



# KARACHI INSTITUTE OF HEART DISEASES KARACHI METROPOLITAN CORPORATION



Reference No. KIHD/ED/0830/21

Dated: 28/12/21

## **Tender Notice for Janitorial Services & Washing Linen at KIHD, KMC**

Sealed bids are invited from companies for provision of Janitorial Services and Washing Linen at KIHD, KMC. Bidding Documents can be collected from the office of the undersigned on Pay Order in favor of KIHD payment of Rs.500/- (Non-refundable) by 1600 hours 29 January, 2022. Same can also be downloaded from KIHD and SPPRA website for which Rs.500/- would be paid at the time of participation/submission of bids.

### **TERMS AND CONDITIONS**

1. Sealed bids should reach in the office of the undersigned by at 1100 hours 31 January, 2022 by hand or through registered post. The bids will be opened by the purchase committee in the presence of bidders or their representatives at 1130 hours in the Conference Room, on the same day.
2. The services will be hired according to SPPRA Single stage–two envelop procedure.
3. The bid shall comprise a single package containing two separate envelops. Each envelope shall contain separately the financial proposal and the technical proposal;
4. The envelope containing the bids should be marked as “SEALED BID”.
5. Any bid without 2% Earnest money of the bid value in shape of bank draft/pay order in favor of Karachi Institute of Heart Diseases will not be considered.
6. Copies of NTN & GST certificate should be attached with the bid.
7. KIHD reserves the right to accept or reject any or all offers as per SPPRA rules.
8. This tender notice is also available on SPPRA website and KIHD official website.

**Executive Director  
Karachi Institute of Heart Disease**



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## TERMS AND CONDITIONS OF THE TENDER

### Important Note:

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny. It is intimated that no objection shall be entertained regarding the terms and conditions of the Bidding Document at the later stages during tender process.

### Applicability of Sindh Public Procurement Rules, 2010

This Bidding Process will be governed under Sindh Public Procurement Rules, 2010, as amended from time to time and instructions of the Government of the Sindh received during the completion of the project.

### Type of Open Competitive Bidding

As per Rule 46 (2) of SPP Rules, 2010, Single Stage - Two Envelope Procedure shall be followed. This is as follows:

- The bid shall comprise a single package containing two separate envelops. Each envelope shall contain separately the financial proposal and the technical proposal;
- The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- The envelope marked as “FINANCIAL, PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
- Karachi Institute of Heart Diseases will evaluate the technical proposal first without reference to the price and reject any proposal which does not conform the specified requirements;
- Minimum passing marks are 65, a bidder who shall obtain minimum 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- During the technical evaluation no amendments in the technical proposal shall be permitted;
- The financial proposals of technically qualified bids will be opened publicly at a time, date and venue announced and communicated to the bidders.
- The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- bid found to be the lowest evaluated or best evaluated bid shall be accepted.

In accordance with these rules, interested companies (hereinafter referred to as “Bidders”)



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## Bidding Details (Instruction to Bidders)

The bidder must submit bids on the basis of complete fulfilment of requirements. Failure to meet this condition will cause disqualification of the bidder. The bidder shall submit bids which comply with the Bidding Document. Alternative bids will not be considered. The attention of bidders is drawn to the provisions of Clause on “Determination of Responsiveness of Bid” regarding the rejection of Bids, which are not substantially responsive to the requirements of the Bidding Document.

## Tender Scope

KIHD, KMC, (hereinafter referred to as “the Purchaser”) invites / requests Proposals (hereinafter referred to as “the Tenders”) for supply of Janitorial Services at Karachi Institute of Heart Diseases, ST-15, Block 16, F. B. Area, Karachi.

## Tender Eligibility

Company must furnish following information;

- Evidence of the firm/company’s registration/incorporation is required. (Copy of certificate required)
- The Firm/Company and Janitorial staff must be registered with EOBI/SESSI. (Copy of Registration EOBI/SESSI is required)
- Valid Registration Certificate for Income Tax, Sales Tax and / or other allied agencies organizations / regulatory authorities.
- Income Tax & Sales Tax Returns for the last three tax years
- Affidavit that the firm has not been black listed by any Government / Semi Government organization.
- Proof of financial soundness from a scheduled bank accompanied with bank statement for the last one year.
- Pay order / bank draft of 2% of total quoted price for the first year shall accompany the financial proposal as Bid Security/Earnest money. Technical proposal must contain a certificate regarding attachment of earnest money along with financial bid. Failing to do so may result into disqualification.
- The successful bidder will be required to deposit a “performance / bank guarantee” equivalent to two (2) months remuneration of the first year, through a Pay Order/ bank draft in favor of KIHD within one week of award of contract. If the bidder fails to deposit performance / bank guarantee within one week of the receipt of the letter awarding the job, the same shall be treated as cancelled and the earnest money shall be forfeited. The bid security of the successful contractor will be adjusted against the performance guarantee.
- The bid prices shall not be in violation of minimum wages set by the Government of Sindh, otherwise KIHD, KMC has the right to reject any such bid or bids.
- Performance certificates by the major clients where your company has been providing Janitorial services in the last two years.



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### Joint Venture

Joint venture or partnership firms are not eligible for this tender. Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate.

### Clarification of the Tender Document

The Tenderer may require further information or clarification of the Tender Document, within 05 working days of issuance of tender in writing.

### Amendment of the Tender Document

- The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s).
- The Purchaser shall notify the amendment(s) in writing to the prospective Tenderers.
- The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender, in which case all rights and obligations of the Purchaser and the Tenderers previously subject to the deadline shall thereafter be subject to the deadline as extended.

### Tender Security

- Minimum validity period of ninety days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.
- The proceeds of the Tender Security shall be payable to the Purchaser, on the occurrence of any / all of the following conditions:
- If the Tenderer withdraws the Tender during the period of the Tender validity specified by the Tenderer on the Tender Form; or
- If the Tenderer does not accept the corrections of his Total Tender Price; or
- If the Tenderer, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.
- The Tender security shall be returned to the technically unsuccessful Tenderer with unopened/sealed financial bid while the unsuccessful bidders of financial bid opening procedure will be returned the tender security only. The Tender Security shall be returned to the successful Tenderer on furnishing the Performance Security.



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### Tender Validity

The Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender. The Purchaser may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing. If the Tenderer agrees to extension of validity period of the Tender, the validity period of the Tender security shall also be suitably extended. The Tenderer may refuse extension of validity period of the Tender, without forfeiting the Tender security.

### Modification / Withdrawal of the Tender

- The Tenderer may, by written notice served on the Purchaser, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.
- The Tender, withdrawn after the deadline for submission of the Tender and prior to the expiration of the period of the Tender validity, shall result in forfeiture of the Tender Security.

### Opening of the Tender

- Tenders shall be opened, at the given place, time and date, in the presence of the Tenderer(s) for which they shall ensure their presence without further invitation.
- The Tenderer's name, modifications, withdrawal, security, attendance of the Tenderer and such other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.
- No tenderer or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during tender opening meeting at given time and location. Non-compliance will cause the rejection of respective bidder.

### Clarification of the Tender

The Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Tenderer(s). No change in the price or substance of the Tender shall be sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the Tender. Acceptance of any such correction is sold discretion of the purchaser.

### Determination of Responsiveness of the Bid (Tender)

The Purchaser shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. A substantially responsive Tender is one which:

- is accompanied by the required Tender Security as part of financial bid envelope;
- the original receipt of tender fee submitted, attached with technical bid envelope;
- is otherwise complete and generally in order;
- conforms to all terms and conditions of the Tender Document, without material deviation or reservation.



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- a material deviation or reservation is one which affects the scope, quality or performance of the Services or limits the Purchaser's rights or the Tenderer's obligations under the Contract.
- the Tender determined as not substantially responsive shall not subsequently be made responsive by the Tenderer by correction or withdrawal of the material deviation or reservation. However, the Purchaser may waive off any minor non-conformity or inconsistency or informality or irregularity in the Tender.

### Correction of errors / Amendment of Tender

- The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:
- if there is a discrepancy between the amount in figures and the amount in words for the Total Tender Price entered in the Tender Form, the amount which tallies with the Total Tender Price entered in the Price Schedule, shall govern.
- if there is a discrepancy between the unit rate and the total price entered in the price Schedule, resulting from incorrect multiplication of the unit rate by the quantity, the unit rate as quoted shall govern and the total price shall be corrected, unless there is an obvious and gross misplacement of the decimal point in the unit rate, in which case the total price as quoted shall govern and the unit rate shall be corrected.
- if there is a discrepancy in the actual sum of the itemized total prices and the total tender price quoted in the Price Schedule, the actual sum of the itemized total prices shall govern.
- The Tender price as determined after arithmetic corrections shall be termed as the Corrected Total Tender Price which shall be binding upon the Tenderer.
- Adjustment shall be based on corrected Tender Prices. The price determined after making such adjustments shall be termed as Evaluated Total Tender Price.
- The cost of making good any deficiency resulting from any acceptable, quantifiable variations and deviations from the terms and conditions of the Contract / Technical Specifications, shall be added to the corrected Tender Price for comparison purposes only. No credit shall be given for offering delivery period earlier than the specified period.
- The Tenderer shall state the Tender Price for the payment terms outlined in the Conditions of Contract which will be considered for the evaluation of the Tender. The Tenderer may state alternate payment terms and indicate the reduction in the Tender price offered for such alternative payment terms. The Purchaser may consider the alternative payment terms offered by the Tenderer.
- The Tenderers may offer discounts for items which shall be taken into account in the evaluation of the Tenders so as to determine the Tender offering the lowest evaluated cost for the Purchaser in deciding award(s) for whole tender.

### Rejection / Acceptance of the Tender

The Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s) without any change in unit prices or other terms and conditions, accept a Tender reject any or all tender(s), cancel / annul the Tendering process at any time prior to award of Contract, without assigning any reason or any obligation



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to inform the Tenderer of the grounds for the Purchaser's action, and without thereby incurring any liability to the Tenderer and the decision of the Purchaser shall be final.

- The Tender shall be rejected if it is:
- substantially non-responsive; or
- submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or
- incomplete, un-sealed, un-signed, printed (hand written), partial, conditional, alternative, late; or
- subjected to interlineations / cuttings / corrections / erasures / overwriting; or
- the Tenderer submits more than one Tenders; or
- the Tenderer refuses to accept the corrected Total Tender Price; or
- the Tenderer has conflict of interest with the Purchaser; or
- the Tenderer tries to influence the Tender evaluation / Contract award; or
- the Tenderer engages in corrupt or fraudulent practices in competing for the Contract award.
- there is any discrepancy between bidding documents and bidder's proposal i.e. any non-conformity or inconsistency or informality or irregularity in the submitted bid.
- the Tenderer submits any financial conditions as part of its bid which are not in conformity with tender document.

### **Acceptance Letter (Letter of Intent)**

The Purchaser shall, send the Acceptance Letter (Letter of Intent) to the successful Tenderer, prior to the expiry of the validity period of the Tender, which shall constitute a contract, until execution of the formal Contract.

### **Performance Security**

- The successful Tenderer shall furnish Performance Security as under:
- within five (5) working days of the receipt of the Acceptance Letter from the Purchaser;
- in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the
- format provided in the Tender Document or in another form acceptable to the Purchaser;
- for a sum equivalent to 10% of the contract value;
- denominated in Pak Rupees;



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- have a minimum validity period of ninety days from the date of Award Notification or until the date of expiry of warranty period, support period or termination of services, whichever is later.
- The proceeds of the Performance Security shall be payable to the Purchaser, on occurrence of any / all of the following conditions:
  - If the Contractor commits a default under the Contract;
  - If the Contractor fails to fulfill any of the obligations under the Contract;
  - If the Contractor violates any of the terms and conditions of the Contract.
- The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the Tenderer within thirty working days after the expiry of its validity on written request from the Contractor.

### **Redressal of grievances by the procuring agency**

- The procuring agency shall constitute a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
- 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 fifteen days after the announcement of the bid evaluation report.
- The committee 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.
- Any bidder not satisfied with the decision of the committee of the procuring agency may lodge an appeal in the relevant court of jurisdiction.





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Organization Information		
S. No.	Required Information	Response
1	Legal name of the organization	
2	Year of Registration / Establishment of the Organisation	
3	National Tax Number	
4	General / Sindh Sales Tax Number	
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organisation
		Section 42 Company
		Public Ltd. Company
		Private Ltd. Company
		Private Partnership Firm
		Others (Please specify)
6	Name and designation of 'Head of Organization'	
	Mobile:	
	Phone/s:	
	Email:	
	Fax:	
	Address of organization:	
	Website address:	
7	Name and designation of 'Contact Person':	
	Mobile:	
	Phone/s:	
	Email:	
	Fax:	



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Eligibility Response Checklist				
Sr. No.	Eligibility Criteria Details	Response/Elaboration/Proof Required	Attached Supporting Documents/Proof and mark	
			YES	NO
1	The Firm/Company must be regular tax-payer	(Last three year tax return)	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide NTN, GST/SST details, if applicable.	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
3	Evidence of the firm/company's registration/incorporation is required.	(Copy of certificate required)	<input type="checkbox"/>	<input type="checkbox"/>
4	Must not be blacklisted by any government or bi- lateral/multi-lateral financial institution/any organizations	(Declaration on stamp paper)	<input type="checkbox"/>	<input type="checkbox"/>
5	A joint venture of any kind is not allowed to participate in the bid.	(Please provide a declaration on letterhead)	<input type="checkbox"/>	<input type="checkbox"/>
6	The Firm/Company and janitorial staff must be registered with EOBI/SESSI.	(Copy of Registration EOBI/SESSI is required)	<input type="checkbox"/>	<input type="checkbox"/>



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Technical Evaluation Criteria (to qualify minimum 65 marks)				
S. No.	Description	Total Points	Points Obtained	Remarks
1	Client Portfolio	15		Documentary proof (copies of the contract or purchase orders) should be furnished.
	01 Points for each (corporate bodies/Multinational/5 Star Hotels/Hospitals/Government/Semi-Govt/Autonomous bodies)			
2	Relevant Experience	20		Documentary proof (copies of the contract or purchase orders) should be furnished.
	05 Point for each two year's experience in Janitorial Service			
3	Financial Capability	20		Copy of last financial audit report done by ICAP/SBP registered audit Firm/Company or tax return
	10 Point for each 5 Million annual/turnover			
4	Certification	15		ISO 9001 : 2008 / PEC certificate documentary proof required
	ISO Certificate for Janitorial Services or Pakistan Engineering Council Certification			
5	Performance certificate/Appreciation Letter	10		(contact details also required for verification)
	02 Points each for letter on respective company			
6	Total number of employees on bidder's payroll	10		Supported with attested EOBI's most recent contribution payment slip
	Above 200 Employees – 10 Points			
	Above 100 Employees – 07 Points			
	Above 50 Employees – 04 Points			
7	Equipment's and Material Utilized	10		Submit list of equipment / materteral used with brands and qty mentioned monthly utilization
	10 Points for utilization cleaning material list and details of equipment			
	<b>Total</b>	<b>100</b>		

**Note:** Please mark/flag the supporting documents for Technical Evaluation Criteria.



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Form of Bid / Financial Proposal				
Sr. No.	Description	Qty.	Unit Price	Total Price
1	House Keeping Supervisor	2		
2	Janitor with Cleaning Material	48		
Total Monthly Cost				

**Note:** Prospective Bidders are encouraged to visit/Inspect KIHD premises before quoting the Cost/Price.  
No overwriting/cutting allowed. Entries may be preferably typed.

Name of Firm/Supplier: \_\_\_\_\_

Rs: \_\_\_\_\_ (in figures) \_\_\_\_\_ (In words)

Bid Security Draft No. \_\_\_\_\_ Dated: \_\_\_\_\_

\_\_\_\_\_  
(Signature of bidder  
& Company Seal)

Executive Director  
Karachi Institute of Heart Diseases  
KMC



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SPACE ALLOCATION PLAN			
KARACHI INSTITUTE OF HEART DISEASES			
Sr. No.	Building Name	Square ft.	Total Area
01.	Phase – I	22,000 x 2 floor	44,000 Sq/ft.
02.	Phase – II	29,000 x 5 floor	14,500 Sq/ft.
03.	New Admin Building Area	7950 x 5 floor	39,750 Sq/ft.
04.	Total out-side are with parking and ground		53,000 Sq/ft.



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## Cover Letter for the Submission of Technical Proposal

[Firm/Company letterhead]

[Date]

To  
Executive Director  
[Address KIHD]

**Re:** Technical Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide [Janitorial Services for KIHD] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal including the required documents in a sealed envelope.

We assure that the solution provided completely complies with all the requirements mentioned in the above. Our proposal may be rejected at any stage in case any item proposed is found to be falling under any unacceptable clause mentioned in the above. In case any anomaly is found we can be disqualified in any stage of the evaluation.

Further, we assure you that the quoted janitorial Services duration is for 1 year that may be extended for another term. It's our responsibility to replace all types of equipment related to our services free of cost during the period of contract.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:



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## DRAFT AGREEMENT OF JANITORIAL SERVICES

This agreement is executed on this day \_\_\_\_\_ for hiring of Janitorial Services between  
M/s. \_\_\_\_\_,

AND

**KARACHI INSTITUTE OF HEART DISEASES**, (Here in after called KIHD, KMC) which expression shall be deemed to include the “**KIHD**” designated REPRESENTATIVE OF THE Second Part.

### WHEREAS

- (a) The KIHD, KMC through the Purchaser intends to spend a part of its budget / funds for making eligible payments under this contract. Payments made under this contract will be subject, in all respects, to the terms and conditions of the Contract in lieu of the consulting services as described in the contract.
- (b) The Purchaser has requested the Contractor to provide certain services as described in Tender Document; and
- (c) The Contractor, having represented to the Purchaser that it has the required professional skills, and personnel and technical resources, has agreed to provide such services on the terms and conditions set forth in this Contract.

### 1. TERMS OF AGREEMENT

- a. **Period.** \_\_\_\_ / \_\_\_\_ / 2022 to \_\_\_\_ / \_\_\_\_ / 2023. Contract renewal / extension on yearly basis will be subject to mutual consent and satisfactory performance of the company
- b. **Execution.** The contractor will be bound to execute the directives of the Executive Director, KIHD.
- c. **Additional Janitor.** In case KIHD requires additional strength of staff, the contractor shall provide the same according to requirement on the terms as agreed in the agreement on 24 hour's notice.
- d. Salaries, perks, privileges and work hours of the janitor staff will be governed strictly according to the government rules / regulations.

### 2. HOUSE KEEPING SERVICES

- Provide House Keeping Services for External Areas, Internal Common Areas, and Lift Lobbies in the Building.
- House Keeping activity includes but not limited to:
- Daily continuous mopping of all floors, main entrance, lobby, offices, walkway and other common areas and all wards of hospital.
- Cleaning & washing of all common areas washrooms with frequent interval of time.
- Dry / wet cleaning & mopping of handrails of all staircases and walkways.
- Dry/wet cleaning of glazed / Aluminum panels.
- Cleaning, sweeping and mopping of walls & Fire Hose Cabinet's etc.



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- Removal of cobwebs, dusting and cleaning of false ceiling of all toilets of the common areas.
- Emptying of all common areas dust bins (if provided) as many times as necessary and keeping the dust bins in neat conditions.
- Facility Manager shall provide all cleaning chemicals, detergents, liquid soap, air fresheners and all necessary cleaning equipment's and tools for cleaning services.
- FAÇADE CLEANING of glass and window cleaning on weekly basis.
- Contractor shall responsible for general building maintenance includes day to day repair of defects of general nature, such as paint & polishing touch ups, minor repair of woodworks / aluminum and glazing works, minor welding works, tiles fixation & replacements, etc.
- The contractor will be fully responsible to provide satisfactory services at KIHD, KMC.
- All material, labour, machinery etc. required for the satisfactory execution of work shall be the sole responsibility of the contractor.
- Machinery & equipment required for polishing, cleaning and washing of floor vacuum cleaner etc. shall normally be kept and stored at the building store for use; the defective equipment will be removed and replaced suitably on the instruction of the in-charge of his duly nominated representative.
- The KIHD will provide the facilities of electricity, water and service lift free of cost.
- Any increase in taxes, levies, duties labour charges etc. due to the policies of Government or its agencies shall be the sole responsibility of the contractor and the KMC shall not be liable to make any compensation whatsoever nor the contractor will ever demand any increase in rates due to this or any other reasons.
- The bidder should submit a list of equipment which he proposes to hire and permanently store for exclusive use in the building.
- The bidder should submit shift wise a list of personal that he proposes to exclusively and permanently post at the building for execution of the work under contract. The bidder should submit a separate list, indication the names and designations of personnel who will attend to the work in the building for supervision.
- The bidder should submit a list of material and machines with alternatives, which they propose to use in the execution of this contract. He should be clearly specified the quantity and the trade name for each of the material proposed to be used.
- The tendered rates shall be inclusive of all floors of the building.
- The rates quoted by the contractor shall be inclusive of cleaning of wall and ceiling compound wall and all electrical fixture of the building to ensure that there are free from the dust, stains, webs, nests and other dirt's on all floors.
- The rates quoted shall also be inclusive of cleaning of all carpets wherever provided to ensure that no stains, dust and footsteps marks exist at any time by using vacuum cleaners.





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- The rates quoted are inclusive of shifting and replacing in its original position, the office furniture required during cleaning and polishing of the floors.
- Daily attendance will be marked in the register at the point as well as Daily Attendance sheet duly signed for submission to General Supervisor KIHD, KMC for calculation and compilation on monthly basis. Representative from the company / supervisor will randomly (at least four times a month) monitor the performance of cleaning as per terms and conditions and verify the same on attendance register.
- The contractor will be responsible to get each staff medically examined by a registered medical practitioner and provide medical certificate. Similarly the contractor shall provide character certificates of each staff with verified antecedents.
- The contractor will be responsible to introduce a Janitorial staff to the General Supervisor KIHD, KMC before deployment as a substitute.

### 3. DEPLOYMENT OF JANITORIAL STAFFS

Total Fifty (50) staffs will be deployed;

- a. Two (02) House Keeping Supervisor one for each Shift.
- b. Forty-Eight (48) Janitor with Cleaning Material will be work at KIHD Hospital in Two shift as per General Supervisor KIHD requirement.

### 4. PAYMENT OF SERVICES CHARGES

- The KIHD will pay services charges on monthly basis of contract as mentioned below to M/s \_\_\_\_\_, by 10<sup>th</sup> of each month on submission of invoice and KIHD shall not be responsible in any manner to pay either in cash or in kind to other than the amount of salary agreed upon in the agreement for the total strength agreed to be employed.
- The contractor should include the cost of all standard materials required such as, detergents, soap, polish, wax, cotton waste, cleaning solutions, glass cleaning materials, mops, Mops Machine, brooms, dusters, baskets, buckets, brushes, vacuum cleaners blowers polishing machine etc. However, supply of toilet soaps, towels, toilet papers and air freshener shall not be responsibility of the contractor.
- Monthly wages of the staffs will not be less than the minimum wages fixed by the Labor Department, Government of Sindh from time to time. Any violation at any stage in this regard will render the security company in eligible to work with KIHD, KMC.

S/No	Number of Staffs	Rate
a.	_____ x House Keeping Supervisor	Rs. _____ per month @ _____ per staff
b.	_____ x Janitor with Cleaning Material	Rs. _____ per month @ _____ per staff



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### 5. PERFORMANCE GUARANTEE

The successful bidder will be required to deposit a “performance / bank guarantee” **10%**, through a Pay Order / bank draft in favor of KIHD within one week of award of contract. If the bidder fails to deposit performance / bank guarantee within one week of the receipt of the letter awarding the job, the same shall be treated as cancelled and the earnest money shall be forfeited. The bid security of the successful contractor will be adjusted against the performance guarantee.

### 6. OVERTIME

The KIHD shall not be responsible for any payment regarding over time duty of the services provided by M/s \_\_\_\_\_.

### 7. INDEMNITY

- a. Company shall at all times during the specified period of this agreement and thereafter indemnify the KIHD and its officers against all losses and claims for injuries or damage to any person or property arising thereof or in consequence of this agreement or any of its duties to be performed there under, or any act or omission of any of its employees, and against all claims, demands, proceeding, cost, charges and expense whatsoever in respect thereof or in relation thereto and all litigations, court processes and court cases and all proceedings there under filed or instituted by the personnel employed by M/s \_\_\_\_\_ or any of them collectively or individually or by any other party subject to completion of legal proceedings as required by law.
- b. Contractor shall obtain from all of its employees who are rendering the services specified in this agreement, a declaration that they are and shall remain the employees of M/s \_\_\_\_\_ and shall have no obligation of contract with or claim whatsoever against the KIHD or against any of its officials.

### 8. TAXES

Contractor shall be responsible for the taxes required to be paid by its under relevant law and for any necessary withholding of taxes from the salaries of employees of janitorial staffs.

### 9. RESTRICTION OF ASSIGNMENTS TAKE OVER

- a. M/s \_\_\_\_\_ shall not assign or sub-contract any of its duties or rights under this agreement, including but not limited to any benefit or interest herein or there under, any such assignment or sub-contracting by contractor shall entitle the KIHD, KMC to terminate this agreement forthwith.
- b. If Company shall make any arrangement with or assignment in favour of its creditors, or amalgamates with any other concern or is taken over, the KIHD, KMC shall be entitled to terminate this agreement forthwith upon notice.



# KARACHI INSTITUTE OF HEART DISEASES KARACHI METROPOLITAN CORPORATION



## 10. DISPUTES

All questions, disputes, controversies arising directly or consequent to this agreement except matters, which are the sole discretion of KIHD, KMC under the terms of this agreement, shall be settled by mutual negotiations. Should such negotiations fail, the matter, as specified herein before subject to said exception shall be referred to arbitration by two arbitrators, one to be appointed by contractor and the other by KIHD, KMC and on their recommendations the third arbitrator will be appointed, to decide whose decision shall be final and binding and not challengeable in law.

## 11. EFFECT OF AGREEMENT

This agreement embodies the entire understanding of the parties hereto on this subject and there are no commitments, terms, conditions or obligation, oral or written, express or implied other than those contained therein.

## 12. TERMINATION OF AGREEMENT

If M/s \_\_\_\_\_ breaches any terms and conditions laid down in this agreement and if such breach is not cured within thirty (30) days after receiving written notice from KIHD, KMC specifying such breach in reasonable detail, KIHD, KMC shall have the right to terminate this agreement by giving written notice thereof to the contractor, which termination shall go into effect immediately on receipt.

## 13. MODIFICATION OF AGREEMENT

Any amendment or modification of this agreement or additional obligation assumed by any of the party will be enforced only after mutual agreement of both the parties. No supplement, amendment, or modification of this Agreement shall be binding unless it is in writing and signed by all parties.

## 14. COVERING LAW

- This contract agreement has taken place w.e.f. \_\_\_\_\_ 2022 and will be in force for the period of one (1) year.
- Both parties have rights to terminate the contract on one month advance notice. In case the services are terminated without notice, second party will have to make the payment equivalent to one month's salaries of the staffs.

**IN WITNESS WHEREOF** the parties hereto have signed this agreement on the day of \_\_\_\_\_.  
Signed on behalf of

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

Executive Director, KIHD, KMC

Witness1: \_\_\_\_\_

Witness1: \_\_\_\_\_

Witness2: \_\_\_\_\_

Witness2: \_\_\_\_\_



# KARACHI INSTITUTE OF HEART DISEASES KARACHI METROPOLITAN CORPORATION



## INTEGRITY PACT

Contract Number: \_\_\_\_\_  
Contract Value: \_\_\_\_\_  
Contract Title: \_\_\_\_\_

Dated: \_\_\_\_\_

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

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

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

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

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

M/s. \_\_\_\_\_,

Executive Director, KIHD, KMC