

FAISALABAD INSTITUTE OF CARDIOLOGY FAISALABAD

# Outsourcing Janitorial Services in Tertiary Hospitals

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## Terms of Reference

(Procurement is done in this department under Punjab Procurement Rules 2014)

**This document stipulates the TORs for outsourcing janitorial services in tertiary hospitals.**

**Tender #**

**Tender Doc. Fee: Rs. 1000 Only**

**(Rupees One Thousand Only)**

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## 1. INTRODUCTION / SCOPE OF WORK

Faisalabad Institute of Cardiology Chenab Club Road Faisalabad (202 Bedded)

Faisalabad Institute of Cardiology Faisalabad requires firms to provide janitorial services for 24 hours a day and 365 days a year for the **Ground Floor, 1<sup>st</sup> Floor, 2<sup>nd</sup> Floor, 3<sup>rd</sup> Floor** of the hospital. The total calculated square meters of the proposed area for where the janitorial services are required are (INSERT SQUARE METERS OF AREA TO BE OUTSOURCED). The firm will be required to provide supplies and equipment as required (**Annexure I & Annexure III**). The bids will be made on lump sum basis factoring in all the required inputs and management costs. **Annexure IX** mentions all required areas/ departments along with their respective area and timings.

## 2. OBJECTIVES

The hospital aims to outsource janitorial services to a reputable and capable janitorial service provider for a clean and pleasant hospital environment which would result in focus on healthcare delivery. The hospital believes that the current situation leads to administration problems and undue complexities, overcoming limit the focus on healthcare delivery of the hospital.

## 3. INSTRUCTIONS TO BIDDERS

### 3.1. General Instructions

According to PPRA rule 38 2(a) single stage two envelopes bidding procedure shall be adopted.

1. The bidders are hereby invited to submit a technical and financial proposal for the Outsourcing Janitorial Services in Tertiary Hospitals. The proposal could form the basis for future negotiations and ultimately a contract between the firm and the Client. Please note that (i) the costs of preparing the proposal and of the contract are not reimbursable as a direct cost of the Assignment; and (ii) the Client is not bound to accept any of the proposals submitted.

2. At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited consulting firm, modify the Documents by amendment. The amendment shall be sent via email, in writing or by fax to all bidders and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.
3. For the purpose of preparing the bid, the bidders will be allowed to visit the hospital on **(INSERT TIME and DATE)** to conduct survey and relevant assessments – However, basic details about various Hospital departments, square meters of the respective departments, and their timings are mentioned as **Annexure IX**.
4. The bidders shall submit technical and financial proposals in separate sealed envelopes in one sealed envelope before **(INSERT TIME),(INSERT DATE)** 2016 at the Office of the Medical Supervisor **(INSERT HOSPITAL NAME)**. In preparing the technical proposal, the bidders are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information shall be at bidder's risk and may result in rejection of the proposal.
5. The technical proposals shall be opened at **(INSERT TIME)** (time has to be at least half hour after the submission of the bids) on the same date in the presence of bidders and/ or their authorized representatives. Representatives shall have a signed authority letter from the bidder to be present in the bid opening
6. Financial proposal should be prepared using the formats attached in **Annex IV**. Financial proposals of only the technically qualified bidders will be opened after due notification and procedure as laid down by the pertaining PPRA rules.
7. The technical proposals should contain:
  - a. Filled ANNEXURE VIII
  - b. Covering Letter on Company letter-head
  - c. Company profile (including status, services offered, projects (along with certificates), equipment owned, equipment rented, and proof of all points in the “**Eligibility**” criteria.
  - d. Company registration document with the relevant authority
  - e. National Tax Number copy
  - f. Company Financial position (proof of minimum annual turnover of Rs. 15 Million as stated in the “**Eligibility**” criteria)
  - g. Methodology to perform the Assignment
  - h. Procedure adopted for Facility Management (Guidelines)
  - i. Experience letters along with contact details for existing/ previous contracting companies
  - j. Supporting documents/ proof for all filled information
  - k. Detailed Plan of Facility Management including work procedures, Standards, Schedules and number of workforce.

- l. An execution and operational strategy for the maintenance with clearly defined standards.
  - m. Proper and well-thought-out models for analytical understanding of the work needed to be carried out.
  - n. Complete understanding of the social, cultural, political and institutional factors that might affect Facilities Management.
8. The Financial Proposal should contain:
- a. Filled ANNEXURE IV
  - b. Covering letter on Company letter-head
  - c. Break-down of taxes separately.
  - d. Bid Security – in the form of a Pay Order / Demand Draft / Call deposit Receipt equivalent to 2% of the annual contract price in the name of “(INSERT HOSPITAL NAME/ ACCOUNT TITLE)”
9. The contract validity shall be of three years from the signing of the contract subject to satisfactory performance of services.
10. The procuring agency shall evaluate the technical proposal in a manner prescribed ahead in the document, without reference to the price and reject any proposals that do not conform to the specified requirements.
11. After submission, no amendments in the technical or financial proposal shall be permitted.
12. After the evaluation and approval of the technical proposal, the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically responsive bidders, on a time, date and venue announced and communicated to the bidders in advance in the presence of the bidders or their representatives. The financial bids of the technically non-responsive bidders shall be returned un-opened to the respective bidders.
13. Conditional discounts shall not be considered in evaluation.
14. The offer must be valid for 90 days from last date of submission of bids.
15. The quoted prices shall be treated as firm and final till the duration of the contract (3 years)
16. The organization must quote the Contract Title and include the following declarations:
- a. We have examined the information provided in your terms of reference and offer to undertake the work described in accordance with requirements as set out in the TOR.
  - b. The proposal (Technical & Financial) has been arrived independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other potential investor invited to submit proposal for this contract.

- c. We confirm that the enclosed hard copy/ electronic versions of the technical proposal are true and have complete copies of these documents.
- d. We confirm that all personnel and/consortium partners named in the proposal will be available to undertake the services.
- e. We confirm that there are no personal, financial and business activities that will, or might, give rise to a conflict of interest, if we were awarded this contract.
- f. We confirm that the Service Provider or its sub-contractors:
  - i. Are not or have not been the subject of any proceedings or other arrangements relating to bankruptcy, blacklisting, insolvency or financial standing.
  - ii. Have not been convicted of any offence concerning professional misconduct.
  - iii. Have not been convicted of corruption including the offence of bribery.
  - iv. We agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.
- g. I confirm that I have the authority of *[name of Service Provider's company]* to submit proposal and to clarify any details on its behalf.

### **3.2 Minimum Eligibility Criteria**

- A.** Bidders shall meet the following minimum eligibility criteria:
  - a) Be a registered Janitorial/ Facility Management Firm or a Company in Pakistan since at least one year
  - b) Have a minimum average annual verifiable turnover of at least Rs. 15 million rupees in the last year
- B.** In addition, the eligible bidders shall meet the following qualifying criteria:
  - a) Experience as prime Service Provider in the provision of at least one service contract of a nature, complexity and value comparable to the value of jobs mentioned for schedule/schedules which is/are being applied for by the bidder; over the last three years.
  - b) Experience of rendering mechanized services in Public Access building of not less than 20,000 sq meters.
  - c) Ability to provide all the machinery/ equipment as per Annexure III (proof of provision and experience of using machinery previously)

- C. Bidder must provide experience certificate for mechanized cleaning/ housekeeping/ gardening (or mechanized services) from any reputed institutions /organizations/ hospitals where they provided similar services.

### **3.3 Bidding Method and Evaluation**

#### **3.3.1 Bidding Method**

According to PPRA rule 38 2(a) single stage two envelopes bidding procedure shall be adopted.

#### **3.3.2 Rejection of Bids**

1. The Procuring Agency may reject all bids at any time prior to the acceptance of a bid. The Procuring Agency shall upon request communicate to the Bidder who participated in the process seeking the reasons for its bid's rejection, but is not required to justify those grounds.
2. The Procuring Agency incurs no liability, solely by virtue of its invoking Clause 32.1 towards bidders who have submitted bids.
3. Notice of rejection of any or all bids shall be given promptly to the concerned Bidders that submitted bids.

#### **3.3.3 Performance Security**

The successful bidder shall furnish a Performance Security in the shape of a Bank Guarantee from a recognized bank operating in Pakistan on the format attached as **Annexure VI** of the amount equivalent to 10% of the total annual quote, with annual validity before the signing of the contract. The performance guarantee shall be renewed at least one month before its expiry for renewal of the contract.

#### **3.3.4 Bid Evaluation**

1. The total points allocated for the Technical and organizational strength component of the Bid is 100.



2. If the technical component achieves 70% points (of 100 Points), the bid will be considered technically responsive. Those bids scoring less than 70% will not be considered for financial bid opening.
3. Financial bids of technically responsive bidders shall be opened at a date and time fixed and notified in advance to the bidder. The contract will be awarded to the lowest financial bid of the technically qualified bidders (bidders scoring 70% or more in the technical evaluation)

#### ***3.3.4.1 Technical Evaluation***

The technical evaluation of the bid shall be according to the criteria given in **Annexure V**. All compliance certificates need to be submitted with the technical bid along with all lists and other requirements with proofs.

#### ***3.3.4.2 Financial Evaluation***

The financial evaluation of the bid shall be according to the financial evaluation I as given in **Annexure IV**. Incomplete bids shall stand rejected.

### **3.3.5 Redressal of Grievances**

1. The Procuring Agency shall constitute a committee, according to Rule 67 of Punjab Procurements Rules 2014, comprising odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur during the procurement process.
2. Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of their bid may lodge a written complaint concerning his grievances till the award / signing of procurement contract by the Procuring Agency.
3. The committee shall investigate and decide upon the complaint within fifteen (15) days of the receipt of the complaint but prior to the entry into force of the procurement contract.
4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

### **3.4 Joint Venture**

Bids submitted by a joint venture/ Association of two (2) or more firms shall comply with the following requirements:

1. The bid and in case of a successful bid, the Form of Contract Agreement shall be signed so as to be legally binding on all partners;
2. One of the joint venture partners shall be nominated as being in charge; and this authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the joint venture partners;
3. The partner-in-charge shall always be duly authorized to deal with the Employer regarding all matters related with and/or incidental to the execution of Works as per the terms and Conditions of Contract and in this regard to incur any and all liabilities, receive instructions, give binding undertakings and receive payments on behalf of the joint venture;
4. All partners of the joint venture shall at all times and under all circumstances be liable jointly and severally for the execution of the Contract in accordance with the Contract terms and a statement to this effect shall be included in the authorization mentioned under Sub-Para (b) above.
5. A copy of the agreement entered into by the joint venture partners shall be submitted with the bid stating the conditions under which it will function, its period of duration, the persons authorized to represent and obligate it and which persons will be directly responsible for due performance of the Contract and can give valid receipts on behalf of the joint venture, the proportionate participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. No amendments / modifications whatsoever in the joint venture agreement shall be agreed to between the joint venture partners without prior written consent of the Employer.
6. One firm can submit one bid only along with a Joint Venture,

## **4 GENERAL CONDITIONS OF CONTRACT**

### **4.1 Approach and Methodology**

The Bidder shall explain his plan for performing the janitorial services as per the terms of the references and overall scope of this document. Use **Annexure VII** to provide detailed approach and methodology.

## **4.2 Roles and Responsibilities**

### **4.2.1 Primary Responsibilities of the Firm**

1. The service provider shall be responsible for maintaining a completely clean and pleasant hospital premises including but not limited to emergency, outdoor building(s), operation theaters, corridors, admin block, lawns, sewers and all uncovered areas including entrance road, staff offices, wards and any other area as required by the Procuring Agency.
2. The service provider shall provide cleaning services 24 hours per day, 365 days per year as per the requirement set out in the Service Specific Specifications and **Annexure II** relevant to the delivery of desired cleaning services.
3. The firm must abide by the prevailing labor laws including but not limited to Minimum wages, social security and EOBI. The Procuring Agency reserves the right to seek proof if the same is being paid to the janitors, the failure of which can lead to the Termination of the Contract.
4. The firm must provide uniform-kits, shoes, identification cards; personal protective equipment etc. to its entire staff deployed at the hospitals and ensure proper maintenance of it. Each uniform set will comprise of grey shirt and loose grey trousers for male sweepers and grey shalwar qameez with dupatta for female sweepers. All staff would be required to be in clean uniform at all times.
5. Ensure 100% staff attendance, required as per contract.
6. Provide the required equipment mentioned in **Annexure III**. The successful bidder shall have to make all this equipment physically available in the hospital before starting the work and these should always remain in working condition during the period of contract.
7. Waste management according to the hospitals waste management rules 2014 and other SOPs as communicated by the Procuring Agency.
8. The service provider shall develop and implement a maintenance plan for cleaning all types of surfaces, consistent with the manufacturer's maintenance recommendations or internationally accepted cleaning industry standards to extend the life of the surfaces through extensive periodic and restorative cleaning processes.
9. Biometric machine and android application for time recording by janitors and supervisors will be installed by the service provider.
10. The service provider will ensure that the no smoking environment rules in the hospital are respected. Violations will attract a fine of at least Rs. 1500 for each violation.
11. No materials or methods that are environmentally unfriendly may be used
12. In case of absence of a janitor or supervisor from duty, the service provider shall be responsible for providing a replacement. In case such is not done a fine of RS.2000 will be imposed for each instance.

13. The service provider will be responsible for paying his employees in the institution in the first 5 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. Any protest or strike observed by the janitors etc. will be considered a breach of contract and a minimum fine of Rs. 5000 will be imposed for every incidence and will be doubled every 24 hours (Rs. 5000 for first 24 hours, Rs. 10,000 for 24 – 48 hours, Rs. 20,000 for 48 – 72 hours and so on). If the strike continues for more than 5 days, the process for termination of contract may be initiated after the generation of an official report by the designated authority.
14. The service provider shall ensure that no member of the staff takes financial compensation or benefit from the patients or their attendants of any sort. A minimum fine of Rs.5000 shall be levied for every instance of a proven or reportedly correct complaint of the same.
15. The cleaning of the sewer lines up to the main Pipe shall be the responsibility of the service provider.
16. The service provider, after discussion with the Procuring Agency/ Hospital management, shall employ female staff in areas where female patients are treated and male staff where male patients are treated. Male staff shall be made available in labor intensive areas like corridors and outer areas etc.
17. The Supervisors shall be employed by the service provider for 24 hours as per requirements of the Procuring Agency/ Hospital administration. These supervisors are to perform the following roles:

#### **4.2.2 Responsibilities of Supervisor(s)**

1. Responsible for overall cleanliness / maintenance of the Hospital premises.
2. Act as an interface between the Client, Janitorial staff and the facility/ facilities staff.
3. Maintaining duly signed electronic daily audit sheets and complaint registers to record requests and feedback from the client from time to time and appropriate actions taken.
4. Coordinate any kind of transfers / relocations of the janitorial staff and the same shall also be reported to the Client.
5. Responsible for the turnout of the entire janitorial staff.
6. Decide the workload and janitorial staff deployment on a daily basis.
7. Determine and coordinate all the work schedules for all janitorial staff.
8. Maintain attendance for all the janitorial staff.
9. Ensuring presence of the janitorial staff at their respective stations and the completion and compliance of the various duties assigned to them.
10. Help induce a sense of responsibility, discipline and hygiene in all janitorial staff.
11. Ensure that all staff deployed for waste collection duties understand practices regarding waste collection for infection control including proper segregation, labeling, packaging

(as per HWM rules 2014) and weight recording at collection and submission at the infectious waste room / temporary storage point.

12. Help the service provider in submitting the required reporting forms.
13. Maintain electronic inventory of the disposables and issue the same according to the needs in collaboration with the client/ hospital administration.

### **4.3 Responsibilities of the Client**

1. Facilitate the service provider in smooth provision of services.
2. Periodical performance monitoring of the service provider.
3. Timely payment of service provider invoices after generation of monthly report.
4. Provide office space/ storage for inventory and machinery and miscellaneous tasks by the Service Provider

### **4.4 Materials**

1. The bidder, after surveying the Hospital, should propose the quantities and brands of the disposables as required in **Annexure I** of this document in the Methodology for Services (**Annexure VII**). The price of all disposables should be in-built in the financial quote per meter sq. (**Annexure IV**). However, if excess material is required to maintain the standard of cleanliness, the cost of the same shall be adjusted as per allowed variations. All material should be of acceptable quality of standard brands. The client/ Hospital administration reserves the right to get the brand changed if substandard material is being used without any increase in cost.
2. Service provider will store the materials of the required brands along with all required machinery in the store of the hospital and maintain electronic inventory at all times as agreed by the hospital administration.
3. Supervisor nominated by the service provider will indent the material on daily basis after approval by the authorized officer / Deputy Medical Superintendent.
4. Material will be inspected by the Inspection Committee (defined by the client & service provider), nominated for the purpose, prior to depositing into the store.
5. Materials should be deposited on the 27<sup>th</sup> of each month in the hospital store.
6. Authorized officer/ Deputy Medical Superintendent will sign the indent and will verify the stock register on daily basis. It will be the responsibility of the Service Provider to maintain the stock register, get the stock inspected and the inspection committee will verify it in time.

#### **4.5 General Guidelines**

1. 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.
2. In case of any labor disputes regarding their employees, resolve the same at the earliest to ensure scheduled work is completed satisfactorily and on time.
3. No employer – employee relationship between hospital staff and facility management staff shall be maintained.
4. Ensure that all staff assigned to the hospital be adequately immunized against all types of communicable diseases and periodically monitored through health check-ups.
5. 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 (a week).
6. The age limit of the provided staff shall be in the following range:
  - i. Sweepers – 18 to 40
  - ii. Supervisors – 25 to 45
7. Working hours of janitorial staff and supervisors will be shift Wise divided into three shifts per day (8 hour shift)

#### **4.6: Performance Specifications**

##### **A) Cleaning Schedule**

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

1. The risk of infection to patients.
2. Occupational health and safety risk to staff and visitors
3. Aesthetics e.g. reception areas, grounds
4. Value for money

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

**Table 11.1: Categorization of Risk**

Category	Status	Functional Areas included
1	High Risk	Emergency – Surgical and Medical
		Isolation Rooms
		Dialysis Unit
		Operation Theater
		Labor Rooms
2	Moderate Risk	Wards (those inside an OPD building)
		Pharmacy – OPD & Emergency
		Laboratories, including Pathology
		Mortuary
		Radiology
		OPD, including treatment rooms & clinical consultation rooms
		Patient washrooms
		Corridors
		Waiting Areas
3	Low Risk	Stairs / Ramps
		Administrative areas
		Stores
		Record storage and archives
		External areas
		Staff Changing Rooms

Each janitor will be required to perform his duty in the assigned work area with following minimum frequency of cleaning<sup>1</sup> against each element's Service Standards and Requirements mentioned in Annexure II.

**Table 11.2: Minimum Frequency of the Cleaning**

No	Element	High Risk	Moderate Risk	Low Risk
	Overall appearance	n/a	n/a	n/a
	Odour Control	n/a	n/a	n/a

<sup>1</sup> 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.

Element	HighRisk	ModerateRisk	LowRisk
Commodities, weighing scales, manual handling equipment	Clean contact point each use, 1 full clean <sup>2</sup> daily & between patient use	Clean contact point each use, 1 full clean daily & between patient use	n/a
Patient washbowls	1 full clean daily and between patient use	1 full clean daily and between patient use	n/a
Bedside oxygen and suction connectors	1 full clean daily and between Patient use	1 full clean daily and between Patient use	n/a
Patient Fans	1 full clean daily and between patient use	1 full clean daily and between patient use	n/a
Drugrolley	1 full clean weekly	1 full clean weekly	n/a
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	n/a
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	n/a
External	3 full clean daily	1 full clean daily	n/a

<sup>2</sup>Full Clean- is where all aspects of the element are fully cleaned on each occasion in accordance with documented specification



Element	HighRisk	ModerateRisk	LowRisk
Switches, socket sand dat	1 full clean daily	1 full clean daily	1 full clean daily
Walls	Check clean daily and 1 full clean weekly	Check clean daily and 1 full clean weekly	Check clean daily and 1 full clean weekly
Ceiling	1 Full clean weekly	1 Full clean weekly	Wash every third year or replace as required
All doors	2 full clean daily and check clean as required	1 full clean daily and check clean as required	1 full clean weekly
All internal glass	Check clean daily and 1 full clean weekly	Check clean daily and 1 full clean weekly	1 full clean weekly
All external glass	1 full clean yearly	1 full clean every second year	1 full clean every third year
Mirrors	1 full clean daily and check clean as required	1 full clean daily and check clean as required	1 full clean daily and check clean as required
Ventilation grilles, 8 extracts and	1 full clean weekly	1 full clean weekly	1 full clean weekly
1 Floor - 9 polished	5 full cleans daily, 1 check clean daily dust control as required, machine clean weekly	1 full clean daily, 1 dust control daily, machine clean monthly	1 full clean weekly, 1 check clean daily, machine clean quarterly

Code	Element	HighRisk	ModerateRisk	LowRisk
20	Floor - Non-slip	5 full cleans daily, 1 check clean daily dust control as required, machine clean weekly	1 full clean daily, machine clean monthly	1 full clean weekly, 1 check clean daily, machine clean quarterly
21	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
22	Chairs	1 full clean and 1 check clean daily	1 full clean daily	1 full clean weekly
23	Beds/ Trolleys/ Mattresses	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean on discharge	Bedframe, including all component parts daily, mattresses weekly and on discharge, total full clean on discharge	n/a
24	Lockers/ Wardrobes /Drawers	1 full clean daily	1 check clean daily and 1 full clean weekly	n/a
25	Tables/B edtables	1 full clean daily	1 check clean daily and 1 full clean weekly	n/a
26	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
27	Waste receptacles/bins	1 full clean daily and 1 check clean daily and 1 deep clean weekly	1 full clean daily and 1 deep clean weekly	1 full clean weekly and deep clean monthly

Element	HighRisk	ModerateRisk	LowRisk
WashBasins	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans
Toilets/Urinals/Bidet	Dailychecksysteminoperationtoinclude4fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans
Computers/Telephon	1fullcleandaily	1fullcleandaily	1fullcleanweekly
DirtyUtility/Sluice	1fullcleanand1checkcleandaily	1fullcleandaily	1fullcleandaily
Beds/Trolleys/Mattresses	Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge	Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge	n/a
Lockers/Wardrobes/Drawers	1fullcleandaily	1checkcleandailyand1fullcleanweekly	n/a
Tables/Bedtables	1fullcleandaily	1checkcleandailyand1fullcleanweekly	n/a
Alldispensers/holders	1fullcleandailyanddailyasrequired	1fullcleandailyanddailyasrequired	1fullcleandailyanddailyasrequired

Element	HighRisk	ModerateRisk	LowRisk
Waste receptacles /bins	1fullcleandailyand1checkcleandailyand1deepcleanweekly	1fullcleandailyand1deepcleanweekly	1fullcleanweeklyanddeepcleanmonthly
Wash Basins	Daily check system in operation to include 3fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans
Toilets/Urinals/Bidet	Dailychecksysteminoperationtoinclude4fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans	Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans
Computers/Telephon	1fullcleandaily	1fullcleandaily	1fullcleanweekly
Dirty Utility/Sluice Room	1fullcleanand1checkcleandaily	1fullcleandaily	1fullcleandaily
Beds/Trolleys/Mattresses	Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge	Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge	n/a

#### 4.7.1 Monitoring, Evaluation and Corrective Plan

The service provider’s performance will be monitored on a daily basis by the assigned Focal Person. An appropriate senior member, ideally DMS/AMS Infection Control will be assigned as the focal person for this task. On any one of the seven days of a week, the Focal Person will score cleanliness as per the weekly cleaning review sheet given in **Annexure II**. In addition, the Focal Person will also crosscheck each washroom’s toilets and compare its fixtures against the handing over list of fixtures.

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:

**Table 11.3: Scoring Against Risk Category**

High Risk Area	Score obtained	Percentage Score
Isolation Room	$(3+3+3+3+3+3)/24 = 18/24$	75%
Dialysis Unit	$(4+4+4+4+4+4)/24 = 24/24$	100%
Medical Emergency	$(3+3+3+3+3+3)/24 = 18/24$	75%
Surgical Emergency	$(3+3+3+3+3+3)/24 = 18/24$	75%
Operation Theater	$(3+3+3)/12 = 9/12$	75%
Labor Rooms	$(2+2+2+2+2)/20 = 10/20$	50%
Average Score		<b>75%</b>

Every time an area is found to be below 80% it will be given the following time for corrective action.

RiskCategory	TimeFrameforCorrectiveAction
HighRiskArea	1hoursofreportingofproblemtotheserviceprovider
ModerateRiskArea	3hoursofreportingofproblemtotheserviceprovider
LowRiskArea	6hoursofreportingofproblemtotheserviceprovider

The focal person will visit the site once again after the stipulated time and in case the identified problem is not corrected; the following fines will be imposed right away.

## 4.7.2 Penalties

In case of inability to address identified problem by focal person within the allotted times, the focal person will hand out the following fines immediately:

**Table 11.4: Daily Penalty Criteria**

RiskCategory	Fine
HighRiskArea	Rs. 2500
ModerateRiskArea	Rs. 1500
LowRiskArea	Rs. 1000

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.

**Table 11.5: Weekly Penalty Imposition Criteria**

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

- i. For examples, using the already obtained 75% in High Risk category, if a certain hospital receives 67% in Moderate Risk category and 80% in Low Risk category, it will obtain an overall score of  $75\% \times 0.5 + 67\% \times 0.3 + 80\% \times 0.2 = (37.5 + 20+16)\% = 73.5\%$
- ii. This will be the overall score for this week's performance. Averaging all weekly performances of the month, a monthly score will be calculated.
- iii. Service providers will be expected to maintain an average minimum score of 80% as well as 80% in each respective category at all times. If the service provider scores less than 80% in the monthly score, another fine worth Rs. 2500 will be placed. If this continues for another month, the second month's fine will be doubled to Rs. 5000 and then doubled again to Rs. 10,000.
- iv. After a month of score below 80%, the monthly score is not restored to 80% the following month, punitive action may be taken against the service provider including financial penalties, suspension or cancellation of the contract.

#### **4.8 Termination of the Agreement**

- a) Without prejudice to any other available rights / remedies, the Hospital shall have the right to terminate this agreement at its option for any reason specifically provided hereunder or otherwise in case of any breach of this agreement by Service Provider.
- b) The performance of services by the Service Provider under this agreement shall remain under observation during the whole period of the agreement, in case the services are found non satisfactory, below the specified standard or nonperformance due to strike of the Service Provider staff / manpower, this contract shall be terminated by the Hospital at any time with immediate effect]
- c) In such events e.g. nonperformance due to strike or violation of contract, the Service Provider shall be BLACKLISTED as per the prevailing PPRA rules and performance security will be encashed or the cleaning equipment may be confiscated (cost of whichever is higher)
- d) Not with standing anything contained in this agreement, each party shall have the right to terminate this agreement upon 180 days' written notice to the other party and upon written/ recorded reasons for the same.
- e) The Procuring Agency shall be entitled to terminate this agreement forthwith at any time upon serving notice in the event of misconduct either on the part of the Service Provider or its employees or nonperformance of responsibilities and services by the Service Provider.
- f) The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

#### **4.9. Renewal of Contract**

- a) The contract will be signed between the hospital and the service provider for a period of three years with annual renewal. The prices shall be locked for the same period (3 years). The annual renewal shall be based on the following (not limited to) conditions:
  - 1. Performance review of the service provider
  - 2. Approval of the Board of Management
  - 3. Mutual consent of both parties
  - 4. Approval of budget for the services
  - 5. Renewal of the performance security by the service provider

## **5 SPECIAL CONDITIONS OF CONTRACT**

1. The service provider shall be liable to pay compensation for any loss and damage caused to the property of the Procuring Agency or its patients by the Service Provider or its workers. The Service Provider can also partner with an insurance company that will pay to compensate for the damage on behalf on the Service Provider.
2. The Service Provider shall be fully responsible for safekeeping all the bathroom fittings and fixtures throughout the contract period. The current state of each bathroom will be recorded at the time of handing over and signed off by both parties to be maintained at that level at all times.
3. The Service Provider shall be entirely responsible for the conduct of its staff and in case of any complaint against any staff, Service Provider will be under obligation to take necessary action to replace any staff (under the clause of persona non grata) when instructed in writing by the Focal Officer appointed by the client. The Service Provider shall observe all the laws and will responsible for any prosecution or liability rising from breach of labor laws & HWM rules 2014. The Client shall not be responsible for any such action with regard to staff on the rolls of the Service Provider whatsoever.
4. In such circumstances when the service provider is unable to provide the required services, the client has the right to withhold payment and procure the services of any other service provider for the same financial amount.



**ANNEXURES**

**ANNEXURE-I**

**Necessary Cleaning Supplies**

S. No.	Cleaning Supplies Required
1	Brooms
2	Buckets
3	Furniture dusters
4	Toilet cleaning agents
5	Hand wash liquid
6	Hand sanitizer liquid
7	Air freshener
8	Floor cleaning towels
9	Kitchen cleaning towels
10	Disposable hand wash paper-towels
11	Floor polishes
12	Wipers
13	Brushes
14	Floor mops
15	Vim
16	Liquid Bleach
17	Phenyl (ordinary)
18	Phenyl (balls)
19	Sweep acid

**(Any other material deemed necessary for the purpose of maintaining cleanliness should be added to the list by the Hospital)**

**Weekly Cleaning Review Sheet**

Cleaning Review Sheet				
Name of designated hospital staff		Date		
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
CLEANLINESS	Very Dirty	Dirty	Acceptable	Clean
Isolation Room		Functional Risk Category	High	
Floor	<b>More than quarter</b> of the floor is dusty or wet OR <b>More than 2</b> pieces of litter	<b>Less than quarter</b> of the floor is dusty or wet AND D 1-2 pieces of litter	<b>Less than quarter</b> of the floor is dusty or wet AND D No litter	Floor is clean, free of dust and dry AND No litter
Windows and vents (glass, net and window sill)	<b>More than half</b> the window and vents are dusty	<b>Quarter to half</b> windows and vents are dusty	<b>Less than quarter</b> windows and vents are dusty	All windows and vents are clean
Fans	<b>More than half</b> of the fans are dusty	<b>Quarter to half</b> fans are dusty	<b>Less than one-fourth</b> fans are dusty	All fans are clean
Bedsheets/Macintosh	<b>More than 1</b> bedsheet in the room are dirty ( <b>1 or more</b> big stains or <b>3</b> small stains of blood, vomit, motion,.)	<b>More than 1</b> bedsheet in the room are dirty (leftovers of food/medicine leaflets)	bedsheet in the room is dirty ( <b>1 or more</b> big stains or <b>3</b> small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bedsheets are clean and present
Sidetable	<b>More than 2</b> sidetables are <b>Dusty</b>	<b>2</b> sidetables are <b>dusty</b>	<b>1</b> sidetable is <b>dusty</b>	All sidetables are clean

Atmosphere	Badsmell AND	Badsmell OR	Nosmell OR	Nosmell
<b>DialysisUnit FunctionalRiskCategory High</b>				
Floor	<b>Morethanquarter</b> oftheflo orisdustyorwet OR <b>Morethan2</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloorisdustyorwetAN D 1-2piecesoflitter	<b>Lessthanquarter</b> ofthefloorisdustyorwetAN D Nolitter	Floorisclean,freeofdustanddryAND Nolitter
Windowsandvents(glass, netandwindowsill)	<b>Morethanhalf</b> thewindo wsandventsaredusty	<b>Quarterto</b> halfwindowsan dventsaredusty	<b>Lessthanquarter</b> windowsand ventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansared usty	<b>Quarterto</b> halffansaredust y	<b>Lessthanone-</b> <b>fourth</b> fansaredusty	Allfansareclean
Bedsheets/Macintosh	<b>Morethan1</b> bedsheetsinthero omaredirty ( <b>1</b> ormorebigstainsor <b>3</b> smallstainsofblood,vomit,m otion,)	<b>Morethan1</b> bedsheetsinthero omaredirty (leftoversoffood/medicineleaf lets)	bedsheetsintheroom isdirty ( <b>1</b> ormorebigstainsor <b>3</b> smallstainsofblood,vomit,m otion,orleftoversoffood/medic ineleaflets)	Allbedsheetsarecleanandprese nt
Sidetables	<b>Morethan2</b> sidetablesare <b>dusty</b>	<b>2</b> sidetablesare <b>dusty</b>	<b>1</b> sidetableis <b>dusty</b>	Allsidetablesareclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>MedicalEmergency FunctionalRiskCategory High</b>				

Floor	<b>More than half</b> of the floor is dusty or wet OR <b>More than 6</b> pieces of litter	<b>Quarter to half</b> of the floor is dusty or wet OR <b>4-6</b> pieces of litter	<b>Less than quarter</b> of the floor is dusty or wet OR <b>1-3</b> pieces of litter	Floor is clean and dry. No litter
Windows and vents (glass, net and window sill)	<b>More than half</b> the windows and vents are dusty	<b>Quarter to half</b> windows and vents are dusty	<b>Less than quarter</b> windows and vents are dusty	All windows and vents are clean
Fans	<b>More than half</b> of the fans are dusty	<b>Quarter to half</b> fans are dusty	<b>Less than one-fourth</b> fans are dusty	All fans are clean
Bedsheets/Macintosh	<b>More than 1</b> bedsheet in the room is dirty ( <b>1 or more</b> big stains or <b>3</b> small stains of blood, vomit, motion,)	<b>More than 1</b> bedsheet in the room is dirty (leftovers of food/medicine leaflets)	bedsheet in the room is dirty ( <b>1 or more</b> big stains or <b>3</b> small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bedsheets are clean and present
Sidetable	<b>More than 2</b> sidetables are dusty	<b>2</b> sidetables are dusty	<b>1</b> sidetable is dusty	All sidetables are clean
Atmosphere	Bad smell	Bad smell	No smell	No smell
<b>Surgical Emergency Functional Risk Category High</b>				
Floor	<b>More than half</b> of the floor is dusty or wet OR <b>More than 6</b> pieces of litter	<b>Quarter to half</b> of the floor is dusty or wet OR <b>4-6</b> pieces of litter	<b>Less than quarter</b> of the floor is dusty or wet OR <b>1-3</b> pieces of litter	Floor is clean and dry. No litter
Windows and vents (glass, net and window sill)	<b>More than half</b> the windows and vents are dusty	<b>Quarter to half</b> windows and vents are dusty	<b>Less than quarter</b> windows and vents are dusty	All windows and vents are clean

Fans	<b>More than half</b> of the fans are dusty	<b>Quarter to half</b> fans are dusty	<b>Less than one-fourth</b> fans are dusty	All fans are clean
Bedsheets/Macintosh	<b>More than 1</b> bedsheets in the room are dirty ( <b>1 or more</b> big stains or <b>3</b> small stains of blood, vomit, motion,)	<b>More than 1</b> bedsheets in the room are dirty (leftovers of food/medicine leaflets)	bedsheets in the room is dirty ( <b>1 or more</b> big stains or <b>3</b> small stains of blood, vomit, motion, or leftovers of food/medicine leaflets)	All bedsheets are clean and present
Sidetable	<b>More than 2</b> sidetables are <b>dusty</b>	<b>2</b> sidetables are <b>dusty</b>	<b>1</b> sidetable is <b>dusty</b>	All sidetables are clean
Atmosphere	Bad smell	Bad smell	No smell	No smell
<b>Operation Theater Functional Risk Category High</b>				
Floor (observe when no operation is underway)	Blood spillage AND Medical waste	Blood spillage OR Medical waste	Only dust	No trace of blood, medical waste or dust
Operation table (observe when no operation is underway)	Heavily stained ( <b>1</b> big stain or <b>4-5</b> small stains)	Lightly stained ( <b>3 to 4</b> small stains)	Very slightly stained ( <b>1 to 2</b> stains)	No stains
Atmosphere	Bad smell	Bad smell	No smell	No smell
<b>Labor Room Functional Risk Category High</b>				
Floor	Blood spillage AND Medical waste	Blood spillage OR Medical waste	Only dust	No trace of blood, medical waste or dust

Windowsandvents(glass,netandwindowsill)	<b>Morethanhalf</b> thewindow sandventsaredusty	<b>Quartertohalf</b> windowsandventsaredusty	<b>Lessthanquarter</b> windowsandventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Bedsheets/Macintosh	<b>Morethan1</b> bedsheetsintheroomaredirty ( <b>1ormore</b> bigstainsor <b>3</b> smallstainsofblood,vomit,motion.)	<b>Morethan1</b> bedsheetsintheroomaredirty (leftoversoffood/medicineleaflets)	bedsheetsintheroom isdirty ( <b>1ormore</b> bigstainsor <b>3</b> smallstainsofblood,vomit,motion,orleftoversoffood/medicineleaflets)	Allbedsheetsarecleanandpresent
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>Wards/OPDrooms</b>		<b>FunctionalRiskCategory</b>	<b>High</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet OR <b>Morethan6</b> piecesoflitter	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloorisdustyorwet OR <b>1-3</b> piecesoflitter	Floorisclean,freeofdustanddryAND Nolitter
Windowsandvents(glass,netandwindowsill)	<b>Morethanhalf</b> thewindow sandventsaredusty	<b>Quartertohalf</b> windowsandventsaredusty	<b>Lessthanquarter</b> windowsandventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Bedsheets/Macintosh	<b>Morethan1</b> bedsheetsintheroomaredirty ( <b>1ormore</b> bigstainsor <b>3</b> smallstainsofblood,vomit,	<b>Morethan1</b> bedsheetsintheroomaredirty(leftoversoffood/medicineleaflets)	bedsheetsintheroom isdirty ( <b>1ormore</b> bigstainsor <b>3</b> smallstainsofblood,vomit,motion,orleftovers of	Allbedsheetsarecleanandpresent

	motion)		food/medicineleaflets)	
Sidetable	<b>Morethan2sidetablesare dusty</b>	<b>2sidetablesaredusty</b>	<b>1sidetableisdusty</b>	Allsidetablesareclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>Pharmacy</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Floor	Morethanhalfthefloorisdustyo r wet OR Morethan5piecesoflitter	Quartertohalfthefloorisdustyo r wet OR 3-5piecesoflitter	Lessthanquarterofthefloorisdustyo r wet OR 1-2piecesoflitter	Floorisclean,freeofdustanddryAND Nolitter
Pharmacycounter	Morethanhalfthecounterisdust y	Quarterofthecounterisdust y	Lessthanquarterofthecounte risdust y	Counterisfreeofdustanddry
Windowsandvents(glass,netandwindowsill)	Morethanhalfthewindowsandve ntsaredusty	Quartertohalfwindowsandvents aredusty	Lessthanquarterwindowsandve ntsaredusty	Allwindowsandventsareclean
Fans	Morethanhalfthefansaredus ty	Quartertohalffansaredust y	Lessthanone- fourthfansaredust y	Allfansareclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>PathologyLab</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Floor	Morethanaonethirdoftheflooris dustyorwet OR	Quartertooneithirdoftheflooris dustyorwet OR	Lessthanquarterofthefloorisdustyo r wet OR	Floorisclean,freeofdustanddryAND Nolitter

	More than 3 pieces of litter	1-2 pieces of litter	No litter	
Work counter	More than a quarter of the counter is dusty  OR Materials spilled over more than a quarter of the counter	1 square foot on the counter is dusty  OR Materials spilled over 1 square foot of the counter	Dust is visible in small patches but less than 1 square foot area  OR Materials are spilled at 1-2 places leaving very small marks	Counter is free of dust and dry AND  No materials are spilled
Equipment	More than 3 pieces of equipment are dusty or have grime settled on them	2-3 pieces of equipment are dusty or have grime settled on it	1 piece of equipment is dusty  AND No piece has grime settled on it	No piece of equipment is dusty AND  No piece has grime settled on it
Windows and vents (glass, net and window sill)	More than half the windows and vents are dusty	Quarter to half windows and vents are dusty	Less than quarter windows and vents are dusty	All windows and vents are clean
Fans	More than half of the fans are dusty	Quarter to half fans are dusty	Less than one-fourth fans are dusty	All fans are clean
Air conditioners	More than half of the vents and the outside shell of one AC is dusty	One quarter of the vents and the outside shell of one AC is dusty	Some dust on one AC	No dust on the AC
Atmosphere	Bad smell	Bad smell	No smell	No smell



Radiology Lab		Functional Risk Category	Moderate	
Floor	More than a one third of the floor is dusty or wet OR More than 3 pieces of litter	Quarter to one third of the floor is dusty or wet OR 1-2 pieces of litter	Less than quarter of the floor is dusty or wet OR No litter	Floor is clean, free of dust and dry AND No litter
Work counter	More than a quarter of the counter is dusty OR Material spilled over more than a quarter of the counter	1 square foot on the counter is dusty OR Material spilled over 1 square foot of the counter	Dust is visible in small patches but less than 1 square foot area OR Material spilled at 1-2 places leaving very small marks	Counter is free of dust and dry AND No materials are spilled
X-ray machine	Look over all dusty OR Has old layers of dust settled on it	Has some dust OR Has some areas of gathered dust	Appears clean and dust-free AND Has some areas of gathered dust	Appears clean and dust-free AND No layers of old dust
Equipment	More than 3 pieces of equipment are dusty or have grime settled on them	2-3 pieces of equipment are dusty or have grime settled on it	1 piece of equipment is dusty AND No piece has grime settled on it	No piece of equipment is dusty AND No piece has grime settled on it

Windowsandvents(glass, netandwindowsill)	Morethanhalfthewindowsandventsaredusty	Quartertohalfwindowsandventsaredusty	Lessthanquarterwindowsandventsaredusty	Allwindowsandventsareclean
Fans	Morethanhalfofthefansaredusty	Quartertohalffansaredusty	Lessthanone-fourthfansaredusty	Allfansareclean
Airconditioners	MorethanhalfoftheventsandtheoutsideshellofoneACisdusty	OnequarteroftheventsandtheoutsideshellofoneACisdusty	SomedustononeAC	NodustontheAC
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>Patientwashroom</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Floor(cubicle)	<b>Morethanhalf</b> oftheflooriswet,dustyorlittered	<b>Quartertohalf</b> oftheflooriswet,dustyorlittered	<b>Lessthanquarter</b> oftheflooriswet,dustyorlittered	Flooriscleananddry(nosignofwetness,dustorlitter)
Toilet(cubicle)	Feetplace/commodedirtyAND Insideoftoiletdirty	Feetplace/commodedirtyOR Insideoftoiletdirty	Feetplace/commodecleanAND InsideoftoiletcleanAND Flush(tanky)isdirty	Feetplace/commodecleanInsideoftoiletclean Flush(tanky)clean
Washbasin(washroom)	TapandSinkaredirty(drainageblocked)AND Nosoap	TapandSinkaredirty(spots)OR Nosoap	TapandSinkaredirty(spots)AND Soappresent	TapandSinkarecleanAND Soappresent
Windowsandvents(glass, netandwindowsill)	<b>Morethanhalf</b> thewindowsandventsaredusty	<b>Quartertohalf</b> windowsandventsaredusty	<b>Lessthanquarter</b> windowsandventsaredusty	Allwindowsandventsareclean

Atmosphere(washroom)	BadsmellOR Nobulbinstalled	BadsmellAND Bulbinstalled	NosmellOR Bulbinstalled	PleasantsmellAND Bulbinstalled
<b>Waitingarea</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet OR <b>Morethan6</b> piecesoflitter(includingcigarettebuttsorbirdexcreta)	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloordustyorwet OR <b>1-3</b> piecesoflitter	FlooriscleananddryNolitter
Windowsandvents(glass,netandwindowsill)	<b>Morethanhalf</b> thewindow sandventsaredusty	<b>Quartertohalf</b> windowsandventsaredusty	<b>Lessthanquarter</b> windowsandventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Furniture	<b>Morethanhalf</b> theseatsaredusty	<b>Quartertohalf</b> oftheseatsaredusty	<b>Lessthanquarter</b> seatsaredusty	Allseatsareclean
Atmosphere	BadsmellAND Mosquitoesorhousefliesflyingaround	BadsmellOR Mosquitoesorhouseflies	NosmellAND Nomosquitoesorhouseflies	PleasantsmellAND Nomosquitoesorhouseflies
<b>Corridor</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet AND SpitmarksOR <b>Morethan6</b> piecesoflitter(includingcigarettebuttsor	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloordustyorwet OR <b>1-3</b> piecesoflitter	FlooriscleananddryNolitter

	birdexcretes)			
Windowsandvents(glass, netandwindowsill)	<b>Morethanhalf</b> thewindo wsandventsaredusty	<b>Quartertohalf</b> windowsand ventsaredusty	<b>Lessthanquarter</b> windowsand ventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredu sty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone- fourth</b> fansaredusty	Allfansareclean
Atmosphere	BadsmellA ND Mosquitoesorhousefliesflyi ngaround	BadsmellO R Mosquitoesorhouseflies	Nosmell AND Nomosquitoesorhouseflies	PleasantsmellA ND Nomosquitoesandhouseflies
<b>Stairs/Ramp</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Stairs	FloorisdustyA ND SpitmarksO R <b>Morethan6</b> piecesoflitter(incl udingcigarettebuttsorbirdexcr eta)	FloorisdustyO R <b>4-6</b> piecesoflitter	FloorisnotdustyAN D <b>1-3</b> piecesoflitter	FlooriscleananddryNoli tter
Handrailsofstairwells	<b>Morethanhalf</b> ofthehan drailisdusty	<b>Quartertohalf</b> ofthehandrailisdusty	<b>Lessthanquarter</b> ofthehand railisdusty	Handrailisfreeofdust
Ramp	FloorisdustyA ND SpitmarksO R <b>Morethan6</b> piecesoflitter	FloorisdustyO R <b>4-6</b> piecesoflitter	FloorisnotdustyAN D <b>1-3</b> piecesoflitter	FlooriscleananddryNoli tter

	(includingcigarettebuttsorbirdexcreta)			
<b>Mortuary</b>		<b>FunctionalRiskCategory</b>	<b>Moderate</b>	
Floor	BloodspillageA ND Medicalwaste	BloodspillageO R Medicalwaste	Onlydust	Notraceofblood,medicalwasteordust
Table	Heavilystained (1ormorebigstainsor 5ormoresmallstains)	Lightlystained (3to4smallstains)	Veryslightlystained(1to2stains)	Nostains
Windowsandvents(glass,netandwindowsill)	<b>Morethanhalf</b> thewindow sandventsaredusty	<b>Quartertohalf</b> windowsandventsaredusty	<b>Lessthanquarter</b> windowsandventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>AdministrativeAreas</b>		<b>FunctionalRiskCategory</b>	<b>Low</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet OR <b>Morethan6</b> piecesoflitter(includingcigarettebuttsorbirdexcreta)	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloorisdustyorwet OR <b>1-3</b> piecesoflitter	FlooriscleananddryNolitter
Windowsandvents(glass,netandwindow)	<b>Morethanhalf</b> thewindow sandventsare	<b>Quartertohalf</b> windows	<b>Lessthanquarter</b> windows	Allwindowsandventsareclean

sill)	dusty	andventsaredusty	andventsaredusty	
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Furniture(seats/tables/shelves)	<b>Morethanhalf</b> thefurnitureisdusty	<b>Quartertohalf</b> ofthefurnitureisdusty	<b>Lessthanquarter</b> ofthefurnitureisdusty	Allthefurnitureisclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>RecordRoom</b>		<b>FunctionalRiskCategory</b>	<b>Low</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet OR <b>Morethan6</b> piecesoflitter	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloorisdustyorwet OR <b>1-3</b> piecesoflitter	FlooriscleananddryNolitter
Windowsandvents(glass,netandwindowsill)	<b>Morethanhalf</b> thewindowsandventsaredusty	<b>Quartertohalf</b> windowsandventsaredusty	<b>Lessthanquarter</b> windowsandventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Furniture(seats/tables/shelves)	<b>Morethanhalf</b> thefurnitureisdusty	<b>Quartertohalf</b> ofthefurnitureisdusty	<b>Lessthanquarter</b> ofthefurnitureisdusty	Allthefurnitureisclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>StorageRoom</b>		<b>FunctionalRiskCategory</b>	<b>Low</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet	<b>Quartertohalf</b> ofthefloorisdustyorwet	<b>Lessthanquarter</b> ofthefloorisdustyorwet	Flooriscleananddry

	OR <b>More than 6</b> pieces of litter	OR <b>4-6</b> pieces of litter	OR <b>1-3</b> pieces of litter	No litter
Windows and vents (glass, net and window sill)	<b>More than half</b> the window sand vents are dusty	<b>Quarter to half</b> windows and vents are dusty	<b>Less than quarter</b> windows and vents are dusty	All windows and vents are clean
Fans	<b>More than half</b> of the fans are dusty	<b>Quarter to half</b> fans are dusty	<b>Less than one-fourth</b> fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	<b>More than half</b> the furniture is dusty	<b>Quarter to half</b> of the furniture is dusty	<b>Less than quarter</b> of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell	Bad smell	No smell	No smell
<b>Record Room</b>		<b>Functional Risk Category</b>	<b>Low</b>	
Floor	<b>More than half</b> of the floor is dusty or wet OR <b>More than 6</b> pieces of litter	<b>Quarter to half</b> of the floor is dusty or wet OR <b>4-6</b> pieces of litter	<b>Less than quarter</b> of the floor is dusty or wet OR <b>1-3</b> pieces of litter	Floor is clean and dry No litter
Windows and vents (glass, net and window sill)	<b>More than half</b> the window sand vents are dusty	<b>Quarter to half</b> windows and vents are dusty	<b>Less than quarter</b> windows and vents are dusty	All windows and vents are clean
Fans	<b>More than half</b> of the fans are dusty	<b>Quarter to half</b> fans are dusty	<b>Less than one-fourth</b> fans are dusty	All fans are clean
Furniture (seats/tables/shelves)	<b>More than half</b> the furniture is dusty	<b>Quarter to half</b> of the furniture is dusty	<b>Less than quarter</b> of the furniture is dusty	All the furniture is clean
Atmosphere	Bad smell	Bad smell	No smell	No smell

<b>Staffchangingroom</b>		<b>FunctionalRiskCategory</b>	<b>Low</b>	
Floor	<b>Morethanhalf</b> ofthefloorisdustyorwet OR <b>Morethan6</b> piecesoflitter	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloori sdustyorwet OR <b>1-3</b> piecesoflitter	FlooriscleananddryNolitter
Windowsandvents(glass,netandwindowsill)	<b>Morethanhalf</b> thewindow sandventsaredusty	<b>Quartertohalf</b> windowsand ventsaredusty	<b>Lessthanquarter</b> windowsand ventsaredusty	Allwindowsandventsareclean
Fans	<b>Morethanhalf</b> ofthefansaredusty	<b>Quartertohalf</b> fansaredusty	<b>Lessthanone-fourth</b> fansaredusty	Allfansareclean
Furniture(seats/tables/shelves)	<b>Morethanhalf</b> thefurnitureisdusty	<b>Quartertohalf</b> ofthefurnitureisdusty	<b>Lessthanquarter</b> ofthefurnitureisdusty	Allthefurnitureisclean
Atmosphere	Badsmell	Badsmell	Nosmell	Nosmell
<b>Externalareas</b>		<b>FunctionalRiskCategory</b>	<b>Low</b>	
Hardfloor	<b>Morethanhalf</b> ofthefloorisdustyorwet OR <b>Morethan6</b> piecesoflitter  (includingcigarettebuttsorbirdexcreta)	<b>Quartertohalf</b> ofthefloorisdustyorwet OR <b>4-6</b> piecesoflitter	<b>Lessthanquarter</b> ofthefloori sdustyorwet OR <b>1-3</b> piecesoflitter	FlooriscleananddryNolitter
Lawns	<b>Fallentreeleavesarestrewnallaroundthetrees and litter in trees</b>	<b>LitterinFields</b>	<b>Fallentreeleavesarestrewnallaroundthetrees</b>	<b>NoLitterorFallenLeavesinLawns</b>



Drains	<p><b>Two</b> more drains are choked OR <b>More than two</b> open drains have leaves gathered inside</p>	<p><b>One</b> drain is choked OR <b>Two</b> drains have leaves gathered inside</p>	<p><b>No</b> drain is choked AND <b>One</b> drain has leaves gathered inside</p>	<p><b>No</b> drains are choked AND <b>No</b> drain has leaves gathered inside</p>
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**ANNEXURE-III**

**Required Equipment**

<b>S. No.</b>	<b>Name of Equipment for Mechanized Cleaning</b>	<b>Type and Model</b>	<b>Minimum numbers required</b>
1	Floor cleaning and polishing machine		
2	Ride on sweeping machine OR Walk behind sweeping machine		
3	Push sweeper		
4	Scrubber dryer		
5	Walk behind scrubber		
6	Window glass cleaning kit		
7	Waste Buckets as per requirements of the HWM rules 2014		
8	Water sucking pump		
9	Pressure gun		

**Note: Each hospital will fill the required equipment according to their area / requirement along with any other machinery that is required.**

**ANNEXURE-IV**

**FINANCIAL EVALUATION I**

<b>Sr .</b>	<b>Description</b>	<b>Offer – in PKR Inlc. Of all taxes &amp; Contingencies</b>
1	Monthly quoted amount per meter sq.	
2	Yearly quoted amount per meter sq.	
3	Total Monthly quoted amount for hospital	
4	Total Yearly quoted amount for hospital	
5	Total Janitors proposed	
6	Total Supervisors proposed	
7	2% Earnest Money	

Number of Janitors proposed for the mentioned amount per sq. meter	1 Janitor for 1000 sq. meter
Number of Supervisors proposed for the mentioned amount per sq.meter	1 Supervisor for 10,000 sq. meter

**TECHNICAL EVALUATION**

Sr.#	Description	Max Marks
1	<p><b>Experience Record</b>                      Three projects of similar nature (mechanized services offered in hospitals/ public access buildings with covered area of 20,000 sq meters or more)and having financial value of at least Rs. 5 million each.10 marks for each project                      10 marks for each project</p>	30
2	<p><b>Financial Capabilities</b></p> <ul style="list-style-type: none"> <li>• 20 Marks will be given in case average annual turnover for the last year is Rs.30 Million or more.</li> <li>• For Average Annual Turnover for the last year of less than Rs. 30 Million, but not less than Rs. 15 Million, following weightage shall be used:  <math>20 \times (B / 30)</math></li> </ul> <p>B= Average annual turnover for the last year.</p>	20
3.	<p><b>Human Resource (Proposed Team)</b></p> <ul style="list-style-type: none"> <li>• Project Manager with experience in HR management/ Project management of at least 10 years or above (5 Marks).</li> <li>• Two supervisors with minimum experience of 5 years each in similar capacity (5 marks for each supervisor)</li> <li>• Minimum of 100 Janitors with the firm (10 Marks)                      -10 Marks for 100 janitors                      - For Janitors less than 100 but not less than 50, following weightage shall be used  <math>10 \times (C / 100)</math></li> </ul> <p>C= Number of the Janitors</p>	20
4.	<p><b>Methodology / Management Plan</b>                      The Bidder shall provide the details about how to plan and manage the services specific to the proposal (according to <b>Annexure VII</b>)</p>	30
<b>Total Marks</b>		<b>100</b>

ANNEXURE-VI

Form of Performance Security

..... 20

To:

The Medical Superintendent,

\*\*Hospital Name\*\*

\*\*Hospital Address\*

PERFORMANCE SECURITY NO. .... (the **Guarantee**)

We, [●]<sup>3</sup>, being the Guarantee issuing bank (the **Issuing Bank**) understand that [●] a company incorporated under the laws of [●] having its registered office located at [●] (the **Service Provider**) has been selected as the successful bidder following a tendering process for the Outsourcing of Janitorial Services for \*\*Hospital Name\*\*.

Further, we understand that pursuant to such tender process, the Service Provider is required to provide \*\*Hospital Name\*\* with a performance bond equal to PKR \_\_\_\_\_ (10% of annual quoted price of contract).

The above premised, We (the Issuing Bank) hereby undertake irrevocably and unconditionally to pay to \*\*Hospital Name\*\*, without any notice, reference or recourse to the Service Provider or to any other entity or without any recourse or reference to the Contract, any sum or sums (or any part thereof) equivalent in aggregate up to but not exceeding a maximum amount of:

PKR \_\_\_\_\_

(The **Guaranteed Amount**)

<sup>3</sup>Insert name of Issuing Bank;

at sight and immediately, however not later than within five (5) business days from the date of receipt of the **\*\*Hospital Name\*\*** first written demand (the **Demand**) at the Issuing Bank's offices located at [●], such Demand shall state that the Service Provider is entitled to make a demand under the Guarantee and shall set out the total amounts demanded.

The Demand shall only be honoured by us, if it is made by and bears the signature of the Medical Superintendent of **\*\*Hospital Name\*\***.

We, the Issuing Bank, shall unconditionally honour a Demand hereunder made in compliance with this Guarantee at sight and immediately on the date of receipt of your Demand, as stated earlier, and shall transfer the amount specified in the Demand to the bank account, as notified in the Demand, in immediately available and freely transferable funds in the currency of this Guarantee, free and clear of and without any set-off or deduction for or on account of any present or future taxes, levies, imposts, duties, charges, fees, deductions or withholdings of any nature whatsoever and by whomsoever imposed.

This Guarantee shall come into force and shall become automatically effective upon the signing of the contract between **\*\*Hospital Name\*\*** and Service Provider.

After having come into force, this Guarantee and our obligations hereunder will expire on [*Insert date and time*] (the **Guarantee Expiry Hard Date**) (6-months after the expiry of the contract) provided that, in the event that the Hospital issues a Demand to the Issuing Bank on or immediately prior to the Guarantee Expiry Hard Date, the Issuing Bank shall honour that Demand.

Upon expiry, this Guarantee shall be returned to the Service Provider without undue delay. Multiple Demands may be made by **\*\*Hospital Name\*\*** under this Guarantee but our aggregate liability will be restricted up to the Guaranteed Amount.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between **\*\*Hospital Name\*\*** and the Service Provider without in any way impairing or affecting our liabilities hereunder without notice to us and without the necessity for any additional endorsement, consent or guarantee by us.

This Guarantee for its validity period shall not be affected in any manner by any change in our constitution or of the Service Provider's constitution or of their successors and assignees and this Guarantee shall be legally valid, enforceable and binding on each of their successors and permitted assignees.

All references to any contract or other instruments are by way of reference only and shall not affect our obligations to make payment under the terms of this Guarantee.

**\*\*Hospital Name\*\*** may not assign / transfer or cause or permit to be assigned or transferred any of its rights, title, interests and benefits of this Guarantee without our prior written consent, which consent shall not be unreasonably withheld or delayed.

If one or more of the provisions of this Guarantee are held or found to be invalid, illegal, or unenforceable for any reason whatsoever, in any respect, any such invalidity, illegality, or unenforceability of any provision shall not affect the validity of the remaining provisions of this Guarantee.

We hereby declare and confirm that under our constitution and applicable laws and regulations, we have the necessary power and authority, and all necessary authorizations, approvals and consents thereunder to enter into, execute, deliver and perform the obligations we have undertaken under this Guarantee, which obligations are valid and legally binding on and enforceable against us under the applicable laws and under the laws of the jurisdiction where this Guarantee is issued. Further, that the signatory (ies) to this Guarantee is/are our duly authorized officer(s) to execute this Guarantee.

**\*\*Signed by authorized signatory\*\***



**ANNEXURE-VII**

**DESCRIPTION OF APPROACH AND METHODOLOGY FOR PERFORMING THE SERVICES**

The bidder shall explain the approach and methodology for performing the services under the following head

- Deployment of the Janitors along with their Job Description (10% of Marks)
- Logistics Deployment Management Plan (20 % of Marks)
- Available Equipment and Deployment Plan (20 % of Marks)
- Proposed quantities and brands of Material to be used (10% of Marks)
- Performance Monitoring of the Janitors (40% of the Marks)

**ANNEXURE-VIII**

Sr.#	Description	Total Marks	Marks Obtained (to be filled by procuring agency)
1	<b>Experience Record</b>	30	
	<b>Project 1 Description:</b>  <b>Financial Value:</b>		
	<b>Project 2 Description:</b>  <b>Financial Value:</b>		
	<b>Project 3 Description:</b>  <b>Financial Value:</b>		
2	<p style="text-align: center;"><b>Financial Capabilities</b></p> <b>Average Annual Turnover</b>	20	

3.	<p style="text-align: center;"><b>Human Resource (Proposed Team)</b></p> <p><b>Project Manager - Experience in years:</b></p> <hr/> <p><b>Supervisor 1 – Experience in years in Similar Capacity:</b></p> <p><b>Supervisor 2 – Experience in years in Similar Capacity:</b></p> <hr/> <p><b>Number of Janitors with the Firm:</b></p>	20	
4.	<p><b>Methodology / Management Plan</b></p> <p>The Bidder shall provide the details about how to plan and manage the services specific to the proposal (according to <b>Annexure VII</b>)</p>	30	

**ANNEXURE-IX**

<b>Sr.</b>	<b>Hospital Department name</b>	<b>Department area – Square meters</b>	<b>Department Timings</b>
<b>1.</b>	<b>OPD</b>		
<b>2.</b>	<b>IPD</b>		
<b>3.</b>	<b>EMERGENCY</b>		
<b>4.</b>	<b>OPEN/ UNCOVERED AREA</b>		

**NOTE: HOSPITAL NEEDS TO FILL ACCORDING TO REQUIREMENT**

**TENDER CHECKLIST**

S. #	DESCRIPTION	Tick Yes / No	Documents Attached at Annexure
1	Copies of Purchase / Work Orders (if any)		
2	Copy of the Proprietor's CNIC		
3	Copy of Valid Tax Clearance Certificate		
4	Affidavit regarding non-involvement in any arbitration/ litigation with any government agency / department and not blacklisted as well.		
5	List of satisfied customers along with their contact numbers		
6	Detailed specification / brochure by the Manufacturer		
7	Copy of Income Tax Registration certificate		
8	Copy of Sales Tax Registrations certificate		

**Note**  
:  
Bidders must fill-up above mentioned checklist / table and attach

h copies of required documents with proper annexures along with tender document.

**BIDDERS INFORMATION**

Name of Firm/Company	
Complete Postal Address	
Phone	
Contact Person / Designation	
Cell Number	
E-Mail	
Fax Number	

**Date  
of  
Sub  
missi  
on /**

**opening:**

Receipt of tenders : \_\_\_\_\_ 2016 till 11:00 AM

Opening of tenders : \_\_\_\_\_, 2016 at 11:30 AM at \_\_\_\_\_

Venue :