



KARACHI INSTITUTE OF HEART DISEASES KARACHI METROPOLITAN CORPORATION



Dated: 22 January 2022

No. ED/KIHD/0643 /2022

Subject: **CORRIGENDUM**

Reference ID No. T00970-21-004

With reference to above NIT, the tenders invited vide office NIT No. KIHD/ED/0830/21, dated 28th December 2021 published in leading newspapers and hoisted on SPPRA through PPMS website, dated 14th January 2022 to read as under:-

1. Evidence of the firm/company's registration/incorporation with SECP is mandatorily required.
2. Technical evaluation criteria to qualify minimum was mentioned 65%, read as 70% marks or more.
3. The following are the changes in **Technical Evaluation Criteria of Washing Linen**, at serial no 2.

2	Client's Satisfactory Performance Certificate issued during the last 5 years by any Public Sector Organization OR any Private Sector large National / Multi-National organization registered with SECP. (Please provide satisfactory performance letter / certificate Issued during the last 3 years)	20	Documentary proof (copies of the contract or purchase orders) should be furnished.
01 Point for each clients			

However, all other terms and conditions would remain the same.

Executive Director
Karachi Institute of Heart Diseases

Copy to:-

- All concerned



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 Diseases**



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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 envelopes. 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 70, a bidder who shall obtain minimum **70 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 Washing Linen 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 with SECP is mandatorily required. (Copy of certificate required)
- The Firm/Company and Washing Linen staff must be registered with EOBI/SESSI. (Copy of Registration EOBI/SESSI is required)
- The firm/company should ISO Certificate for Washing Linen Services or Pakistan Engineering Council Certificate
- 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" for a sum equivalent to 10 % of the contract value, through a Pay Order/ bank draft in favor of KIHD within five (05) working days of award of contract. If the bidder fails to deposit performance / bank guarantee within five (05) working days of the receipt of the letter awarding the job, the same shall be treated as cancelled and the



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earnest money shall be forfeited. The bid security of the successful contractor will be adjusted against the performance guarantee.

- Performance certificates by the major clients where your company has been providing Washing Linen services in the last two years.

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.



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- 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.

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:



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- 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.
- 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.



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- 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 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.



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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;
- 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.



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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 Organization	
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 Organization
		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	The firm must be registered with SECP 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 must be registered with EOBI/SESSI.	(Copy of Registration EOBI/SESSI is required)	<input type="checkbox"/>	<input type="checkbox"/>
7	ISO 9001 : 2008 Certificate / PEC certificate	(Copy of Certificate required)	<input type="checkbox"/>	<input type="checkbox"/>



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Technical Evaluation Criteria (to qualify minimum 70 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	Client's Satisfactory Performance Certificate issued during the last 5 years by any Public Sector Organization OR any Private Sector large National / Multi-National organization registered with SECP.	20		Please provide satisfactory performance letter / certificate issued during the last 3 years)
	01 Point for each clients			
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 Washing Linen Services or Pakistan Engineering Council Certificate			
5	Performance certificate/Appreciation Letter	10		(contact details also required for verification)
	02 Points each for letter on respective company			
6	Progressive Report or Plan	10		Submit Complete Report
	10 Points for comprehensive report or complete annual plan			
7	Equipment's and Material Utilized	10		KIHD may depute its officials to visit the site of launderer to verify machinery / men power.
	10 Points for utilization cleaning material list and details of equipment			
	Total	100		

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



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Bill of Quantities / Financial Proposal				
Sr. No.	Description	Qty. P/M	Unit Price	Total amount for the year (Qty x Unit Price x 12)
1	Bed Sheets	3,500		
2	Draw Sheets	500		
3	Hole Sheets 38 x 28	500		
4	Operation Towel for Trolley	1,000		
5	Operation Gown	500		
6	Patient Uniform Kurta	1,000		
7	Patient Uniform Pajama	1,000		
8	Doctor Cot	500		
9	Pillow Cover	1,500		
10	Bath Towel	500		
11	Blankets	300		
12	Hand Towel	200		
13	Staff O.T. Uniform Kurta (3 sizes)	500		
14	Staff O.T. Uniform Pajama (3 sizes)	500		
15	U – Drape 8x7 ft	200		
Total Amount for the year				

Note: Quantities mentioned in the BOQ may vary to any extent depending upon the occupancy of patients.
Payment to be made on actual basis after completion of every month in arrears.

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



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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 [Washing and Linen 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 Washing Linen 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 WASHING LINEN SERVICES

This agreement is executed on this day _____ for hiring of Washing linen 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.

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.

SCOPE OF WORK

1. Cleaning Services:

- i. The service procedure should be equipped with modern, automatic laundry equipment to wash hospital linen like bed sheets, pillow covers, towels of varying sizes, wrappers, leggings, gowns, patients' hospital dress like shirts/pants/kurtas/pajamas, etc, of various sizes. As the hospital linen frequently has blood and other body fluid stains, appropriate quantities of detergents & stain removers & wash cycles are required to be used. The supervisor & the staff are required to have a thorough knowledge of all the steps of washing, ironing, folding, and distribution of linen.



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2. Daily Services:

- i. Laundry services should be provided daily on all week days and there should be no delay on the part of laundry in processing the linen received and in returning it to the concerned departments.
- ii. The soiled/washed linen shall be collected/delivered respectively, by the contractor at the prescribed time from all the concerned departments under proper acknowledgment in duplicate (one copy for the concerned department and the other copy for laundry records).
- iii. Authorities of concerned departments will decide the timing of collection of soiled linen / distribution of laundered linen, to be followed by the vendor. EVERY CARE SHOULD BE TAKEN TO HANDLE THE DIRTY & CLEAN LINEN SEPARATELY, WITHOUT THEM COMING TO CONTACT WITH EACH OTHER UNDER ANY CIRCUMSTANCES.
- iv. The linen items should be washed using good quality soaps/detergents, all stains removed using good quality stain removers, wherever applicable optical brightening agents are applied, wherever applicable starch is applied, dried properly, pressed without any wrinkles, folded neatly before delivery of the same.
- v. The contractor is solely responsible for any loss, damage, discoloration, bleeding of colors, fading of prints, wear and tear, etc., caused due to use of inappropriate washing steps /cycles / chemicals / detergents, etc., OR poor quality chemicals & detergents OR inappropriate handling, mixing of colored & white linen, etc., and the cost of the same will be recovered from the payment due to him in first instance and may also be adjusted against the security deposit.
- vi. Blood-stained Hospital linen will have to be washed separately from other normally stained linen and should not be mixed with each other.
- vii. If the quality of the washed linen items are not found to be complying with the stipulations made above, the same shall be rewashed and will also be treated as a violation of terms and conditions and the cost equal to the extent of rewashing will not be paid
- viii. Linen wash SOP - Linen collected from hospital should be soaked in 0.1% Sodium Hypo chloride for half an hour, then soaked in detergent and then should be washed.

3. Collection and Handling:

- i. Only pieces collected & laundered shall be considered for billing.
- ii. Contractors Staff is required to maintain a proper log of all the linen incoming and outgoing on daily basis separately for each Department etc, and is required to generate a monthly report. The contractor's staff should be able to identify linen of each Department separately.
- iii. Ensure there are no extraneous items among soiled laundry, linen and textiles prior to placing in collection bags.



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- iv. Staff needs to be aware of sharps when placing soiled laundry, linen and textiles in bags the complete job of collecting of dirty linen from earmarked places to supply of washed linen to earmarked places of the hospitals / Hospitalities shall be carried out by the contractor.
- v. The contractor shall arrange to machine press patient's uniforms, bed sheets, Doctor's & Nurse's OT gowns, doctor's shirts & Pajamas, draw sheets, pillow covers etc. All terricot clothes have to be hand pressed.
- vi. The Contractor's staff should posses Identity Card and produce on demand.
- vii. Spotting of stains (blood, body fluid etc) on the Linen shall be taken care by the Contractor.
- viii. Loading / unloading of soiled linen will be done by the Contractor.
- ix. Counting of linen must be done in the presence of respective staff of the concern Department.
- x. Torn linen to be kept separately for repairing /condemnation while delivery of washed linen and keeping record of condemned linen.
- xi. Used linen should be collected every day from the respective department and deliver the same within 2 days time.
- xii. In case of any emergency contractor will carry out the laundry service at concern department with required permission.
- xiii. Washing and Ironing should be clean & neat uncleaned linen will be sent back for re-washing without any additional charges.
- xiv. Timings for collecting material from KIHD and delivery at the same, duly completed in all manner as per "work to be done" stated in proforma for Financial Bid, will be between 8:30 am to 9:30 am.
- xv. Unfavorable weather shall not be ground for any relaxation of the time frame of delivery.
- xvi. In case of breach of any of terms and conditions mentioned above, the Competent Authority will have the right to cancel the work order without assigning any reason thereof, and nothing will be payable by this Authority in that event and the Security Deposit shall be forfeited.
- xvii. Risk & Cost: In case of failure of the contract to perform the contract satisfactorily, the same will be cancelled and fresh contract will be floated at the risk and cost of the default agency in addition to forfeiture of Security Deposit.



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- xviii. For delayed supply of items taken for laundry / dry cleaning / ironing the agency shall be liable to pay penalty at the rate of 1.5 % of contract subject to a maximum 5.0%. For delay to deliver the items taken for laundry / dry cleaning beyond 5 days the item will be treated as lost and the agency shall be liable to compensate KIHD as per conditions mentioned in above.

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.

Not with standing 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 time 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