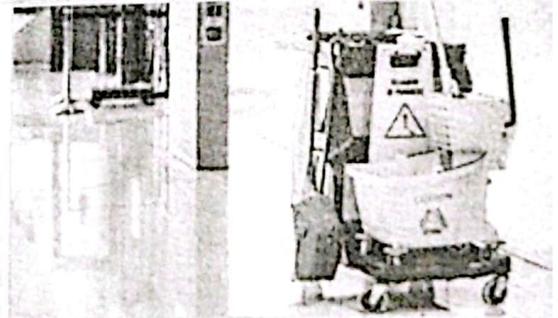




SPECIALIZED HEALTHCARE &  
MEDICAL EDUCATION DEPARTMENT  
GOVERNMENT OF THE PUNJAB

FINANCIAL YEAR - 2025-2026

# GUIDELINES FOR BIDDING DOCUMENTS [OUTSOURCING OF JANITORIAL SERVICES] (Ver-2)



**MAYO HOSPITAL, LAHORE**

**BID REFERENCE NO.  
/19759-64/MH**

*Handwritten signatures and initials in blue ink.*

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SECTION-I: INVITATION TO E-BIDS

Subject: **PROVISION OF JANITORIAL SERVICES (WITHOUT JANITORIAL SUPPLIES) IN MAYO HOSPITAL, LAHORE FOR THE FINANCIAL YEAR 2025-26)**

1. Mayo Hospital, Lahore invites e-bids from eligible and registered bidders for the provision of round-the-clock Janitorial Services, without Janitorial Supplies (24 hours a day, including Sundays and public holidays) for the financial year 2025–26. The contract will initially be awarded for a period of one year and may be extendable on a quarterly basis, for up to one year, on the same terms and conditions. Interested bidders must be registered with the Punjab Procurement Regulatory Authority (PPRA) for e-procurement through the EPADS, as well as with the relevant tax authorities and other required registration bodies. Mayo Hospital Lahore, hereinafter referred to as the "Procuring Agency", will manage all matters related to this bidding process and any future correspondence.

DETAILS OF JANITORIAL SERVICES/HUMAN RESOURCE REQUIRED					
Bid Reference No.	Supervisor	Janitor Personnel (Male)	Janitor Personnel (Fe-Male)	Sewer Man	Total Human Resource
PA/CEO/19759-64 /MH	15 Nos.	190 Nos.	60 Nos.	05 Nos.	270 Nos.

2. PRE-BID MEETING

- a). The prospective bidders are hereby notified to attend the meeting with bidding document committee on 26/8 /2025 at 10:30 a.m. in the Conference Room (Surgical Tower), Mayo Hospital, Lahore. You are asked to bring any observations (if any) in-writing to be raised related to bidding documents in the meeting on your company letter head duly signed by the bidder / authorized person.
- b). The minutes of pre-bid meeting will be uploaded on 27/8 /2025 on EPADS as well as Mayo Hospital website and shall be the part of bidding document.

1. E-Bidding shall be conducted through Single Stage Two Envelope Bidding Procedure as per Rule-38 2(a) of PPRA Rules, 2014 (amended till date). Hard copies of bids are not required.
2. Interested eligible bidders can obtain the bidding documents along with detailed specifications and terms & conditions from portal of E-PADS (<http://punjab.eprocure.gov.pk>), PPRA website ([www.ppra.punjab.gov.pk](http://www.ppra.punjab.gov.pk)) and Mayo Hospital website ([www.mayohospital.gov.pk](http://www.mayohospital.gov.pk)).
3. Eligible bidders will submit their bids on E-PADS (<http://punjab.eprocure.gov.pk>) on 09/09 /2025 at 10:30 a.m. The e-bids will be opened in the presence of eligible bidders or their authorized representatives in the presence of Tender & Purchase committee in the Conference Room of Surgical Tower on 09/09 /2025 at 11:00 a.m.
4. The bidders are required to submit the original 2% Bid security i.e. (Rs.3,524,151/- of estimated cost mentioned in bidding document) in shape of CDR/Pay Order/Bank Draft before the date of tender opening as specified above, failing which the offer will be rejected.
5. The procuring agency shall not be responsible for any failure on part of firms to submit an e-bids or account of any technical error or internet failure or non-submission of 2% original bid submission.
6. In case the date of opening is declared as a public holiday by the Government or non-working day due to any reason, the next official working day shall be deemed to be the date of submission and opening of applications accordingly. The time and venue shall remain the same.

Note: The procurement process including uploading on E-PADS shall be carried out as per Punjab Procurement Rules, 2014 (amended upto date) and PPRA regulation 2024.

CHIEF EXECUTIVE OFFICER  
MAYO HOSPITAL LAHORE

## Section-II: Instructions to Bidders (ITB)

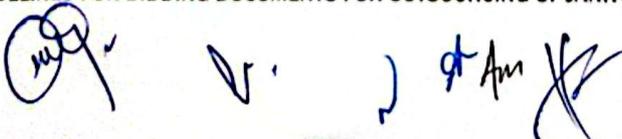
### 2.1. Introduction

**2.1.1 Scope of Bid** The Procuring Agency (PA), as indicated in the Bid Data Sheet (BDS) invites Bids from Bidders for *Provision of Janitorial Services In Mayo Hospital Lahore* as specified in Section-IV, Bid Data Sheet (BDS) and Section VII- Schedule of Requirements. The successful Bidders will be expected to provide the services for the specified period and timeline(s) as stated in the BDS.

**2.1.2 Source of Funds** Government of the Punjab.

**2.1.3 Eligible Bidders**

- i) The Invitation to Bids is open to all Service Providers i.e. association of persons/companies/sole proprietor, registered with relevant Registration Authorities and Tax Departments/Authorities (Income Tax, Sales Tax & Punjab Sales Tax etc.), except as provided hereinafter.
- ii) Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consultancy services for the preparation of the design, specifications, and other documents to be used for the procurement of the services to be purchased under this Invitation to Bids.
- iii) Government-owned enterprises may participate only if they are duly/legally authorized in this regard by the respective/relevant competent forum/authority.
- iv) Bidders shall not be under a declaration of blacklisting by the Procuring Agency.
- v) The invitation for Bids is open to all prospective bidder/service providers subject to any provisions or licensing/regulatory requirements issued by the respective national/ provincial professional statutory body established for that particular trade or business.
- vi) A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
  - a) are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates



which have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the services to be purchased under this Invitation for Bids.

- b) have controlling shareholders in common; or
  - c) receive or have received any direct or indirect subsidy from any of them; or
  - d) have the same legal representative for purposes of this Bid; or
  - e) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Agency regarding this Bidding process; or
  - f) submit more than one Bid in this Bidding process.
- vii) A Bidder may be ineligible if -
- (a) the Bidder is declared bankrupt or, in the case of company or firm, insolvent;
  - (b) payments in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting, in accordance with the national laws, in the total or partial loss of the right to administer and dispose of its property;
  - (c) legal proceedings are instituted against such Bidder involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of the property;
  - (d) the Bidder is convicted, by a final judgment, of any offence involving professional conduct;
  - (e) The Bidder is debarred and blacklisted due to involvement in corrupt and fraudulent practices in accordance with the provision of section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.
  - (f) The Bidder is debarred and blacklisted in general (i.e. to the extent of all public procurement) due to

consistent performance failure in accordance with the section 17A of PPRA Act, 2009 and Rule-21, read with Schedule appended with, Punjab Procurement Rules, 2014.

(g) The firm/Service Provider is blacklisted/ debarred by any international organization.

- viii. Bidders shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.
- ix) Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring Agency, as the Procuring Agency shall reasonably request.
- x) Bidders shall submit proposals relating to the nature, conditions and modalities of sub-contracting wherever the sub-contracting of any elements of the contract amounting to more than ten percent of the Bid price is envisaged.

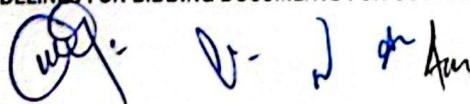
**2.1.4. Cost of Bidding** The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Agency named in the Bid Data Sheet, hereinafter referred to as "the Procuring Agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

**2.1.5. One person one bid** As per Rule 36A of Punjab Procurement Rules 2014, a Bidder shall submit only one Bid in the same bidding process

**2.1.6. Work Plan/ Deployment Plan** The Bidder shall be responsible for the provision of bids as per work plan/ deployment plan formulated by the procuring agency and procuring agency may also, from time to time amend the same as per its requirement.

## 2.2. THE BIDDING DOCUMENTS

- 2.2.1. Content of Bidding Documents**
- i) The services required, Bidding procedures, and contract terms are prescribed in the Bidding documents. The Bidding documents, inter alia, include:
    - (a) Invitation to Bids
    - (b) Instructions to Bidders (ITB)
    - (c) Scope of Services
    - (d) Bid Data Sheet
    - (e) General Conditions of Contract (GCC)
    - (f) Special Conditions of Contract (SCC)



- (g) Schedule of Requirements
- (h) Bid Form
- (i) General Information Form
- (j) Affidavit
- (k) Bid Security Form
- (l) Technical Bid Form
- (m) Contract Form
- (n) Financial Bid Form / Price Schedule
- (o) Performance Guarantee Form
- (p) Check List

- ii) The Bidder is required to examine all instructions, forms, terms and conditions, and scope of services in the Bidding documents. Failure to furnish all information as required by the Bidding documents or to submit a Bid not substantially responsive to the Bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its Bid.
- iii) In case of discrepancies between the Invitation to Bid and the Bidding Documents listed in ITB 2.2.1 (i) above, the said Bidding Documents, not in conflict with any provision of PPR-14, will take precedence.
- iv) The Procuring Agency is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Procuring Agency or from its website or website of PPRA. Re-confirming from the Procuring Agency that all pages/ contents have been properly and clearly received is the prime responsibility of the Bidder.

**2.2.2. Clarification of Bid Documents**

- i) A prospective Bidder requiring any clarification of the Bidding documents may notify the Procuring Agency in writing or by email at the Procuring Agency's address indicated in Invitation to Bid. The Procuring Agency will respond in writing to any request for clarification of the Bidding documents which it receives no later than seven (7) days prior to the deadline for the submission of Bids prescribed in the Bid Data Sheet. Written copies of the Procuring Agency's response (including an explanation of the query but without identifying the source) will be sent to all prospective Bidders that have received the Bidding documents.

- ii) A prospective Bidder requiring any clarification of the Bidding Documents may notify the Procuring Agency in writing or in electronic form that provides record of the content of communication at the Procuring Agency's address indicated in the BDS.
- iii) The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in writing or in electronic form to any request for clarification provided that such request is received not later than seven (7) days prior to the deadline for the submission of Bids, as prescribed in ITB 2.2.2 (i), above.
- iv) Copies of the Procuring Agency's response will be forwarded to all Identified Prospective Bidders through an expeditious identified source of communication, e.g.: e-mail etc., including a description of the inquiry, but without identifying its source
- v) Should the Procuring Agency deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB 2.2.3.
- vi) If indicated in the BDS, the Bidder's designated representative is invited at the Bidder's cost to attend a pre-Bid meeting at the place, date and time mentioned in the BDS. During this pre-Bid meeting, prospective Bidders may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the Bidding Documents.

**2.2.3. Amendment of Bidding Documents**

- i) At any time prior to the deadline for submission of Bids, but not later than three (3) days before the closing time of the submission of Bid, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding documents by amendment. Any such change/amendment in the Bidding documents shall be provided in a timely manner, preferably through electronic means also, not later than three (3) days, and on equal opportunity basis as per Rule-25(3) of PPR-14.
- ii) All prospective Bidders that have received the Bidding documents will be notified of the amendment in writing or

*(Handwritten signatures and initials)*

by email, and will be binding on them.

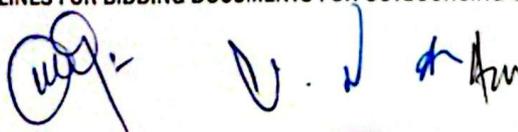
- iii) Before the deadline for submission of Bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder or pre-Bid meeting may modify the Bidding Documents by issuing addenda.
- iv) Any addendum issued including the notice of any extension of the deadline shall be part of the Bidding Documents and shall be communicated in writing or in any identified electronic form, e.g. email that secures record of the content of subject communication.
- v) In order to allow prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of Bids, as per rule 29 of PPR-14, in the similar manner , so as to avoid any inconvenience and to doubly ensure level playing field for all prospective bidders.

## **2.3. PREPARATION OF BIDS**

**2.3.1. Language of Bid** The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Procuring Agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in same language.

**2.3.2. Bid Form** The Bidder shall complete the Bid Form and the appropriate Price Schedule (Financial Bid) furnished in the Bidding documents.

- 2.3.3. Bid Prices**
- (i) The Bidder shall indicate on form 8.7 the unit prices (where applicable) and total Bid price of Janitorial staff, the services of which it proposes to provide under the contract.
  - (ii) Prices indicated on the Price Schedule shall be as per prescribed format
  - (iii) The Bidder's separation of price components in accordance with ITB Clause 2.3.4(i) below will be solely for the purpose of facilitating the comparison of Bids by the Procuring Agency and will not in any way limit the Procuring Agency's right to contract on any of the terms



offered.

(iv) Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A Bid submitted with an adjustable price quotation will be treated as non-responsive and may be rejected.

#### 2.3.4. Bid Currencies

i) Prices shall be quoted in PKR unless otherwise specified in the Bid Data Sheet.

ii) The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department) and all applicable taxes (imposed by FBR/PRA/any other government organization) while preparing financial bid.

#### 2.3.5. Documents Establishing Bidder's Eligibility and Qualification

i) Pursuant to ITB Clause 2.1.3, the Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract if its Bid is accepted.

ii) The documentary evidence of the Bidder's eligibility to Bid shall establish to the Procuring Agency's satisfaction that the Bidder, at the time of submission of its Bid, is eligible as defined under ITB Clause 2.1.3.

iii) The documentary evidence, of the Bidder's qualifications to perform the contract if its Bid is accepted, shall establish to the Procuring Agency's satisfaction:

(a) that the Bidder has the financial, technical capability necessary to perform the contract;

(b) that the Bidder meets the qualification criteria listed in the Bid Data Sheet.

#### 2.3.6. Bid Security

i) The Bidder shall furnish, as part of its Bid, a Bid security in the amount specified in the Bid Data Sheet.

ii) The Bid security is required to protect the Procuring Agency against the risk of Bidder's conduct, which would warrant the security's forfeiture Pursuant to ITB Clause 2.3.6. (vii).

iii) The Bid security shall be in Pakistan Rupees and shall be in one of the following forms:

(a) Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) valid for thirty (30) days

beyond the bid validity period prescribed in BDS.

- iv) Any Bid not secured in accordance with ITB Clauses 2.3.7 (i) and (iii) may be rejected by the Procuring Agency as non-responsive.
- v) Unsuccessful Bidders' Bid security will be discharged or returned as promptly as possible, upon written request, after the expiration of the period of Bid validity prescribed by the Procuring Agency pursuant to ITB Clause 2.3.7 (iii) (a) or along with unopened financial proposal as per rule 38(2)(a)(vii) of PPR-14, which shall take precedence, and is as under:

*"38(2)(a)(vii) the financial proposal of the Bids found technically non-responsive shall be retained unopened and shall be returned on the expiry of the grievance period or the decision of the complaint, if any, filed by the non-responsive Bidder, whichever is later:*

*provided that the Procuring Agency may return the sealed financial proposal earlier if the disqualified or non-responsive Bidder, contractor or consultant submits an affidavit, through an authorized representative, to the effect that he is satisfied with the proceedings of the Procuring Agency"*

- vi) The successful Bidder's Bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 2.6.1, and furnishing the Performance Guarantee, pursuant to ITB Clause 2.6.2.
- vii) The Bid security may be forfeited:
  - a. if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
  - b. If the bidder submitted bogus/fake documents, provided incorrect information or found defaulter any government institution.
  - c. in the case of a successful Bidder, if the Bidder:
    - i. fails to sign the contract in accordance with ITB Clause 2.6.3; or
    - ii. fails to furnish Performance Guarantee in accordance with ITB Clause 2.6.2; or
    - iii. is blacklisted under relevant provisions of PPRA Act, 2009 and PPR-14.

### 2.3.7. Period of Validity of Bids

- i) Bids shall remain valid for the period specified in the Bid Data Sheet after the date of Bid opening prescribed by the Procuring Agency. A Bid valid for a shorter period may be rejected by the Procuring Agency as non-responsive.
- ii) In exceptional circumstances, the Procuring Agency may solicit the Bidder's consent to an extension of the period of validity (as per rule-28 of PPR-14). The request and the responses thereto shall be made in writing (or by email). The Bid security provided under ITB Clause 2.3.7 shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security. A Bidder accepting the request will not be required nor permitted to modify its Bid.

### 2.3.8. Format and Signing of e- Bid

- i) The Bidder shall submit typed e-Bid in original and shall be signed by the Bidder to bind the Bidder to the contract. All pages of the e-Bid, shall be initialed and stamped by the person signing the Bid.
- ii) Any interlineation, erasures, or overwriting shall not be valid and such Bid shall be rejected.

### 2.3.9. Minimum Wage rates/all applicable taxes

The Bidders must adhere to the minimum wage rate (notified by Labour & Human Resource Department), all applicable taxes (imposed by FBR/PRA/GST/any other government organization) and contributions (PESSI, EOBI) while preparing financial bid.

## 2.4. SUBMISSION OF E-BIDS

### 2.4.1 Sealing and Marking of Bids

- i) The submission of encrypted electronic file by the bidders shall be deemed submission in "envelope" or "package" as mentioned in the rules.
- ii) The bidder shall submit hard copy of Financial Instrument in addition to the soft copy uploaded on the e-PADS as Bid Security (where applicable) at the time of e-Bid opening.
- iii) As per Rule 24, Bidders shall submit their bids online through e-PADS. No bids submitted manually shall be accepted, except for and if so specified clearly in the BDS the samples or any other items such as product catalogues, drawings which are not available in soft copies or not scan able for submission online.
- iv) Where Bid Security and/or bulky documents referred to in the preceding paragraph have to be submitted manually they shall be forwarded to the Office of the Procuring Agency's address before the designated time and date scheduled for Bid Submission (bid preparation and

- submission), as specified in the BDS.
- v) Bidders shall follow the Punjab Procurement Rules - 2014 (Amended) & Punjab Procurement Regulations 2024 for online submission of e-bid.
  - vi) Any envelope or parcel containing the Bid Security / samples / catalogues/documents, where applicable, shall:
    - (a) bear the name and address of the Bidder;
    - (b) be addressed to the Procuring Agency in accordance with ITB Sub-Clause 2.4.2;
    - (c) bear the specific Identification of this bidding process Indicated In ITB 2.1.1 and any additional identification marks as specified in the BDS, and
  - vii) In case e-bid or e-proposal including entries and record submitted e-PADS is found corrupt, unreadable or contains virus, submitted in wrong lot (where applicable / clarification; e-bid will only be accepted for further evaluation if it is submitted in relevant lot), the e-bid or e-proposal shall be rejected.

**2.4.2 Deadline for Submission of e-Bids**

- i) Bids must be received by the Procuring Agency at the address specified under BDS no later than the time and date specified in the Bid Data Sheet.
- ii) The Procuring Agency may, at its discretion and as per rule 29 of PPR-14, extend this deadline for the submission of e-Bids by amending the Bidding documents in accordance with ITB Clause 2.2.2 & 2.2.3 in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- iii) Bids shall be received by the Procuring Agency at the address specified under BDS no later than the date and time specified in the BDS.

**2.4.3. Late Bids**

- i) Any Bid received by the Procuring Agency after the deadline for submission of Bids prescribed by the Procuring Agency pursuant to ITB Clause 2.4.2 will be rejected and returned unopened to the Bidder.
- ii) The Procuring Agency shall not consider for evaluation any Bid that arrives after the deadline for submission of Bids.
- iii) Any Bid received by the Procuring Agency after the deadline for submission of Bids shall be declared late, recorded, rejected and returned unopened to the Bidder.

*(Handwritten signatures and initials)*

**2.4.4. Modification and Withdrawal of Bids**

- i) Not allowed after deadline prescribed for submission of Bids
- ii) No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its Bid security (along with other remedies available under PPR-14)

**2.5. OPENING AND EVALUATION OF E-BIDS**

**2.5.1. Opening of e-Bids by the Procuring Agency**

- i) The Procuring Agency will open all e-Bids online, in public, in the presence of Bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the Bid proceedings at the place, on the date and at the time, specified in the BDS. The Bidders' representatives present shall sign a register/attendance sheet as proof of their attendance.
- ii) The Bids shall be opened one at a time, in case of Single Stage One Envelope Procedure, the Bidders names, the Bid prices, the total amount of each Bid, the presence or absence of Bid Security, Bid Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Procurement Evaluation Committee.
- iii) In case of Single Stage Two Envelope Procedure, the Procuring Agency will open the Technical Proposals in public at the address, date and time specified in the BDS in the presence of Bidders' designated representatives who choose to attend and other parties with a legitimate interest in the Bid proceedings. The Financial Proposals will remain unopened until the specified time of their opening.
- iv) The envelopes holding the Technical Proposals shall be opened online one at a time, and the following read out and recorded: (a) the name of the Bidder; (b) the presence of a Bid Security, if required; and (c) Any other details as the Procuring Agency may consider appropriate.
- v) Bidders are advised to send a representative with the knowledge of the content of the Bid who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Bidder's representative shall indemnify the Procuring Agency against any claim or



failure to read out the correct information contained in the Bidder's Bid.

- vi) No Bid will be rejected at the time of Bid opening except for late Bids which will be returned unopened to the Bidder, pursuant to 2.4.3 (I).
- vii) The Procuring Agency shall prepare minutes of the Bid opening. The record of the Bid opening shall include, as a minimum: the name of the Bidder and whether or not there is a withdrawal, substitution or modification, the Bid price if applicable.
- viii) The Bidders' representatives who are present shall be requested to sign on the attendance sheet. The omission of a Bidder's signature on the record shall not invalidate the contents and affect the record.
- ix) Minutes of the Financial Bid Opening shall be recorded and uploaded by the procuring agency on its website or shared to all bidders through e-mail.  
*[if Procuring Agency opts for single stage one envelope procedure as per rule 38(1) of PPR-14, clause (vi) to (xiii) should be formulated accordingly by the procuring agency.]*

**Explanation:** The decryption of encrypted electronic file shall be deemed opening of the bid as mentioned in the rules.

## 2.5.2. Confidentiality

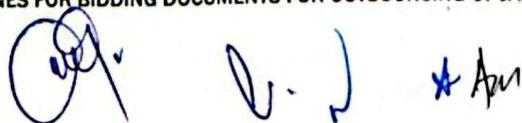
- i) Information relating to the examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report in accordance with the requirements of rule 37 of PPR-14.
- ii) Any effort by a Bidder to influence the Procuring Agency processing of Bids or award decisions may result in the rejection of its Bid.
- iii) Notwithstanding ITB Clause 2.2.2 from the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic forms that provides record of the content of communication.

**2.5.3. Clarification of Bids**

- i) As per rule 33(2) of PPR-14, to assist in the examination, evaluation and comparison of Bids and post-qualification of the Bidders, the Procuring Agency may, at its discretion, ask any Bidder for a clarification of its Bid including breakdown of prices. Any clarification submitted by a Bidder that is not in response to a request by the Procuring Agency shall not be considered.
- ii) The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. No change in the prices or substance of the Bid shall be sought, offered, or permitted.
- iii) The alteration or modification in The Bid which in any way affect the following parameters will be considered as a change in the substance of a bid:
  - a) evaluation & qualification criteria;
  - b) required scope of janitorial services and related materials.
  - c) all securities requirements;
  - d) tax requirements;
  - e) Terms and conditions of bidding documents.
  - f) change in the ranking of the Bidder
- iv) From the time of Bid opening to the time of Contract award if any Bidder wishes to contact the Procuring Agency on any matter related to the Bid it should do so in writing or in electronic forms that provide record of the content of communication.

**2.5.4. Preliminary Examination**

- i) The Procuring Agency will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order.
- ii) Arithmetical errors will be rectified on the following basis:-
  - a. 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 Service Provider does not accept the correction of the errors, its Bid may be rejected, and its Bid security may be forfeited.
  - b. If there is a discrepancy between words and figures,



the amount in words will prevail.

- iii) Prior to the detailed evaluation, the Procuring Agency will determine the substantial responsiveness of each Bid to the Bidding documents. For purposes of these Clauses, a substantially responsive e-Bid is one which conforms to all the terms and conditions of the Bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security (ITB Clause 2.3.7), Applicable Law (GCC Clause 30) Taxes and Duties (GCC Clause 32) & mandatory Registrations/ Renewals will be deemed to be a material deviation.
- iv) If an e-Bid is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- v) Prior to the detailed evaluation of e-e-Bids, the Procuring Agency will determine whether each Bid:
  - a) meets the eligibility criteria defined in ITB 2.1.3;
  - b) has been prepared as per the format and contents defined by the Procuring Agency in the Bidding Documents;
  - c) has been properly signed;
  - d) is accompanied by the required securities; and
  - e) Is substantially responsive to the requirements of the Bidding Documents.

The Procuring Agency's determination of a Bid's responsiveness will be based on the contents of the Bid itself.

**2.5.5. Examination of Terms and Conditions; Technical Evaluation**

- i) The Procuring Agency shall examine the Bid to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.
- ii) The Procuring Agency shall evaluate the technical aspects of the Bid submitted to confirm that all requirements specified in Section VII – Schedule of Requirements & Evaluation Criteria as provided in BDS, have been met without material deviation or reservation.
- iii) If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Bid is not responsive in accordance, it shall reject

**2.5.6. Correction of Errors**

the Bid.

- i) Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -
  - a) if there is a discrepancy between unit prices 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, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;
  - b) if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and
  - c) Where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.
  - d) Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.
- ii) The amount stated in the Bid will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors. The concurrence of the Bidder shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with ITB 2.3.7.

**2.5.7. Conversion to Single Currency**

Not applicable

**2.5.8. Post-qualification & Evaluation of e-Bids**

- i) In the absence of prequalification, the Procuring Agency will determine to its satisfaction whether the Bidder is qualified to perform the contract satisfactorily, in accordance with the evaluation criteria listed in BDS & pursuant to ITB Clause 2.1.3.
- ii) The determination will take into account the Bidder's financial, technical, and production/ supplying capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the



Bidder, as well as such other information required for eligibility/qualification expressed in Bid Data Sheet as the Procuring Agency deems necessary and appropriate.

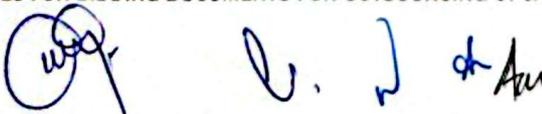
- iii) The Procuring Agency will technically evaluate and compare the substantially responsive Bids, as per the Evaluation Criteria in the BDS.
- iv) The financial evaluation of a Bid will be on the basis of form of Price Schedules/ Financial Bid Form to be decided by the Procuring Agency, inclusive of all prevailing taxes, duties, fees along with observance of minimum wages, contributions of PESSI, EOBI, etc.

**2.5.9. Contacting the Procuring Agency**

- i) Subject to ITB Clause 2.5.3, 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 evaluation report is made public i.e. 10 days before the contract is awarded. If the Bidder wishes to bring additional information or has any grievance, they will do so in writing.
- ii) Any effort by a Bidder to influence the Procuring Agency during Bid evaluation, or Bid comparison may result in the rejection of the Bidder's Bid.

**2.5.10. Grievance Redressal**

- i) As per Rule-67 of PPR-14, Procuring Agency shall constitute a Grievance Redressed Committee (GRC) comprising of odd number of persons with proper powers and authorization to address the complaints. The GRC shall not have any of the members of the Procurement Evaluation Committee. The Committee may preferably have one subject specialist depending upon the nature of the procurement in addition to one person with legal background as per their availability to the Procuring Agency.
- ii) Any Bidder feeling aggrieved can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the Bidding documents found contrary to provision of Rule 33, and the same shall be addressed by the GRC well before the proposal submission deadline.
- iii) Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the bidding documents found contrary to provision of Rule 34 and the same shall be addressed by



the GRC well before the proposal submission deadline.

- iv) Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the Final evaluation reports. In case of single stage - two envelope bidding procedure any bidder feeling aggrieved from technical evaluation may file a grievance within 05 days of announcement of the technical evaluation report. After completion of the technical evaluation process, the procuring agency shall immediately upload the technical evaluation report on the website of PPRA for obtaining/ receiving grievance petitions from the prospective bidders (if any).
- v) In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report. Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.
- vi) The GRC shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

## 2.6. AWARD OF CONTRACT

### 2.6.1. Notification of Award

- i) Prior to the expiration of the period of Bid validity, the Procuring Agency will notify the successful Bidder in writing by registered letter or by email to be confirmed in writing by registered letter, that its Bid has been accepted.
- ii) The notification of award will constitute the formation of the Contract.

### 2.6.2. Performance Guarantee

- iii) Upon the successful Bidder's furnishing of the Performance Guarantee pursuant to ITB Clause 2.6.2 (i), the Procuring Agency will promptly notify each unsuccessful Bidder and will discharge its Bid security.
- i) Within Ten (10) Days of the receipt of notification of award from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in accordance with the Conditions of Contract, in the Performance Guarantee Form provided in the Bidding documents.



- ii) Failure of the successful Bidder to comply with the requirement of ITB Clause (i) above or ITB Clause 2.6.3 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security along with other remedies available under PPR-14. After that, the Procuring Agency may decide to award the contract to the next lowest evaluated Bidder, keeping in view the Bid validity time, or call for new Bids keeping in view the concept of value for money as defined under rule-2(ae) read with Principles of Procurement as enunciated in rule-4 of PPR-14.

**2.6.3. Signing of Contract / Issuance of work Order**

- i) At the same time as the Procuring Agency notifies the successful Bidder that its Bid has been accepted, the Procuring Agency will send the Bidder the Contract Form provided in the Bidding documents, incorporating all agreements between the parties.
- ii) Under rule-63 of PPR-14, within Three Days (03) days of receipt of the Contract Form, the successful Bidder shall sign and mention date of the contract and return it to the Procuring Agency.
- iii) Where no such formal signing is required by the procuring agency, the procuring agency shall issue purchase order after the receipt of required performance guarantee, as per rule 55 of PPR-14.

**2.6.4. Award Criteria**

Subject to ITB Clause 2.6.2, under rule-55 of PPR-14, the 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 that the Bidder has been determined to be qualified to perform the contract satisfactorily. The Lowest shall be determined on the basis of Lowest Management Charges/month.

**2.6.5. Procuring Agency's Right to Vary Quantities at Time of Award**

The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantum of Janitorial services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions, on the analogy of rule-59 (iv) of PPR-14 (not more than 15%).

**2.6.6. Procuring**

- i) As per rule 35 of PPR-14, the Procuring Agency reserves



**Agency's Right to  
Accept or Reject  
All Bids**

the right to accept or reject all Bids or proposals (and to annul the Bidding process) at any time prior to the acceptance of any Bid or proposal, without thereby incurring any liability towards the Bidders.

- ii) The Bidders shall be promptly informed about the rejection of the Bids, if any
- iii) The Procuring Agency shall upon request communicate to any Bidder, the grounds for its rejection of all Bids or proposals, but shall not be required to justify those grounds.

**2.6.7. Re-Bidding**

- i) If the Procuring Agency rejects all the e-Bids under rule 35, it may proceed with the process of fresh Bidding but before doing that it shall assess the reasons for rejection and may, if necessary, revise specifications, evaluation criteria or any other condition for Bidders.

**2.6.8. Corrupt or  
Fraudulent  
Practices**

- i) The Procuring Agency requires that Bidders observe the highest standard of ethics during the procurement and execution of contracts.

"Corrupt practices" in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009, which is as follows:

*"(d) "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor in the procurement process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the procuring agency of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following:*

- i. *coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;*
- ii. *collusive practice by arrangement between two or more*

parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;

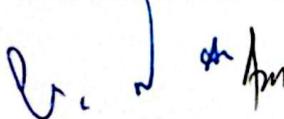
- iii. offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
- iv. any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- v. obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit process."

ii) **Blacklisting & Debarment:**

Blacklisted Firms and those found involved in "Corrupt Practices" are not allowed to participate in bidding.

iii) **Blacklisting**

The procuring agency will proceed against the firm for blacklisting as per PPRA Rules 2014 (amended up to date)



## Section-III. SCOPE OF SERVICES

### 3.1 Scope of Services

#### 3.1.1 Background

Mayo Hospital Lahore

#### 3.1.2 Contextual Information

Mayo Hospital Lahore

#### 3.1.3 Scope of Services

**Mayo Hospital Lahore** requires firms to provide Janitorial Services round the clock (365 days a year, 24 hours a day including Sundays & Holidays) in the **Mayo Hospital Lahore**. The firm will be required to provide supplies as mentioned in the Schedule of Requirement.

#### 3.1.4 Operational Responsibilities

- 3.1.4.1 The service provider shall provide Janitorial Services in 03 shifts (8 hours per shift i.e. Morning, Evening and Night ) round the clock (365 days a year / 24 hours a day including Sundays & Holidays), for the contract period as per the requirements set out in the service specifications, detailed later in this section. It is to be noted that Janitorial services should not be compromised / interrupted under any case / circumstances.
- 3.1.4.2 The scope of services are includes but not limited to Surgical Tower, Indoor Block, Paediatric Medicine & Surgery and any other areas of hospital as decided by the authority of the Mayo Hospital, Lahore.
- 3.1.4.3 The janitorial staffs are responsible to clean and disinfect the biomedical and non-biomedical equipment including ICU and ward beds after use under the supervision of hospital staff as per international standards.
- 3.1.4.4 The service provider must abide by prevailing labour laws including but not limited to payment of Minimum wages, Social Security and EOBI to its employees concerning janitorial services. The Procuring Agency reserves the right to seek proof if the same is being paid to the personnel, the failure of which can lead to the Termination of the Contract and/or forfeiture of Performance Guarantee as per PPRA Rules.
- 3.1.4.5 The service provider shall provide two uniforms and one pair of shoes every six months, identification cards (ID), Personnel Protective Equipment (PPE) etc. to its entire janitorial staff deployed at the hospitals free of cost and ensure its

proper usage by the janitorial staff. Each uniform will comprise of trousers, shirt, pair of socks, pair of shoes, disposable face masks, disposable gloves etc. Supervisors shall ensure that disposable items and the uniform are made available to the janitorial staff as per weather requirements (vest, Covid-19 care essentials like gloves & masks and standard labor shoes), Identification cards; personal protective equipment etc. to its entire staff deployed at the hospital and ensure proper maintenance of it. Further, the staff would be in clean uniform at all the times.

3.1.4.6 Dress code of Janitorial Staff must be as per below mentioned descriptions:

Sr.#	Specification	Description
1.	Type	Good Quality Janitorial Suit (Trousers Shirt) as per approved sample
2.	Color	Yellow
3.	Logo / Tag Line	"Janitorial Staff" as Tag Line must be mentioned on the Back of the Shirt
4.	Identification	Identification shall include display of valid company ID, containing name and picture of the person, at all times while in the hospital as part of their uniform requirements

3.1.4.7 Security Clearance of the staff from the concerned Law Enforcement Agencies (LEAs) provided to procuring agency / hospital will be the responsibility of Service Provider.

3.1.4.8 The firm / company have to deploy Staff (HR) at site as per Schedule of Requirement.

3.1.4.9 The contact details of every deployed staff member to be provided by the firm / company in first month of the contract execution to procuring agency / hospital.

3.1.4.10 The janitorial staff shall be allowed the leaves as per relevant labour laws. However, service provider shall ensure 100% availability of janitorial staff for duty round the clock.

3.1.4.11 The service provider will ensure provision of the janitor as mentioned in Schedule of Requirement.

- 3.1.4.12** The Inventory of Janitorial Consumables for at least one month shall always be maintained by Service Provider in the hospital premises and Hospital administration will issue the purchase order accordingly. The Hospital will facilitate the service provider for safe storage of supplies.
- 3.1.4.13** This Clause has been dropped due to the outsourcing of Janitorial Services without Janitorial supplies.
- 3.1.4.14** This Clause has been dropped due to the outsourcing of Janitorial Services without Janitorial supplies.
- 3.1.4.15** The daily inventory will be provided to the nominated supervisor of firm for use after appropriate defacing of the item and entry in distribution / stock register. The same shall be signed by Hospital Administration and Supervisor of firm.
- 3.1.4.16** The service provider shall also provide wet floor signage written in URDU as per requirement of hospital.
- 3.1.4.17** The Service Provider shall be fully responsible for safekeeping all the bathroom fittings and fixtures throughout the contract period. The current state of each bathroom will be recorded at the time of handing over and signed off by both parties to be maintained at that level at all times.
- 3.1.4.18** The service provider shall be bound to provide trainings as deemed necessary by the hospital administration, to its janitorial staff for cleanliness of hospital.
- 3.1.4.19** The service provider shall monitor and provide information about public events or other activities in the geographic area that may impact Hospital Operations.
- 3.1.4.20** The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Procuring Agency/Hospital or its staff by the Service Provider or its workers.
- 3.1.4.21** The Service Provider shall be entirely responsible for the conduct of its staff and in case of any strikes by its personnel or any complaint against any staff, Service Provider will be under obligation to take necessary action including but not limited to replace any staff (under the clause of persona non grata) when instructed in writing by the Focal Officer appointed by the Procuring Agency. The Service Provider shall observe all the laws and will be responsible for any prosecution or liability rising from breach of labour laws. The Procuring Agency



shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.

- 3.1.4.22 The service provider will perform cleaning duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, and roofs situated inside the boundary walls of the hospital. At least two dedicated Janitorial Personnel must be deputed to look after the horticultural aspects of the hospital. However, cleaning of residential areas of the hospitals is not in scope of services of service provider.
- 3.1.4.23 Any other duties/responsibilities assigned by the Hospital Administration may be incorporated in the agreement. The same shall also be binding on the Service Provider.
- 3.1.4.24 The Service Provider shall install its own Bio-Metric Machine(s) (as per requirement of the hospital) (Installed & Maintained by Service Provider) under the supervision of hospital administration having the dual Biometric Measurements: Face & Fingerprint. Provision of Internet and integration with the central dashboard of the hospital /any other will be provided by Procuring Agency / Hospital. The Hospital Administration on daily basis will verify the record of the same. The specification of bio-metric machine is tabulated below;

Sr. #	Specification	Description
1.	Face Capacity	Minimum 300
2.	Identify mode	Face, Fingerprint and password
3.	Maximum Attendance Log	100,000
4.	Display Language	English
5.	Battery	Built in Battery Backup
6.	U-disk	Supported
7.	Communication	TCP/IP, 4G (Operational)
8.	Attendance Software	Centre cloud based attendance software
*The procuring agency reserves the right to require the sample of biometric attendance machine.		

- 3.1.4.25 All janitorial staff will be enrolled on the bio-metric devices installed at the hospital. Service provider shall ensure that its janitorial staff uses these devices for attendance marking. Their attendance will be monitored duly by the hospital administration through the biometric devices. Bio-Metric



Attendance Sheet shall be a mandatory part of monthly Invoice from the second month of commencement of services.

- 3.1.4.26 However, in case of non-availability / non-functionality of Bio-Metric Machine, the service provider is bound to ensure availability / functionality within 03 Days. Subject to clause 3.1.4.23 procuring agency shall only consider manual attendance sheet for maximum of 05 Days for a given month.
- 3.1.4.27 In special circumstances and for reasons to be recorded in writing by Hospital Administration requirement of biometric attendance for a hospital for a specific month / time period can be dispense with.
- 3.1.4.28 Service provider shall be bound to pay its staff before 10<sup>th</sup> day of each month as per minimum wage notified by the Government and salaries shall not be linked to any other payment which Service Provider is entitled to receive from the Procuring Agency.
- 3.1.4.29 Salary Disbursement Report will be considered as a Mandatory part for invoice processing.
- 3.1.4.30 The service provider shall have sufficient amount/bank balance to pay the salaries of its staff in time before the 10<sup>th</sup> on every month for a period of three months at least in advance.
- 3.1.4.31 Service Provider shall pay its personnel not less than the minimum wages as notified by Government of Punjab and any other Labor Laws of Pakistan including other benefits mandated by the law.
- 3.1.4.32 Service Provider shall disburse salaries through E-Channel i.e. Bank Account / Easy Paisa / Jazz Cash etc. and attach E-channel Receipt and bank statement with the same month Invoice. However, E-channel receipt is exempted for first month of the contract only.
- 3.1.4.33 Service Provider is liable to pay contributions of EOBI and PESSI of Janitorial Personnel employed against the instant contract. The cost incurred by the service provider on account of EOBI and PESSI will only be reimbursed by the

procuring agency on submission of the deposit slips pertaining to the deployed staff in this hospital.

- 3.1.4.34** The service provider shall provide the names, address, CNIC, age, Security Clearance Certificate and Medical Certificate of the Janitorial Personnel to procuring agency / respective hospital. File of Janitorial Personnel will be maintained by Service Provider at the Hospital. The service provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital well in advance.
- 3.1.4.35** The Procuring Agency reserves the right to direct the service provider for replacement of Janitorial Staff and the service provider shall be bound to do the same. Non-compliance may result in punitive action against the Service Provider.
- 3.1.4.36** In the event of any illness/ injuries resulting from any accident to their staff, the service provider shall take all responsibility for the same and provide necessary compensation towards medical care and meeting all medical expenses incurred for the same without making Procuring Agency a party to it.
- 3.1.4.37** In case of any disputes among the Janitorial Staff, the service provider shall resolve the same at the earliest to ensure that there is no interruption in the provision of janitorial services to the hospitals.
- 3.1.4.38** The janitorial staff and their affairs relating to their employment will be the sole responsibility of the service provider and in this regard no extraneous influence will be brought to bear upon the hospital management or the Procuring Agency.
- 3.1.4.39** The service provider will ensure that all janitorial staff deputed at the hospital is adequately immunized against all types of communicable diseases (Hepatitis B&C, HIV etc.) and preventively monitored through health check-ups. The Service Provider will submit screening reports to the Procuring Agency / Hospital in this regard. Further, the service provider shall submit the medical fitness certificates of all the janitorial staff on quarterly basis, issued



from any Public sector tertiary care hospital in Punjab. The hospital administration will help for their immunization.

- 3.1.4.40** Supervisors shall also be employed by the service provider for 24 hours in the hospital.
- 3.1.4.41** The Service Provider shall ensure that female janitorial staff hired for female and children wards/departments or other place required by the hospital. The ratio of male and female janitorial staff will be determined by the hospital as per their requirement.
- 3.1.4.42** During the term of this Agreement, Hospital Administration shall process the monthly Invoice after Salary disbursement Verification (E-Channel) to each janitorial staff.
- 3.1.4.43** All janitorial staff will be allowed leave(s) as per the relevant labor laws. However, the service provider shall ensure that 100% janitorial staff is available for duty all the time.
- 3.1.4.44** The Service Provider is required to arrange for the relievers to ensure the services for 365 days/24 hours. The cost of these relievers shall be included in the Management Cost while preparing the Financial Bid.
- 3.1.4.45** Any leave by any worker violating the SOPs notified by the Procuring agency shall also constitute as breach of the contractual provision.
- 3.1.4.46** Daily duty hours of every worker shall be 8 hours for (03 shifts) morning, evening and night shift respectively, provided that if any worker is arriving late, up to fifteen minutes and leaving early up to fifteen minutes, shall not be considered as deductible and early and late working, up to fifteen minutes, shall not be considered as chargeable / deductible.
- 3.1.4.47** Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Provider.



3.1.4.48 Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the hospital.

3.1.4.49 Service Provider will be responsible to provide quality human resource with demonstrable experience in each hospital as per Qualification & Experience of human resource in first month.

- The Human Resource (HR) may increase or decrease as per the requirement of the hospital.

3.1.4.50 In case, a Janitorial Staff is not performing his duties well, he/she shall be served a warning letter by Hospital administration and if, after one week, he/she is still not able to perform his/her duty, service provider will replace the said staff. However, hospital administration reserves the right to ask Service Provider to replace any janitorial personnel without any reason.

3.1.4.51 Service Provider shall immediately upon receipt of request replace any service personnel who may be considered undesirable and incompetent by the procuring agency / hospital administration.

3.1.4.52 After joining, the janitorial staff will be on probation of seven (7) days, who upon the recommendation of the hospital may continue his/ her services for a period as per contract agreement.

#### PROVISION OF JANITORIAL EQUIPMENT/ ITEMS

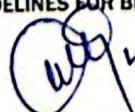
3.1.4.53 The service provider shall also provide following equipment / items as per following schedule.

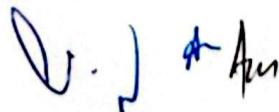
Sr #	Items	Specifications	Picture	PROPOSED QUANTITIES
01	Floor Scrubbing Machine (Single Disc)	Floor Scrubbing machine Capacity 1300W or better, Brush Size width 450mm - or more, Plastic Cleaning Tank, Electric Cable 30 meter or more		25

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02	Floor Polishing Machine (Single Disc)	Floor Polishing machine Capacity 1300W or better, Brush Size width 450mm - or more, Plastic Cleaning Tank, Electric Cable 30 meter or more		10
03	Janitor Trolley	For transporting a mop bucket, brushes, cloths and more Mobile Dimensions: ~500 x 970 x 1140 mm (+- 05% Variation is permissible) Triple Bucket Basket System		30
04	Pressure Washer	Pressure Washer Flow Rate 500 L / H or more , Hose 20 ft or more , Pressure 150 Bar or more		10
05	Window Glass Cleaning Kit	Window Glass Cleaning Kit With height adjustable as per requirement		100
06	Water Sucking pump			05
07	Waste Bucket (227 liter) as per requirements of the Hospital Waste Management rules 2014.			150
08	Waste shifting trolley as per recommenders of Punjab Healthcare commission.			10
09	wall mounting container for Hand wash liquid / Hand Sanitizer			250
10	Industrial Wet & Dry Vacuum Cleaner			12
11	Rat catcher system /Cage /Tablets/ Gel			500
12	Floor Polish/ Wax Brand Kiwi or equivalent			4,000 Kg

The above mentioned equipment / items shall be provided as per requirement of the hospital by the service provider. Service Provider shall ensure functionality of above mentioned items during the execution of the contract.

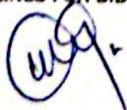




After the completion of the contract the above mentioned items will remain the property of service provider. Service Provider will submit the details of above items for its acceptance by the procuring agency.

### **3.1.5 Janitorial Staff Requirements**

- 3.1.5.1** Service Provider will supply all the staff necessary to complete the duties as mentioned in the Documents. Service Provider will supply all the staff / Janitorial Personnel's necessary to complete the duties as mentioned in this document.
- 3.1.5.2** The Janitorial Personnel on duty shall not leave the premises during duty hours.
- 3.1.5.3** An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the administration.
- 3.1.5.4** Service Provider will provide additional staffing, as requested by the Hospital, for special events. These special events can require the Service Provider to provide staffing outside of our normal working hours.
- 3.1.5.5** The Service Provider shall be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all-time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Janitorial Services.
- 3.1.5.6** The Service Provider shall ensure that it does not engage or continue to engage any personnel with criminal record/ conviction/ drug addiction or otherwise, undesirable persons and shall bar such person from participating directly or indirectly in the provision of Janitorial Services.
- 3.1.5.7** Minimum desired standards documents of personnel shall be required as below:
- a) Physical Fitness Certificate (Clear of Morbidity) from any Government Teaching Hospital
  - b) Psychological Fitness Certificate from any Government Teaching Hospital
- 3.1.5.8** All Janitorial Staff assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere



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- 3.1.5.8** All Janitorial Staff assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere

with the performance of his/her duties including good vision without color blindness. They should possess good physique, necessary skills, knowledge, expertise and experience to satisfy the requirements of janitorial work involved. They should not be suffering from any contagious/major diseases.

- 3.1.5.9** The Service Provider's staff appearance will be influential in creating a good image of Hospital. Their appearance shall set a good example. The Service Provider shall ensure that janitorial personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene, bearing and uniform.
- 3.1.5.10** If the assigned Janitorial Personnel does not report on duty on time, the Service Provider is required to send replacement personnel immediately, without jeopardizing the cleanliness of hospital.
- 3.1.5.11** The Service Provider shall nominate a focal person (Supervisor), to engage regularly with the Hospital administration. The Service Provider shall ensure round the clock availability of such focal person. Hospital administration will engage this focal person to resolve day-to-day queries/issues/problems.

### 3.1.6 Cleaning Schedule

- 3.1.6.1** All functional areas in the hospital have been assigned one of three risk areas based on below mentioned criteria:
- ✓ The risk of infection to patients.
  - ✓ Occupational health and safety risk to staff and visitors.
  - ✓ Aesthetics e.g. reception areas, grounds.
- 3.1.6.2** The risk category shall determine cleaning frequencies as mentioned below under the cleaning schedule:

Category	Status	Functional Areas Included	Scoring Criteria
1	High Risk	Emergency – Surgical and Medical	4=Good 3=Satisfactory 2=Unsatisfactory 1=Poor
		Isolation Rooms	
		Dialysis Unit	
		Operation Theater	
		Labor Rooms	
		Wards	
		Laboratories, including Pathology	
2	Moderate Risk	Pharmacy – OPD & Emergency	
		Mortuary	

		Radiology
		OPD (treatment rooms & clinical consultation room)
		Patient washrooms
		Corridors
		Waiting Areas
		Stairs / Ramps
		Staff Changing Rooms
3	Low Risk	Administrative areas
		Stores
		Record storage and archives
		External areas

Sr No.	Element	High Risk Areas	Moderate Risk Area	Low Risk Areas
1	Overall appearance	As required, to meet performance	As required, to meet performance	As required, to meet performance
2	Odour Control	As required, to meet performance	As required, to meet performance	As required, to meet performance
3	Commodes, weighing scales, manual handling equipment	Clean contact points each use, 1 full clean 6 daily & between patient use	Clean contact points each use, 1 full clean daily & between patient use	As required, to meet performance specification
4	Patient washbowls	1 full clean daily and between patient use	1 full clean daily and between patient use	As required, to meet performance specification
5	Bedside oxygen and suction connectors	1 full clean daily and between patient use	1 full clean daily and between patient use	As required, to meet performance specification
6	Patient Fans	check clean as required	check clean as required	check clean as required
7	Drug trolley	1 full clean every shift	1 full clean daily	1 full clean daily
8	Entrance/Exit	4 full cleans daily, dust control as required, 1 machine clean weekly	2 full cleans daily, dust control as required, 1 machine clean weekly	As required, to meet performance specification





9	Stairs (internal and external)	2 full cleans daily, dust control as required, 1 machine clean weekly	2 full cleans daily, dust control as required, 1 machine clean weekly	As required, to meet performance specification
10	Electrical items, e.g. overhead lights	1 check clean daily and 1 full clean monthly	1 check clean daily and 1 full clean monthly	1 check clean weekly and 1 full clean monthly
11	Chairs	1 full clean and 1 check clean daily	1 full clean daily	1 full clean weekly
12	Beds/Trolleys Mattresses	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean	As required, to meet performance specification
13	Lockers/Ward robes/ Drawers	1 full clean daily	1 check clean daily and 1 full clean weekly	As required, to meet performance
14	Tables/ Bed tables	1 full clean daily	1 check clean daily and 1 full clean weekly	As required, to meet performance
15	All dispensers/ holders	1 full clean daily and daily as required	1 full clean daily and daily as required	1 full clean daily and daily as required
16	Waste receptacles / bin	1 full clean and 1 check clean every shift and 1 deep clean weekly. Replace (On need basis)	1 full clean daily and 1 deep clean weekly. Replace Monthly if necessary	1 full clean weekly and deep clean monthly. Replace Monthly if necessary
17	Wash Basins	Daily check system in operation to include 3 full cleans and 2 check cleans.	Daily check system in operation to include 3 full cleans and 2 check cleans	Daily check system in operation to include 3 full Clean and 2 check.
18	Toilets/ Urinals / Bidet	Daily check system in operation to include 4 full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleans after each patient/staff use	Daily check system in operation to include 3 full cleans and check cleans after each patient/staff use
19	Computer / Tel / Office Equip.	1 full clean daily	1 full clean daily	1 full clean weekly
20	Dirty Utility/ Sluice Room	1 full clean and 1 check clean daily	1 full clean daily	1 full clean daily

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21	Windows and Windows Net	1 full clean every shift, 1 check	1 full clean daily, 1 check clean, and 1	1 full clean
		clean, and 1 equipment clean weekly	equipment clean weekly	daily and 1 equipment clean weekly
Full Clean - is where all aspects of the element are fully cleaned on each occasion in accordance with documented performance specification later in this section.				

3.1.6.3 Each worker will be required to perform his / her duty in the assigned work area with following adequate frequency of cleaning against each element's Service Standards and Requirements mentioned in performance specifications

3.1.6.4 Apart from the cleaning schedule mentioned above, cleaning services should be provided by the service provider as and when needed or as directed by the Hospital authorities from time to time.

### 3.1.7 Daily Monitoring

3.1.7.1 The service provider's performance will be monitored on daily basis by the assigned Focal Person. The designated officer of the Hospital will be assigned as the focal person for this task. The Focal Person at any time will visit and check the cleanliness of the indicator (s) of any/ all areas of the Hospital as per weekly cleaning review sheet given in performance specification later in this section. The Focal Person will identify and record the non-conformances in Daily Activity Log and following time will be given for corrective action.

Risk Category	Time Frame for Corrective Action
High Risk Area	Immediately after reporting of problem to the service provider
Moderate Risk Area	15 Minutes after reporting of problem to the service provider.
Low Risk Area	30 Minutes after reporting of problem to the service provider

3.1.7.2 The focal person will visit the site once again after the stipulated time and in case the identified problem is not corrected; the fines will be imposed as mentioned in the Fines & Penalties section.

### 3.1.8 Weekly Score

3.1.8.1 On any one of the seven days of a week, the Focal Person (AMS/ DMS/ Admin Officer) will score cleanliness as per the weekly cleaning review sheet.

High Risk Area	Random Monitoring /week
Isolation Room	6
Dialysis Unit	6
Medical Emergency	7

Surgical Emergency	7
Operation Theater	6
Labor Rooms	7

Similarly, the random monitoring frequency for Moderate Risk Areas and Low Risk Areas, will be devised by the Hospital.

3.1.8.2 After every visit an overall percentage score will be calculated for each risk category. This score will be an average of the individual percentages of each indicator area. For example, for High Risk, overall percentage cleanliness will be calculated as:

High Risk Area	Score obtained	Percentage Score
Isolation Room	$(4+4+4+4+4+4)/24 = 24/24$	100%
Dialysis Unit	$(3+3+3+3+3+3)/24 = 18/24$	75%
Medical Emergency	$(4+4+4+4+4+4)/28 = 28/28$	100%
Surgical Emergency	$(3+3+3+3+3+3)/28 = 21/28$	75%
Operation Theater	$(3+3+3+3+3+3)/24 = 18/24$	75%
Labor Rooms	$(2+2+2+2+2+2)/28 = 14/28$	50%

Similarly, the score will be calculated for Moderate Risk Areas and Low Risk Areas. Once all areas are scored, their scores will be scaled with respect to their risk category using the following weights and an overall weekly score will be obtained.

Risk Category	Weightage
High risk	50%
Moderate risk	30%
Low risk	20%

For example, using the already obtained 75% in High Risk Category (average of 75+100+75+75+75+50), if a certain hospital receives 67% in Moderate Risk Category and 80% in Low Risk Category, it will obtain an overall score of  $75\% \times 0.5 + 67\% \times 0.3 + 80\% \times 0.2 = (37.5 + 20 + 16) \% = 73.5\%$ . This will be overall score for this week's performance.

3.1.8.3 In addition, the Focal Person will also cross-check each washroom's toilets and compare its fixtures against the handing over list of fixtures.

### 3.1.9 Monthly Score

3.1.9.1 Averaging all weekly performances of the month, a monthly score will be calculated. Service providers will be expected to maintain an average minimum score of 85% as well as 85% in each respective category at all times. The fines will be imposed as mentioned in the Fines & Penalties section.

3.1.10

Qualification and Experience of Janitorial Personnel

Sr. #	Description	Qualifications & experience
1	Supervisor	<ul style="list-style-type: none"> <li>• Responsible for overall cleanliness / maintenance of the Hospital premises, staff deployment and maintain attendance on daily basis.</li> <li>• Act as an interface between the service provider and the Hospital Administration.</li> <li>• Maintaining duly signed daily audit sheets and complaint registers to record requests and feedback from the contracting authority from time to time and appropriate actions taken.</li> <li>• Coordinate any kind of shifting/ relocations of the hospital staff and the same shall also be reported to the contracting authority.</li> <li>• Responsible for the turnout / grooming of the entire staff.</li> <li>• Determine and coordinate all the work schedules and to induce a sense of responsibility, discipline and hygiene in all employees.</li> <li>• Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.</li> <li>• Ensure that all staff deployed for waste collection duties understand and practices regarding waste collection for infection control including proper segregation and weight recording at collection and submission at the infectious waste room.</li> <li>• Help the service provider in submitting the required forms.</li> <li>• Maintain cleaning inventory, requisition new supplies when needed.</li> <li>• Should be medically and physically fit.</li> <li>• Should ensure that all the janitorial staff is trained as per demands of procuring agency / hospital.</li> </ul> <p>Minimum experience: 03 years or more                      Minimum Qualification: Intermediate / Capable of Doing Documentary Work                      Age: 25-50 Years</p>
2	Janitor	<ul style="list-style-type: none"> <li>• Responsible to clean assigned building areas.</li> <li>• Regularly check premises and perform necessary maintenance tasks.</li> <li>• Collaborate with other staff members.</li> <li>• Disinfect commonly used items like desks, door handles, side railings etc.</li> <li>• Maintain outdoor grounds, cut grass and trim bushes etc.</li> <li>• Remove debris</li> </ul>

		<ul style="list-style-type: none"> <li>• Empty trash and recycling bins</li> <li>• Vacuum, sweep and mop floors</li> <li>• Washing and clean windows and mirrors</li> <li>• Notify supervisors of unsafe conditions</li> <li>• Operate floor scrubbers and other equipment</li> <li>• Dust furniture and fixtures</li> <li>• Knowledge of safety guidelines when working with chemical cleaners</li> <li>• Knowledge of various cleaning products and when to use them</li> <li>• Follow health and safety regulations.</li> <li>• Should be medically and physically fit.</li> </ul> <p>Age: 18-45 Years</p>
3	Sewer Man	<ul style="list-style-type: none"> <li>• Removes obstructions from external sewers with sewer rods with the precautions to not to damage the existing sewer.</li> <li>• Cleaning of sewer by Pumping out cellars or excavations that have become flooded as the result of storms.</li> <li>• May, under direction, operate pumps, motors and other machinery and equipment of pumping station.</li> <li>• Should be medically and physically fit.</li> </ul> <p>Age: 18-45 Years</p>

## SECTION-IV: BID DATA SHEET

### 4.1. BID DATA SHEET (BDS)

The following specific data for the services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Section-II. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

<b>A. INTRODUCTION</b>		
BDS Clause Number	ITB Number	Amendments of, and Supplements to, Clauses in the Instruction to Bidders
1.	2.1.1	<p><b>NAME OF PROCURING AGENCY:</b> CHIEF EXECUTIVE OFFICER, MAYO HOSPITAL, LAHORE</p> <p><b>SUBJECT OF PROCUREMENT:</b> PROVISION OF JANITORIAL SERVICES IN MAYO HOSPITAL, LAHORE</p> <p>The Contract shall be valid for One Year from the date of signing of the contract, and may be extendable on a quarterly basis, for up to one year, on the same terms and conditions.</p>
2.	2.1.2	<p>Financial year <b>2025-26</b></p> <p><b>NAME OF FINANCING INSTITUTION:</b> CHIEF EXECUTIVE OFFICER, MAYO HOSPITAL, LAHORE</p> <p><b>NAME AND IDENTIFICATION NUMBER OF THE CONTRACT:</b> PROVISION OF JANITORIAL SERVICES IN MAYO HOSPITAL LAHORE.</p> <p>BID REFERENCE NO. (AMS(CMS)/19759-64/MH)</p>
<b>B. BIDDING DOCUMENTS</b>		
6.	2.2.2	The address for clarification of Bidding Documents Chief Executive Officer, Mayo Hospital Lahore
8.	2.3.8	The Bidder shall submit typed e-Bid in original and shall be signed by the Bidder to bind the Bidder to the contract. All pages of the Bid, shall be initialed and stamped by the person signing the Bid.
<b>C. BID PRICE, CURRENCY, LANGUAGE &amp; COUNTRY OF ORIGIN</b>		
9	2.3.1	<i>English</i>
10	2.3.4	The price quoted shall be in PKR.

11.	2.3.4 & 2.3.9	<p><i>In case of change in Minimum Wage Rate through official notification; the contract price based on minimum wage rates shall be adjusted on prorata basis by the procuring agency.</i></p> <p><i>In case of Increase or decrease of taxation by the Government at any stage during the execution of the contract; the same shall also be adjusted accordingly by the procuring agency / hospital.</i></p>
<b>D. PREPARATION AND SUBMISSION OF BIDS</b>		
13.	2.1.3 & 2.5.8	<p style="text-align: center;"><b>Technical Evaluation Criteria</b> <b>(Knockdown Criteria)</b></p> <p>1. The bidder must comply with all the mandatory parameters. In case of noncompliance of any mandatory parameter, the bidder shall be declared as non-responsive.</p> <ul style="list-style-type: none"> <li>a) The Bidder shall be a legally registered entity with the formal intent to enter into an agreement. Attach attested copy of form-29, form-A and certificate of incorporation from SECP (or) Form-C &amp; Partnership deed from Registrar firm.</li> <li>b) The CNIC copy of the bidder / firm CEO/ Executive Director, must be attached.</li> <li>c) Copy of CDR/ Bank Draft/ Pay order.</li> <li>d) The bidder must have at least three years' experience as a legally approved janitorial services provider.</li> <li>e) The Bidder must be an active income tax payer (Attach bidding firm/ company income tax returns of last 03 financial years).</li> <li>f) The Bidder must have active National Tax Number (NTN), Punjab Sales Tax (PST) Number and active General Sales Tax (GST) Registration Number with documentary proof.</li> <li>g) The Bidder shall have a valid registration with EOBI and PESSI /IESSI.</li> <li>h) Bidder shall submit an affidavit to the effect that: <ul style="list-style-type: none"> <li>i). We are not barred / blacklisted or disqualified by the procuring agency (Mayo Hospital Lahore) /PPRA for all Procuring</li> </ul> </li> </ul>

Agencies in Punjab.

ii). The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document found at any stage, the Bidder shall be blacklisted as per Law/Rules.

iii). The provided information is correct.

- i) The copy of the Bidding Document shall be duly signed, stamped on each page, submitted by the bidder.

### 1. (Marking Criteria)

It is mandatory for the Service providers to get at least 65 % marks in the marking criteria to qualify for further procurement process; the financial proposal opening. Copies of all the required documents shall be attached;

Sr.#	Description	Max Marks
1	<p><b>EXPERIENCE RECORD</b> Three projects of similar nature (Similar services offered in hospitals / public access buildings (public or private sector) with minimum deployment of 100 or more janitorial staff/project. 10 marks for each project, of 100 Janitors and 05 marks for 50 or more Janitors.</p> <p>(Award Letters / completion certificates must be attached)</p>	30
2	<p><b>FINANCIAL CAPABILITIES</b></p> <ul style="list-style-type: none"><li>• 20 Marks will be given in case average annual turnover for the last three years is Rs. 300 Million or more.</li><li>• For Average Annual Turnover for the last 03 years of less than Rs. 300 Million, but not less than Rs. 150 Million, 10 marks will be given.</li><li>• For Average Annual Turnover for the last 03 years of less than Rs. 100 Million, 05 marks will be given.</li></ul> <p>(Bank statement/ Audit statement of last three financial years must comply with the Income tax return and both copies must be attached).</p>	20

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		3	<b>PAST PERFORMANCE</b> Satisfactory past performance certificate from head of the organization One certificate= 02 marks (Government sector= 02 Marks Private sector= 01 Marks)	10
		4.	<b>HUMAN RESOURCE MANAGEMENT,</b>	
		i	Project Manager (with 16 years education), with experience in HR management/ Project management of at least 10 years or above	05
		ii	Supervisors with minimum experience of 5 years each in similar capacity (2.5 marks for each supervisor)	10
		iii	<ul style="list-style-type: none"> <li>Minimum of 150 Janitors with the firm (15 Marks)</li> <li>10 Marks for 100 janitors</li> <li>For Janitors less than 100 but not less than 50= 05 marks (with proof registration of EOBI &amp; PESSI of Janitors should be provided.)</li> </ul>	15
		5.	<b>Methodology / Management Plan</b> The Bidder shall provide the details about how to plan and manage the services specific to the proposal The procuring agency will assess the plan and will rate it as satisfactory, unsatisfactory or good.	10
		<b>Total Marks</b>		<b>100</b>
14	2.1.1	E-Bid shall be submitted to: E-Bid shall be uploaded on EPADS.		
15	2.4.2	The deadline for e-Bid submission is Day : <u>Tuesday</u> Date : <u>09/09/2025</u> Time : 10:30 a.m.		
16.	2.5.1	The e-bids will be opened in the presence of eligible bidders or their authorized representatives in the presence of Tender & Purchase committee in the Conference Room of Surgical Tower on <u>09/09/2025</u> at 11:00 a.m		
17.	2.6.2	Amount of Performance Guarantee is 05% of the contract amount with stamp duty according to Punjab stamp Act 1899 - Schedule I, clause 22A, sub-clause-5.		
18.	2.3.6	Estimate Contract Price is Rs. 176,207,580/- without supplies cost & management cost)		

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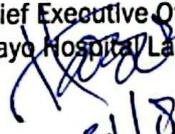
		Amount of Bid Security is Rs.3,524,151/- (fixed for all bidders)
		Amount of Bid security is 2% of the estimated price
19.	2.3.7	Bid validity period after opening of the Bid is: 180 Days
20.	2.3.8	Not Applicable
<b>E. OPENING AND EVALUATION OF E-BIDS</b>		
21.	2.5.1	The e-bids will be opened in the presence of eligible bidders or their authorized representatives in the presence of Tender & Purchase committee (TPC). Venue : (In the Conference Room of Surgical Tower) on <u>09/09/2025</u> at 11:00 a.m
22.	2.3.4	Prices shall be quoted in PKR
<b>G. Award of Contract</b>		
24.	2.6.5	Percentage for quantity increase or decrease is: 15%
25.	2.6.2	The Performance Guarantee shall be: 05% of the Contract Amount
26.	2.6.2	The Performance Security (or guarantee) shall be in the form provided in the Bidding documents

  
Law Officer  
Mayo Hospital Lahore  
(Member)

  
Addl: Medical Superintendent (CMS)  
Mayo Hospital Lahore  
(Member)

  
Addl: Medical Superintendent  
(Admn)  
Mayo Hospital Lahore  
(Member)

Chief Executive Officer  
Mayo Hospital Lahore

  
21/8/25

  
Director Finance / Account Officer  
Mayo Hospital Lahore  
(Member)

  
Addl: Medical Superintendent (P)  
Mayo Hospital Lahore  
(Member)

  
Medical Superintendent  
Mayo Hospital, Lahore  
(Chairman)

as per SBDs/guidelines

  
20/8/25



## Section-V: General Conditions of Contract

### 1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Procuring Agency and the Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials which the Service Provider is required to perform janitorial services under the Contract.
- (d) "The Services" means those services *(as provided in Scope of Services by the Procuring Agency as per its requirements)* and other such obligations of the Service Provider covered under the Contract
- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Procuring Agency" means the organization purchasing the Services, as named in SCC
- (h) "The Procuring Agency's country" is the country named in SCC.
- (i) "The Service Provider" means the Bidder or firm supplying the Services under this Contract.
- (j) "The Project Site" where applicable, means the place or places named in SCC.
- (k) "Day" means calendar day.

### 2. Application

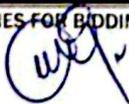
2.1. These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.

### 3. Country of Origin

3.1. All Services supplied under the Contract shall have their origin in Pakistan.

### 4. Standards

4.1. The services supplied under this Contract shall conform to



**5. Use of Contract Documents and Information; Inspection and Audit by the procuring agency.**

the standards mentioned in the Scope of Services.

5.1. The Service Provider shall not, without the Procuring Agency's prior written consent, disclose the Contract, or any provision thereof, or information furnished by or on behalf of the Procuring Agency in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2. The Service Provider shall not, without the Procuring Agency's prior written consent, make use of any document or information enumerated in GCC except for purposes of executing the Contract.

5.3. Any document, other than the Contract itself, enumerated in GCC shall remain the property of the Procuring Agency and shall be returned (all copies) to the Procuring Agency on completion of the Service Provider's performance under the Contract if so required by the Procuring Agency.

5.4. The Service Provider shall permit the Procuring Agency to inspect the Service Provider's accounts and records relating to the performance of the Service Provider and to have them audited by auditors appointed by the Procuring Agency.

**6. Performance Guarantee**

6.1. Within Seven (07) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring Agency the Performance Guarantee in the amount specified in SCC/Bid Data Sheet & ITB.

6.2. The proceeds of the Performance Guarantee shall be payable to the Procuring Agency as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

6.3. As per Rule-56 of PPR-14, the performance guarantee shall be denominated in the currency of the Contract acceptable to the Procuring Agency and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring Agency's country, in the form provided in the Bidding documents or another form acceptable to the Procuring Agency;

6.4. The performance guarantee will be discharged by the Procuring Agency and returned to the Service Provider not later than thirty (30) days following the date of completion of the

Service Provider's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

**7. Incidental material**

7.1. The Service Provider may be required to provide any of the incidental material if any, specified in SCC.

**8. Payment**

8.1. The method and conditions of payment to be made to the Service Provider under this Contract shall be specified in SCC.

8.2. The Service Provider's request(s) for payment shall be made to the Procuring Agency in writing, accompanied by an invoice describing, as appropriate, Services performed, and by documents submitted and upon fulfillment of other obligations stipulated in the Contract.

8.3. As per rule-62 of PPR-14, payments shall be made promptly by the Procuring Agency, but in no case later than thirty (30) days after submission of an invoice or claim by the Service Provider, provided the work is satisfactory, fulfillment of SCC Clause No.04 and availability of the budget.

8.4. The currency of payment is as specified in BDS/SCC

**9. Prices**

9.1. Prices charged by the Service Provider and Services performed under the Contract shall not vary from the prices quoted by the Service Provider in its Bid, with the exception of any price adjustments authorized in SCC / BDS.

**10. Change Orders**

10.1. The Procuring Agency may at any time, by a written order given to the Service Provider, make changes within the general scope of the Contract, only if required for the successful completion of the job.

10.2. If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this clause must be asserted within thirty (30) days from the date of the Service Provider's receipt of the Procuring Agency's change order. But, in no case, the overall impact of the change should exceed 15% of the contract cost and no provisions of PPR-14 should be violated.

**11. Contract Amendments**

11.1. Subject to GCC Clause 10, no variation in or modification of the terms of the Contract shall be made except by written



amendment signed by the parties.

**12. Assignment**

**12.1.**The Service Provider shall not assign the whole or any part of the contract to anybody else.

**13. Subcontracts**

Subcontracting is not allowed

**14. Delays in the Service Provider's Performance**

**14.1.**Performance of Services shall be made by the Service Provider in accordance with the Schedule of Requirements/Work Plan/ Deployment Plan as prescribed by the Procuring Agency in Section VII.

**14.2.**If at any time during performance of the Contract, the Service Provider encounter conditions impeding timely performance of Services, the Service Provider shall promptly notify the Procuring Agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the Procuring Agency shall evaluate the situation and may at its discretion extend the Service Provider's—time for performance, with or without fines and penalties.

**14.3.**Except as provided under GCC Clause 17, a delay by the Service Provider in the performance of its contractual obligations shall render the Service Provider liable to the imposition of fines and penalties.

**15. Liquidated Damages**

**15.1.**Subject to GCC Clause 17, if the Service Provider fails to start providing the Services as per requirement/ 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 SCC of the unperformed Services for each week or part thereof of delay until actual performance, up to a maximum deduction of the 05% of the contract price. Once the maximum is reached, the Procuring Agency may consider termination of the Contract pursuant to GCC Clause 16 along with other remedies available under PPR-14.

**16. Termination for Default**

**16.1.**The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate this Contract in whole or in part:

- (a) if the Service Provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Agency pursuant to GCC Clause 14;

- (b) if the Service Provider fails to perform any other obligation(s) under the Contract; or
- (c) if the Service Provider, in the judgment of the Procuring Agency has engaged in corrupt practices in competing for or in executing the Contract. For the purpose of this clause, corrupt practices will be defined as per Section-2 (d) of The PPRA Act, 2009.
- (d) *“Corrupt practices” in respect of procurement process, shall be as given in S-2 (d) of PPRA, Act, 2009:*

*“corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, bidder or Contractor in the procurement process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, noncompetitive levels and to deprive the procuring agency of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following:*

- i. coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;*
- ii. collusive practice by arrangement between two or more parties to the procurement process or Contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any wrongful gain;*
- iii. offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;*
- iv. any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts*

*WSP*

*Dr. J. K. An*

*to mislead, a party to obtain a financial or other benefit or to avoid an obligation;*

- v. *obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit process.*

16.2. In the event, the Procuring Agency terminates the Contract in whole or in part, the Procuring Agency may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Service Provider shall be liable to the Procuring Agency for any excess costs for such similar Services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.

#### 17. Force Majeure

17.1. Notwithstanding the provisions of GCC Clauses 14, 15, and 16, the Service Provider shall not be liable for forfeiture of its Performance Guarantee, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

17.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Both, the Procuring Agency and the Service Provider, may agree to exclude certain widespread conditions e.g.: epidemics, pandemics, quarantine restrictions etc. from the purview of "Force Majeure".

17.3. If a Force Majeure situation arises, the Service Provider shall

*WJ*

*D. J. Au*

promptly notify the Procuring Agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring Agency in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Any difference of opinion concerning "Force Majeure" may be decided through means given herein below.

**18. Termination for Insolvency**

**18.1.**The Procuring Agency may at any time terminate the Contract by giving written notice to the Service Provider if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Agency.

**19. Termination for Convenience**

**19.1.**The Procuring Agency, by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring Agency's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

**19.2.**The Services that are complete (if applicable) within thirty (30) days after the Service Provider's receipt of notice of termination shall be accepted by the Procuring Agency on the Contract terms and prices.

**20. Resolution of Disputes**

**20.1.**After signing the contract, the Procuring Agency and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

**20.2.**If, after thirty (30) days from the commencement of such informal negotiations, the Procuring Agency and the Service Provider have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed and/or arbitration as per rule 68 of PPR-14 and in accordance with Arbitration Act-1940.

**21. Governing Language**

**21.1.**The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All

correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

**22. Applicable Law** 22.1. The Contract shall be interpreted in accordance with the laws of Punjab (Pakistan) unless otherwise specified in SCC.

**23. Notices** 23.1. Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by any information technology mean for the time being in use and acceptable in ordinary course of business to the other party's address specified in SCC.

23.2. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

**24. Taxes and Duties** 24.1. Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until provision of the contracted Services to the Procuring Agency.

**25. Change in minimum wage rate** 25.1. If during the continuation of the service contract, minimum wage rate is revised by the competent authorized forum, then the ongoing contract shall be revised as per percentage increased in minimum wages declared for such category.

**26. Extension in Contract period** Extension in the contact agreement shall be the discretion of the procuring agency and the service provider has no right to claim further extension as a matter of right in the contract. The Extension of Contract shall be as specified in SCC.





## Section-VI. Special Conditions of Contract

### 1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring Agency is: Mayo Hospital, Lahore

GCC 1.1 (h)—The Procuring Agency's country is: Pakistan

GCC 1.1 (i)—The Service Provider is: \_\_\_\_\_

### 2. Performance Guarantee (GCC Clause 6)

GCC 7.1—As per rule 56 of PPR-14, the amount of Performance Guarantee, as a percentage of the Contract Price, shall be: 05% of the Contract Amount.

### 3. Incidental Materials (GCC Clause 7)

GCC 7.1—Incidental materials to be provided as in Scope of Services

### 4. Payment (GCC Clause 8)

GCC 8.1—The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:

Payment for Services provided:

- i. Payment will be made in Pak. Rupees.
- ii. The Invoice of the Service Provider shall be submitted as follows;

Invoice Checklist (to be attached with invoice)			
Sr.	Description	Annexure	Attached
1.	Request of the Service Provider on Covering Letter	A.	
2.	Original Invoice/Bill(s)	B.	
3.	Separate Corrected Invoice, if required.	C.	
4.	Penalties Calculation Sheet signed by Hospital and must be shared with the Service Provider for their record.	D.	
5.	Salary Verification and E-channel Receipt signed & stamped by Service Provider and the bank statement signed by bank manager.	E.	
6.	Bio Metric Attendance as mentioned in Scope of Services	F.	
7.	Details of Supplies & its Inspection / acceptance by the hospital if any.	G.	
8.	Any other document if required for processing of payments.	H.	

9.	Registered list of Employees with PESSI & EOBI.	I.	
10.	Monthly contributions receipts, submitted to PESSI & EOBI	J.	
<b>Note:</b>			
a) The Service Provider must submit the Invoice in proper File Cover binding so that the documents to be attached by Hospital Administration don't get spoiled and disintegrated.			
b) Biometric Attendance signed by hospital.			
c) The page numbering of the whole Invoice must be done adequately and documents must be attached in the same sequence / order as mentioned in the table.			

**5. Prices (GCC Clause 9)**

GCC 9.1—Prices shall be fixed and shall not be adjusted. However, in case of change in minimum wage rate and taxes through official notification; the contract price based on minimum wage rates and taxes shall be adjusted on prorated basis, as decided by the Procuring Agency.

**6. Liquidated Damages (GCC Clause 15)**

As per GCC 15.1

In addition to that, details of Fines and Penalties are attached as per Annex-A

**7. Resolution of Disputes (GCC Clause 20)**

GCC 20.2—The dispute resolution mechanism to be applied pursuant to GCC Clause 20.2 shall be as follows:

As per rule-68 of PPR-14, in the case of a dispute between the Procuring Agency and the Service Provider, the dispute shall be referred for Arbitration in accordance with the Arbitration Act 1940.

**8. Governing Language (GCC Clause 21)**

GCC 21.1—The Governing Language shall be English

**9. Applicable Law (GCC Clause 22)**

GCC 22.1—The Contract shall be interpreted in accordance with the laws applicable in the jurisdiction of the province of Punjab (Pakistan):

**10. Notices (GCC Clause 23)**

GCC 23.1—Procuring Agency's address for notice purposes: Chief Executive Officer, Mayo Hospital Lahore.

Service Provider's address for notice purposes: [Insert Address Of Service Provider]

**11. Duration of Contract (GCC Clause 26)**

GCC 26. The contract shall come in to force from the date of signing of contract or date of commencement of services whichever is earlier. Initially the contract will be for one (1) year. However, the same would be extended by the competent authority, on the satisfactory performance by the contractor for further a period of one year on the same rate & TORs. Extension in the contract agreement shall be the discretion of

the procuring agency and the contractor has no right to claim further extension as a matter of right in the contract.

12. The Procuring agency shall not be liable to payment if conditions for payment is not adhered and fulfilled.

**Section-VII. Schedule of Requirements/ Deployment Plan**

PROVISION OF 365 DAYS /24 HOURS JANITORIAL SERVICES IN Mayo Hospital Lahore					
DETAILS OF JANITORIAL SERVICES/HUMAN RESOURCE REQUIRED					
Bid Ref No.	Supervisor Nos.	Janitor Nos.		Sewer man Nos.	Total Human Resource
		Male	Female		
PA/CEO/19759-64/MH	15	190	60	05	270

- Service Provider will supply all the staff necessary to complete the duties as mentioned in the documents. Service Provider will supply all the staff /Janitorial Personnel's necessary to complete the duties as mentioned in this document.
- The Service Provider is required to deploy 100% Human Resource as per above table at Mayo Hospital Lahore round the clock (365 days/ 24 Hours a Day including Sundays & Holidays).
- The service provider shall deploy the Janitorial Staff as per above table for commencement of the services within one week after signing of contract.
- 270 Janitorial workers must be present from Monday to Saturday (100% attendance is mandatory from Monday to Saturday).
- The procuring agency will require the services of 150 Janitorial workers on Sundays and public holidays so the cost of extra hours of Sundays/ public holidays is included in this management cost section as reliever cost.
- Operational Responsibilities

The service provider shall provide Janitorial Services in 03 shifts (8 hours per shift i.e. Morning, Evening and Night ) round the clock (365 days a year / 24 hours a day Including Sundays & Holidays), for the contract period as per the requirements set out in the service specifications, detailed later in this section. It

It is to be noted that Janitorial services should not be compromised / interrupted under any case / circumstances.

The scope of services are included but not limited to Surgical Tower, Indoor Block, Paediatric Medicine & Surgery, Eye Block and any other areas of the Hospital as decided by the authority of the Mayo Hospital, Lahore.

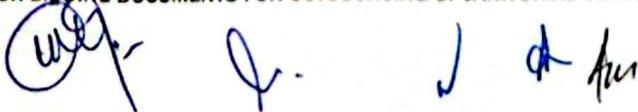
The janitorial staffs are responsible to clean and disinfect the biomedical and non-biomedical equipment including ICU and ward beds after use under the supervision of hospital staff as per international standards.

The service provider must abide by prevailing labour laws including but not limited to payment of Minimum wages, Social Security and EOBI to its employees concerning janitorial services. The Procuring Agency reserves the right to seek proof if the same is being paid to the personnel, the failure of which can lead to the Termination of the Contract and/or forfeiture of Performance Guarantee as per PPRA Rules.

The service provider shall provide two uniforms and one pair of shoes every six months, identification cards (ID), Personnel Protective Equipment (PPE) etc. to its entire janitorial staff deployed at the hospitals free of cost and ensure its proper usage by the janitorial staff. Each uniform will comprise of trousers, shirt, pair of socks, pair of shoes, disposable face masks, disposable gloves etc. Supervisors shall ensure that disposable items and the uniform are made available to the janitorial staff as per weather requirements (vest, Covid-19 care essentials like gloves & masks and standard labor shoes), identification cards; personal protective equipment etc. to its entire staff deployed at the hospital and ensure proper maintenance of it. Further, the staff would be in clean uniform at all the times.

Dress code of Janitorial Staff must be as per below mentioned descriptions:

Sr.#	Specification	Description
1.	Type	Good Quality Janitorial Suit (Trousers Shirt) as per approved sample
2.	Color	Yellow
3.	Logo / Tag Line	"Janitorial Staff" as Tag Line must be mentioned on the Back of the Shirt
4.	Identification	Identification shall include display of valid company ID, containing name and picture of the person, at all times while



in the hospital as part of their uniform requirements

Security Clearance of the staff from the concerned Law Enforcement Agencies (LEAs) provided to procuring agency / hospital will be the responsibility of Service Provider.

The firm / company have to deploy Staff (HR) at site as per Schedule of Requirement.

The contact details of every deployed staff member to be provided by the firm / company in first month of the contract execution to procuring agency / hospital.

The janitorial staff shall be allowed the leaves as per relevant labour laws. However, service provider shall ensure 100% availability of janitorial staff for duty round the clock.

The service provider will ensure provision of the janitor as mentioned in Schedule of Requirement.

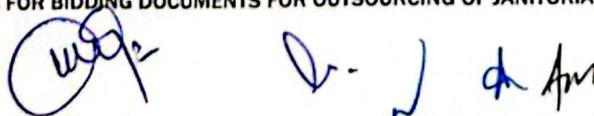
The Inventory of Janitorial Consumables for at least one month shall always be maintained by Service Provider in the hospital premises and Hospital administration will issue the purchase order accordingly. The Hospital will facilitate the service provider for safe storage of supplies.

This Clause has been dropped due to the outsourcing of Janitorial Services without Janitorial supplies.

This Clause has been dropped due to the outsourcing of Janitorial Services without Janitorial supplies.

The daily inventory will be provided to the nominated supervisor of firm for use after appropriate defacing of the item and entry in distribution / stock register. The same shall be signed by Hospital Administration and Supervisor of firm.

The service provider shall also provide wet floor signage written in URDU as per requirement of hospital.



## Section-VIII: Forms

### 8.1 Bid Form

[To be signed & stamped by the Service Provider and reproduced on the letter head.]  
[To be attached with the Financial Bid]

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

To

Chief Executive Officer  
Mayo Hospital Lahore

Having examined the Bidding documents including Addenda Nos. [Insert Numbers], the receipt of which is hereby duly acknowledged, we, the undersigned, in conformity with the said Bidding documents for the sum of [total Bid amount in words and figures] or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 05% of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring Agency.

We agree that our Bid will be valid for a period of 180 Days from the date fixed to Bid opening under Clause 2.3.7 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

The Composition of our bid consists on separate Technical and financial bids, detail of which is as follows:

Technical bid includes the following:-

All documents required in the Bidding Documents

Financial bid includes the following:-

- a) Original Bid form (as per form 8.1 of Bidding documents) on letter head of the firm, duly signed and stamped.
- b) Price schedule / financial form (as per form 8.7) to be reproduced on the letter head of the bidder duly signed and stamped.
- c) Original Bid Security Form (as per form attached) along with Original Bid Security (Bank Guarantee / Bank call-deposit (CDR) / Demand Draft (DD) / Pay Order (PO) ] valid for 180 Days.
- d) Any other document required by the procuring agency not inconsistent with PPR-14.

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
[signature]

\_\_\_\_\_  
[in the capacity of]

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

## 8.2. General Information Form

[To be signed & stamped by the Bidder and reproduced on the letter head.]

[To be attached with Technical Bid]

PARTICULARS			
Company Name			
Abbreviated Name			
National Tax No.		Sales Tax Registration No	
PRA Tax No.		Company's Date of Formation	
No. of Employees			

*\*Please attach copies of NTN, PST Registration & Professional Tax Certificate*

Registered Office Address		State/Province	
City/Town		Postal Code	
Phone		Fax	
Email Address		Website Address	

### 8.3. Affidavit

[To be printed on PKR 100 Stamp Paper, duly attested by Oath Commissioner.]

[To be attached with Technical Bid]

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

(Bidder)

I, the undersigned, do hereby certify that all the statements made in the Bidding document and in the supporting documents are true, correct and valid to the best of my knowledge and belief and may be verified by the procuring agency, at any time, deems it necessary.

The undersigned hereby authorize and request the bank, person, company or corporation to furnish any additional information requested by the *Mayo Hospital Lahore* deemed necessary to verify this statement regarding my (our) competence and general reputation.

The undersigned understands that we have to comply with the Minimum Wage Rate Notification of the Government of the Punjab and shall pay the personnel accordingly.

The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the *Mayo Hospital Lahore*. The undersigned further affirms on behalf of the firm that:

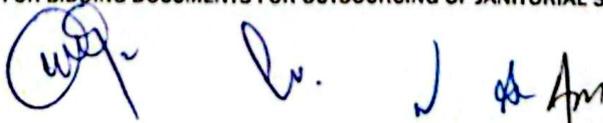
- (i) We are not barred / blacklisted or disqualified by the procuring agency (Mayo Hospital Lahore) / PPRA for all Procuring Agencies in Punjab.
- (ii) We have provided authentic documents/photocopies with our Bid. In case, any fake/bogus document is found at any stage, the firm shall be blacklisted as per Law/ Rules.
- (iii) We declare that information contained in our bid is correct.
- (iv) We shall have sufficient amount/bank balance to pay the salaries of our staff for a period of three months at least in case of delay of payment from the hospital.
- (v) We undertake to treat all information provided as confidential.

*Signed by an authorized Officer of the company*

Title of Officer: \_\_\_\_\_

Name of Company: \_\_\_\_\_

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



### 8.4. Performance Guarantee Form

To,  
Chief Executive Officer  
Mayo Hospital Lahore

WHEREAS (Name of the Service Provider) \_\_\_\_\_  
hereinafter called "the Service Provider" has undertaken, in pursuance of "INVITATION TO BID  
FOR THE "PROVISION OF JANITORIAL SERVICES IN Mayo Hospital Lahore  
for procurement of Janitorial Services.

AND WHEREAS, it has been stipulated by you in the Contract that the Contractor shall furnish  
you with a bank guarantee by a scheduled bank for the sum specified therein as security for  
compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS, we have agreed to give the Contractor a Guarantee;

THEREFORE, WE hereby affirm that we are Guarantor and responsible to you, on behalf of the  
Contractor, up to a total of \_\_\_\_\_ (Amount of the guarantee  
in words and figures), and we undertake to pay you, upon your first written demand, and  
without cavil or argument, any sum or sums as specified by you, within the limits of  
\_\_\_\_\_ (Amount of Guarantee) as aforesaid without your needing to  
prove or to show grounds or reasons for your demand or the sum specified therein.

[NAME OF GUARANTOR]

Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Title \_\_\_\_\_  
Address \_\_\_\_\_  
Seal \_\_\_\_\_  
Date \_\_\_\_\_

*(Handwritten signatures and initials)*

**8.5. Technical Bid Form**

*[To be signed & stamped by the Bidder and reproduced on the letter head]*

*[To be attached with Technical Bid]*

**Insert Details Of Technical Offer Here**

**Stamp & Signature of Bidder \_\_\_\_\_**



## 8.6. Contract Form

THIS AGREEMENT made on the \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_ between Mayo Hospital Lahore, (hereinafter called "the Procuring Agency") on the one part and [name of Service Provider] of [city and country of Service Provider] (hereinafter called "the Service Provider") on the other part:

WHEREAS the Procuring Agency invited Bids for *Janitorial Services* at Mayo Hospital Lahore and has accepted a Bid by the Service Provider for the supply of those services in the sum of [contract price in words and figures] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Bid Form and the Price Schedule submitted by the Bidder;
  - (b) the Schedule of Requirements;
  - (c) the Scope of Services;
  - (d) the General Conditions of Contract;
  - (e) the Special Conditions of Contract; and
  - (f) the Procuring Agency's Notification of Award.
  - (g) the Performance Bank Guarantee
  - (h) Complete Bidding document
  - (i) Any other document deemed necessary by the Procuring Agency.
3. In consideration of the payments to be made by the Procuring Agency to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Procuring Agency to provide the services in accordance with the provisions of the Contract and as required under Section VII Schedule of Requirements/ Deployment Plan.
4. The Procuring Agency hereby covenants to pay the Service Provider in consideration of the provision of services, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

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

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Procuring Agency)

Signed, sealed, delivered by \_\_\_\_\_ the \_\_\_\_\_ (for the Service Provider)



## 8.7. Financial Bid Form/Price Schedule

*[To be signed & stamped by the Bidder and reproduced on the letter head]*

*[To be attached with Financial Bid]*

*[Please follow the Minimum wage rate, which should be strictly adhered to as per prevailing rates in addition to Management Charges]*

{Location, Date}

To

The Chief Executive Officer  
Mayo Hospital, Lahore

We, the undersigned, offer to provide the services for tender of Procurement of Janitorial Services for Mayo Hospital, Lahore in accordance with your Bidding Document dated [Insert Date] and our Technical Bid.

Our attached Financial Bid(s) are hereby submitted as per bid form for the accumulative amount {Indicate the corresponding amount(s) currency (ies)} [Insert Amount(s) In Words and Figures], *inclusive of all taxes*. The estimated amount of taxes is [Insert Currency] [Insert Amount In Words and Figures]. Our Bid shall be binding upon us up to expiration of the validity period of the Bid.

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

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

We remain,

Yours sincerely,

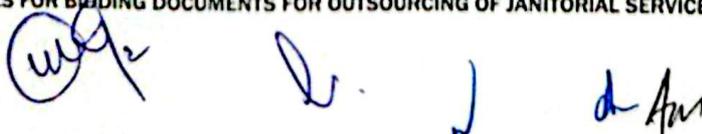
Authorized Signature (In full and initials): \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

In the capacity of: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_



**Financial Bid Form 8.7.2**

*[To be signed & stamped by the Bidder and reproduced on the letter head]*

*[To be attached with Financial Bid]*

**JANITORIAL SERVICES FOR Mayo Hospital, Lahore**

**Name of Bidder:**

**Mailing Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Cell No.** \_\_\_\_\_ **What's App No.:** \_\_\_\_\_

**Income Tax Registration No.**

**PRA Registration No.**

**GST Registration No (if applicable).**

**PESSI/ IESSI Registration No.**

**EOBI Registration No.**

**Total Amount on monthly basis (PKR) as per Financial Bid Form 8.7.3:**

**Total Amount on annual basis (PKR) as per Financial Bid Form 8.7.3:**

**Sign:**

**Designation:**

**Stamp:**

**Lowest Determination Factor**

**Aggregate of only Management Cost as this tender is without janitorial supplies as described in Financial Bid Form 8.7.3**

*(Signature)*

*(Signature)*

*(Signature)*

## Financial Bid Form 8.7.3

[To be signed & stamped by the Bidder and reproduced on the letter head]

[To be attached with Financial Bid]

### BREAKDOWN OF COST

Description	Number of Personnel	Minimum Wage (PKR)	PESSI / IESSI 06%	EOBI 05%	Income Tax 04%	PST 16%	Rate (PKR) per worker per month	Total Cost (In PKR) for one Month
Supervisors	15	45,000 (fixed)	2,700 (fixed)	2,250 (fixed)	2,430 (fixed)	8,381 (fixed)	60,761 (fixed)	A= 911,415
Total Janitorial Personnel (male +Female)	250	40,000 (fixed)	2,400 (fixed)	2,000 (fixed)	2,160 (fixed)	7,450 (fixed)	54,010 (fixed)	B=13,502,500
Sewer man	05	40,000 (fixed)	2,400 (fixed)	2,000 (fixed)	2,160 (fixed)	7,450 (fixed)	54,010 (fixed)	C= 270,050
*Management Charges /Month	(Cost on account of Janitor Equipment (list must be attached with price), biometric attendance machine, uniforms, reliever cost, profit etc.) Inclusive of all taxes.  <i>Mayo hospital will require the services of 150 Janitorial workers on Sundays and public holidays so the cost of extra hours of Sundays/ public holidays is included in this management cost.</i>							D
<b>Total Price per month (PKR)</b>							<b>A+B+C+D= Z</b>	
<b>Total Price per annum (PKR)</b>							<b>Z x 12</b>	

**NOTE :**

- i. The cost incurred on account of minimum wage will remain same for all bidders and will only change in case of change in Minimum Wage Rate through official notification; the contract price based on minimum wage rates shall be adjusted on prorata basis by the procuring agency.
- ii. The lowest evaluated bidder will be determined on the basis of aggregate of Management Cost and as the other costs are fixed for all the bidders.
- iii. The Management Cost will include but not limited to the additional amount being paid to janitorial staff over and above the minimum wage, cost on account of relievers, cost of equipment, biometric attendance machine, uniforms etc and profit
- iv. The management cost will also be subject to Income tax and PST etc.
- v. The cost of Janitorial supplies will be subject to Income tax and GST etc.(not applicable in this tender)
- vi. The Bidder shall quote the management charges on some rationale, which has to be justified before the procuring agency for its viability; otherwise, the bid shall stand rejected.
- vii. 270 Janitorial workers must be present from Monday to Saturday (100% attendance is mandatory from Monday to Saturday).
- viii. The procuring agency will require the services of 150 Janitorial workers on Sundays and public holidays so the cost of extra hours of Sundays/ public holidays is included in this management cost section as reliever cost

- ix. **The service provider shall have sufficient amount/bank balance to pay the salaries of its staff in time before the 10th on every month for a period of three months at least in advance.**
- x. **Number of JANITORIAL Personnel & Supervisor may be increased or decreased as per requirement of the procuring agency. However, the approved prices shall remain the same. The requirement /quantity mentioned in the Schedule of Requirement will be used for evaluation purpose.**
- xi. **The bidder shall have to abide by the circular / instructions issued by Punjab Procurement Regulatory Authority from time to time. Failing to comply with the said instructions will result in non-responsiveness of the bidder.**
- xii. **As per aforementioned PPRA circular and clarification letter of PPRA regarding Rules & Regulations of Labor Law vide No. L&M(PPRA)1-15(SOC)(AB)(LHR)(5)/2014/Com/P4 dated 17-08-2021, the Financial Bid(s) of the Bidder(s) will be declared Nonresponsive if the rates quoted by the bidder are not justified or do not include minimum applicable prevalent wage rate, applicable taxes, contributions to EOBI and PESSI.**

  
 Law Officer  
 Mayo Hospital Lahore  
 (Member)

  
 Director Finance / Account Officer  
 Mayo Hospital Lahore  
 (Member)

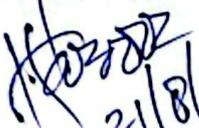
  
 Addl: Medical Superintendent (CMS)  
 Mayo Hospital Lahore  
 (Member)

  
 Addl: Medical Superintendent (P)  
 Mayo Hospital Lahore  
 (Member)

  
 Addl: Medical Superintendent  
 (Admn)  
 Mayo Hospital Lahore  
 (Member)

  
 Medical Superintendent  
 Mayo Hospital, Lahore  
 (Chairman)  
 as per SBDs/Guideline  
 on 20/8/25

Chief Executive Officer  
 Mayo Hospital Lahore

  
 21/8/25

## 8.8. Bid Security Form

*[To be signed & stamped by the Bidder and reproduced on the letter head]*

*[To be attached with Financial Bid]*

Whereas *[name of the Bidder]* (hereinafter called "the Bidder") has submitted its Bid dated *[date of submission of Bid]* for the supply of *[name and/or description of the services]* (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that we *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called "the Bank"), are bound to Mayo Hospital Lahore (hereinafter called "the Procuring Agency") in the sum of Rs. \_\_\_\_\_ for which payment well and truly to be made to the said Procuring Agency. The Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring Agency during the period of Bid validity:
  - (a) fails or refuses to execute the Contract Form, if required; or
  - (b) fails or refuses to furnish the Performance Guarantee, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including thirty (30) days after the period of Bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_  
*[signature of the bank]*

## FINES &amp; PENALTIES

Sr.#	SUMMARY OF PENALTIES	PENALTIES IN PKR
1.	Attendance less than 100% (Absent / Vacant / Not Deployed) (It should be the responsibility of Service Provider to maintain 100% attendance (each day) of HR as mentioned in the Contract. In case any of service provider's personnel(s) as mentioned under the contract is (are) absent / Vacant / Not-deployed, for every missing personnel that was required to stay on duty for that particular day, a penalty as mentioned in column 03 shall be charged)	Rs. 1000 as penalty in addition to deduction amount of quoted daily wage per day per personnel as per contract  (Amount of quoted daily wage rate will be calculated on the basis of 30 days per month)
2.	In case of Absent / Vacant / Not Deployed during public/local holidays or any other special occasions (penalty at Sr # 01 will not implement for that particular day)	Rs. 1,000 as penalty in addition to deduction amount of quoted daily wage per day per personnel as per contract
3.	Staff is found without uniform. Supervisor will wear distinctive vest.	Rs. 1000 will be charged for each such staff for that particular day.
4.	In case any of service provider's personnel deployed under this contract is not present at his assigned place of duty during inspection or is a habitual late comer or leaves early.	Penalty of Rs. 500/- per vacant point / late arrival / early leaving per shift will be imposed.
5.	If any worker (after performing duties for complete month) is not paid minimum wage as per the number of days he / she performed the duty.	Rs. 10,000 + (Difference of Amount between paid salary and notified minimum wage rate) shall be imposed as penalty per person per month.
6.	Janitorial Service provider will ensure the disbursement of salaries within 10 days of each month. *The service provider will be responsible for paying his employees in the institution in the first 10 days of every month. Such payment will not	Rs. 500 per staff per day till 30 <sup>th</sup> of same month. <i>The penalty shall not be imposed / applicable if payments are delayed to the service provider by procuring</i>




	depend on the payments made by the institution to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid.	agency for more than 90 Days.
7.	Janitorial Equipment (floor Scrubber / Collection Trolleys / Janitor Trolleys) handed over by the Hospital in functional condition at the start of the Contract to the Service Provider, if found broken or non-functional.	Rs. 3000 per instance for a particular month
8.	If service provider is found involved in any misuse / pilferage / anomaly of Janitorial Supplies/ consumables.	Rs. 5,000 will be charged in addition to termination of individual along with punitive action as per law and amount of loss incurred by the hospital as approved by inquiry committee.
9.	Non-Provision of Supplies within stipulated Time (25 <sup>th</sup> of previous month plus five days as a grace period)	Rs. 15,000 per day for that particular month.
10.	Procuring agency may desire to replace any personnel(s) with justifiable reason and failure to do so in seven (07) days shall be considered a breach of contract.	Rs. 2,000 per Day per personnel will be imposed for non-compliance of directions of procuring agency.
11.	Any protest or strike observed by the staff / janitors etc. due to reasons not attributable to procuring agency will be considered a breach of contract and may lead to issuance of show cause notice / explanation letter in addition to the fine mentioned in column 03. Three show cause notices / explanation letters may lead to blacklisting proceedings along with forfeiture of performance guarantee, as per discretion of the procuring agency.	Rs. 50,000 per incident per day till calling off the strike
12.	If Service Provider fails to maintain the situation of cleanliness as described in Daily Monitoring section.	a) Rs. 5,000 for High Risk Area b) Rs. 3,000 for Moderate Risk Area c) Rs. 2,000 for Low Risk Area
13.	If the service provider scores less than 85% in the monthly score. (Service providers will be expected to maintain an average minimum score of 85% as well as 85% in each respective category at all times.)	Rs. 50,000 per month (for 1st month). If this continues for another month, the second month's fine will be doubled to Rs. 100,000 and then doubled again to Rs. 200,000. If the score remains below 85% in the third consecutive month, then procuring agency may terminate the contract by serving a one-month termination notice to the service provider.

*Handwritten signature*

*Handwritten signature*

14.	In case any (Public / General) complaint is received attributable to misconduct / misbehaviour, financial benefits of service provider's personnel & is assessed as true by hospital administration, (depending on the severity of the incidence) for each such incident shall be levied and the same shall be deducted from service provider's bill. The service provider must require to surrender the accused personnel up till the charge will be proven or otherwise.	Rs 10,000/- will be charged per case
-----	--	--------------------------------------

**IMPORTANT POINTS:**

- a) Any protest or strike observed by the janitorial staff due to any action of the Service Provider i.e. Late / Non disbursement of salary, Non-compliance of Minimum Wage Rate etc. will be considered a breach of contract and may lead to issuance of show cause notice / explanation letter in addition to the penalty mentioned. Three show cause notices / explanation letters may lead to termination of contract. In addition to that procuring agency may initiate blacklisting proceedings along with forfeiture of performance guarantee, as per discretion of the procuring agency. An occurrence of strike will be documented by the hospital administration and the reasons of strikes shall not be attributed to the procuring agency.
- b) Penalty should be charged in case the contractor fails to enroll 100% HR on any day as agreed in the contract. For example if 100 personnel are agreed then there must be 100 person enrolled on each day. If on any day the enrolled personnel are supposed to be 99 then penalty should be charged for missing 1 personnel.
- c) The amount of the penalty will be imposed / approved / recommended by Administrative Head of the Institution

**Note:** The administration and service provider shall create a WhatsApp Group to address the operational issues and complaint management for immediate response. However, official correspondence shall be made as per Govt. norms. The respective hospital will share the details of the performance penalties from time to time to the Service Provider.




## SALARY VERIFICATION CERTIFICATE BY HOSPITAL ADMINISTRATION

SALARY VERIFICATION CERTIFICATE					
For the Month of _____					
(As per Prevailing Labour Laws, Minimum Wage Rate and any other)					
Sr.	Name of Janitorial Staff	CNIC	No. of Days Worked	Amount Paid	(Verified / Not Verified)
1					
2					
3					
4					

## Signature &amp; Stamp of Authorized Person

Note: The Service provider shall be bound to pay its staff before 10<sup>th</sup> of each month through E-channel only, and the E-channel Receipt (signed & stamped by Service Provider) must be attached with the Monthly Invoice of the same month for processing. However, E-channel receipt shall be a mandatory part of monthly invoice from the second month of commencement of services. It is further clarified that above Salary Verification Certificate for a particular month should be part of monthly invoice from the day first.

Handwritten signatures and initials in blue ink, including a large circular signature on the left and several smaller initials and marks to the right.



## SECTION IX- CHECK LIST

The provision of this checklist is essential prerequisite along with submission of tenders (with technical proposal).

The sequence of Technical Bid must be as per below mentioned table.

MANDATORY REQUIREMENTS		
1.	Bid Security of estimated cost of articles / items given by the department. The copy of Bid Security must be submitted with Technical Bid and original shall be attached with the Financial Bid.	Flag - A
2.	Technical Bid Form (as per of Bidding documents) on letter head of the firm duly signed and stamped.	Flag - B
3.	Bid Form (as per Bidding documents) on letter head of the firm, duly signed and stamped.	Flag - C
4.	Performance Guarantee Form (as per of Bidding documents) on letter head of the firm, duly signed and stamped.	Flag - D
5.	General Information Form (as per Bidding documents) on letter head of the firm duly signed and stamped.	Flag - E
6.	Affidavit (as per bidding documents) on non-judicial Stamp Paper of Rs.100/- (i) The firm is not black listed by the procuring agency. (ii) The documents/photocopies provided with Bid are authentic. In case of any fake/bogus document look at any stage. They shall be black listed as per Rules / Laws. (iii) Affidavit for correctness of information. (iv) Undertaking that the janitorial personnel shall be given minimum wage salary notified by the Punjab Government. Affidavit for correction of information Form (as per form of Bidding documents) on letter head of the firm, duly signed and stamped.	Flag - F
7.	The Bidder shall be a legally registered entity with the formal intent to enter into an agreement.	Flag - G
8.	The Bidder must have an active National Tax Number (NTN).	Flag - H
9.	The Bidder must have an active Punjab Revenue Authority (PRA) registration Number.	Flag - J
10.	The Bidder is not barred/ blacklisted or disqualified by Procuring Agency. The Bidder will submit an undertaking in this regard.	Flag - K
11.	The Bidder shall have valid registrations with EOBI and PESSI/ IESSI and ensure that they adhere to the guidelines / laws of the said entities.	Flag - L
12.	The copy of the Bidding Document duly signed and stamped on each page by the Bidder shall be attached with the Technical Bid whose each page must also be signed and stamped by the bidder.	Flag - N
<b>Technical Evaluation Criteria</b>		
Experience and past performance of the firm		
1.	Projects	Flag - P

Human Resource and Managerial Strength	
2. Number of Janitorial Staff	Flag - Q
Financial Capability/strength	
3. Audited Financial Statements of the requisite financial years	Flag - R
Any other documents required in this Bidding Documents	

Stamp & Signature of Bidder \_\_\_\_\_

  
 Law Officer  
 Mayo Hospital Lahore  
 (Member)

  
 Director Finance / Account Officer  
 Mayo Hospital Lahore  
 (Member)

  
 Addl: Medical Superintendent (CMS)  
 Mayo Hospital Lahore  
 (Member)

  
 Addl: Medical Superintendent (P)  
 Mayo Hospital Lahore  
 (Member)

  
 Addl: Medical Superintendent  
 (Admn)  
 Mayo Hospital Lahore  
 (Member)

  
 Medical Superintendent  
 Mayo Hospital, Lahore  
 (Chairman)  
 as per SBDs/guidelines  
  
 20/8/25

Chief Executive Officer  
 Mayo Hospital Lahore  
  
 21/8/25

