



BIDDING DOCUMENT

Single Stage - Two Envelope Bidding Procedure

HIRING OF JANITORIAL SERVICES FOR HEALTH FACILITIES AND LABS.

**N.I.T No. DUHS/DP/2019/80/81 Dated 26 September 2019
(Ref: No. DUHS/DP/2019/80)**

INSTRUCTIONS TO THE BIDDERS

1. GENERAL

1.1 Introduction

Dow University of Health Sciences, Karachi hereafter referred to as “DUHS” desires to hire the Professional **Janitorial Services providers** for its **Health facilities of DUHS along with Dow Lab. Collections Points in Karachi city and across Sindh Province besides Quetta & Hub city of Balochistan Province.**

1.2 Scope of Work

1.2.1 Bidder would be hired as per evaluation criteria of this document to provide services as mentioned in **Annexure – C.** Successful bidder would enter in to a **Janitorial Services contract of 12 months extendable** with mutual consent upon satisfactory performance.

1.2.2 Bidding shall be conducted under Rules 46 (2) “**Single Stage – Two Envelopes**” (Technical and Financial bids) procedure laid down in SPPRA Rules 2010 (Amended 2019). The contract shall be awarded as per evaluation criteria mentioned in this document.

1.2.3 Bidders shall submit their bids with proper Indexing Table / Page Numbers and attach all the mandatory / required documents in Annex or Tagging format.

1.3 Source of Funds

1.3.1 Dow University of Health Sciences (DUHS), Karachi has allocated funds towards the cost of “Janitorial Services” from its own resources.

2. ELIGIBLE BIDDERS

The bids which meet the following minimum **ELIGIBILITY CRITERIA (MANDATORY REQUIREMENT)** would be declared responsive for further evaluation as per Evaluation Criteria specified in this bidding document. **Documentary evidence must be attached in respect thereof:**

- 2.1 Bidder must have purchased the bidding document as per given schedule (Original Tender Purchase Receipt to be attached).
- 2.2 Bidder should be based in Karachi or should have a branch in Karachi.
- 2.3 Bidder must be an active taxpayer with filer status and have valid National Tax Number Certificate (FBR)
- 2.4 Bidder must have valid Sindh Sales Tax (SRB) Certificate / Registration.
- 2.5 Bidder must have valid registration with SECP / Registrar of Firms.
- 2.6 Bidder must have valid Registration Certificate with EOBI.
- 2.7 Bidder must have valid Registration Certificate with SESSI.
- 2.8 Bidder should accept Tender Terms & Conditions **Annexure – B.**

- 2.9 Bidder / Company Profile / Details as per **Annexure – D**.
- 2.10 Bidder should possess the minimum requisite experience of similar services, as per the Technical Evaluation Criteria.
- 2.11 Bidder should have submitted / filed Income Tax Return (ITR – FBR) for last three financial years (**Annexure – E**).
- 2.12 Affidavit on Stamp Paper of Rs. 100/- that the bidder is not black listed by any government / semi government Department (Federal/Provincial/Local) as per Specimen at **Appendix – 1**.
- 2.13 Affidavit on Stamp Paper of Rs. 100/- that the Bidder is not involved in any litigation with the Procuring Agency / Government Department (Provincial/ Federal) else their bid will be rejected.
- 2.14 **Original satisfactory Performance certificate** from current employer(s) on their official letterhead duly signed and stamped by the **competent authority of the organization** (Registrar shall be the competent authority for respective public / private sector universities). The company / companies already working in the DUHS must submit the original satisfactory performance certificate issued by the Registrar, DUHS, Otherwise their bid will be rejected.
- 2.15 Bidder should have to provide full name & address of principal banker along with letter for confirmation that DUHS can approach your bankers for financial references.
- 2.16 Bidder must not be involved in any litigation with the Procuring Agency / government organization (Federal/Provincial/Local) else their bid will be rejected.

3. COST OF BIDDING

- 3.1 The bidder shall bear all costs associated with the preparation and submission of its documents, while DUHS, in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

4. CLARIFICATIONS OF BIDDING DOCUMENTS

- 4.1 An interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives not later than five (05) working days prior to the deadline for the submission of bids. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding documents.

5. AMENDMENT OF TENDER DOCUMENT

- 5.1 At any time prior to the deadline for submission of bids, the Procuring agency, for any reason, whether at its own initiative or in response to a clarification requested by a interested Bidder, may modify the bidding documents by amendment.
- 5.2 All interested bidders that have received the bidding documents will be notified of the amendment in writing, and will be binding on them.
- 5.3 In order to allow interested bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.

6. LANGUAGE OF BID

- 6.1 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 written in the English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purposes of interpretation of the Bid, the translation shall govern.

7. PRICE

- 7.1 Price / bid offer should be quoted in Pak Rupees as per format given at **Annexure –J**.
- 7.2 The price / bid offer quoted should be firm, final and clearly written / typed without any ambiguity.
- 7.3 The bid price should include all the government taxes, as per prevailing taxation rates of provincial / federal / local governments etc. (e.g., SST/GST, Income Tax, Withholding Tax etc.).
- 7.4 If there is no mention of taxes or calculation error, 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.
- 7.5 The price / bid offer shall be entered for the whole duration of 12 months contract or against each personnel / equipment for the entire period.
- 7.6 Bidder shall deem to have obtained all related information as to the requirements thereto which may affect the bid offer / price if required.

8. BID SECURITY / EARNEST MONEY

- 8.1 The bidder shall furnish a bid security/ earnest money equivalent to **2% of the total value of bid** in form of Pay Order/ Call Deposit/ Bank Guarantee issued by a scheduled bank of Pakistan in favor of Dow University of Health Sciences, Karachi as per **Annexure – H**.
- 8.2 Any bid not accompanied by an acceptable bid security shall stand rejected.
- 8.3 The bid security / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of bid security whichever is earlier.
- 8.4 The bid security/ earnest money of the successful bidder will be returned after completion of contract period.
- 8.5 **The security deposit may be forfeited /confiscated:**
- i. If a bidder withdraws his bid during the period of bid validity.
 - ii. If the bidder does not accept the correction of his bid price.
 - iii. In the case of a successful bidder, if he fails to sign the contract agreement.
 - iv. If the bidder fails to provide the requisite Services.
 - v. If the bidder fails to fulfill the requirements upon which he has given certificates / affidavits etc.

9. VALIDITY OF BIDS

9.1 All bids shall remain valid for **90 (ninety) days** from the date of opening of bids.

10. CLARIFICATIONS / CORRECTIONS OF BID

10.1 To assist in the examination, evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought or permitted.

10.2 Arithmetical errors will be rectified on the following basis:

- i. If there is a discrepancy between unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected.
- ii. If the bidder does not accept the corrected amount of bid, his bid will be rejected and his bid security will be forfeited.

11. RESPONSIVENESS OF BIDS

11.1 The valid bid security / earnest money is submitted (Copy of the bank instrument of requisite Bid Security without showing the rates must be attached with the Technical Bid).

11.2 The bid is valid till required period.

11.3 The bidder has quoted all the items / services exhibited at **Annexure-J (Schedule of Requirement / BoQ)**.

11.4 The bid prices are firm during its validity and inclusive of all taxes, duties etc.

11.5 Compliance to all terms and conditions of tender document on specified formats.

11.6 The bidder is eligible for tendering and possesses the requisite experience.

11.7 The bid does not deviate from basic requirements.

11.8 The bidder submitted all mandatory / requisite documents as mentioned in the tender document.

11.9 The bid is generally in order.

12. SUBMISSION OF BIDS

12.1 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
- 12.2 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.
- 12.3 Technical Bid should be submitted in sealed envelope containing necessary information regarding tender notice and warning message "Do Not Open Before the time and date of bid opening".
- 12.4 Opened or e-mailed or faxed or telexed bids will not be accepted.
- 12.5 Any bid received by the DUHS after the date and time of tender opening will be rejected and returned as unopened to sender / bidder.
- 12.6 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.
- 12.7 Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services. Bid against the Government Rules and Policies, Conditional Bid, Ambiguous Bid or incomplete Bid and Bid without Bid Security will be rejected. No supplementary or revised offer after the opening of bids shall be entertained.
- 12.8 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.
- 12.9 In case of discrepancies between the Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.

13. DEADLINE FOR SUBMISSION OF BIDS

- 13.1 The bids shall be delivered at 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 11:00 am on 16 October 2019.**

14. OPENING OF BID

- 14.1 Procurement Committee will publically open the Sealed Technical Bids first **on 16 October 2019 at 11:30 a.m.** in the presence of bidder's representatives who choose to be present, while the Financial bids of all prospective bidders would be kept in safe custody at DUHS. After declaration of Technical Bid Results, the Sealed Financial Bids of only Technically Qualified firms would be opened

publicly at time / date to be announced later. Whereas, Sealed Financial Bids of technically non-qualified bidders will be returned unopened /unprocessed.

- 14.2 The name of bidder, bid price and such other details as the committee at its discretion may consider appropriate, will be announced at the time of Sealed Financial Bid opening process.
- 14.3 The relevant committee will resolve any issue raised by the bidders, on the spot. Any issue related to the proceeding after the same have concluded, shall not be entertained verbally or in writing.
- 14.4 The DUHS reserves the right to reject any one or all bids / proposals or scrap / cancel the tender as per relevant SPPRA Rules 2010 (Amended upto date).

15. EVALUATION OF BIDS

- 15.1 A bid determined as non-responsive will be rejected and will not be made responsive by the bidder by correction of the non- conformity.
- 15.2 The relevant Committee will evaluate and compare only the bids previously determined to be responsive.
- 15.3 The bids shall be evaluated on the basis of Eligibility Criteria as per Clause 2 and Responsiveness of Bid according to Clause 11 of the bidding documents. Based on the record / documentary evidence submitted by the bidders.
- 15.4 The bids shall be evaluated on **all items basis / complete package / group / lot basis reflected in Schedule of Requirement / BoQ – (Annexure-J)**. The bids for partial / limited items shall not be considered and rejected.
- 15.5 It will be examined in detail whether the services offered by the bidder complies with the provisions of this tender document. For this purpose, the bidder's data will be compared with the tender document eligibility and evaluation criteria along with visit to bidder facilities / offices for physical inspection (if required).
- 15.6 It will be examined in detail whether the documents comply with the conditions of the tender document. It is expected that no deviation / stipulation shall be taken by the bidder.
- 15.7 Only those group's Financial offer will be announced / considered which were technically qualify by the Committee. Bidders are advised to give separate sealed envelope (s) of every quoted group and should mention the name of the Group and tender serial number on the front of the sealed envelope in **BOLD and legible letters** to avoid confusion, otherwise, the Financial Proposal Envelope will be opened on qualified item basis and it will not be challenged by the bidder that procuring agency has opened the Financial Proposal of the disqualified items besides qualified items.

16. TECHNICAL EVALUATION CRITERIA

- 16.1 The following merit point system for weighing evaluation factors/criteria will be applied for technical proposals.
- 16.2 Bidders achieving minimum **75% points / marks** will be considered only for further process besides compliance of all mandatory clauses. Documentary evidence must be attached in support of your claim.

S#	Evaluation Parameters/Sub-parameters	Maximum Points	Bidder Response	Point Score
A.	TECHNICAL CAPABILITIES / EXPERIENCE	Max. 60		
1.	Year of Establishment	Max. 05		
1.1	Establishedduring2015-2019	02		
1.2	Establishedduring2011-2015	03		
1.3	Establishedduring2010 or early	05		
2.	Prior Similar Experience in Public and Private Sector Universities and Govt. / Semi Govt. organizations / well reputed private sector organizations Providing the Janitorial Services for a period of minimum 12 months during the last five (05) years (Annexure – G)	Max. 25		
2.1	400 Bed Hospital and above	25		
2.2	300 Bed Hospital and above	15		
2.3	200 Bed Hospital and above	10		
2.4	No experience or less than 200 Bed Hospital	Disqualify		
3.	Client’s Satisfactory Performance Certificates issued by the competent authority	Max. 15		
3.1	Provision of Original Satisfactory Performance Certificate issued during the last 03yearsbyPublic and Private Sector Universities and/or Govt. / Semi Govt. organizations and/orlarge National / Multi-National organizations for the projects amounting to PKR 50 million or above (03points for each certificate – Max. 15 points).	15		
4.	Human Resource / Total Number of employees on payroll of bidder (Supported with contracts or appointment orders or employee cards).	Max. 15		
4.1	Above 100 Employees	05		
4.2	Above 200 Employees	10		
4.3	Above 300 Employees	15		
B	FINANCIALINFORMATION OF BIDDER Audited Statements of Accounts and Income Tax Return Forms must be attached as supporting documents.	Max.40		
5.	Average Annual Turnover duringthelast03 fiscal years	Max. 20		
5.1	AbovePKR 100million	05		
5.2	AbovePKR 200million	15		
5.3	AbovePKR 250million	20		
6.	Total Assets – at the end of last financial year	Max. 20		
6.1	AbovePKR 100million	05		
6.2	AbovePKR 200million	15		
6.3	AbovePKR 250million	20		

17. FINANCIAL PROPOSAL EVALUATION

- 17.1 Technically qualified/successful bidder(s)/Tenderer(s) shall be eligible for Financial Proposal(s). The Technical & Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the DUHS accordingly.
- 17.2 Bids not accompanied by the Bid Security (Earnest Money) of required amount and form shall be rejected.
- 17.3 The Price evaluation will include all duties, taxes (Federal/Provincial/Local) and expenses etc. In case of any exemption of duties and taxes made by the Government (Federal/Provincial/Local) in favor of the DUHS, the contractor shall be bound to adjust the same in the Financial Proposal. The benefit of exemption from or reduction in the SST / GST / Income Tax during the contract period shall be passed on to the DUHS.
- i. In evaluation of the price of an imported item, the price will be determined and considered inclusive of the customs and other import duties etc.;
 - ii. In evaluation of the price of articles/goods which are subject to excise duty, sales tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.
- 17.4 The bids shall be evaluated and compared on the total cost of all items of Schedule of Requirement /BoQ – **Annexure-J** (complete Group / Package / Lot basis). Bids submitted for partial / limited items shall not be considered and rejected.
- 17.5 DUHS shall not be responsible for any erroneous calculation of taxes and all differences arising out as above shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Gov. at any time during execution/evaluation period will be dealt with mutual consent.

18. PROCESS TO BE CONFIDENTIAL

- 18.1 No bidder shall contact DUHS on any matter relating to its tendering process from the time of opening to the time of tendering announcement.
- 18.2 Any effort by a bidder to influence DUHS in the evaluation, comparison or selection decision may result in the rejection of its bid.

19. COMPLIANCE CERTIFICATE

- 19.1 The bidder should agree with the terms and conditions as mentioned in Annexure – A.

20 AWARD CRITERIA

- 20.1 Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- 20.2 At first step, eligible bidder(s) as per clause-2 and responsiveness of bids as per clause 11 of this tender document fulfilling the qualification and technical evaluation criteria will stand technically qualified.
- 20.3 At second step, technically qualified and successful bidder(s) will be evaluated in the light of all Pre-Conditions, necessary requisites and shall be selected on lowest cost quoted as per rules and fulfilling all codal formalities, irrespective of their score in the previous step.
- 20.4 The selected bidder will have to furnish a **performance security @ 2% of total bid / contract price** valid for the period of the contract as per Annexure- I.

21 PROCURING AGENCY'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

- 21.1 The Procuring agency reserves the right to accept or reject any bid, as per Rule 25 of SPPRA Rules 2010 (Amended up to date) and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency's action.

22 PROCURING AGENCY'S RIGHT TO VARY QUANTITIES

- 22.1 The Procuring agency reserves the right to increase or decrease the quantity of goods and services originally specified in the Format for Quoting the Rates / Schedule of Requirements / BoQ without any change in unit price or other terms and conditions.

23 REQUIREMENT / FORMAT OF BID

- 23.1 All bidders shall quote their **firm and final rates** including all the taxes, duties, levies etc. on the format given at Annexure - J and attach the requisite **Bid Security / Earnest Money** in the form of a PayOrder/ Demand Draft / Bank Guarantee as per this Tender Document requirement / obligations.

24 ALTERNATIVE BIDS

- 24.1 Alternate Bids shall not be allowed, if any bidder elects to submit alternative bid(s) / proposal(s), both bids viz. ORIGINAL and ALTERNATIVE will be rejected straightaway.

25 NOTIFICATION OF AWARD

- 25.1 Prior to expiration of the bid validity period or extended 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 or by e-mail. The notification of award will constitute the formation of the contract.

26 CONTRACT AGREEMENT

- 26.1 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.
- 26.2 DUHS reserves the right to cancel the agreement with or without giving notice (depending on nature of violation of contract agreement) and forfeit Security Deposit/ Performance Bond and any amount due to the service provider. The bidder shall reproduce draft contract agreement provided by DUHS on stamp paper with stamps affixed of the value equals to the prevailing Government rules / rates. Bidder shall pay the prevailing Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.
- 26.3 The bidder shall not alter/add/delete any article, clause or chapter of the draft contract agreement. However, the Service Provider may rephrase any clause, article or chapter with the consent of the DUHS for the purpose of clarity, legality, or otherwise except where scope of work, terms & conditions, and service charges is not adversely affected against the DUHS.
- 26.4 Within thirty (30) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.

27 PERFORMANCE SECURITY

- 27.1 The successful bidders must deposit the requisite amount of Performance Security equivalent to 2% of the total bid amount within twenty (20) days 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.
- 27.2 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 or property of DUHS is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the contractor.
 - d) 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.
- 27.3 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.

28 **REDRESSAL**

28.1 Redressal of Grievances & settlement of dispute will be as per SPPRA Rule-2010 (Up to date)

29 **ARBITRATION**

29.1 In case of any dispute, difference or any question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the DUHS and CEO of the company / firm/ agency for arbitration/settling of the dispute, failing which the decision of the court of law in the jurisdiction of Karachi binding to the parties.

30 **APPLICABLE LAWS**

30.1 The Contract shall be governed by the Laws of Pakistan and the Courts of Karachi – Pakistan shall have exclusive jurisdiction.

31 **FORCE MAJEURE**

31.1 The Bidder shall not be liable for forfeiture of its Performance Guarantee / Bid Security, or termination / blacklisting for default if and to the extent that this delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For the purposes of this Clause Force Majeure means an act of God or an event beyond the control of the Bidder and not involving the Bidder's fault or negligence directly or indirectly purporting to mal-planning, mismanagement and /or lack of foresight to handle the situation. Such events may include but are not restricted to acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, earthquakes, strikes, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify the Procuring Agency in writing with sufficient and valid evidence of such condition and the cause thereof. The Committee, constituted for redressing grievances, will examine the pros and cons of the case and all reasonable alternative means for completion of purchase order under the Contract and will submit its recommendations to the competent authority. However, unless otherwise directed by the Procuring Agency in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek reasonable alternative means for performance not prevented by the Force Majeure event.

31.2 The Bidder shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent of his failure / delay in performance / discharge of obligations under the Contract is the result of an event of Force Majeure.

NOTICE INVITING TENDER (NIT)

No. DUHS/DP/2019/80/ 81 Dated 26 September 2019

Dow University of Health Sciences (DUHS), Karachi re-invites following Bids from well reputed Firms / Organizations registered for Sindh Sales Tax (SRB) and registered with Income Tax Department (FBR) for providing the Janitorial Services.

Name of Bid	Reference No.
Hiring of Janitorial Services for Health facilities of DUHS along with Dow Lab. Collections Points in Karachi city and across Sindh Province besides Quetta & Hub city of Balochistan Province.	DUHS/DP/2019/80
Hiring of Janitorial Services for Academic and Administration Blocks of DUHS	DUHS/DP/2019/81

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 tender purchasing date	15 October 2019
Deadline for submission of bids	16 October 2019 up to 11:00 a.m.
Bid Opening Date & Time	16 October 2019 at 11:30 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 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 (duhs.edu.pk) and Sindh Public Procurement Regulatory Authority (<http://pprasindh.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 (Ojha Campus)
Procurement Directorate at Library Block,
SUPARCO Road, off Main University Road,
Gulzar-e-Hijri, Scheme No. 33, Karachi.
Phone No. + 92-21-99261497
Email: director.procurement@duhs.edu.pk

GENERAL COMPLIANCE CERTIFICATE

The bid is accompanying with all the requisite documents mentioned in bidding document and bid evaluation criteria.

The following be signed and attached with the bid as a general compliance to tender document requirements, if agreed upon:

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal :

DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On PKR 100/- Stamp Paper)

[Location, Date]

To: [Name and address of Employer]

Re: NIT NO. DUHS/DP/2019/ _____ , Dated _____ 2019, “HIRING OF
JANITORIAL SERVICES FOR HEALTH FACILITIES AND LABS”.

Dear Sir,

I/we carefully gone through the Terms & Conditions as mentioned in the above referred DUHS Tender document. I/we declare that all the provisions of this Tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal :

SCOPE OF WORK

1. **Aim:** For maintaining optimum hygienic conditions and general cleanliness round the clock, bids are invited from reputable and well equipped Janitorial Contractors for Janitorial Services to be rendered at the designated campus and premises of Dow University of Health Sciences (DUHS), Karachi. The contract will follow all the protocols prescribed by DUHS from time to time specially with regards to the working methods and time schedule at all areas of the relevant location. The following are the scope of work to be performed if hired for provision of required services for DUHS.

2. **SCOPE OF WORK**

- i. Cleaning of Sewerage System regularly.
- ii. Sweeping & Cleaning of all Units/Wards/OPD/Operation Theaters/Laboratories/Radiology Suites/Procedure Rooms/Seminar Rooms/Admin Blocks/Offices/ Corridors etc.
- iv. Cleaning of all open areas.
- v. Cleaning of all windows and glazing and glass (inside and outside)
- vi. Removal & disposal of non-infected (regular) garbage and infected medical waste as per E.P.A recommendation.
- vi. The Janitor will provide along with usual service as follow.
 - a. Provide bed pan/urinal to the patients as and when required.
 - b. Maintain the Cleanliness of the equipment used there-in.
 - c. Clean the soiled bed of patient as and when required.
- vi. Services will be timely framed as and when required.
- vii. The contractor shall supply all equipment, tools and cleaning supplies necessary to perform the cleaning specifications listed. The contractor shall keep all equipment clean, disinfected and in working order.
- viii. The contractor shall supply all consumables, which includes: toilet tissue; liquid hand wash; disinfectants; garbage bags for disposal of non-infected and infected waste; bags for trash receptacles, etc., of the quality and grade that is most suitable for a use in health care facility.
- ix. All staff assigned to work at DUHS will undergo orientation by DUHS staff prior to starting the work.
- x. All staff assigned to work at DUHS must be registered with DUHS HR and receive DUHS I.D., which must be displayed at all times when working on the campus.
- xi. Contractor's staff at DUHS facilities will be supervised by DUHD Admin staff.
- xii. All contractor's staff assigned to work at DUHS will have to sign in and out of their shifts using the existing daily attendance verification system

3. **CLEANING SPECIFICATIONS AND GUIDELINES**

A. **DAILY SERVICES - PUBLIC AREAS:**

NIGHTS/WEEK, MONDAY THROUGH SATURDAY Corridors and Lobbies.

- i. Vacuum clean all carpet areas, place mats, and spot clean major stains.
- ii. Tiled floors will be polished as needed to present an attractive appearance at all times.

- iii. Dust all ledges and other flat surfaces including windowsills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
- iv. Remove fingerprints, smudges and stains on building directories, doorframes, wall switches, relights and glass partitions.
- v. Spot clean all vinyl wall coverings and painted surfaces.
- vi. Clean, disinfect and polish all drinking fountains.
- vii. Maintain janitor closets and fire hose cabinets in a clean and orderly condition.
- viii. Turn off all lights, leaving on only the emergency lights.
- ix. Dust signs with dry clean cloth.

Elevators

- i. Floor will be vacuumed nightly including all corners with edges, spot clean if needed.
- ii. Elevator stainless steel and glass wiped cleaned.
- iii. Walls and rails wiped clean with treated cloth.
- iv. Clean and polish exterior of all elevator doors and trim.
- v. Elevator door tracks vacuumed nightly.

Restrooms

- i. Ceramic tile and vinyl floors will be mopped with disinfecting soap and machine scrubbed nightly removing any mop sludge accumulated on toilet base, wall and partitions.
- ii. Clean and polish mirrors, clean enameled surface and shelving.
- iii. Clean and polish plumbing piping, toilet seat hinges and other metal work.
- iv. Thoroughly clean and wash with disinfectant soap sinks, basins, urinals and toilet bowls; remove stains and make certain to clean under sides of rims.
- v. Low ledges, sills, tops of partitions to be cleaned with damp treated cloth.
- vi. Damp wipe and wash with disinfectant all baby-changing tables. Ceramic tile should be wiped down, spot clean walls including all partitions next to toilets, urinals and sinks. Notify Supervisor in writing, etc. items that cannot be removed. Also notify Admin.
- vii. Disposal trash cans including sanitary napkin dispensers. Must be emptied, cleaned and disinfected regularly.
- viii. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked nightly.
- ix. Check and fill feminine hygiene products nightly, supply provided by janitorial contractor and janitorial contractor will retain monies earned.

Exterior Entrance Areas

- i. Sweep and vacuum walk off mats.
- ii. Empty and dry polish all trash cans.
- iii. Clean and polish glass on all entrance doors both sides.
- iv. Clean door facings.
- v. Exterior sidewalks, remove all trash.

B. DAILY SERVICES - TENANT AREAS: (6) NIGHTS PER WEEK, MONDAY THROUGH SATURDAY

- i. All suite doors to remain locked and closed during cleaning.
- ii. Dust cleared surface areas of desks, chairs, office furniture, counter tops, filing cabinets,

window ledges, top surfaces of copy machines, tables and other flat surfaces, straightening magazines if present. However, never move papers, unplug or move any office equipment unless arrangements are made with tenant and/or Management Office if cleared.

- iii. Spot clean cabinet doors and appliance exterior for spills
- iv. Exam Room counter tops and sinks to be cleaned with disinfectant cleaner.
- v. Vacuum clean all carpet areas and spot clean all major stains four (4) inches in diameter or smaller, not to exceed two (2) spots per room. Remove all paper clips and staples from all floor areas.
- vi. Sweep and/or dust mop all hard surface floors. Spot clean floors.
- vii. Damp mop all hard surface floors.
- viii. Floors mopped and sanitized in defined suites
- ix. All wastebaskets emptied and wiped with damp cloth or washed when required. Replace plastic liner nightly.
- x. All paper trash will be collected, bags tied and emptied into the building trash dumpster
- xi. Thoroughly clean and wash with disinfectant soap all sinks, basins, urinals and toilet bowls, remove stains and make certain to clean under sides of rims.
- xii. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked nightly.
- xiii. All vinyl wall covering and painted wall surfaces will be spot cleaned.
- xiv. Lights to be turned off, doors locked and alarms set as requested.

C. WEEKLY SERVICES – NON-PUBLIC AREAS

- i. Dust and polish tops of desks (if cleared), chairs, office furniture, counter tops, filing cabinets, ledges, equipment and flat surfaces with treated cloth, removing all removable spots and dirt weekly.
- ii. Dust fixtures, picture frames, windowsills and window blinds / drapes / curtains.
- iii. Wipe out microwave ovens in the lounge areas.
- iv. Empty “catch basins” on bottled water coolers.
- v. Wipe down tile walls and toilet compartment partitions
- vi. Wet mop all hard surface floors.
- vii. Flush floor drains with clear water and enzyme disinfectant, clean and polish metal drain cover.
- viii. Remove all scuffmarks from hard surface flooring.
- ix. Clean and polish plumbing piping, toilet seat hinges, and other metal work.

D. WEEKLY SERVICES - PUBLIC AND OTHER AREAS

- i. Flush floor drains with clear water and enzyme disinfectant. Clean and polish metal drain cover.
- ii. Clean and service sand urns and change out sand weekly.

Building Elevator

- i. Ceilings cleaned, lights wiped clean.
- ii. Elevator door tracks cleaned and polished.

Stairwells

- i. All stairwell landings, stairs and flooring under stairs swept and mopped or vacuumed as required.

- ii. High areas cleared of cobwebs and dust using an extension tool.
- iii. All stairwell corners cleaned out.
- iv. All handrails wiped clean with disinfectant cleaner.
- v. Light fixtures dusted.

Janitor Closets

- i. Thoroughly cleaned and trash removed.
- ii. Floors mopped and kept clean
- iii. Maintain janitor closets and fire hose cabinets in a clean, orderly condition.

Outside Perimeter

- i. Clean exterior trash cans and pick up trash around exterior of building
- ii. Wipe down bench and railing outside of OPD's, Radiology, Laboratory, etc.

E. MONTHLY SERVICES - ALL AREAS – PUBLIC AND OTHER AREAS:

- i. Machine scrub (where appropriate) all tile hard surface floors, including grout, monthly in all common area restrooms and lobbies.
- ii. Wipe down baseboards when refinishing floors; do not allow buildup of wax.
- iii. Wipe down stretcher guards installed in the hospital, OPD, Radiology and Laboratory
- iv. All air duct vents, diffusers will be cleaned the first week of each month. Public Areas
- v. Building elevator stainless steel wiped clean and polished with treated cloth.

F. QUARTERLY SERVICES:

- i. Strip and wax all vinyl floors in tenant suites at no additional charge. A rotating schedule is to be set up and a copy of said schedule given to Admin. Office.

G. OTHER SERVICES

- i. All entrance doors to building and tenant areas are to be locked during hours of cleaning operation and under no circumstances will admittance be given to anyone not part of the cleaning company's employ.
- ii. All cleaning should be performed using an industry standard disinfectant for proper sanitation.
- iii. Report all mechanical deficiencies, i.e. dripping faucets, running toilets to Supervisor/Admin.

4. MATERIAL AND ANCILLARIES TO BE USED

- 4.1 The contractor shall supply highest-grade toilet tissue; liquid hand wash; disinfectants; garbagebags for disposal of non-infected and infected waste; bags for trash receptacles, etc. The contractor is responsible to supply all equipment necessary to complete the job in a timely and effective manner.
- 4.2 The quality of the **DRY ITEMS** such as Duster, High Dusting Equipment, Hand Scrubber, Mop, Brush, Miscellaneous equipment, Dry Pad etc. should be of SPONTEX brand or at least equivalent.
- 4.3 The quality of **LIQUID ITEMS** viz. Fumigation, Surface Cleaner, Liquid Hand Wash, Toilet Cleaners should be of UNILIVER brand or at least equivalent.

5. QUALITY OF WORK

- 5.1 The contractor shall ensure that the quality of janitorial and housekeeping services is to be the entire satisfaction of the Officer/Official In-charge of the location.
- 5.2 The decision of the DUHS management 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.
- 5.3 Upon sub-standard services and unsatisfactory performance of the workers as determined by the DUHS Management, giving one month's notice to the Company shall terminate the contract agreement. Unsatisfactory includes:
- Unable to provide desired number of workers.
 - Absence of worker(s) from duty
 - Casual performance of duty by workers.
 - Using the substandard material and ancillaries.
 - Any loss and damage to be occurred to DUHS property due to the negligence/unsatisfactory performance of the contractor.
 - Non-reporting of major incidents to DUHS management that occurs in the DUHS premises
- 5.4 During the validity of the contract agreement, in case damage occurs to the property or personnel of the DUHS and caused by the negligence of the worker the company shall be wholly responsible and liable for paying for such losses occurred to DUHS.

6. PENALTY

- 6.1 The contractor shall be responsible for smooth functioning of janitorial and housekeeping services and in the event of substandard or delay in service a penalty of Rs.5,000/- (Rupees five thousand only) per event will be imposed and recovered from contractor's bills for unsatisfactory performance of work.
- 6.2 Janitors of the contractor will be bound to wear neat and clean uniform & badges approved by the DUHS. In case of violation fine will be imposed by the DUHS, which will be at least Rs.500/- per employee per day.

7. HUMAN RESOURCE

7.1 Staff will work according to time table provided below by the Authorized Officer of DUHS at designated location(s).

A. DUHS – OJHA CAMPUS

S#	Area	Morning	Evening	Night	Total Required
SUPERVISORS					
1.	General Hospital (G+2 Floors)	4	3	1	8
2.	Third Floor	2	-	-	2
3.	Fourth Floor	1	1	-	2
4.	O. T Complex	2	1	-	3
5.	General OPD	1	-	-	1
6.	NIDE OPD	1	-	-	1
9.	Radiology	1	-	-	1
10.	OICD	1	-	-	1
12.	DDRRL (8 + 4 hr shift in morning)	1	-	-	1
Total (Supervisors)		14	5	1	20
JANITORIAL STAFF (MALE / FEMALE)					
1.	General Hospital (G+2 Floors)	55	24	21	100
2.	Third Floor	11	7	5	20
3.	Fourth Floor	6	4	3	13
4.	O. T Complex	40	16	25	81
5.	General OPD	11	6	-	17
6.	NIDE OPD	9	-	-	9
7.	NILGID OPD	2	2	-	4
8.	Eye OPD	5	-	-	5
9.	Radiology	18	10	2	30
10.	OICD	25	15	10	47
11.	Laboratory Animal Sciences	5	-	-	5
12.	DDRRL (8 + 4 hr shift in the morning)	12	7	2	21
Total (Janitors)		199	91	68	352

B. DUHS – LAB COLLECTION UNITS / POINTS / STAT LABS. / HEALTH FACILITIES ETC.

S#	Area	Morning	Evening	Night	Total Required
JANITORIAL STAFF (MALE / FEMALE)					
1	Clifton New Branch	1	1	-	2
2	Nazimabad NCC	1	1	-	2
3	Nazimabad CC	1	1	-	2
4	Ayesha Manzil	1	1	-	2
5	Maymar CC	1	1	-	2
6	Waterpump CC	1	1	-	2
7	Civil CC	1	1	-	2
8	LEJ CC	1	1	-	2
9	Memon Goth	1	1	-	2

S#	Area	Morning	Evening	Night	Total Required
10	Saudabad CC	1	1	-	2
11	Saeedabad CC	1	1	-	2
12	Garden CC	1	1	-	2
13	Orangi Town CC	1	1	-	2
14	Landhi CC	1	1	-	2
15	Quaidabad CC	1	1	-	2
16	Gulshan e Iqbal CC	1	1	-	2
17	North Karachi CC	1	1	-	2
18	JPMC	1	1	-	2
19	Koragi No.2.5	1	1	-	2
20	Koragi No.5	1	1	-	2
21	KhayabaneJamiDefence	1	1	-	2
22	IEKC (IHM OLD)	1	1	-	2
23	Shah Faisal	1	1	-	2
24	MalirKalaboard	1	1	-	2
25	Malir Chest Clinic	1	-	-	1
26	Chanesar Goth	1	-	-	1
27	Hijrat Colony	1	-	-	1
28	High court	1	-	-	1
29	Gulshan e Hadeed	1	1	-	2
30	Gulstan e Johar	1	1	-	2
31	Rashid Minhas Road	1	1	-	2
32	DHA City	1	1	-	2
33	Hyderabad Latifabad C.C	1	1	-	2
34	Hyderabad Latifabad Stat Lab	1	1	-	2
35	Hyderabad Saddar	1	1	-	2
36	Moro	1	1	-	2
37	Sanghar	1	1	-	2
38	Sukkur	1	1	-	2
39	Sukkur Stat Lab	1	1	-	2
40	Jacobabad	1	1	-	2
41	Shikarpur	1	1	-	2
42	Ghotaki	1	1	-	2
43	MithiTharparker	1	1	-	2
44	Thatta	1	1	-	2
45	Mirpur Khas	1	1	-	2
46	Lyari Dow C.C.	1	1	-	2
47	Lyari Dow Stat Lab	1	1	-	2
48	Nawabshah C.C.	1	1	-	2
49	Nawabshah STAT Lab	1	1	-	2
50	Quetta Faiz Muhammad Road C.C.	1	1	-	2
51	Quetta STAT Lab	1	1	-	2
52	Quetta Jinnah Road	1	1	-	2
53	Quetta Satellite Town	1	1	-	2
54	Hub Chowki	1	1	-	2
Total (Janitors)		54	50	-	104

- 7.2 The contractor shall be responsible to provide satisfactory services at all locations of DUHS by deploying energetic, and healthy, well-trained workers not less than 18 years or above 60 years with approved uniform.
- 7.3 The contractor shall provide and ensure that each worker on duty has received and understood instructions of basic duties and has the following in his possession.
 - a. Company card and copy of Computerized National Identity Card (CNIC).
 - b. Approved Uniform.
 - c. Material and ancillaries of approved kind and quality.
- 7.4 The contractor shall maintain extra staff to be readily available with the company as the substitute for the worker who becomes absent/short/sick at the company's own enrollment for which the DUHS Management will not make any extra payment.
- 7.5 Authorized DUHS Officer/Official will declare **sensitive** areas/works and the list of Janitors required for that area will be provided to the contractor. These Janitors will be non-transferable and will not be terminated without taking a written permission from the DUHS authorities.
- 7.6 A Hospital and Laboratories Infected Garbage bill will be submitted through the Authorized Officer. Hospital, Radiology & Laboratories Infected Garbage will be disposed-off as per the policy of DUHS.
- 7.7 In case of any dispute between Janitors/workers and the contractor the matter shall be, referred to the administration for arbitration whose decision shall be final.
- 7.8 Undisciplined workers an/or workers involved in immoral activities will not be allowed to serve in the DUHS.
- 7.9 Contractor will be bound to change the workers who will be unwanted by the DUHS management immediately.
- 7.10 The Employees will work according to Government rules / policy.
 - i. The services to be provided by the contractor must be according to labor laws.
 - ii. Child labor rules and basic human rights will not be violated by the Contractor.
 - iii. Age of worker shall not be less than 18 years.
 - iv. Contractor shall be bound to provide the sanctioned strength of Janitors at all time even **on holiday**.
 - v. Contractor shall be bound to pay the minimum salary to its employees working at DUHS as per the prevailing rates fixed by the Provincial Government.

8. **AREA COVERED BY THE CONTRACTOR**

- 8.1 Contractor will be fully responsible to keep the whole covered area including walls and roofs neat & clean and also disinfecting operation theaters etc. of OPD, OT Complex, Dow University Hospital, Emergency Room, ICU, Dow Institute of

Radiology, and all laboratories according to the entire satisfaction of the Hospital Administration.

8.2 Similarly all the open areas like roofs, terraces, lawns, patios, ducts etc. shall also be kept neat and clean all the time by the Contractor.

8.3 **Contractor shall be responsible for cleanliness of the areas according to their respective working hours.**

9. RECTIFICATION REPORT

9.1 In case of any complaint or observation conveyed to the Contractor DUHS authorities, the Contractor will report the steps taken in order to rectify those observations in writing within stipulated time.

10. GENERAL TERMS & CONDITION

10.1 Taxes will be deducted from the contractor's bill as imposed by the Government from time to time and contributions of the Government Institutions/ Sindh Sales Tax (SRB) will be paid by the contractor/suppliers themselves.

10.2 A Janitorial Services Monthly Bill should be submitted to the authorized officer along with the invoice in first week of every succeeding month. Authorized Officer(s) will process the bill for payment after completing all the codal formalities.

10.3 The Company shall notify its representatives who will be contacted for immediate replacement in the event of unsatisfactory performance of deputed personnel.

10.4 Contractor and workers will not be allowed to participate in any Political/Immoral/Illegal activities in the premises of DUHS.

10.5 Contractors will not be allowed to sublet the contract and will responsible to pay the Government Institution contribution/Sindh Sales Tax (SRB) themselves.

10.6 In case of any dispute contractor will approach to the head of the concerned department/institute. If he/she is not satisfied with the decision of the HoD (Admin/General) then he has the right to approach the CEO/COO of Dow University Hospital and/or Registrar, DUHS. The decision of the CEO/COO of Dow University Hospital and/or Registrar, DUHS will be final.

10.7 Procuring Agency has the right to cancel the contract at any stage and without issuing any prior notice in case of violation of **Agreement/TOR** is proved as well as damages the prestige or property of DUHS.

10.8 Contractor will be responsible for any theft or pilferage committed by any of his/their employees. The employee will be liable to punishment under the rules.

10.9 In case of breach of the contract by the firm, security will be forfeited partly or fully as decided by the competent authority of the DUHS.

10.10 Any condition/clause of the contract can be included/amended if required in the interest of the DUHS with the mutual understanding of the both parties.

10.11 Removal & disposal of Hospital/Labs/Radiology Garbage Infected/Non Infected wastage from Hospital/Labs/Radiology to approved Dumping Yard(s) as per the policy of the DUHS.

- 10.12 Contractor shall have its own equipment and tools required for cleanliness etc. Equipment must be approved by the Authorized Officer of DUHS, before commencement of contract.
- 10.13 The contractor should not violate himself or allow their janitors to violate the rules of Environmental Protection Agency (EPA).
- 10.14 In case of violation of the rules the contractor may be fined up to Rs.5,000/- per event and disciplinary action will be initiated against the contractor, as per rules.
- 10.15 Contractor shall be responsible for personal hygiene of the Janitors.

11. CONFIDENTIALITY

- 11.1 The company shall ensure that all employees performing, the services shall NOT any time during the validity of the contract agreement or thereafter, will disclose any information whatsoever, to any person, as to be affairs of the DUHS or its personnel and as to any other matter, which may come to their knowledge by reason of performance of the services.
- 11.2 The company shall ensure that all its employees maintain strict confidentiality about the patients and their caregivers and does not disclose it to individuals with no need to know
- 11.3 If in the opinion of the DUHS Management there has been any such disclosure the person concerned shall immediately be dismissed from the service of the company and other necessary action shall also be initiated with the consultation of DUHS management.

12. RESPONSIBILITIES OF THE COMPANY

- 12.1 The company is responsible for ensuring that all its employees performing the services are physically and mentally fit, have no communicable disease and are in good health in all respects to perform the duties. Formal evidence of this may be sought by DUHS on a case-by-case basis.
- 12.2 The Company is an independent contractor and accordingly is fully responsible for any accident or injury to its personnel or caused by its personnel and agrees that neither the DUHS nor any of its personnel shall be held liable for either of the above in any manner.
- 12.3 The personnel of the company shall not in any manner indulge in any unionism nor have any linked activity with DUHS employees.
- 12.4 The company is responsible for recruitment, discipline and all other service matters of its employees. They shall not in any case communicate with the DUHS management regarding their service matters that is the sole responsibility of the company.
- 12.5 The DUHS may refuse to accept services from any of the employees of the company, whose work has been found unsatisfactory or not in accordance with the requirements of this document.

13. RESTRICTION OF ASSIGNMENT / TAKE OVER

- 13.1 The company shall not assign or sub-contract any of its duties or rights under this agreement, including but not limited to any benefit or interest herein or there

under, any such assignment or sub-contacting by the company shall entitle the DUHS to terminate its services forthwith.

- 13.2 If the company makes any arrangement with or assignment in favor of its creditors or amalgamates with any other concern or his taken over, the DUHS shall be entitled to terminate its services forthwith.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

BIDDER PROFILE / DETAILS*(Add separate sheets, if required)*

1.	Registered Company Name	
2.	Company Registration Number / Certificate	
3.	Date of Registration	
4.	National Tax Number	
5.	General Sales Tax Number	
6.	Sindh Sales Tax(SST) Number (SRB)	
7.	Registration Certificate with EOBI / SESSI	
8.	Years of Operation of Company after its Registration	
9.	Details of Staff to be assigned for the project	
10.	Bank Name and Branch	
11.	Bank Account Number	
12.	Additional Professional Registration Details (if any):	
13.	Physical address	
14.	Postal address	
15.	Telephone Number	
16.	Fax Number	
17.	E-mail address	
18.	Blacklisting / Complaint / Litigation against the firm(By any govt. or other org. if any)	
19.	Name & Address of the companies / subsidiaries and associated companies, if any, with whom there is collaboration or joint venture	
20.	List of Machinery / Equipment (To be utilized for the janitorial work)	
21.	Any other relevant detail	

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

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

[Location, Date]

To: [Name and address of Employer]

Re: **NIT NO. DUHS/DP/2019/_____ , Dated _____ 2019, “HIRING OF JANITORIAL SERVICES FOR HEALTH FACILITIES AND LABS”.**

Dear Sir,

1) I/we hereby declare that, our firm's Annual Turnover is as follow (Audit Reports attached):

F.Y 2016-17	F.Y 2017-18	F.Y 2018-19
PKR _____(Million)	PKR _____(Million)	PKR _____(Million)

And,

2) I/we hereby declare that, our firm had filed Income Tax Returns for last 3 years. Supported by 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

VALID LIST OF CLIENT'S DETAIL
(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: [Name and address of Employer]

Re: **NIT NO. DUHS/DP/2019/_____**, Dated _____ **2019, "HIRING OF JANITORIAL SERVICES FOR HEALTH FACILITIES AND LABS"**.

Dear Sir,

I/we hereby mention following list of valid Clients details where our firm had provided services **during the last five (05) years:**

Sr. No.	Client Name / End User	Nature of Client (Govt. / Semi Govt. / Private Sector)	No. of Janitors / Scope of Work	Name & Location of Project	Year	Total contract value (PKR)

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal :

Encls: As above.

**DECLARATION FOR COMPLETION OF SIMILAR CONTRACTS WITH
PUBLIC SECTOR UNIVERSITY / GOVERNMENT/ SEMI GOVERNMENT
ORGANIZATION**

(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: [Name and address of Employer]

Re: NIT NO. DUHS/DP/2019/_____, Dated _____ 2019, "HIRING OF
JANITORIAL SERVICES FOR HEALTH FACILITIES AND LABS".

Dear Sir,

I/we hereby declare that, our firm M/s _____ was completed similar contract **during the last five (05) years** with following public sector universities /Government/Semi Government organizations (copy of agreements / contracts / work orders are attached for your reference):

Sr. No.	Client Name / End User	Nature of Client (Public & Private Sector University/Govt./ Semi Govt. organization)	No. of Janitors Deployed / Scope of work	Name & Location of Project	Year	Total contract value (PKR)

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal :

Date:

Stamp / Seal :

Encls: As above.

FORMAT OF BANK GUARANTEE FOR BID SECURITY

Bank Guarantee No.: _____
 Dated of issue: _____
 Valid upto: _____
 Value (Rs.): _____

To: [Name & Address of the Procuring Agency]

Dear Sir,

WHEREAS M/s. _____ (hereinafter called the Bidder) have requested us through _____ Bank Ltd., to furnish Bid Security by way of Bank Guarantee in your favor in the sum of _____ **[Amount of the Guarantee in Words and Figures]** against your tender Notice No. _____ dated _____ for **HIRING OF JANITORIAL SERVICES FOR HEALTH FACILITIES AND LABS.**

WE HEREBY AGREE AND UNDERTAKE:

- i. To make unconditional payment to you on demand without further question or reference to the Bidder in case of withdrawal or modification of bid or any default or non-execution of the Contract or refusal to accept order by the Bidder from the date of opening of bids until the expiry of the validity of their offer.
- ii. To keep this guarantee in full force from (date) _____ up to (date) _____ the date until which the Bidder offer is valid.
- iii. To extend the period of guarantee if such extension be necessary beyond the date stated in Para (ii) and as so desired by the Bidder.

Any claim arising out of this guarantee must be lodged with this Bank within the period the guarantee is valid and before the date of its expiry. After this date the guarantee will be considered null and void and should be returned to us.

Yours faithfully,

Name of the Bank: _____

Authorized officer's Signature & Seal: _____

Witness 1: _____

Witness 2: _____

Sworn & Signed before me

This day of.....

FORMAT OF BANK GUARANTEE FOR PERFORMANCE BOND

Bank Guarantee No.: _____

Dated of issue: _____

Valid upto: _____

Value (Rs.): _____

To: [Name & Address of the Procuring Agency]

Whereas [Name of Bidder] (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. [number] dated [date] to supply [description of services] (hereinafter called "the Contract").

And whereas it has been stipulated in the said Contract that the Bidder shall furnish to the Dow University of Health Sciences, Karachi with a Bank Guarantee by a scheduled bank for the sum of 2% of the total Contract amount as Security for compliance with the Bidder's performance obligations in accordance with the Contract.

And whereas we have agreed to provide a Guarantee: for the said Bidder

Therefore, we hereby unconditionally and irrevocably guarantee, on behalf of the Bidder, up to a total of [Amount of the Guarantee in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without requiring the Dow University of Health Sciences, Karachi to initiate action against the Bidder and without cavil or argument any sum or sums within the limits of [Amount of Guarantee] as aforesaid. The amount stated in the demand made under this guarantee shall be conclusive proof of the amount payable by the Guarantor under this guarantee.

The obligations of the Guarantor under this guarantee shall be valid for one month after the completion of contractual obligations by the Bidder to the Dow University of Health Sciences, Karachi for which this Guarantee is being given, and until all and any obligations and sums due have been paid in full.

Yours faithfully,

Name of the Bank: _____

Authorized officer's Signature & Seal: _____

Witness 1: _____

Witness 2: _____

Sworn & Signed before me

This day of.....

FORMAT FOR QUOTING OF RATES

[Location, Date]

To: **[Name and address of Employer]**

Dear Sir,

We, the undersigned, offer to provide the services for **[Insert title of assignment]** in accordance with your Notice Inviting Tender (NIT) / Request for Proposal (RFP) / Expression of Interest (Eoi)No. **[Insert number]**dated **[Insert Date]** and our Technical Proposal. Our Financial Bid / Proposal is for the sum of **[Insert amount(s) in words and figures]**. This amount is inclusive of all the applicable taxes.

Our Financial Bid / Proposal shall be binding upon us up to expiration of the validity period of the Bid / Proposal.

No commissions or gratuities have been or are to be paid by us to agents relating to this Bid / Proposal and Contract execution.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

SCHEDULE OF REQUIREMENT / BOQ

IMPORTANT NOTE

1. Contractor shall be bound to pay the minimum salary to its employees working at DUHS as per the prevailing rates of the Labour & Human Resource Department, Government of Sindh and Sindh Minimum Wages Act 2015.
2. The services of janitorial staff must be on shift basis according to labor laws.
3. The janitorial staffs required to be present at designated locations of Dow University of Health Sciences, Karachi. Staff will work according to the time table of respective location(s) issued by the management of DUHS.
4. DUHS reserves the right to increase / decrease or delete the quantities of services at the time of award of contract and also reserves the right to enhance the quantity of services without any change in unit price or other terms and conditions at any time during the contract period.

(GROUP – A)

DUHS – OJHA CAMPUS

S#	Particulars	Monthly Service Charges for Each	Required Quantity	Total Monthly Service Charges
1.	2.	3.	4.	5. (3 x 4)
1.	SUPERVISORS (MALE / FEMALE) <i>(For details refer Annexure – C, Clause 7A)</i>		20 Nos.	
2.	JANITORIAL STAFF (MALE / FEMALE) <i>(For details refer Annexure – C, Clause 7A)</i>		352 Nos.	
MONTHLY CHARGES (IN PAK RS.) Including all taxes				
TOTAL CHARGES FOR 12 MONTHS (IN PAK RS.) Including all taxes				

Subsequent Years price increase of offered Services in terms of percentage	
2nd Year	_____ % (percent) Escalation in first years price
3rd Year	_____ % (percent) Escalation in second year price

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

(GROUP – B)

**DUHS –LAB COLLECTION UNITS / POINTS / STAT LABS. /
HEALTH FACILITIES ETC.**

S#	Particulars	Monthly Service Charges for Each	Required Quantity	Total Monthly Service Charges
1.	2.	3.	4.	5. (3 x 4)
2.	JANITORIAL STAFF (MALE / FEMALE) <i>(For details refer Annexure – C, Clause 7B)</i>		104 Nos.	
MONTHLY CHARGES (IN PAK RS.) Including all taxes				
TOTAL CHARGES FOR 12 MONTHS (IN PAK RS.) Including all taxes				

Subsequent Years price increase of offered Services in terms of percentage	
2nd Year	_____ % (percent) Escalation in first years price
3rd Year	_____ % (percent) Escalation in second year price

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

UNDERTAKING / CERTIFICATE

(Must be Printed on Rs. 100/- Stamp Paper)

If provided information with the bid document found false, or any criminal proceedings found in any court of law, the services of the hiredbidder will be immediately terminated without assigning any reason and making any refund / payment. Further, the performance security given by the firm will also be confiscated and the firm will be declared blacklisted.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

ATTESTED BY NOTARY PUBLIC

NON-BLACK-LISTING CERTIFICATE

(Must be Printed on Rs. 100/- Stamp Paper)

CERTIFIED THAT M/S. _____ HAS NOT
BEEN BLACK-LISTED BY ANY PUBLIC OR PRIVATE SECTOR
ORGANIZATION IN PAKISTAN.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

ATTESTED BY NOTARY PUBLIC

AFFIDAVIT INTEGRITY PACT

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS. 10.000 MILLION OR MORE

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 foregoing 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 thereto.
- (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.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

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

FORM OF CONTRACT

Specimen Purpose only)

THIS AGREEMENT made on this _____ day of _____ 2019 between M/s. _____ (Name and Address of the Contractor) (hereinafter referred to as the CONTRACTOR, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the ONE PART and the DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI (hereinafter referred to as the DUHS, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

WHEREAS the Contractor is a service provider.

AND

WHEREAS the DUHS is procuring agency. The DUHS intends to hire firm for janitorial services, therefore, _____ invited _____ bid through _____ N.I.T No. _____ dated _____.

WHEREAS the Contractor (successful bidder) submitted his bid vide _____ in accordance with the bid document and was selected as "successful bidder" pursuant to the bidding process and negotiation on contract prices, awarded the "Letter of Acceptance" (LoA) No. _____ to the Contractor on _____.

BOTH THE PARTIES HERETO agree to abide the terms and conditions as mentioned in:

(Conditions of Contract) of Tender Document.

(Signature of Contractor / Authorized Representative)
Name: _____
Designation: _____
Address: _____
Seal: _____

(Signature of Authorized Officer of the DUHS)
Name: _____
Designation: _____
Address: _____
Seal: _____

WITNESS – 1

WITNESS – 2

Name: _____
CNIC#: _____
Address: _____

Name: _____
CNIC#: _____
Address: _____