



DOW UNIVERSITY OF HEALTH SCIENCES

Baba-e-Urdu Road, Besides Civil Hospital, Karachi
Direct No: 92-21-99216065 Fax: 99216065, Tel: 99215754-57 Ext: 5604
Website: www.duhs.edu.pk, E-mail: directorpd@duhs.edu.pk

N.I.T No. DUHS/P&D/2017/8767(1)

Dated: 6th July, 2017

JANITORIAL SERVICES

DATE OF SUBMISSION OF TENDER: 01-08-2017 at 11:00 HRS.
DATE OF OPENING OF TENDER: 01-08-2017 at 11:30 HRS.

**At Directorate of Planning & Development, 3rd Floor Admn. Block
Dow Medical College, Baba-e-Urdu Road, Besides Civil Hospital, Karachi**

SCOPE OF WORK

The interested bidders 1 provide the “**JANITORIAL SERVICES**” on monthly charges basis to the Dow University of Health Sciences (DUHS), Karachi.

TERMS & CONDITIONS

- 1) Bids should be submitted in accordance with SPPRA Rules 46 (2) – **Single Stage Two Envelope Procedure:**
 - (a) Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
 - (b) Envelopes shall be marked as “**FINANCIAL PROPOSAL**” and “**TECHNICAL PROPOSAL**” in bold and legible letters to avoid confusion;
 - (c) Initially, only the envelope marked “**TECHNICAL PROPOSAL**” shall be opened;
 - (d) Envelope marked as “**FINANCIAL PROPOSAL**” shall be retained in the custody of the procuring agency without being opened;
 - (e) Procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
 - (f) No amendments in the technical proposal shall be permitted during the technical evaluation;
 - (g) Financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
 - (h) Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
 - (j) Best evaluated bidder with 75% Technical and 25% Financial, shall be accepted.
- 2) The committee in the presence of the bidders or their authorized representatives, who may like to be present, will open the bids.
- 3) The Bids shall be evaluated in accordance with the specified evaluation criteria.

- 4) In case of discrepancies between the Invitation for Bids (IFB) / Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.
- 5) Any Bid not received as per terms and conditions of the Bid Document is liable to be ignored. Offer shall not be considered if:
 - i. Bid received without original bid document purchase receipt.
 - ii. Bid received without prescribed Bid Security.
 - iii. Bid received after the time and date fixed for the bid opening.
 - iv. Unsigned Bid.
 - v. Ambiguous Bid.
 - vi. Conditional Bid.
 - vii. Bid from a firm blacklisted, suspended or removed from the approved list.
 - viii. Bid through telegram.
 - ix. Bid with shorter bid validity period.
 - x. Bid not conforming to the technical requirements
- 6) The bidders are expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish complete information required in the bidding documents or to submit a bid not substantially responsive to the bidding documents may result in rejection.
- 7) **Technical Proposal should have the following documents:**
 - i. Original bid document purchase receipt, else the bids will be rejected. For alternate offer a separate Original bid document purchase receipt of Tender Fee amounting to **Rs. 2,000/- (Non-Refundable)** shall be submitted, otherwise both Proposals will be ignored.
 - ii. Photocopy of Pay Order / Demand Draft of Bid Security should be attached after hiding the amount in figure and words of the Pay Order / Demand Draft, otherwise the bid will not be considered.
 - iii. Copy of the Price Schedule without showing the rates.
 - iv. Complete Profile of the Bidder with legal status, organization structure and nature of business.
 - v. Valid License for the relevant business (if applicable)
 - vi. List of similar services provided to Public Sector Organizations including details of the services currently in operation.
 - vii. A certificate / affidavit that firm (or consortium) is not black listed by any Government / Semi Government / Autonomous Body etc. and not involved in any kind of insolvency litigation.
 - viii. Last three years audited financial statements / income tax return form.
 - ix. Key professional staff qualification.
 - x. Company Staff List with details of Workshop etc.
 - xi. Income Tax Certificate / SRB Certificate / Valid Professional Tax Certificate, GST Registration Certificate (if applicable) etc.
 - xii. Sealed letter from Bank that bidder can perform monthly business of more than *OR* equal to **Rs. 5.000 Million**.

- 8) **Financial Proposals should have the following documents:**
- i. Original Pay Order / Demand Draft of Bid Security.
 - ii. Original copy of the Financial Proposals with Quoted price and prescribed certificate.
- 9) Bid will be valid for 90 days from the date of opening bids. The bidders shall quote their prices inclusive of all applicable duties and Taxes / Logistic Charges etc. and all other expenses.
- 10) The tender must be free from erasing, cutting and over writing. In case of erasing, cutting and over writing, authorized person should initial it duly stamped, else the offer will not be entertained.
- 11) The rates of each item should be written in figures as well as in words. Arithmetical errors will be rectified on this basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and the quantity, the unit price shall prevail and the total price shall be corrected. In case of discrepancy the price in words will be authenticated and final.
- 12) The bidder must be registered with GST / SRB and Income Tax Departments (copies to be attached).
- 13) The firm must be a valid license holder for the relevant business.
- 14) The firm should have a minimum of three (03) years' experience of similar assignments in the public sector organizations, including details of the services currently in operation and should have a proper setup / office at Karachi.
- 15) Last three years audited financial statements.
- 16) List of company profile with staff details.
- 17) In case of emergency, additional staff shall be provided by the bidder.
- 18) Each offer will accompany pay order or bank draft of the **2%** of the proposed bid as Bid Security but not more than **Rs. 2,000,000/-** (*Rupees two million only*) in favor of Dow University of Health Sciences, Karachi. The Bid Security is refundable to unsuccessful bidders but will be confiscated in case the bidder backs out or fails to abide by any condition of the agreement.
- 19) Expenses incurred on maintenance of premises as Janitorial Services will be borne by the bidder.
- 20) Bidder will follow the disciplinary rules of the DUHS.
- 21) DUHS reserves the right for the physical verification of any item included in contract in content of Janitorial Services, prior to the opening of the bids.
- 22) Conditional Bids against the Rules / policy will not be considered / entertained / accepted.

- 23) The tendered rate should be inclusive of all applicable taxes to Federal & Provincial Govt. or local bodies and will be deducted from the bill of the bidder / suppliers.
- 24) Required documents shall be submitted, if the bidders / Suppliers require Tax exemption facility regarding non deduction of Advance Income.
- 25) Successful bidder will enter into agreement for providing requisite services for a period of One (01) Year (extendable upto Three (03) Years with mutual consent) starting from the date of signing of contract.
- 26) During the currency of the contract, the firm will provide JANITORIAL SERVICES as per terms and conditions, to be settled later on in the shape of contract agreement.
- 27) Bidder will depute full time supervisors and other adequate staff for carrying out the desired services round the clock.
- 28) All cleaning material / chemicals / others used for Janitorial Services will be responsibility of the bidder.
- 29) Bidder will maintain the sufficient quantity of cleaning material / chemicals. Any damage due to use of detergent / chemicals will be the responsibility of the bidder and will be required to rectify.
- 30) All equipment and machinery used for Janitorial Services will be responsibility of the bidder including accessories and upkeep / maintenance of equipment and machinery.
- 31) Bidder will provide the Uniforms with identification of person on his own cost and expenses.
- 32) Bidder will be liable for and make good any loss or damage caused by any act or default on the part of his servant or employee to the said premises and / or DUHS property on which decision of DUHS will be final.
- 33) DUHS reserves the right to increase / decrease or delete the quantities of goods / services at the time of award of contract and also reserves the right to enhance the quantity of goods / services without any change in unit price or other terms and conditions of goods at any time during contract period.
- 34) The DUHS reserves the right to purchase full or part of the services or ignore / scrap / cancel the tender as per relevant rules of SPPRA-2010 (Amended 2013/14).
- 35) The successful bidders will have to deposit the performance security in the shape of a Pay Order / Demand Draft at 5% value of the contract amount. After the acceptance of the Bid, a work order may be issued during the bid validity period and if offer is not accepted by the Bidder, the Bid Security shall be forfeited by the PC.
- 36) Bid Security will be released to the bidder after deposit of requisite performance security. The performance security will be released within 30 days after successful completion of contract period.

- 37) Bidders shall purchase separate tender documents and furnish original Tender Purchase Receipt and prescribed Bid Security for each alternate offer in case they want to submit alternate offer. All the bids with alternate offers without separate Tender Purchase Receipt (original) and prescribed Bid Security shall not be considered and both bids, original and alternate will be rejected.
- 38) Bidders, whose bids are accepted, shall have to sign a written contract with the University on the judicial stamp paper amounting to **Rs. 500/-**. The Bidder shall pay Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.
- 39) The Bidder shall quote the bids on the attached Price Schedules only, and shall sign the certificate given therein to the effect that the services shall be provided exactly in accordance with the requirements of the PC. In case there is any deviation, it should be clearly stated by the Bidder separately, describing deviation from Specifications, otherwise it would be presumed that offer is strictly in accordance with the requirement and specifications.
- 40) Bidder should quote their firm and final rates.
- 41) Any conditional, ambiguous or incomplete offer in any respect shall be ignored. No supplementary or revised offer after the opening of bids shall be entertained.
- 42) The bidder shall have to accept any further conditions introduced by the Government during the period of contract.
- 43) An affidavit on legal stamp paper of Rs. 100/- to effect that the Bidder has not been blacklisted in the past on any ground by any Government (Federal or Provincial), a local body or a public sector organization. The Bidder will be debarred from the bidding process for submitting a false statement.
- 44) Payment of the bills will be subject to the deduction of mandatory government taxes/levies.
- 45) Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services.
- 46) The contract will be awarded to the technically lowest evaluated responsive bidder.
- 47) Redressal of Grievances & settlement of dispute will be as per SPPRA Rule-2010 (Amended - 2013/14).

All terms & conditions must be complied with.

DETAILS OF SERVICES

1. FLOOR MAINTENANCE / HARD SURFACES

- a) Sweep clean with dust mop
- b) Damp mop all surfaces
- c) Scrub clean all area of high spoilage
- d) Damp mop and buff marble / tile surface
- e) Buff brush all polished surfaces

2. FLOOR MAINTENANCE / CARPETED SURFACE

- a) Vacuums clean all surfaces
- b) Spot clean marks and spillage

3. STAIRCASES / ELEVATORS

- a) Sweep and damp mop staircases / elevators
- b) Sweep and damp mop emergency staircases / elevators
- c) Spot clean marks and spillage on staircases.

4. DUSTING

- a) Dust Furniture
- b) Vacuum clean cloth upholstery
- c) Vacuum dust curtain and drapes
- d) Vacuum dust venetian blinds
- e) Vacuum dust ledges, cornices etc.
- f) Vacuum dust walls and ceilings
- g) Remove finger marks from doors, glazing and furniture
- h) Dust and clean nameplates
- i) Dust and clean telephones
- j) Dust books and shelves

5. WINDOWS AND GLAZING

- a) Clean all windows both sides
- b) Clean all inside portion glazing
- c) Clean glazing and glass to maintain entrance
- d) Clean furniture glazing
- e) Clean all picture glazing
- f) Clean fly-screen and windows bars
- g) Damp wipe windows ledges
- h) To arrange ladder / stepladder / elevator for cleaning of glasses at height as and when required

6. JANITORIAL

- a) Empty all refuse bins as per safety and hospital regulations
- b) Wash and clean all bins
- c) Sweep clean waste disposal area
- d) Remove all waste and refuse from the premises
- e) Dispose off all waste and refuse to designated location
- f) Brooming / Cleaning all open areas
- g) Washing and cleaning all bathrooms as per hospital standard and requirements.
- h) Inform the concern department if insect found in any place of the hospital

7. WASTE DISPOSAL

- a) Empty all waste bins / receptacles
- b) Any useable item identified in dustbins DUHS staff would be informed immediately before disposal
- c) Empty and clean ashtrays
- d) Empty all refuse bins
- e) Wash and clean the bins / receptacles
- f) Replace plastic liners of the bins
- g) Sweep clean waste disposal area.
- h) Hospital / Laboratories Waste to be disposed as per DUHS waste management policy

ELIGIBILITY CRITERIA

1.	Name of the Firm	
2.	Address (Telephone, Fax & E-mail)	
3.	Year of Establishment <i>(Attach documentary evidence)</i>	
4.	Sales Tax Registration No. <i>(Attach documentary evidence)</i>	
5.	Income Tax No. (Annual Turnover supported by Income Tax Return)	
6.	Registration/Licences No. (if applicable) <i>(Attach documentary evidence)</i>	
7.	Whether Pay Order, for the Bid Security enclosed?	Yes [<input type="checkbox"/>] No [<input type="checkbox"/>]
8.	Clientage <i>(Attach as separate Annexure, if necessary)</i>	
9.	Experience related to similar assignments <i>(Attach as separate Annexure, if necessary)</i>	
10.	Managerial Capability a). Total No. of Permanent Staff: b). Total No. of Contract/Project Staff: <i>(Attach as separate Annexure, if necessary)</i>	a) _____ b) _____
11.	Assignment in Hand (Presently) <i>(Attach as separate Annexure, if necessary)</i>	
12.	Percentage of payment (Tentative) to be paid to the Staff out of total payment claimed by the bidder/firm from DUHS.	
13.	Banker's Name & Contact Details	
14.	Contact Person Date: _____	<hr style="width: 80%; margin: 0 auto;"/> <i>Name & Designation</i> <hr style="width: 80%; margin: 0 auto;"/> <i>Authorized Signature & Stamp</i>

TECHNICAL EVALUATION CRITERIA

The bids will be evaluated as per the following criteria;

S#	EVALUATION CRITERIA	Maximum Points
01.	A certificate / affidavit that the firm (or consortium) is not black listed by any Government / Semi-Government / Autonomous Body etc., and is not involved in any kind of insolvency litigation.	10
02.	NTN Certificate - Mandatory (05) SRB / GST Registration Certificate (05)	10
03.	Networking setup across Pakistan (1 mark for each setup upto maximum 5)	05
04.	Financial Turn-over for the last three years showing the financial soundness of the bidder <ul style="list-style-type: none"> • Supported by Audit Reports (10) • Balance Sheets (5) • Bank Certificate showing the monthly Turn-over of Rs. 5.000 million or above (5) 	15
05.	List of similar services provided to public sector organizations, during last 5 years.	20
06.	List of Services currently in operation. (4 points for each services)	20
07.	Managerial Capability	10
08.	List of Janitorial Staff on permanent roster	10
TOTAL POINTS		100

NOTE:

- I. Minimum 75 points are required to technically qualify.**
- II. The offer will not be entertained if the required documents have not been found attached.**
- III. Financial Bids of Technically qualified bidders will be opened exclusively.**

FINANCIAL PROPOSAL
PRICE SCHEDULE

DMC / IPM&R CAMPUS

S#	Particulars	Service Charges for Each	Required Quantity	Total Yearly Service Charges
1.	2.	3.	4.	5. (3 x 4)
1.	SUPERVISOR			
	a). DMC/IPM&R Campus			
	• Administration Block		01	
	• Girls Hostel		01	
	• New Academic Block		01	
	• IPM&R		01	
	JANITORIAL (MALE / FEMALE)			
	b). DMC/IPM&R Campus			
	• Administration Block		11	
	• Girls Hostel		12	
	• New Academic Block		11	
	• Arag Auditorium		01	
	• Lecture Hall		02	
	• IPM&R		10	
	• IPM&R (Female)		02	
	• Boys Hostel		04	
TOTAL AMOUNT				

FINANCIAL PROPOSAL

PRICE SCHEDULE

OJHA CAMPUS

S#	Particulars	Service Charges for Each	Required Quantity	Total Yearly Service Charges
1.	2.	3.	4.	5. (3 x 4)
2.	SUPERVISOR			
	a). Ojha Campus <ul style="list-style-type: none"> • Hostel Block Girls • Institute of Nursing • Dr. Ishrat ul Ibat Khan Institute of Oral Health Science • DIMC • Library Building • Boys Hostel • Administration Block 		01 01 02 03 01 01 02	
	JANITORIAL (MALE / FEMALE)			
	b). Ojha Campus <ul style="list-style-type: none"> • Dow Diagnostic Complex • School of Public Health • Hostel Block Girls • Institute of Nursing • Dow Pharmaceutical Lab. • NIDE • Volunteer Health Care • Purchase & Procurement • Dr. Ishrat ul Ibat Khan Institute of Oral Health Science • OPD Block • Dow University Hospital • T.B Hospital • New OPD Block • Hematology & Blood Bank • Clinical Lab. • DIMC • Guard Rooms, CCTV Room • College of Pharmacy • Sports Complex • Library Building • Boys Hostel • Administration Block 		06 03 08 09 02 03 02 02 19 02 74 07 07 04 04 20 02 07 04 07 08 15	
TOTAL AMOUNT				

FINANCIAL PROPOSAL
PRICE SCHEDULE

DOW LAB. COLLECTION POINTS

S#	Particulars	Service Charges for Each	Required Quantity	Total Yearly Service Charges
1.	2.	3.	4.	5. (3 x 4)
3.	DOW LAB. COLLECTION POINTS			
	<ul style="list-style-type: none">• Inside Karachi• Outside Karachi		58 26	
TOTAL AMOUNT				

CERTIFICATE

- We guarantee to provide the requisite service exactly in accordance with the requirements / specification in the invitation to this tender.
- We accept the terms and conditions of the contract as well as general provision applicable to Government contracts.

Signature: _____

Name: _____

C.N.I.C: _____

Designation: _____

Company Name: _____

Address: _____

Contact No.: _____

E-mail Address: _____