil Hospital DUHS, 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 5% of the total bid amount.
7. **Forfeiture of Bid Security**
 - a) If the Bidders withdraw their Bids after the opening of the same or the successful bidders withdraw their Bids after approval of their rates.
 - b) If the successful bidders fail to provide or refuse services either partial or total offer (Acceptance) made by DUHS.
 - c) If the bidder failed to submit the performance security within the prescribed time
8. **Return of Bid Security**
 - a) After the finalization of the Tender, the Bid Security will be returned back to the unsuccessful bidders.
 - b) On receipt of Performance Security and signing of the 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 **10% 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 most advantageous bidder vide the same Work Order at the contractor's risk and cost without any further 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 the successful completion of services in the contractual period, performance security will be refunded within six months if not extended for further period.

12. Submission of the Tender:

- a) Bidder at their own cost shall have to submit Tender up to the date, time and at the venue given in the Bid Data Sheet.
- 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 the 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'. The procuring agency may also demand to submit any documents related to Joint Venture for his surety

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, a 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 a general wash. The contractor shall use only prime-quality detergent/washing material as approved by the DUHS. In case it becomes necessary to 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 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. The Dow University of Health Sciences will provide the Laundry premises to the contractor along with the Electricity, Gas and Water utility facilities.
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 the institute. The payment shall be made through cheque only. Deduction of income tax and other deductions 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 the 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 or till the finalization of the new tender. The Company will be bound to provide the services for next year without any increase in rate.
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 Technical Evaluation and Qualification Criteria given in these bidding documents. The Technical evaluation carried out by the Committee will be final. Bid found to be the most advantageous bid 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 been 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.

DECLARATION OF ANNUAL TURNOVER AND INCOME TAX RETURN
(On Bidder's / Company's / firm's Letterhead)

[Location, Date]

To: [Name and address of Employer]

Re: NIT NO. DUHS/P&D/2023/11401, DATED: APRIL 15, 2023
“PROVISION OF LAUNDRY SERVICES” (REF NO: DUHS/W&S-NIT/113).

Dear Sir,

1) I/we hereby declare that, our firm's Annual Turnover in last 3 fiscal years (on closing of last fiscal year) is as follow:

F.Y ONE	F.Y TWO	F.Y THREE
PKR _____(Million)	PKR _____(Million)	PKR _____(Million)

And,

2) I/we hereby declare that, our firm had filed Income Tax Returns (ITR) for last 3 years. (Copy ITR of 03 (three) years.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal :

Encl : As above

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 upto date) 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 _____ 2023 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 FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS.**

Contract Number: _____

Dated: _____

Contract Value: _____

Contract Title: _____

[Name of Supplier/Contractor/Consultant] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

Without limiting the generality of the foregoing, **[Name of Supplier/ Contractor/ Consultant]** represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from Procuring Agency (PA), except that which has been expressly declared pursuant hereto.

[Name of Supplier/Contractor/Consultant] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PA and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Supplier/Contractor/Consultant] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest , privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, **[Name of Supplier/Contractor/Consultant]** agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder’s fee or kickback given by **[Name of Supplier/Contractor/Consultant]** as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from PA.

[Procuring Agency]

[Supplier /Contractor/Consultant]

CRITERIA FOR BID EVALUATION

1) Technical Proposal Evaluation Criteria:

- **THE BIDS SHALL BE EVALUATED ON THE MOST ADVANTAGEOUS BID BASIS.** The bidder which attains the highest combined weighted technical and financial score according to the following criteria shall be **SELECTED**
- The Bids shall be evaluated on a complete Lot/items / basis reflected in the Bid Form / Price Schedule. Bids for partial/limited item(s) shall not be considered and **REJECTED**.
- The following merit point system for weighing evaluation factors/criteria will be applied for technical proposals.
- Bidders achieving **minimum 70% points/marks** will be considered only for further process besides compliance with all mandatory clauses. Documentary evidence must be attached in support of your claim.
- Only those Financial Proposals will be announced / considered which were technically qualified by the committee

S#	Evaluation Parameters/Sub-parameters	Maximum Points
1.	Establishment of the Firm/company with registration certificate (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 in the form of a satisfactory performance letter/certificate, work order, or contract agreement). NOTE: - If a contract is extended by the employer(s) for the next 12 months or more period all such extensions of projects shall be considered as a single Project(s). No point shall be given for less than 12 month's period. Those projects who awarded the points in any category would not be considered for any further marks in other categories mentioned below.	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 & Salary disbursement through bank statement)	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 20 Million	20
5.2	Above PKR 15 Million	15
5.3	Above PKR 10 Million and above	10
5.4	Below PKR 10 Million	00

6.	Total Assets - upto last financial year (As per ITR / Audited Statements of Accounts)	Max. 10
6.1	PKR 20 Million and above	10
6.2	PKR 15 Million and above	05
6.3	PKR 10 Million and above	03
6.4	Below PKR 10 Million	00
TOTAL POINTS		100

17. Financial Proposal Evaluation:

- 17..1 Procuring Agency shall not be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Government at any time during execution / evaluation period shall be passed to the Procuring Agency.
- 17..2 Technically qualified/successful bidder(s)/Tenderer(s) shall be eligible for Financial Proposal(s). The Financial bids shall be opened in the presence of the Bidders at the scheduled date, time and venue communicated in advance.
- 17..3 Financial Bids / Proposals of Technically disqualified / rejected bidders will not be opened and sealed envelope shall be returned to the bidder.
- 17..4 Bids not accompanied by the Bid Security of required amount and form shall be rejected.
- 17..5 Marks obtained in the detailed technical evaluation will be carried forward and prorated. Tender will be awarded to the Responding Organization with maximum accumulative points (Technical Score + Financial Score).
- 17..6 The formula for technical scoring is “Technical Marks / Score = Total Technical Marks of the respective bidder x 0.75”.
- 17..7 The formula for financial scoring is that the lowest bidder gets 25% Marks and the other bidders score 25 multiplied by the ratio of the lowest bid divided by the quoted price.

EXAMPLE:

TECHNICAL EVALUATION

The formula to calculate the technical points / marks / score of the bidder is given below:

Technical Marks / Score = Total Technical Marks of respective bidder x 0.75

• **Solved Example of Financial Scoring:**

Technical scoring out of 100 = 85

Carried Forward & Prorated Technical scoring = 85 x 0.75

FINANCIAL EVALUATION

The formula to calculate the Marks for the price by the bidders other than lowest bidder is given below:

• **Financial Evaluation Score of individual quoted Product:**

= [Lowest quoted price of the item ÷ Next higher proposed price of the competing item] x Total Allocable financial score

• **Solved Example of Financial Scoring:**

If the lowest quoted price of an item is Rs. 25 million the same lowest will obtain score as below:

= [25 ÷ 25] x 25 = 25

= 25 marks being the lowest bidder for the quoted item

If the next higher quoted price of the same item is Rs. 30 million the marks obtained will be:

= [25 ÷ 30] x 25 = 20.83

If the next higher quoted price of the same items is Rs. 37 million the marks obtained will be:

= [25 ÷ 37] x 25 = 16.89 Marks and so on.

<u>FINANCIAL PROPOSAL</u>
<u>(PRICE SCHEDULE)</u>

IMPORTANT NOTE

- DUHS reserves the right to decrease or delete the quantities of requisite items /services and also reserves the right to increase/enhance the quantity of the required services without any change in unit price or other terms and conditions at any time during the contract period.
- This rate is inclusive of all applicable taxes, other liabilities and payments that may arise from time to time.
- The Respondent undertakes to claim no more than this rates/ charges for providing services as listed out in this RFP.

(To be submitted on the Official Letterhead of the company duly Signed & Stamp)

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	35,000		
7.	Maternity Gown	1000		
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		
23.	Towel Sponges for bath	2000		
24.	Newborn Wrapping Sheets	2000		
25.	Infant Baby Gowns	1000		
26.	Cot Sheets	1000		
TOTAL AMOUNT (IN PAK RS.) INCLUDING TAXES, LEVIES ETC. (ONE YEAR)				
(Amount in Words _____)				

NOTE:

- 1). The bids will be evaluated on a complete group of items / Lot basis.2). Price should be inclusive of all the taxes, duties, cess, and levies.

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: