

COST OF TENDER DOCUMENTS – RS. 2,000/=

**STANDARD BIDDING DOCUMENTS**



**GOVERNMENT OF SINDH**

**SBB ACCIDENT EMERGENCY & TRAUMA CENTRE  
KARACHI**

**TENDER REF # :- AMS/SBB-TC/PROC/(POSR-01) 2019-20**

**PROVISION OF JANITORIAL SERVICES**

**FOR**

**SBB ACCIDENT, EMERGENCY & TRAUMA CENTRE,  
KARACHI**

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# **INSTRUCTIONS TO BIDDERS**

1. **Shaheed Benazir Bhutto Accident Emergency & Trauma Centre** invites sealed bids on **Single Stage Two Envelope Systems 46(2)** as per Sindh Public Procurement Rules 2010, (Amended till date) from service providers for **“Provision of Janitorial Services for SBB Accident Emergency & Trauma Centre Karachi” Tender Reference No:- AMS/SBB-TC/PROC/(POSR-01)/2019-20**
2. Bidders are required to check that Tender Documents issued to them are complete in all respects as per table of content.
3. Bidders should examine carefully the table of content. They should visit and inspect the site at their own expense and responsibility and obtain all necessary information prior to submitting the tender. Any detail/specification missing in the document should be obtained from Planning & Procurement Department before bidding. Once the tender is submitted, it will be assumed that no further clarification was required.
4. Tender Fee in shape of pay order in favor of Additional Medical Superintendent / DDO, SBB Accident Emergency & Trauma Centre must be attached; else the offer will be rejected.
5. Bidder will attach **BID SECURITY** (as per amount mentioned under Bidding Data) in shape of pay order issued from any scheduled Bank of Pakistan in favor of **Addl. Medical Superintendent/ D.D.O., SBB. Accident Emergency & Trauma Centre Karachi** in the financial proposal. However copy of same should be attached in technical proposal without showing the amount.
6. The original bid shall be typed or written in indelible ink by the bidder or person duly authorized. The person or persons signing the bid shall initial all pages of the bid. The name and designation of each person signing must be mentioned below the signature.
7. The Bidder shall indicate on the appropriate Price Schedule (in PKR) the units (where applicable) and total bid price of the goods/services it proposes to supply/execute under the contract.
8. No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the procuring agency may seek and accept clarification to the bids that do not change substances of the bids.
9. The Procuring Agency may reject all or any bid or proposal at any time prior to the acceptance of a bid or proposal, subject to relevant provision of SPP Rules, 2010 (Amended till Date). The Procuring Agency upon request communicate to bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposal, but is not required to justify those grounds.
10. The quoted rates should include all costs of whatsoever description and expenses necessary for the whole work together with all risks, taxes, liabilities and obligations, specific or implied, in the Tender Documents. Arithmetical errors, if any shall be corrected and Tender price amended accordingly.
11. No unauthorized alteration may be made in the Tender documents. If any such alteration is made, tender may be liable for rejection.

12. Clarification, revision, addition or deletion, in the tender documents may be made by the authority before the submission and opening of Tender in the form of Addendum/Corrigendum. This will be made only by formal Addendum/ Corrigendum issued by the concerned authority and will become part of the contract documents. Each Addendum shall be signed by the Vendor and returned with other Tender documents.
13. The vendor has to quote only one rate for each work as per tender specifications. Hand written tenders or any over writing, cutting, should be signed.
14. The entire Tender Documents, listed duly priced, signed & stamped on each page and completed must reach at designated place in due time and dates as defined in the Bidding Data of the Tender.
15. The Procuring agency's evaluation of a bid will take into account, in addition to the bid price quoted, the following;
  - a. incidental costs
  - b. delivery schedule offered in the bid;
  - c. deviations in payment schedule
  - d. the cost of components, mandatory spare parts, and service
  - e. the availability of spare parts and after-sales services for the equipment offered in the bid;
  - f. the projected operating and maintenance costs during the life of the equipment; the performance and productivity of the equipment offered; and/or
  - g. other specific criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.
16. Contractor who will win the tender will be required to enter into a Contract Agreement as defined in the Form of Agreement.
17. No bidder shall contact the Procuring agency on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Procuring agency, it should do so in writing.
18. The bid security will be forfeited to the Government, if the bidder withdraws his bid after opening and before the expiry of the bid validity period or fails to sign the contract in stipulated time if the bid is accepted.
19. Conditional tender and tender without bid security shall not be considered.
20. GST / Income Tax Certificate must be accompanied with tender
21. Bids shall remain valid for a period of 90 days after the date of bid opening and same may be extended in terms of Rule 38 (2) (3) (4) of SPPRA Rules.
22. Bids submitted late due to any reason what so ever, shall not be considered and returned unopened to the bidder or his authorized representative.
23. Bid / offer will be evaluated as per criteria and the bid's terms & conditions.

24. Bid should be dropped at Planning & Procurement Office,13<sup>th</sup> Floor, SBB Accident Emergency & Trauma Centre by mail or by hand as per schedule mentioned in bidding data sheet and the same will be opened at Seminar hall, 12<sup>th</sup> Floor, SBB Accident Emergency & Trauma Centre.
25. Registration from Sindh Revenue Board is not required in procurement of Goods.

# TERMS & CONDITIONS

1. Taxes will be deducted from the contractor's bill as imposed by the Government from time to time as well as Contractor will pay all the Government Institution's Contribution himself.
2. **PERFORMANCE SECURITY:** The successful bidders will have to deposit the requisite Performance Security Bond in the shape of a Pay Order / Demand Draft or Bank Guarantee as per amount mentioned under Bidding Data in favor of **Additional Medical Superintendent/ D.D.O., SBB Accident Emergency & Trauma Centre, Karachi**. The same will be released after successful completion of contract period. Moreover, security deposit shall be forfeited by the Procuring Agency if contractor fails to comply with terms and condition of the contract at any stage during contract period.
3. Contractor will not be allowed to participate in any Political / Immoral / Illegal activities in the premises of SBB Accident Emergency & Trauma Centre, Karachi.
4. Contractor will not be allowed to sublet the contract except defined specifically otherwise.
5. The Procuring agency reserves the right at the time of contract award to decrease, the items / quantities of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.
6. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited.
7. In case of any dispute contractor will approach the Competent Authority - SBB Accident Emergency & Trauma Centre, Karachi. The decision of the Competent Authority - SBB Accident Emergency & Trauma Centre, Karachi will be final.
8. In case of any dispute, decision of the Competent Authority - SBB Accident Emergency & Trauma Centre, Karachi shall be final and contractor will not challenge the decision in the Court of Law.
9. The Competent Authority - SBB Accident Emergency & Trauma Centre, Karachi 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 to the prestige or property of SBB Accident Emergency & Trauma Centre, Karachi.
10. Contractor will be responsible for any theft or pilferage committed by any of his employees. The employee will be liable to punishment under the rules.
11. In case of breach of the contract by the contractor, contract will be forfeited partly or fully as decided by the Competent Authority - SBB Accident Emergency & Trauma Centre, Karachi.
12. Any condition / clause of the Contract can be included / amended if required in the interest of the SBB Accident Emergency & Trauma Centre, Karachi with the mutual understanding of both parties.

13. Contractor shall have its own equipment required for Maintenance etc. Equipment must be approved by the Authorized Officer of SBB Accident Emergency & Trauma Centre, Karachi before commencement of contract.
14. The Contractor should not violate or allow his Staff to violate the rules of the Sindh Government.
15. In case of violation of any rule the contractor may be fined and legal action will be initiated against him.
16. Contractor shall be responsible for his staff.
17. The Contract is for one year starting from the date of agreement and extendable for further two years on yearly basis, after the approval from Competent Authority – SBB Accident Emergency & Trauma Centre Karachi.
18. Document(s) for Evaluation of Maintenance Services must be paged / flagged by the bidders.
19. Payment will be made on monthly basis subject to satisfactory report from concerned offices or through an inspection committee.
20. Each bid shall comprise Single Stage Two Envelope containing the required information.
21. Bid / offer will be evaluated as per criteria and the bid's terms & conditions.
22. Bid should be inclusive of all Government taxes (if applicable) and the same will be paid by the Contractor except withholding tax.
23. Stamp duty should be placed on contract agreement (as per the govt. approved rate) on stamp paper of value (Rs.100).
24. Procurement Committee shall disqualify a contractor, whether pre-qualified or not, if it finds at any time, that the information submitted by him concerning his qualification and professional, technical, financial, legal, or managerial competence as contractor; was false and materially inaccurate or incomplete at any stage.
25. 20% of the due Sindh Sales Tax (if applicable) will be deducted from the bill of the Contractors / Suppliers while remaining 80% will be deposited by the Contractors / Suppliers themselves.
26. Conditional tender and tender without bid security shall not be considered.
27. GST / Income Tax & SRB Certificates must be accompanied with tender.
28. The Procuring Agency may reject all or any bid at any time prior to the acceptance of a bid or proposals, subject to the relevant provision of SPP Rules, 2010 (Amended till date) .

29. No tender will be entertained without bid security. The bid security will be forfeited to Government Treasury, in case of non-submission of performance security within seven (7) days of receipt of the Letter of Acceptance.
30. If the contractor fails to give services within the stipulated period, liquidity charges will be imposed.
31. The Bidder shall sign and stamp the Integrity Pact provided at Bid in the Bidding Document for all procurement contracts, as specified by the regulations. Failure to sign such Integrity Pact shall make the bidder non-responsive.
32. If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Procuring agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in Bidding Data of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in Bidding Data. Once the maximum is reached, the Procuring agency may consider termination of the Contract.

I / We agree to above mentioned terms & conditions:

Name of Contractor \_\_\_\_\_ Signature \_\_\_\_\_

CNIC NO \_\_\_\_\_ (Copy must be attached.)

Full Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Rubber Stamp \_\_\_\_\_



## **BIDDING DATA**

Procuring Agency	:	SBB Accident Emergency & Trauma Centre
Address	:	Chand Bibi Road, Karachi
Name of Item	:	Provision of Janitorial Services at SBB Accident Emergency & Trauma Centre
Bid Validity	:	90 Days
Amount of Bid Security	:	5% of Bid Quoted Price
Last date of Selling of Bid	:	As mentioned in NIT
Date of Submission of Bid	:	As mentioned in NIT
Date of Opening of Bid	:	As mentioned in NIT
Performance Security	:	5% of the Contract Value
Language of Bid	:	English
Bidding Procedure	:	Single Stage Two Envelope Procedure/ SPP rule 46(2)
Advance Payment	:	No Advance Payment
Period of Completion	:	One year from the date of Award of Contract & Extendable for further two years on yearly basis, after the approval from Competent Authority – SBB Accident Emergency & Trauma Centre Karachi

**CRITERIA FOR EVALUATION OF JANITORIAL SERVICES FOR SBB ACCIDENT, EMERGENCY & TRAUMA CENTRE, KARACHI**

**Mandatory Requirements:**

S.#	MANDATORY REQUIREMENTS	YES	NO
01.	Should comply with Terms & Conditions / Instructions mentioned in the Standard Bidding Documents.		
02.	Should be registered with Income Tax Department (Copy of <b>NTN Certificate</b> must be attached).		
03.	Copy of Sindh Sales Tax / <b>Sindh Board of Revenue</b> . (Copy of <b>SRB Certificate</b> must be attached).		
04.	Copy of <b>Professional Tax 2018-19</b> (Certificate must be attached).		
05.	Copy of Registration Certificate with <b>EObI</b> . (Certificate must be attached).		
06.	Copy of Registration Certificate with <b>SESSI</b> . (Certificate must be attached).		
07.	Should have experience of providing Janitorial Services in minimum 200 bedded Hospital. (At least two hospitals). (Attached Purchase orders copy / Satisfactory Certificate from Concerned Hospitals)		
08.	Bank Certificate / Bank Statement for last three years regarding financial soundness of the firm to do business <b>PKR 40 Million</b> in each year.		
09.	Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted and litigated by any institute of Federal, Provincial Government or any Department / Agency / Organization / autonomous body or Private Sector Organization anywhere in Pakistan ( <b>As per attached sample</b> ).		
10.	Submission of undertaking on legal valid and attested stamp paper that the bid prices shall not be in violation of <b>minimum wages set by the Government of Pakistan</b> .		
11.	Bidder already providing same services at SBB-TC should obtain & attach a <b>satisfactory performance certificate</b> from competent authority (for the financial year in which the bidder last provided its services).		
12.	Copy of the Pay order / Bank Draft of Bid security / Earnest money should be attached <b>without showing the amount</b> along with technical bid document. (Original bid security should be attached with financial proposal).		

**Note: Bidders NOT complying with any of the above eligibility pre-requisites would be disqualified. All documentary evidence must be submitted along with the bids; no document will be acceptable after bid submission.**

**Provision of Janitorial Services for SBB Accident Emergency Trauma Centre, Karachi**  
**Bill of Quantities**

**Part A: Human Resources;**

Trauma Centre 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.

S.#	Particular	Required	Age	Qualification / Experience	Rate per person	Rate per Month	Rate per year
01.	Incharge Janitorial Services	01	Upto 50 Years	Graduate + 10 years Experience in Hospital/ Hotel Management			
02.	Floor Supervisors	11	Upto 40 years	Matric + 5 years Experience in Hospital/ Hotel Management			
03.	Janitorial Workers (male)	100	Upto 35 years	Experienced			
04.	Janitorial Workers (Female)	20	Upto 35 years	Experienced			
05.	Cleaning Cradle Worker	03	Upto 35 years	1 year experience			
06.	Cleaner	15	Upto 35 years	Experienced			
	<b>Total</b>	<b>150</b>					

**Note:**

In charge Janitorial Services and floor supervisors will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.

**Part B: Machinery Equipment & Material;**

S.#	Particulars	Rate Per Month	Rate Per Year
A.	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment.		
B.	All necessary cleaning material for example phenyl, bleach, oil spray, washing powder, toilet cleaner, door mates, tissue roll, air freshener, proper color coded disposal bags for disposal of infected/ blood related products/ general waste products. etc. will be arranged by the contractor.		

### Part C: Pest Control & Fumigation

Particulars	Rate Per Month	Rate Per Year
Contractor will be responsible to carry out fumigation on weekly basis to ensure that the Trauma Centre will remain free from all kinds for pests, insects, rodents, street cats and dogs & anything else which fall under this category. A log book should be maintained with properly endorsed from end user (administration / floor Incharge of respective floor / facility)		

### Part D: Waste Disposal;

Particular	Required	Rate/ Month	Rate Per Year
Mini Truck 24/7 basis (Shahzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard daily basis (Contractor should have own mini truck).	01		

- Certificate will be provided by the Contractor to Competent Authority - SBB Trauma Centre on monthly basis that the Hospital municipal and infected waste have been disposed off in the approved Local Government Dumping yards and through KMC as per EPA rules. Infected waste will be disposed off under the supervision of an authorized officer of Trauma Centre and its bill will be submitted after approval from competent authority on monthly basis.

Subsequent Year's price increase of offered Services (in terms of percentage), in case contract is renewed	
2nd Year	_____ % (percent) Escalation in first year's price
3rd Year	_____ % (percent) Escalation in second year's price

## 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 for **SBB Accident Emergency & Trauma Centre Karachi**. The contract will follow all the protocols prescribed by **SBB Accident Emergency & Trauma Centre Karachi** 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 **SBB Accident Emergency & Trauma Centre Karachi**.

- i. Sweeping, Cleaning & scrubbing of all Units / Wards / OPDs / Operation Theaters / Laboratories / Radiology Suites / Procedure Rooms / Seminar Rooms / Admin Blocks / Offices / Corridors etc.
- ii. Cleaning of Sewerage System regularly including Septic Tanks
- iii. Contractor will be fully responsible to keep the whole covered area including walls and roofs neat and clean. Contractor will be responsible for disinfecting operation theaters, ICUs, HDUs etc. under the supervision of Infection Control Department of SBB Trauma Centre, and as per the satisfaction of the Centre Administration.
- iv. All the open areas like roofs terraces, ducts etc. shall also be kept neat and clean all the time by the Contractor.
- v. Contractor will be responsible for cleaning windows / glasses of the Centre from both inside and outside through the cleaning cradle.
- vi. Contractor will be responsible for cleaning of the outer facade of the building with cleaning cradle.
- vii. Contractor will be responsible for sweeping & cleaning of all open areas, bit mouse & R.C.C Roads.
- viii. Contractor will be responsible removal & disposal of non-infected (regular) garbage and infected medical waste as per E.P.A recommendation.
- ix. The Janitor will provide along with usual service as follow.
  - Provide bed pan / urinal to the patients as and when required.
  - Maintain the Cleanliness of the equipment used there-in.
  - Clean the soiled bed of patient as and when required.
- x. Services will be timely framed as and when required.
- xi. The contractor shall supply all equipment, tools and cleaning supplies necessary to perform the cleaning activities. The contractor shall keep all equipment clean, disinfected and in working order.
- xii. The contractor shall supply all consumables (**as mentioned under Part B of BOQ**), that is most suitable for a use in health care facility.
- xiii. Contractor's staff at SBB Accident Emergency Trauma Centre facilities will be supervised by Trauma Centre Admin staff.
- xiv. All contractor's staff assigned to work at SBB Accident Emergency Trauma Centre will have to sign in and out of their shifts using the existing daily attendance verification system
- xv. Authorized 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 hospital authorities.
- xvi. Any other service which will be required in the context of cleaning.

## **2. CLEANING SPECIFICATIONS AND GUIDELINES:**

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

- i. Floors will be cleaned and mopped to present an attractive appearance at all times.
- ii. Dust all ledges and other flat surfaces including window sills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
- iii. Remove fingerprints, smudges and stains on building directories, doorframes, wall switches, relights and glass partitions.
- iv. Spot clean all vinyl wall coverings and painted surfaces.
- v. Maintain janitor closets and fire hose cabinets in a clean and orderly condition.

- vi. Turn off all lights, leaving on only the emergency lights.
- vii. Dust signs with dry clean cloth.

### **Elevators & Dumbwaiters:**

- i. Floor will be vacuumed daily 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 daily.

### **Restrooms**

- i. Ceramic tile and vinyl floors will be mopped with disinfecting soap and machine scrubbed daily 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.

### **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.

### **DAILY SERVICES - TENANT AREAS:**

- 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. Examine Room counter tops and sinks to be cleaned with disinfectant cleaner.
- v. Vacuum clean all carpet areas and spot clean all stains. 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 daily.
- 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 daily.
- 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.
- 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.
- 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.

## **3. QUALITY OF WORK**

- i. 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.
- ii. The decision of the SBB Accident Emergency & Trauma Centre Karachi 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 SBB Accident Emergency & Trauma Centre Karachi 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 appropriate.
- iii. Upon sub-standard services and unsatisfactory performance of the workers as determined by the SBB Accident Emergency & Trauma Centre Karachi Management, giving one month's notice to the Company, shall terminate the contract agreement. Unsatisfactory performance includes:
  - Inability 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 SBB Accident Emergency & Trauma Centre Karachi property due to the negligence / unsatisfactory performance of the contractor.
  - Non-reporting of major incidents to SBB Accident Emergency & Trauma Centre Karachi management that occurs in the SBB Accident Emergency & Trauma Centre Karachi premises.
- iv. During the validity of the contract agreement, in case damage occurs to the property or personnel of the SBB Accident Emergency & Trauma Centre Karachi and caused by the negligence of the worker



the company shall be wholly responsible and liable for paying for such losses occurred to SBB Accident Emergency & Trauma Centre Karachi.

#### **4. General Conditions:**

- i. 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 may be imposed and recovered from contractor's bills for unsatisfactory performance of work.
- ii. Contractor will be bound to provide uniform (approved by the competent authority SMBB Trauma Centre) to their staff and ensure that the staff wears neat and clean uniform. In case of violation fine will be imposed by the Competent Authority - or Authorized Officer, which will be at least Rs. 500/- per employee per day.
- iii. 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. Contractor shall provide duty rooster of the supervisors According to the Centre administration on monthly basis.
- iv. Indiscipline Janitors / the Janitors involved in immoral activities will not be allowed to serve in the hospital.
- v. Contractor will be bound to replace the Janitors who will be unwanted by the Centre Administration immediately.
- vi. Janitors will work according to time table issued by the Authorized Officer of the Centre Karachi or Competent Authority - (Trauma Centre).
- vii. Contractor will work according to the Government rules / policy;
  - Child labor rules and basic human rights will not be violated by the Contractor.
  - Age of worker shall not be less than 18 years.
  - Contractor must comply with the existing labor laws of Sindh and Pakistan.
  - Contractor will be bound to pay minimum wages to the Janitorial staff as per prevailing laws along with contribution to SESSI & EOBI.
  - Contractor shall be bound to provide the sanctioned strength of Janitors and cleaners at all-time even on holidays.
  - Contractor will not appoint any person with an addiction of Pan, Gutka, Manpuri and anything which falls under this category. Failing so said person would be terminated immediately and a fine would be imposed on Contractor.
- viii. In case of any complaint or observation conveyed to the Contractor or their supervisor by Competent Authority or official concerned, of (Trauma Centre), the Contractor will report the steps taken in order to rectify those observations in writing within stipulated time.
- ix. Attach list with bid documents, machinery / equipment / tools (relevant to the scope of work) which will be utilized by the Contractor to carry out desired operations.
- x. Contractor will ensure uninterrupted services under all circumstances, without any complaints being referred to the management.

#### **Note:**

Financial proposal must be submitted on company letter head duly signed / stamped/ typed in figure and words of the total amount; else the offer would be rejected.

# BID LETTER FORM

From:  
(Registered name and address of the bidder)

To:  
Addl. Medical Superintendent,  
SBB Accident Emergency & Trauma Centre,  
Karachi - 74200

Madam,

Having examined the bidding document and amendment thereon we the undersigned, offer to provide services / execute the works including in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your Tender call dated \_\_\_\_\_

**Tender Title:** \_\_\_\_\_

We undertake to provide services/execute the above project or it part assigned to us in conformity with the said bidding documents.

**If our bid is accepted, we undertake to;**

- 1) Provide services/execute the work according to the time schedule specified in the bid document,
- 2) Obtain the performance guarantee of bank in accordance with bid requirements for the due performance of the contract, and agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- 3) We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place: \_\_\_\_\_

Bidder's signature  
and seal.

Date: \_\_\_\_\_

**Signature of Contractor / Supplier:** \_\_\_\_\_

**Name of Firm with full Address:** \_\_\_\_\_

**E mail Address:** \_\_\_\_\_

**Ph. Office:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **Res:** \_\_\_\_\_ **Mobil:** \_\_\_\_\_

**CONTRACT AGREEMENT**

**Title of Project**

This Contract Agreement (hereinafter called the Agreement) made on \_\_\_ day of \_\_\_\_\_ Year.

**BETWEEN**

**M/s.**

A Contractor, having its office at **Bidder's address**. (Hereinafter mentioned as Contractor), which expression shall be deemed to mean and include its successors-in-interest and permitted assigns;

AND

***SHAHEED BENAZIR BHUTTO ACCIDENT EMERGENCY & TRAUMA CENTRE, KARACHI***

A department under Government of Sindh, having its office at SBB Accident Emergency & Trauma Centre, Chand Bibi Road, Karachi Sindh, Pakistan hereinafter mentioned as "the Client", which expression shall be deemed to mean and include its successors-in-interest and permitted assigns;

WHEREAS the Contractor has agreed to render certain services i.e. "Tender Title" to SBB Accident Emergency & Trauma Centre, Karachi and has necessary know how and staff in the respect.

AND

WHEREAS the Client is desirous of availing the services offered by the contractor for "Tender Title" for its premises at the cost of **Rs. \_\_\_\_\_/-** (The contract amount) as per below mentioned BOQ.

Brief particulars of the services which shall be supplied / provided by the Supplier are as under:

<b>Item. #</b>	<b>DESCRIPTION</b>	<b>Unit Quantity</b>	<b>Unit</b>	<b>Quoted Rate</b>

Now this agreement witnesseth as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms & Conditions of Tender Enquiry referred to.

2. The Following documents after incorporating addenda, if any except these parts relating to Instruction to bidders, shall be deemed to form and be read and constructed as part of this Agreement, viz:
  - a. Purchase order(s)/ Letter of Acceptance where applicable.
  - b. The completed Form of Bid along with Schedules to Bid.
  - c. Condition of Contract & Contract Data
  - d. The priced Schedules of prices
  - e. The specifications
  
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to execute and complete the Works and remedy defects therein in conformity and in all respects within the provisions of the Contract.
  
4. The Purchaser hereby covenants to pay the Supplier, in consideration of the execution and completion of the Works as per provisions of the Contract, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
  
5. The Contract Price of tender will be Rs: \_\_\_\_\_/Year;
  
6. That estimated cost of tender is on approximate basis and may vary in case of forced majeure or as per the demand of situation.

The supply of medical gases is the most urgent and essential nature to save the precious lives of the patients. Deliberately or un-deliberately interruption is not permitted whatsoever the reason is, the supplier will be responsible.

IN WITNESS WHEREOF the parties hereto have caused this Contract Agreement in accordance with their respective hands and seals, the day, month and the year first above written.

This contract will be extendible on the same rates till the allocation of new tender.

Signature of the Supplier

Signature of the Purchaser

\_\_\_\_\_

\_\_\_\_\_

(Seal)

(Seal)

Signed, Sealed and Delivered in the presence of:

Witness:

Witness:

\_\_\_\_\_

\_\_\_\_\_

(Name, Title and Address)

(Name, Title and Address)

**FORM OF PERFORMANCE SECURITY  
(Bank Guarantee)**

Guarantee No.: \_\_\_\_\_

Executed on: \_\_\_\_\_

Expiry date: \_\_\_\_\_

[Letter by the Guarantor to the Employer]

Name of Guarantor (Bank) with complete address (Scheduled Bank in Pakistan):

\_\_\_\_\_

Name of Principal (Contractor, Manufacturer, Supplier or any bidder) with complete address:

\_\_\_\_\_

Penal Sum of Security (express in words and figures):

\_\_\_\_\_

\_\_\_\_\_

Letter of Acceptance No. \_\_\_\_\_ Dated: \_\_\_\_\_

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the are e of the said Principal we, the Guarantor above named, are held and firmly bound unto the Additional Medical Superintendent, SBB Accident Emergency & Trauma Centre, Karachi (hereinafter called the Employer) in the penal sum of the amount stated above for the payment of which sum well and truly to be made to the said Employer, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH that whereas the Principal has accepted the Employer's above said Letter of Acceptance for \_\_\_\_\_ (Name of Contract) for the \_\_\_\_\_ (Name of Project).

NOW THEREFORE, if the Principal (Contractor) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents- during the original terms of the said Documents and any extensions thereof that may be granted by the Employer, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Condition of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, \_\_\_\_\_ (the Guarantor), waiving all objections and defences under the Contract, do hereby irrevocably and independently guarantee to pay to the Employer without delay upon the Employer's first written demand without cavil or arguments and without requiring the Employer to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Employer's written declaration that the Principal has refused or failed to perform the obligations under the Contract which payment will be effected by the Guarantor to Employer's designated Bank & Account Number.

PROVIDED ALSO THAT the Employer shall be the sole and final judge for deciding whether the Principal (Contractor) has duly performed his obligations under the Contractor has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Employer forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above-bounden Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

Witness:

\_\_\_\_\_  
Guarantor (Bank)

1. \_\_\_\_\_  
(Name, Title, Signature & Seal)

2. \_\_\_\_\_  
(Name, Title, Signature & Seal)

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

**AFFIDAVIT (on Judicial Stamp Paper)**

I/We, the undersigned [Name of the Supplier] hereby solemnly declare and undertake that:

1. We have read the contents of the Bidding Document and have fully understood it.
2. The Bid being submitted by the undersigned complies with the requirements enunciated in the bidding documents.
3. The Goods that we propose to supply under this contract are eligible goods within the meaning of this SBD.
4. The undersigned are also eligible Bidders within the meaning of the Standard Bidding Documents.
5. The undersigned are solvent and competent to undertake the subject contract under the Laws of Pakistan.
6. The undersigned have not paid nor have agreed to pay, any Commissions or Gratuities to any official or agent related to this bid or award or contract.
7. The undersigned are not blacklisted or facing debarment from any Government, or its organization or project.
8. That undersigned has not employed any child labor in the organization/unit.
9. We understand that the Selection and Rate Contracting Committee of the Procuring Agency is not bound to accept the lowest or any other bid they may receive.

We affirm that the contents of this affidavit are correct to the best of our knowledge and belief.

Signatures with stamp

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

CNIC No. \_\_\_\_\_

For Messrs. [Name of Supplier]

# INTEGRITY PACT

## DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS

Contract Number: **NO.**

**Dated:**

Contract Value: **Rs.**

Contract Title:

**M/s.** \_\_\_\_\_ hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

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

**M/s.** \_\_\_\_\_ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PA and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

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

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

\_\_\_\_\_  
**M/s.**

\_\_\_\_\_  
**Additional Medical Superintendent**