



**Lady Reading Hospital
(MTI)
BID SOLICITATION DOCUMENTS
For
CONSERVANCY SERVICES**

Note: The prospective bidder is expected to examine the Bidding Documents carefully, including all Instructions, Terms & Conditions, and Specifications etc. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

Manager Material Management
LRH/MTI Peshawar

AD Legal
LRH/MTI Peshawar

Manager House Keeping
LRH/MTI Peshawar

Manager OPD
LRH/MTI Peshawar

Manager Maintenance & Engineering
LRH/MTI Peshawar

Nursing Director
LRH/MTI Peshawar

Director Finance
LRH/MTI Peshawar

Associate Hospital Director
LRH/MTI Peshawar

Medical Director
LRH/MTI Peshawar

Hospital Director
LRH/MTI Peshawar

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INTRODUCTION:

Lady Reading Hospital –MTI invites sealed bids from the eligible bidders, Reputed Contractors/Individuals for the different services at LRH-MTI Peshawar. Open Competitive Bidding under rule “**Single Stage Two Envelope**” bidding procedures of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Rules 2014.

Description	Dates
Pre-bid meeting	- -2023
Closing/Last submission/Opening	- -2023 11:00 hours & 11:30 Hours
Bid security	1,500,000/- RS

1) INSTRUCTIONS TO BIDDERS:

1. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Laws, Rules made there under along with Standard Bidding Documents.
2. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder.
3. All the bidders are required to provide annexure wise complete requisite documents with page marking for their Technical Evaluation / Qualification as prescribed under the rules.
4. The bid should be complete in all respect and must be signed by the bidder.
5. All prices quoted must be in Pak Rupees (PKR) and should include all applicable taxes. If not specifically mentioned in the Quotation, it will be presumed that the prices include all the taxes.
6. Bidders are essentially required to provide correct and latest postal/email/web addresses, phone/mobile/fax numbers for actively and timely communication.
7. For any query, clarification regarding Services / Bid Solicitation Documents, the applicants may send a written request at least one day prior to the opening date.
8. The Bidder may after its submission withdraw its bid prior to the expiry of the deadline prescribed for submission of bids. Withdrawn bids will be returned unopened to the Bidders.
9. Any bid not received as per terms and conditions laid down in this document are liable to be ignored. No offer shall be considered if:
 - a. Received without earnest money;
 - b. It is received after the date and time fixed for its receipt;
 - c. The tender document and the bid is unsigned;
 - d. The offer is ambiguous;
 - e. The offer is conditional i.e. advance payment, or currency fluctuations etc.;
 - f. The offer is from blacklisted firm in any Federal / Provincial Govt Dept.
10. Usage of correction fluid & corrections are strictly prohibited unless duly initialed.
11. Any erasing / cutting etc. appearing on the offer, must be properly signed by the person signing the tender.
12. In case of Bid Tie, the decision will be taken by Post Qualification.
13. Any direct or indirect effort by a bidding firm to influence this institution during the process of selection of a bidder or award of contract may besides rejection of its bid result into its disqualification from participation in the LRH-MTI Peshawar's future bids.
14. Rates will be Valid till 30 June 2024

2) ELIGIBILITY CRITERIA:

1. Bidders must give compliance to the below mentioned clauses as these are mandatory to being eligible for the bidding process. Relevant certificates must be attached.
2. Only Typed tender on original letter pad, sealed & signed should be submitted.
3. The tender must be according to hospital specification.
4. Alternate rates will not be acceptable
5. No conditional tender will be acceptable
6. The bidder must be registered with Income / Sales Tax Department, KPRA, NTN, KNTN, reflected as Active Tax Payer on the list of FBR.
7. The bidder shall provide an undertaking on Judicial paper that the bidder has not been declared black listed by any Governmental/ Semi-Governmental institutions.
8. Bidders shall not be eligible to bid if they are under a declaration of Ineligibility for corrupt and fraudulent practices issued by any government organization in accordance with the Section 44(1) KPPRA Rules 2014.

Evolution Criteria: (Single Stage Two Envelopes).

The Firm found eligible as per criteria given on the previous page shall be subject to evolution criteria given here below.

Total Technical + Financial Marks = 100

Technical Marks = 70

Technical Qualifying Marks = 49

Financial Marks= 30

Technical Criteria for Conservancy service

Description	Marks
Relevant Experience should be more than 5 years.(Documentary Evidence must be attached)	Mandatory
The bidder must be registered with Income / Sales Tax, KNTN,SECP, NTN and Professional tax. (Certificate of Company/Firm/Registration/Incorporation under the laws of Pakistan Valid Income Tax Registration Valid General Sales Tax Registration (Status = Active with FBR) Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body anywhere in Pakistan)	Mandatory
The Bidder shall have to provide Undertaking (on Stamp Paper) of Minimum Wage Rate under Labor Law of Govt of KPK .	Mandatory
The Bidder shall have a valid registration with EOBI to ensure that the staff employed adheres to the guidelines/ founding principles laid to perform as per labor Laws . (Documentary Evidence must be attached)	Mandatory
Bidder must Submit an undertaking that his at least 50% of his deputed staff will be experienced and has already worked in well reputed organization	Mandatory
SSI certificate	Mandatory
Performance certificate from present and previous clients (only one per client) Each Certificate carry 2 marks (max 5 certificate)	10
No. of Years of Service in KPK Up to 5 years = 05 More than 5 years = 10	10
Office In Peshawar	04
No. of Clients in Government Department Up to 05 = 3 6 to 10 = 6 11 to 15 = 10	10
Bank Statement of last 2 years Up to 10 Million = 3 11 to 25 Million = 6 36 to 40 Million = 10	10
ISO 9001: 2008 Certificate with Scope of "Quality Management Service"	10
Equipment list for cleanliness (Floor Scrubber & housekeeping trolley)	06

including all utilities.	
Manpower Attested copy of Salary slips (At least 30) Last 2 years (Per manpower attested copy marks is 0.3/-)	10

Note: Each Document attached must be Active and valid by all means.

Total Marks 70

Technical Passing marks: 49

S #	Parameters	Sub-Parameters	Total Marks: 30
	Price		30
		Lowest Price will get full marks. The formula to calculate the marks for the price submitted is: [Lowest Price (Fm)/Price of Bid under consideration (F)] x100 x 0.30	30

Total Marks (Technical Criteria + Financial Criteria): 100

Financial bids of only technically responsive bidders will be opened publicly at the time to be announced by the Procuring Agency. The Financial Bids of technically disqualified bidders will be returned un-opened to the respective Bidders. After getting the financial score from the remaining **30** marks, the two scores will be combined to identify the best evaluated bid.

Merit Point Evaluation Methodology: Contract will be awarded to the best evaluated responsive bid which gets the maximum marks and becomes the highest ranking in the Combined Evaluation calculated through the Merit Point Average

The bidders achieving a minimum of 49 out of 70 marks in technical will be declared technically qualified. Financial bids of only technically qualified bidders will be opened publicly at the time to be announced by the Procuring Agency. The Financial Bids of technically disqualified bidders will be returned un-opened to the respective Bidders.

Financial Bid

S.NO	CATEGORY	COST Per Month(PKR)
1	Supervisor Per Head Charges in PKR	
2	Sweeper Per Head Charges in PKR	
3	Material charges per month (List of material must be attached, Brand name and UOM must be mentioned)	
<p>Note: -Costs Includes of all taxes.</p> <ul style="list-style-type: none"> Form Shall be Filled for the whole assignment. <p>Note: - The contractor should pay the personnel in accordance to the rules & regulations of Khyber Pukhtunkhwa labor department and laws of Government of Pakistan.</p>		

3. GENERAL CONDITIONS: -

- Alternative bid shall not be considered and shall be rejected by the Competent Authority.
- LRH-MTI Peshawar may increase or decrease the Persons as per requirement.
- At any time prior to the deadline for submission of bids, LRH-MTI Peshawar may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding documents by amendment.
- LRH-MTI Peshawar may accept or reject any or all of the bids under Rule 47 of KPPRA Rules, 2014.
- No complaint, objection etc of any kind shall be entertained beyond the period reserved for grievance resolution.
- No offer shall be accepted if Bidder failed to meet the qualification prescribed in these documents.

Grievance Resolution mechanism:

Grievance if any, shall be make through written application to the Hospital Director LRH-MTI within 4 working days after uploading of technical score. However, the Hospital Director LRH-MTI should either have disposed of the said application by himself/herself or refer it for disposal to the committee.

INVITATION FOR BIDS

Hospital Director, **Lady Reading Hospital -MTI** invites sealed tenders on under National Competitive Bidding for conservancy Services at Lady Reading Hospital Hospital, under rule “*single stage two envelope procedure*” of KPPRA Rules 2014, from well reputed firm registered with the Income / Sales tax, reflected on Active Taxpayer List of FBR.

The bidders are required to submit bid security of Rs 1,500,000/- in the name of Hospital Director LRH-MTI Peshawar. An affidavit is mandatory, without indicating the figure in the technical bid that bid security is placed in the financial bid. Pre-bid meeting with the interested bidders will be held on the above mentioned date & time at the LRH Peshawar.

The tenders complete in all respect must reach the undersigned by the above mentioned date & time , which will be opened conference room of the LRH in the presence of the committee and the bidders / representatives who may choose to attend.

Competent Authority reserves the right to reject any or all the bids as per provisions contained in KPPRA Rules 2014.

4. BID Security

Bid security Rs 1,500,000/- (refundable) drawn in favor of “Hospital Director LRH-MTI” should be kept sealed in the financial proposal.

Bid security of the successful bidder will be released after submission of Performance Guarantee.

The bid security may be forfeited:

- i) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii) In the case of a successful Bidder, if the Bidder fails to sign the contract or to furnish performance Guarantee.

5. BID VALIDITY:

- i) The bids should be valid for a period of 180 working Days from the date of opening.
- ii) In exceptional circumstances, LRH-MTI Hospital may solicit the Bidder’s consent to an extension of the period of validity reasons shall be recorded in writing. The request and the responses there to shall be made in writing. The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

7. SPECIAL CONDITIONS OF THE CONTRACT: -

Scope of Work

- Need sweepers and Supervisors. (The number can be increase and decreased as per requirement of the hospital)
- Material will be provided by contractor of good and acceptable quality.
- Contractor will provide the following
 - All cleaning material
 - Soap, Toilet paper for washroom rooms/offices and where required at all times.
 - The contractor will provide color coded bio-degradable bags according to color coded buckets on daily basis for infectious and non infectious waste management according to EPA/WHO Waste Management and Infection Control protocols /guidelines /SOPs /standards.
- Cleaning services round the clock 24/7
- Removal of all type of infectious and non infectious waste in a proper way and according to EPA & WHO Waste Management and Infection Control protocols /guidelines /SOPs /standards.
- Floors are free of stains, visible dust, spills and streaks at all times.
- Walls, ceiling and doors are free of visible dust, gross soil, streaks, spider webs and handprints including all kind of stuff vulnerable to fire.
- All horizontal surfaces are free of visible dust or streaks including furniture, window ledges, overhead lights, phones, LRH-MTI LRH true frames, carpets, equipment etc.
- Bathrooms fixtures including toilets, sinks, tubs and showers are free of streaks, soil, stains and soap scum.
- All type of mirrors and windows are free of dust and streaks.
- Transportation of waste to disposal point produces in all concern areas Medical & Allied Building etc
- Periodical Spray for insecticides/rodent according to Pakistan or WHO Waste Management and Infection Control protocols /guidelines /SOPs /standards.
- Cleanliness of drain at all times.
- LRH-MTI hospital and its surrounding should be neat and clean in all respect at all times.
- Shift Timing
 - First Shift 8:00 am to 4 :00 pm
 - Second Shift 4:00 pm to 12:am
 - Third Shift 12:00 am to 8:00 am
- In case of leave or absence of any staff so appointed by the Contractor (at the Centers as described in Annexure-A), the Contractor shall be responsible for the alternate arrangement of the staff within two (02) hours' notice.
- The Contractor shall abide by all relevant labor laws for its staff/employees including but not limited to issues relating to minimum wages, social security & employee old age benefits etc. All expenses regarding salaries, wages and allowances of Contractor's staff deputed under this Agreement shall be the sole responsibility of the Contractor. The Contractor shall be responsible to provide proof of compliance with this clause including proof of payments to be made under this clause, as and when required by LRH.
- The housekeepers provided under this Agreement shall always remain in the management, control and supervision of the Contractor and under no circumstances would the housekeeper be regarded as LRH's employees and there would be no employer/employees relationship between the housekeepers and LRH.

- The Contractor shall ensure that the staff rendering Services under this Agreement bears a good and impeccable moral character.
- LRH may require replacement of any staff member deputed by the Contractor if the work of any of the Contractor's staff so deputed is found to be unsatisfactory. The Contractor shall provide in view of the increased operational requirements, extra staff that may be required by LRH at the rates agreed between the parties. Similarly, in view of the reduced operational requirements, LRH may request withdrawal of certain staff by giving one-month prior notice to the Contractor. The reduction in number of staff shall reduce the monthly charges proportionately by applying agreed amount to be paid to the Contractor for each staff (i.e. housekeeper/gardener/fumigator etc.) as the case may be.
- 1- Must Have Snake Machine For Drain Opening
- 2- Electric Wash Machine For The Floors
- 3- Company Has To Replace Sanitary Items From The Wash Room Upon Missing
- 4- Soap And Tissue Paper To Be Placed On Each Washroom
- 5- Wet Floor Sign To Be Placed During The Cleaning
- 6- Housekeeping Trolley To Be Used For The Storage Of Chemicals During Cleaning .
- 7- Electric Blower

Terms & Conditions:

- The tenure of contract will be 03 years.
- Initial 06 months will be probation period.
- The firm will provide the daily, weekly and month work plan.
- All staff including janitorial staff will wear proper uniform dress clearly indicating their function. Uniform shall bear name of contractor/firm. Uniform must be approved from Hospital Director LRH-MTI.
- Contractor will be responsible for any theft from washrooms .
- All the equipment's/materials will be the responsibility of the contractor.
- Contractor will follow EPA Hospital Waste Management policy and WHO Waste. Management and Infection Control protocols /guidelines /SOPs /standards.
- Contractor will provide spill kit on each floor for cleaning purposes.
- Contractor will change plastic bags of waste bins in each shift.
- Performance will be evaluated by responsible LRH-MTI staff and weekly, monthly and quarterly report will be submitted to Hospital Director LRH-MTI.
- Any failure to meet the requirement of the contract including failure to complete the work satisfactory, failure to deploy minimum manpower, failure to provide/use material, shall result in deduction of proportionate amount from firm.
- The contractor shall also be liable for any expenses; losses damage which factor may incur or sustain due to contractor fault. The cost shall be deducted from the contractor bill.
- The contractor shall carryout work directly. contractor is not allowed to carry out whole or part of the work through subcontractor

- The above manpower requirement does not include weekly off, leave, absence, and requirement. All required staff should be available at all times 24/7.
- The contractor shall not engage any person below the age less than 18 years and above 50 years for the work.
- The contractor shall provide replacement of personnel, in case of absenteeism, casual/sick leave etc. so as to ensure full staff at all time. In case of absence/leave by any reason the contractor must make arrangement of alternate immediately otherwise wages at double the rate would be deducted per day of absence.
- If a person is found unsuitable for the work by hospital staff due to misconduct/negligence of duty /unsafe act/being under influence alcohol/violation of any norms or instruction or any other reason, the person shall be replaced by the contractor immediately on being informed that effect.
- A daily attendance register shall be mentioned by the supervisor which shall be counter signed by the designated hospital staff responsible for that area of work of shift wise and countersigned by worker-in-charge on day to day basis.
- The contractor will follow the KAPPRA rules.
- The contractor shall comply with the provisions of the Acts and rules by Central/State Govt as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk.
- Right are reserved to cancel the order in to or a part thereof without assigning any reason but to safeguard interest of the institution/patient.
- Contractor must have experience in Public Hospitals
- Contractor will provide Gun board scrubbing machine in contracted areas at least two for allied building.
- All sweeper will use PPEs during working.
- LRH shall not be liable to pay anything to the Staff for the work done under this Agreement nor shall LRH be responsible for any other work-related claim of the Contractor's staff.

CONFIDENTIALITY REQUIREMENTS

- As a condition of this Agreement, the Contractor is required to keep confidential all information concerning LRH-MTI or the Center's affairs or technical data or processes of LRH-MIT, or its patients, made available to the Contractor and its staff while carrying out the obligations under this Agreement. The obligation of confidentiality shall extend to every third party or affiliate hired or associated by the Contractor for performance of its duties under this Agreement.
- All memoranda, notes, SOPs and documents made available to the Contractor or the Contractor's staff in the course of performing the Service under this Agreement must be returned to LRH-MTI upon cessation of the Services under this Agreement.

INDEMNIFICATION

- a. The Contractor shall protect, defend, unconditionally indemnify and hold LRH, its employees, directors, officers, and agents free and harmless from and against any and all liability, losses, claims, liens, demands, damages, and against any causes of action of every kind and character, including without limitation judgments, penalties, interest, court costs, and any legal fees incurred in enforcing this indemnity, which LRH may at any time suffer or sustain or become liable for by

reason of any negligent act or omission of the Contractor, or its Employees, agents, or subagents, with respect to any accidents, damages, or injuries either to person or property or both of LRH, in any manner arising from or connected with the Services performed hereunder. The Contractor's indemnification obligations shall apply whether the Contractor was solely or concurrently negligent. Further, the Contractor shall, at its own expense, investigate, handle, respond to, provide defense for and defend any claims or suits for which it had indemnification obligations hereunder and shall bear all costs and expenses related thereto, including costs of settlement.

- b. The Contractor makes no representation, covenants, warranties or guarantees, express or implied other than those expressly set forth in this Agreement. In no case shall LRH-MTI be liable for contingent or consequential, special or indirect damages, which may result from the Contractor's gross negligence or willful misconduct.
- c. The Contractor shall be responsible for the coverage of loss to the property/equipment of MTI-LRH due to theft, violence and negligence on the part of the Contractor's staff on duty.

DISPUTE RESOLUTION

This Agreement shall be construed and governed by the laws of Pakistan. Any disputes, controversy or claim arising out of or relating to this Agreement shall, failing amicable settlement, be finally settled under the Arbitration Act, 1940 of Pakistan. The language of the arbitration shall be English.

COMPLIANCE WITH LAWS

The Contractor shall comply with all Pakistan laws, orders, permits, codes and regulations applicable to the Contractor's performance of Services under the Agreement.

Penalty

- Missing equipment Rs. 3,000
- Unclean uniforms/improper trimming of hair or nails Rs.1000 per employee
- Unclean washrooms Rs. 1000
- Unavailability of supervisor Rs.1000
- Bins without bags Rs.500
- Staff without PPEs, Per employees Rs:1000/-
- Short Staff Rs. 1500 / staff

Award of Contract:

Contracts shall be confirmed through a written agreement signed by the successful bidder and the LRH-MTI Peshawar.

Payment:

- a. No advance payment will be permissible.