



E-STAMP

0159-20892627

PB-LHR-F419FAD0A678810F



Non-Judicial

Rs 10, 000/-

Description : CONTRACT - 22(A)(b)
 First Party : HELOU TECH JANITORIAL SERVICES PVT LTD [35000-0000000-0]
 Second Party : PRIMARY AND SECONDARY HEALTH CARE DEPARTMENT [35200-0000000-0]
 Agent : MUHAMMAD FAREED [35201-1573785-5]
 Stamp Duty Paid by : HELOU TECH JANITORIAL SERVICES PVT LTD [35000-0000000-0]
 Issue Date : 07-Mar-2023 10:13:32 AM
 Paid through Challan : 2023269F958BF5FD
 Amount in Words : Ten Thousand Rupees Only

Please Write Below This Line



Primary & Secondary
Healthcare Department

PROJECT MANAGEMENT UNIT

PRIMARY & SECONDARY HEALTHCARE DEPARTMENT

GOVT. OF THE PUNJAB.

Package no 18-

***'Provision of the Janitorial services for above mentioned
DHQ/THQ Hospitals of the Punjab.'***

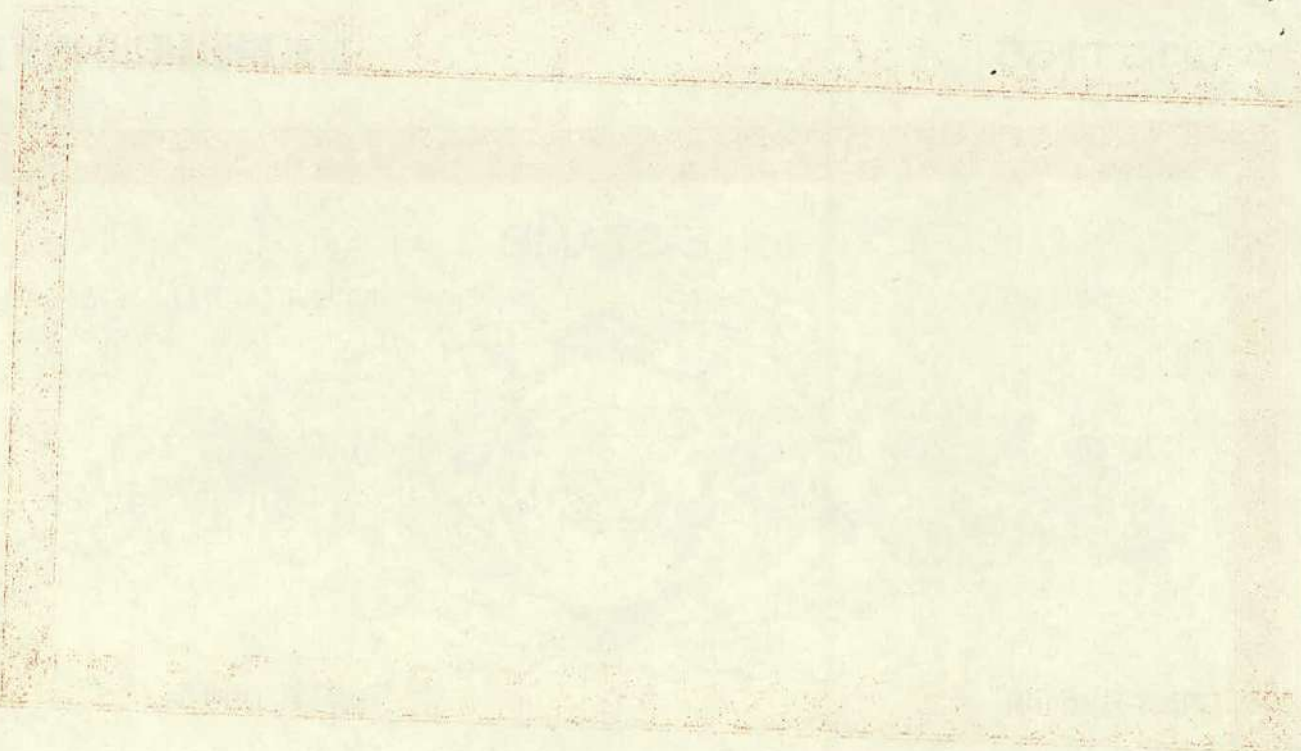
Between

**PROJECT MANAGEMENT UNIT (PMU) PRIMARY AND
SECONDARY HEALTHCARE DEPARTMENT
GOVT. OF THE PUNJAB**

AND

M/S HELOUTECH JANITORIAL SERVICES PVT LTD
Having registered office at
HOUSE NO. 5, STREET NO. 5 BANIGALA ISLAMABAD.





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Primary & Secondary
Healthcare Department

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CONTINUATION SHEET

CONTRACT FORM

This agreement made on the 17th day of May 2023 between *Project Management Unit, P&SH Department* (hereinafter called "the Procuring Agency") on the one part and **M/S HELOUTECH JANITORIAL SERVICES PVT LTD. HOUSE NO. 5, STREET NO. 5 BANIGALA ISLAMABAD, Pakistan** (hereinafter called "the Service Provider") on the other part; is the extension of the Award Letter No. P&SHD/PMU/OS/JAN-AAT-18/2022-23, dated 28th February 2023 and for starting of services since **01st March 2023**.

WHEREAS the Procuring Agency invited Bids for certain services, viz., *Janitorial Services* at District and Tehsil Headquarters Hospitals under the administrative control of Primary & Secondary Healthcare Department, Government of Punjab. and has accepted a Bid by the Service Provider for the supply of those services for Package No. 18 in the sum of PKR 134,293,200 (hereinafter called "the Contract Price"). The details are as under;

SR #	NAME OF HOSPITAL	HR STRENGTH			APPROVED RATE PER MONTH (PKR) INCLUSIVE OF ALL APPLICABLE TAXES			TOTAL AMOUNT PER MONTH INCLUSIVE OF ALL APPLICABLE TAXES (Rs)
		SUPERVISOR	JANITOR	SEWERMAN	SUPERVISOR	JANITOR	SEWERMAN	
113	THQ Sadiqabad	2	29	2	45,700	44,500	44,500	1,470,900
114	THQ Jampur	2	31	2	45,700	44,500	44,500	1,559,900
115	THQ Rojhan	2	19	2	45,700	44,500	44,500	1,025,900
116	THQ Ahmad Pur East	3	32	2	45,700	44,500	44,500	1,650,100
117	THQ Khanpur	3	32	2	45,700	44,500	44,500	1,650,100
118	THQ Liaqat Pur	2	25	2	45,700	44,500	44,500	1,292,900
119	DHQ Rajanpur	4	51	2	45,700	44,500	44,500	2,541,300
TOTAL CONTRACT AMOUNT (PKR) PER MONTH (INCLUSIVE OF ALL APPLICABLE TAXES)(Rs)								11,191,100
TOTAL CONTRACT AMOUNT (PKR) PER YEAR (INCLUSIVE OF ALL APPLICABLE TAXES)(Rs)								134,293,200

Note. The hospitals shall order consumables as per requirement and within the limits of quantities as mentioned in table below and invoice shall be processed accordingly.

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 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.



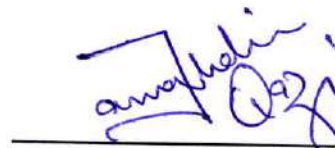
 For and On behalf of

Project Management Unit (PMU),

Primary & Secondary Healthcare Department, Government of Punjab




 Witnesses 1



 Witnesses 2

Ahmed Iilani
 (Director)



 For and On behalf of

M/S HELOUTECH JANITORIAL SERVICES



FAROOQ AZAM

 Witnesses 1



33100-18033627

Asif Masih

 Witnesses 2



35202-5041853-3

SCOPE OF SERVICES

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide Janitorial Services round the clock **(365 days a year, 7 days a week and 24 hours a day including Sundays & Holidays)** in the entrusted DHQ / THQ Hospitals, as mentioned in this document. The firm will be required to provide supplies as mentioned in the **Schedule of Requirement**.

1. Operational Responsibilities

- 1.1 The service provider shall provide Janitorial / Cleaning Services round the clock **(365 days a year, 7 days a week and 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 circumstances.
- 1.2 The janitorial staff is 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.
- 1.3 The firm 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.
- 1.4 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.
- 1.5 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.	Colour	Yellow / Orange Color or any other color approved by the procuring agency
3.	Logo / Tag Line	"Janitorial Staff" as Tag Line must be mentioned on the Back of the Shirt

- 1.6 Security Clearance of the staff provided to procuring agency will be the responsibility of Service Provider.
- 1.7 The firm / company have to deploy Staff (HR) at the health facilities as mentioned in the Schedule of Requirement.
- 1.8 The contact details of every deployed staff member to be provided by the firm / company in first month of the contract execution.
- 1.9 The janitorial staff will be allowed leaves as per relevant labour laws. However, service provider shall ensure 100% availability of janitorial staff for duty round the clock.
- 1.10 The service provider will ensure provision of the janitorial supplies as mentioned in **Schedule of Requirement**. The Hospital Administration through its Admin Officer or any other nominated officer will initiate request for supplies of next month (as per BOQ / UOM mentioned in the Schedule of Requirement) by 15th of each month and the same shall be provided by the service provider maximum by 25th of same month. However, before commencement of services the Service Provider shall top-up the inventory of Janitorial Consumables as per BOQ / UOM mentioned in the Schedule of Requirements.
- 1.11 The Inventory of Janitorial Consumables shall be maintained by Janitorial Supervisor and the same shall be inspected by Admin Officer / or any other designated officer on daily basis.
- 1.12 Service Provider shall submit a sample of each Janitorial Consumables / Supplies at respective hospital. Procuring Agency i.e. Project Management Unit reserves the right to seek samples of Janitorial Consumables / Supplies at central level as well.
- 1.13 The payments for supplies shall be made only for those quantities ordered by the Admin Officer and supplied by the Service Provider, which will be as per the approved quality of the sample / specifications. This supplies will be considered property of the client after expiration of contract. The hospital administration shall issue the items to the person designated by the Service Provider for use in the hospital. Service provider



must ensure 24/7 availability of these supplies at each station and non-availability of these supplies may result in punitive action against the Service Provider.

- 1.14 Admin Officer / or any other designated officer of the hospital will provide the daily inventory to the nominated supervisor of firm for use, after appropriate defacing the item an entry in distribution / stock register and the same shall be signed by Hospital Administration and Supervisor of firm.
- 1.15 The service provider shall also provide wet floor signage written in URDU as per requirement of hospital.
- 1.16 The service provider shall also provide following equipment / items as per following schedule;

Sr #	Items	Specifications	PROPOSED QUANTITIES							
			DHQ Operational Bed Capacity				THQ Operational Bed Capacity			
			400+	300-400	200-300	100-200	Beds 150+	100-150	60-100	24-60
01	Power Washer	<i>Electric Motor based washer having Motor Capacity 1300W or better, Flow rate 1.5 GPM ~ 2GPM or better, Pressure ~1500 PSI-2000PSI (100 bar) or better</i>	04	03	03	02	02	01	01	01
02	Janitor Trolley	<i>For transporting a mop bucket, brushes, cloths and more Mobile Dimensions: ~500 x 970 x 1140 mm (+- 05% Variation is permissible)</i>	08	06	05	04	04	03	02	02

- 1.17 The above mentioned equipment / items shall be provided during the first month of commencement of services. 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 samples of above items (if required by procuring agency).
- 1.18 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.
- 1.19 The service provider shall be bound to provide trainings as deemed necessary by client hospital / PMU, to its janitorial staff for cleanliness of hospital.



- 1.20 The service provider shall monitor and provide information about public events .(means events or activities announced by the Government or other activities in the geographic area that may impact Hospital Operations.)
- 1.21 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.(The mechanism for compensation for any loss and damage to the property of procuring agency/hospital shall be determined by procuring agency in consultation with hospital administration keeping in view the loss/damage incurred.)
- 1.22 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.
- 1.23 The service provider will perform cleaning duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, and roofs and Solar panels(if installed) 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 client hospital. However, cleaning of residential areas of the hospitals is not in scope of services of service provider.
- 1.24 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.
- 1.25 **The service provider will enrol its staff on the departmental biometric machines.**
- 1.26 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.
- 1.27 In special circumstances and for reasons to be recorded in writing by Hospital Administration and Operations Wing, PMU, requirement of bio-metric attendance for a hospital for a specific month / time period can be dispense with.



1.28 If required by the procuring agency the Service Provider shall install its own Bio-Metric Machine (Operated, Installed & Maintained by Service Provider) under the supervision of hospital administration having the dual Biometric Measurements: Face & Fingerprint. 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 200
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

1.29 Service provider shall be bound to pay its staff before 10th of each month and salaries shall not be linked to any other payment which contractor is entitled to receive from the Procuring Agency.

1.30 Salary Disbursement Report will be considered as a Mandatory part for invoice processing from second month of services after commencement of services.



1.31 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.

1.32 Service Provider will disburse salaries through E-Channel i.e. Bank Account / Easy Paisa / Jazz Cash etc. and proof of the same must be readily available with the service provider all the time. The service provided will provide Bank Advice with due verification from concerned bank (having details of employee name, account no. and amount transferred), electronically generated individual staff transaction details (having details of employee name, account no. and amount transferred), Bank Statement with verification of bank (having details of employee name, account no. and amount transferred) in order to substantiate its claim and the same must be attached with the respective monthly invoice.

1.33 Service Provider is liable to pay contributions of EOBI and PESSI of Security Personnel employed against the instant contract.



- 1.34 Procuring Agency will withhold the amount of EOBI and PESSI contributions from every monthly invoice and the same will be paid to the Service Provider on submission of Challans / receipts of EOBI and PESSI contributions.
- 1.35 The services provider shall provide the names, address, CNIC, age, Security Clearance Certificate and Medical Certificate of the Janitorial Personnel deployed at the respective client hospitals. File of Janitorial Personnel will be maintained by Service Provider at every Hospital and a copy will be shared with the respective client Hospital management. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital well in advance.
- 1.36 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.
- 1.37 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.
- 1.38 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 security services to the client hospitals.
- 1.39 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 client hospital management or the Procuring Agency.
- 1.40 The service provider will ensure that all Janitorial staff deputed at the client 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.
- 1.41 Supervisors shall be employed by the service provider for 24 hours in each hospital/or as per deployment plan/schedule of requirement. The service provider is bound to designate an experienced janitorial personnel as a supervisor as per roster issued by the health facility.

- 1.42 The Service Provider shall ensure that female janitorial staff is hired for female and children wards/departments.
- 1.43 During the term of this Agreement, the Service Provider shall be bound to provide Hospital Wise Salary Disbursement Report duly supported by E-Channel (Bank Account, Easy Paisa, Jazz Cash etc. receipts) clearly mentioning therein the amount paid to each janitorial personnel and the same will be shared with the client hospital administration every month alongwith invoices.
- 1.44 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.
- 1.45 Any leave by any worker violating the SOPs notified by the Procuring agency shall also constitute as breach The roster management as per deployment plan, for morning/evening/nigh shifts, will be carried out by respective hospitals as per hospital needs of the contractual provision.
- 1.46 Daily duty hours of every worker shall be 8 hours for 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..
- 1.47 Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Provider.
- 1.48 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.
- 1.49 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.
- 1.50 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.



- 1.51 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.
- 1.52 The Human Resource (HR) as mentioned in this Contract may increase or decrease subject to below mentioned conditions:
- Request Letter containing Justification for increase in HR from Medical Superintendent to Director Operations PMU.
 - Recommendation of Operations Wing, PMU
 - Approval of Project Director of Procuring Agency/PMU
- 1.53 After joining, the janitorial staff will be on probation of seven (7) days, who upon the recommendation of the Admin Officer and issuance of a satisfactory letter from Medical Superintendent (MS) may continue his/her services for a period as per contract agreement. However, MS of the concerned hospital should issue a satisfactory performance certificate for each such staff. It will also be the responsibility of Medical Superintendent that after the issuance of satisfaction letter all such staff should be on biometric at once.
- 1.54 If Medical Superintendent wants to surrender any extra janitorial staff (if any) he may do so by requesting Procuring Agency to take up the matter with the service provider.

2. Janitorial Staff Requirements

- 2.1 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.
- 2.2 The Janitorial Personnel on duty shall not leave the premises during duty hours.
- 2.3 An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the administration.
- 2.4 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. The special events means any calamity, disaster, accident etc that is beyond the control of procuring agency.



2.5 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.

3.1.4.1 The Service Provider shall ensure that it does not engage or continue to engage any personnel with criminal record / conviction or otherwise undesirable persons and shall bar such person from participating directly or indirectly in the provision of Janitorial Services.

3.1.4.2 Minimum desired standards of personnel shall be as below:

- a. Medically fit
- b. Mentally & Physically fit;

3.1.4.3 All Janitorial 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 the janitorial & safety work involved. They should not be suffering from any contagious/major diseases

3.1.4.4 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 and uniform.

3.1.4.5 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.

3.1.4.6 The Service Provider shall nominate a focal person (supervisor), to engage regularly with the Hospital administration. The Service Provider shall ensure 24/7 availability of such focal person. Hospital administration will engage this focal person to resolve day-to-day queries/issues/problems.

3.1.5 Cleaning Schedule

3.1.5.1 All functional areas in the hospital have been assigned one of three risk areas based on below mentioned criteria:

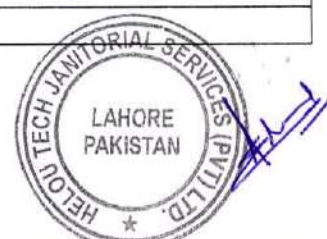
- ✓ The risk of infection to patients.
- ✓ Occupational health and safety risk to staff and visitors
- ✓ Aesthetics e.g. reception areas, grounds.



3.1.5.2 The risk category shall determine cleaning frequencies as mentioned below under the cleaning schedule:

Category	Status	Functional Areas included
1	High Risk	Emergency – Surgical and Medical
		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.	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
		Replace (On need basis)		
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	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
	/Bidet			
19	Compt/Tel/ Office Equ.	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
21	Windows and Windows Net	1 full clean every shift, 1 check	1 full clean daily, 1 check clean, and 1 equipment clean weekly	1 full clean
		clean, and 1 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.				

3.1.5.3 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

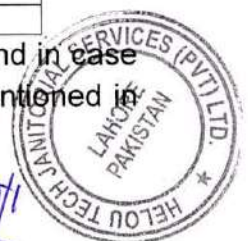
3.1.5.4 Apart from the cleaning schedule mentioned above, cleaning services should be provided by the service provider as and when needed or as directed by the Hospital authorities from time to time.

3.1.6 Daily Monitoring

3.1.6.1 The service provider's performance will be monitored on daily basis by the assigned Focal Person. The Admin Officer/ Assistant Admin Officer or any other 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

3.1.6.2 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.



3.1.7 Weekly Score

3.1.7.1 On any one of the seven days of a week, the Focal Person ideally AMS/ DMS/ Admin Officer will score cleanliness as per the weekly cleaning review sheet given in performance specification later in this section.

3.1.7.2 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	$(4+4+4+4+4)/24 = 24/24$	100%
Dialysis Unit	$(4+4+4+4+4)/24 = 24/24$	100%
Medical Emergency	$(3+3+3+3+3)/24 = 18/24$	75%
Surgical Emergency	$(3+3+3+3+3)/24 = 18/24$	75%
Operation Theater	$(3+3+3)/12 = 9/12$	75%
Labor Rooms	$(2+2+2+2)/20 = 10/20$	50%

3.1.7.3 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+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.

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

3.1.8 Monthly Score

3.1.8.1 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.

Fines and Penalties

Sr.	Summary of Penalties	Penalties in PKR
1	2	3
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	Rs. 500/- in addition to amount of daily wage per day per personnel. (Amount of daily Wage Rate will be calculated on the basis of 30 Days per month)



	duty for that particular day, a penalty as mentioned in column 03 shall be charged)	
2.	Missing Personnel (Absent / Vacant / Not Deployed) during public/local holidays or any other special occasions.	Rs. 1000 per person per day in addition to amount of daily wage per day per personnel.
3.	Staff is found without uniform. Supervisor will wear distinctive vest.	Rs. 500 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. 200/- per vacant point / late arrival / early leaving per person 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. 3,000 + (Difference of amount between paid salary and notified minimum wage rate) shall be imposed as penalty per person per month for that particular month only.
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 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.	Rs. 200 per staff per day till 10 th of next month. The penalty shall not be imposed / applicable if payments are delayed to the service provider by procuring agency for more than 90 Days for a particular hospital. <i>For Example, if for a particular Hospital payment has been made till the month of May. Service Provider will ensure payments of the salaries due on 10th of June July & August for applicability of this penalty. Mechanism of penalty is applicable only if payments are not made to service provider for more than 90 days. However, as soon as payments are made by procuring agency the said penalty shall be applicable</i>



6.	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
7.	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 health facility as approved by inquiry committee.
8.	Non-Provision of Supplies within stipulated Time (25 th of previous month plus five days as a grace period)	Rs. 3,000 per day for that particular month.
9.	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. 25,000 per month (for 1st month). If this continues for another month, the second month's fine will be doubled to Rs. 50,000 and then doubled again to Rs. 100,000. 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.

Important Points:



- a) If the strike continues for more than 5 days, the process for termination of contract and forfeiture of PBG may be initiated after the generation of an official report by the hospital administration.
- b) In case damage occurs due to gross negligence or unsatisfactory performance of the service provider, the procuring agency reserves the right to withhold Performance Guarantee or recover the damages, occurred to the equipment / infrastructure of the Hospital due to such negligence, from the invoice of service provider or do both.
- c) 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. The service provider is required to arrange for the relievers, at their own cost.
- d) 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.

3.1.9 Qualification and Experience of Janitorial Personnel:

3.1.9.1 Supervisor

- i. Responsible for overall cleanliness / maintenance of the Hospital premises, staff deployment and maintain attendance on daily basis.
- ii. Act as an interface between the Client and the facility staff.
- iii. 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.
- iv. Coordinate any kind of shifting/ relocations of the hospital staff and the same shall also be reported to the contracting authority.
- v. Responsible for the turnout / grooming of the entire facility staff.
- vi. Determine and coordinate all the work schedules and to induce a sense of responsibility, discipline and hygiene in all employees.
- vii. Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.
- viii. 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.
- ix. Help the service provider in submitting the required forms.
- x. Maintain cleaning inventory, requisition new supplies when needed.
- xi. Should be medically and physically fit.
- xii. Should ensure that all the janitorial staff is trained as per demands of procuring agency / hospital.



Education: Intermediate / Capable of Doing Documentary Work

Min. Experience: 3 Years or more.

3.1.9.2 Janitor

Responsible to clean assigned building areas.

Regularly check premises and perform necessary maintenance tasks.

Collaborate with other staff members.

Disinfect commonly used items like desks, door handles, side railings etc.

Maintain outdoor grounds, cut grass and trim bushes etc.

Remove debris

Empty trash and recycling bins

Vacuum, sweep and mop floors

Washing and clean windows and mirrors

Notify supervisors of unsafe conditions

Operate floor scrubbers and other equipment

Dust furniture and fixtures

Knowledge of safety guidelines when working with chemical cleaners

Knowledge of various cleaning products and when to use them

Follow health and safety regulations.

Should be medically and physically fit.

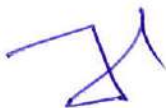
3.1.9.3 Sewer Man

Removes obstructions from external sewers with sewer rods with the precautions to not to damage the existing sewer.

Cleaning of sewer by Pumping out cellars or excavations that have become flooded as the result of storms.

May, under direction, operate pumps, motors and other machinery and equipment of pumping station.

Should be medically and physically fit.



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 supply to the Procuring Agency under the Contract.
- (d) "The Services" means those services ancillary and related to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, maintenance & repair 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 Project Management Unit, Primary & Secondary Healthcare Department.
- (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 the standards mentioned in the Scope of Services.



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

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 Ten (10) 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; or

(b) a cashier's or certified cheque or CDR.

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 Procuring agency will provide "Advance" of two months, subject to availability of funds, in lieu of services to be provided in future, subject to submission of separate bank guarantee with 100% encashment warranty and subject to confirmation by the concerned Bank for each package, duly valid till the clearance of the advance payment in subsequent invoices.

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.

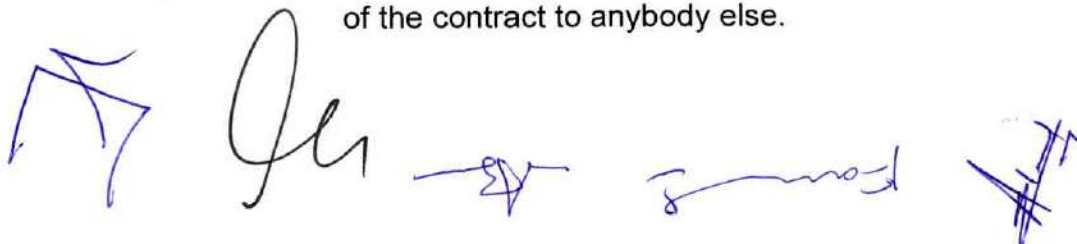
10.2. If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price, or both, and the Contract shall accordingly be amended. Any claims by 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.



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 provide 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 10% 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: 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;

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; offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

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;

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".

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

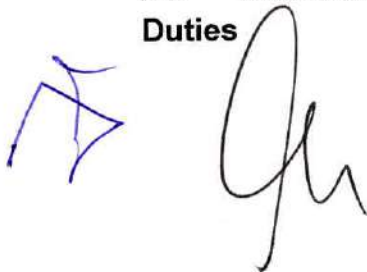
23. Notices

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 (Prorate Basis) in minimum wages declared for such category.

26. Extension in Contract period

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 upto a One year on the same rate & TORs. Extension in the contact 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.



Section-VI. Special Conditions of Contract

1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring Agency is: PMU, P&SH Department

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 in the GCC

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:

Payment may be made in Pak. Rupees. The lawful payments shall be paid to the service provider within 30-60 days, subject to availability of funds fulfillment of contractual obligations.

(i) The invoice of the Service Provider shall be submitted as follows;

Invoice Checklist (to be attached with invoice)			
Sr.	Description	Annexure	Attached
1.	MS Covering Letter / Noting signed by MS & NMS (Admin, HR, Budget and Account, Audit officer etc.) (Covering letter must have proper Letter No., Date, Breakdown of Penalties and Consolidated Weekly & Monthly Obtained Score)	A.	
2.	Original invoice/bill(s) signed by MS & NMS	B.	
3.	Separate Corrected Invoice Detail signed by MS & NMS, if required.	C.	
4.	Daily activity log form	D.	
5.	Penalties Calculation Sheet signed by MS & NMS and Respective Supervisor and must be shared with the Service Provider for his record.	E.	
6.	Request Letter (Purchase Order) for Supplies .	F.	
7.	Supplies Detail , Report Inspection, Consumption Report, etc.	G.	
8.	Salary Disbursement Report dully supported by E-Channel Receipts (Bank Account, Easy Paisa, Jazz Cash etc.)	H.	
9.	If NMS position is vacant in the hospital (Admin, HR, Budget and Account, IT, Audit officer), attach letter that he has not joined yet, it should only be signed by MS	I.	
10.	Bio Metric Attendance	J.	
11.	Following forms maintained by Service Provider signed by MS, Admin Officer and Supervisor	K.	
	a) Weekly Report	L.	



Handwritten signatures and initials in blue ink at the bottom of the page.

Note:

- a) The Service Provider must submit the invoice in proper File Cover so that the documents to be attached by Hospital Administration don't get spoiled and disintegrated.
- b) It is mandatory for each admin officer / FBO and Audit Officer to Sign (signature & stamp) each page of the invoice. Beside the signature & stamp of Admin Officer / FBO and Audit Officer on every page, other documents should be signed (signature & stamp) by the relevant officers i.e. (Biometric Attendance signed by IT Officer).
- 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 through official notification; the contract price based on minimum wage rates 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: 31-E/1, Shahrah-e-Imam Hussain, Gulberg III, Lahore

Service Provider's address for notice purposes: _____

11. Duration of Contract

GCC 25.1 The contract shall come in to force from the date of commencement of services after issuance of AAT (W.e.f 1st March 2023 to 29th February 2024). The Contract shall be valid for One Year, which may be further extended for the term as decided by mutual consent upto maximum of One Year.



Schedule of Requirement

Janitorial Supplies

Supplies (Inclusive of all the Taxes, Delivery Charges, etc.) Requirement

DHQ/THQ Wise:

PROPOSED SPECS AND QUANTITIES OF CONSUMABLES											
Sr #	Items	Specifications	PROPOSED QUANTITIES								UNIT PRICE
			DHQ Operational Bed Capacity				THQ Operational Bed Capacity				
			400+	300-400	200-300	100-200	Beds 150+	100-150	60-100	24-60	
1	Brooms per kg	~ Weight = 1kg. -Hand grip with clip for gripping bristles (Optional)	80	70	50	30	40	30	20	15	168
2	Wiper 2.5 ft width	High Quality base rubber with solid handle (plastic)	100	85	65	40	50	35	30	15	300
3	Normal waste bags rate per kg	HPDE Polyethylene 40/60 Microns	300	260	190	115	150	110	80	50	273
4	Color coded waste bags per kg	HPDE Polyethylene 40/60 Microns	300	260	190	115	150	110	80	50	273
5	Furniture dusters	Microfiber cloth for critical surfaces & Cotton Cloth for non-critical surfaces of Maximum size (Different color cloth for biomedical and non-biomedical equipment)	100	85	65	40	50	35	30	15	72
6	Disinfectant (2500-3000 ml)	Quaternary Ammonium compounds(QACs) Germicidal disinfectant Solution ~3% or 0.5% enhanced (accelerated formulation) Hydrogen peroxide 3% Certification from PCSIR	320	275	205	125	150	120	90	50	180
7	Hand Wash liquid (500 ml)	6-8 PH Easily soluble in cold water/hot water having PCSIR Certification for germicidal qualities	280	245	180	110	130	105	75	40	360
8	Air Freshener (300-500 ml)	cfc free	80	70	50	30	40	30	22	15	192
9	Hand wash towels (Medium)	High quality soft and absorbent towel 400-600 GSM	80	70	50	30	40	30	22	15	360
10	Liquid Toilet Cleaner (250 ml)	sodium hydro chlorite/ Hydrochloric acid having PCSIR Certification for germicidal qualities equivalent	130	115	85	50	60	50	35	20	192
11	Floor Mops Standard	Handle bar length not less than 45"(extendable) with washable coarse strings bundle	150	130	95	60	70	55	40	25	312
12	Surface Liquid Cleaner (250 ml)	Chloroxyleneol (~ 5 %) / equivalent having PCSIR Certification (for critical surface cleaning)	170	150	110	65	80	65	45	25	270
13	Floor cleaning towels (small size)	High cotton content and absorbent towel 400-600 GSM	230	200	150	90	110	85	60	35	84

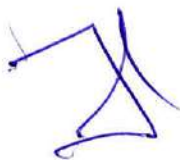
Above mentioned quantities with unit of measurement (UOM) will be considered as benchmark with respect to price and quantity of respective DHQ / THQ.

The inspection report of supplies, provided by the Service Provider, will be duly signed by the Hospital Administration before submission of invoices for subsequent payment.



The stock register must be maintained by the Hospital Administration properly reflecting inbound and outbound quantity of each supplies / item.

The quantities as mentioned in the table are tentative and can be increased or decreased as per requirements. Hospital Administration and Service Provider shall ensure optimum utilization of the above-mentioned consumables / cleaning items. However, service provider is bound/required to ensure optimum utilization of supplies.



Annex-B

Salary Disbursement Report Format

Salary Disbursement Report of THQ HOSPITAL_____ For the Month of _____					
(As per Prevailing Labour Laws, Minimum Wage Rate and any other)					
Sr.	Name of Janitorial Staff along with CNIC	Number of Working Days	Amount PKR	E-Channel Mode of Payment <small>(Easy Paise, Jazz Cash, Bank Account etc)</small>	Signature
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

To be Provided by Service Providers and attach with the Monthly Invoices from 2nd Month onward (i.e. Salary Disbursement Report for the Month of January will be attached with the Invoice of February and so on).



Annex-C

Monthly Attendance Pro-forma and Penalty Calculation Sheet

DHQ / THQ HOSPITAL _____																																							
Monthly Comprehensive Attendance & Penalty Calculation of JANITORIAL Services for the Month of (xxx) (Based on Bio-Metric)																																							
Sr.#	Name	CNIC	Designation	Shift / Deployed Place	Bio-Metric Attendance Reference / Page No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31			
						SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE			
1						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
2						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
3						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
4						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
5						P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
Required / Deployed Personnel per day as per Contract 85% of Total Strength																																					0		
Total Present on each Day																																						0	
Total Absent / Missing Personnel per day																																						0	
JANITORIAL Personnel Without Uniform (etc.)																																						0	
No. of Late Arrivals, Early Leave, Vacant Points per day																																						0	
Penalty on Absent / Missing Personnel per day 500 + (Daily Wage Rate of Respective Category)																																						0	
Penalty on JANITORIAL Personnel Without Uniform																																							0
Penalty on Late Arrivals, Early Leave, Vacant Points per day (200 per incident)																																							0
Total HR Penalty on Each Day																																							0

Total

*Daily Wage Rate = Quoted Rate (Category Wise) / 30

20

IF

Fauz Ali

