**RAWALPINDI INSTITUTE OF CARDIOLOGY**

**RAWAL ROAD, RAWALPINDI.**

**PH: 051-9281111**



**BIDDING DOCUMENT**

**OF**

**JANITORIAL SERVICES**

**(FOR THE FINANCIAL YEAR 2023-24)**

# BIDDERS INFORMATION

**BID REFERENCE NO. RIC/PO/3204/23 Dated 13-04-2023**

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

**Date of Submission / opening:**

**Receipt of Documents :** 27-04-2023 at 11:00am

**Opening Date / Time :** 27-04-2023 at 11:30 am in MS Office of

Rawalpindi Institute of Cardiology, Rawalpindi

# PAGE MARKING / INDEX CERTIFICATE

I Mr. / Miss / Mrs. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ do hereby certify on the behalf of M/S (firm name)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that the bidding documents submitted for tender of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ contain total pages \_\_\_\_\_\_\_\_\_\_\_.

Moreover, the page marking is done and index has been prepared which is marked as page no \_\_\_\_\_\_\_\_\_\_.

Name of authorized person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Designation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CNIC No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact No. (Land Line) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact No. (Mobile) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NOTE:**

***Technical Bid should be properly tagged / binding / page numbering, otherwise the procuring agency has right to reject the bid and its decision will be final which cannot be challenged in any court of law.***

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Stamp (Firm) \_\_\_\_\_\_\_\_\_\_\_\_**

**Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**COPY OF CNIC (ATTACH HERE)**

**Name :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Father Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CNIC No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Mandatory to attach copy of CNIC)**

**ORIGINAL TENDER PURCHASE RECEIPT (ATTACH HERE)**

**Tender Fee Receipt No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Amount Rs. \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Mandatory to attach Original Purchase Receipt)**

**COPY OF BID SECURITY (ATTACH HERE)**

**Bank Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Call Deposit Receipt / Bank Guarantee No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Amount of Bid Security: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Mandatory to attach copy of bid security)**

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# TENDER CHECK LIST

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **DESCRIPTION** | **YES / NO** | **DOCUMENTS ATTACHED AT ANNEXURE** |
|  | Copies of Purchase / Work Orders (if any) |  |  |
|  | Copy of the Proprietor’s CNIC |  |  |
|  | Copy of Valid Tax Clearance Certificate |  |  |
|  | Affidavit regarding non-involvement in any arbitration/ litigation with any government agency / department and not blacklisted / corrupt or fraudulent practices as well. |  |  |
|  | List of satisfied customers along with their contact numbers |  |  |
|  | Detailed specification / brochure by the Manufacturer |  |  |
|  | Copy of Income Tax Registration certificate |  |  |
|  | Copy of Sales Tax Registrations certificate |  |  |
|  | Registration copy of EOBI & Social Security Institution |  |  |

**Note:** Bidders must fill-up above mentioned checklist / table and attach copies of required documents with proper annexure along with tender document.

# BID DATA SHEET

|  |  |  |
| --- | --- | --- |
| **ITB Ref** | **Description** | **Detail** |
| N/A | Bid reference number | **RIC/PO/3204/23 Dated 13-04-2023** |
| N/A | Commencement of sale of Bidding Document | After One days of publishing of advertisement in newspaper. |
| N/A | Last date of sale of Bidding Document | **26-04-2023, 02:00 PM** |
| ITBClause24 | Last date and time for the receipt of bidding  Document | **27-04-2023, 11:00 AM** |
| N/A | Pre-bid meeting date, time and venue | **18-04-2023, 11:00 AM** at Purchase Office of RIC Rwp |
| ITBClause27 | Date, time and venue of opening of technical  Bids | **27-04-2023, 11:30 AM** at MS Office of RIC, Rwp |
| ITBClause16 | Bid currency | PKR |
| ITBClause13 | Language of bid | English or Urdu |
| ITBClause20 | Amount of bid security | 2% of the estimated price  **(Estimate Price: Rs. 54,000,000)** |
| ITBClause21 | Bid validity period | 180 Days |
| ITBClause09 | Bidding procedure | Single stage–Two  Envelop procedure |
| ITBClause27 | Address for communication:  **Medical Superintendent**  **Rawalpindi Institute of Cardiology**  **Rawal Road, Rawalpindi** | |

# INTRODUCTION

**Rawalpindi Institute of Cardiology, Rawalpindi** requires firms to provide janitorial services for 24 hours a day and 365 days a year for the entire hospital. The total calculated square meters of the proposed area for where the janitorial services are required are **(53248 Sq Meter).** 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.

# 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.

# INSTRUCTIONS TO BIDDERS

# 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 **11:00 AM, 19-04-2023** 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. A complete set of original Bidding Documents can obtain from Purchase Department of RIC, Rawalpindi on all working days during office hours till **02:00 PM** and the same can be examined online at the PPRA website [**www.ppra.punjab.gov.pk**](http://www.ppra.punjab.gov.pk/) & [**www.ric.gop.pk**](http://www.ric.gop.pk) until the closing date for the submission of bids. The bidders shall submit documents before **11:00 AM, 27-04-2023** at the Purchase Office of Rawalpindi Institute of Cardiology, Rawalpindi. 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 **11:30 AM,** 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:
   1. Filled ANNEXURE VIII
   2. Covering Letter on Company letter-head
   3. Company profile (including status, services offered, projects (along with certificates), equipment owned, equipment rented, and proof of all points in the “**Eligibility**” criteria.
   4. Company registration document with the relevant authority
   5. National Tax Number copy and must be on active tax payer list of FBR
   6. Company Financial position (proof of minimum annual turnover of Rs. 15 Million as stated in the “**Eligibility**” criteria)
   7. Methodology to perform the Assignment
   8. Procedure adopted for Facility Management (Guidelines)
   9. Experience letters along with contact details for existing/ previous contracting companies
   10. Supporting documents/ proof for all filled information
   11. Detailed Plan of Facility Management including work procedures, Standards, Schedules and number of workforce.
   12. An execution and operational strategy for the maintenance with clearly defined standards.
   13. Proper and well-thought-out models for analytical understanding of the work needed to be carried out.
   14. Complete understanding of the social, cultural, political and institutional factors that might affect Facilities Management.
   15. Registration certificate with EOBI and Social Security Certificate
8. The Financial Proposal should contain:
   1. Filled ANNEXURE IV
   2. Covering letter on Company letter-head
   3. Break-down of taxes separately.
   4. Bid Security – in the form of a Pay Order / Demand Draft / Call deposit Receipt equivalent to 2% of the estimated price **(Estimate Price: Rs. 54,000,000/-)**in the name of “**EXECUTIVE DIRECTOR, RAWALPINDI INSTITUTE OF CARDIOLOGY, RAWALPINDI**”
9. The contract validity for one year
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:
    1. 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.
    2. 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.
    3. We confirm that the enclosed hard copy/ electronic versions of the technical proposal are true and have complete copies of these documents.
    4. We confirm that all personnel and/consortium partners named in the proposal will be available to undertake the services.
    5. 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.
    6. We confirm that the Service Provider or its sub-contractors:
       1. Are not or have not been the subject of any proceedings or other arrangements relating to bankruptcy, blacklisting, insolvency or financial standing.
       2. Have not been convicted of any offence concerning professional misconduct.
       3. Have not been convicted of corruption including the offence of bribery.
       4. 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.
    7. 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.

# Minimum Eligibility Criteria

**A.** Bidders shall meet the following minimum eligibility criteria:

* + - 1. Be a registered Janitorial/ Facility Management Firm or a Company in Pakistan since at least **three years.**
      2. 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:

1. 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.
2. Experience of rendering mechanized services in Public Access building of not less than 20,000 sq meters.
3. Ability to provide all the machinery/ equipment as per Annexure III (proof of provision and experience of using machinery previously)
   * + 1. Bidder must provide experience certificate for mechanized cleaning/ housekeeping/ gardening (or mechanized services) from any reputed institutions /organizations/ hospitals where they provided similar services.
       2. Bidder must register with EOBI & Employees Social Security Institution

# Bidding Method and Evaluation

# Bidding Method

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

# 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.

# 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.

# 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)

# *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.

# *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.

# 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.

# Joint Venture

Joint venture or partnership firms are not eligible for this tender.

# 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.

# Roles and Responsibilities

# 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 labour 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 cleaning of the sewer lines up to the main Pipe shall be the responsibility of the service provider.
14. 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.
15. 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:

# 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.

# 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 invoicesafter generation of monthly report.
4. Provide office space/ storage for inventory and machinery and miscellaneous tasks by the Service Provider

# 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 administrationreserves 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 27th 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.

# 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:
   * 1. Sweepers – 18 to above
     2. Supervisors – 25 to above
7. Working hours of janitorial staff and supervisors will be shift Wise divided into three shifts per day (8 hour shift)

# 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 |
| Stairs / Ramps |
| 3 | Low Risk | Administrative areas |
| Stores |
| Record storage and archives |
| External areas |
| Staff Changing Rooms |

Each janitor will be required to performis duty in the assigned work area with following minimum frequency of cleaning [[1]](#footnote-2)against each element’s Service Standards and Requirements mentioned in **AnnexureII**.

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

| **No.** | **Element** | **HighRisk** | **ModerateRisk** | **LowRisk** |
| --- | --- | --- | --- | --- |
| 1 | Overallappearance | n/a | n/a | n/a |
| 2 | OdourControl | n/a | n/a | n/a |
| 3 | Commodes,weighingscales,manualhandling equipment | Cleancontactpointseachuse,1fullclean[[2]](#footnote-3)daily& betweenpatientuse | Cleancontactpointseachuse,1fullcleandaily& betweenpatientuse | n/a |
| 4 | Patientwashbowls | 1fullcleandailyand betweenpatientuse | 1fullcleandailyand betweenpatientuse | n/a |
| 5 | Bedsideoxygenandsuction  connectors | 1fullcleandailyand between  Patientuse | 1fullcleandailyand between  Patientuse | n/a |
| 6 | PatientFans | 1fullcleandailyand betweenpatientuse | 1fullcleandailyand betweenpatientuse | n/a |
| 7 | Drugtrolley | 1fullcleanweekly | 1fullcleanweekly | n/a |
| 8 | Entrance/Exit | 4fullcleansdaily,dustcontrolasrequired,1machinecleanweekly | 2fullcleansdaily,dustcontrolasrequired,1machinecleanweekly | n/a |
| 9 | Stairs(internalandexternal) | 2fullcleansdaily,dustcontrolasrequired,1machinecleanweekly | 2fullcleansdaily,dustcontrolasrequired,1machinecleanweekly | n/a |
| 10 | Externalareas | 3fullcleandaily | 1fullcleandaily | n/a |
| 11 | Switches,socketsanddatapoints | 1fullcleandaily | 1fullcleandaily | 1fullcleandaily |
| 12 | Walls | Checkcleandailyand1fullcleanweekly | Checkcleandailyand1fullcleanweekly | Checkcleandailyand1fullcleanweekly |
| 13 | Ceiling | 1Fullcleanweekly | 1Fullcleanweekly | Washeverythirdyearorreplaceasrequired |
| 14 | Alldoors | 2fullcleandailyandcheckcleanasrequired | 1fullcleandailyandcheckcleanasrequired | 1fullcleanweekly |
| 15 | Allinternal glassand glazing | Checkcleandailyand1fullclean weekly | Checkcleandailyand1fullclean weekly | 1fullcleanweekly |
| 16 | Allexternal glassand glazing | 1fullcleanyearly | 1fullcleaneverysecondyear | 1fullcleaneverythirdyear |
| 17 | Mirrors | 1fullcleandailyandcheckcleanasrequired | 1fullcleandailyandcheckcleanasrequired | 1fullcleandailyandcheckcleanasrequired |
| 18 | Ventilation grilles, extracts and inlets | 1 full clean weekly | 1 full clean weekly | 1 full clean weekly |
| 19 | Floor -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 |
| 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,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge | Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge | n/a |
| 24 | Lockers/Wardrobes/Drawers | 1fullcleandaily | 1checkcleandailyand1fullcleanweekly | n/a |
| 25 | Tables/Bedtables | 1fullcleandaily | 1checkcleandailyand1fullcleanweekly | n/a |
| 26 | Alldispensers/holders | 1fullcleandailyanddailyasrequired | 1fullcleandailyanddailyasrequired | 1fullcleandailyanddailyasrequired |
| 27 | Wastereceptacles/bins | 1fullcleandailyand1checkcleandailyand1deepcleanweekly | 1fullcleandailyand1deepcleanweekly | 1fullcleanweeklyanddeepcleanmonthly |
| 28 | WashBasins | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans |
| 29 | Toilets/Urinals/Bidet | Dailychecksysteminoperationtoinclude4fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans |
| 31 | Computers/ Telephones/OfficeEquipment | 1fullcleandaily | 1fullcleandaily | 1fullcleanweekly |
| 32 | DirtyUtility/SluiceRoom | 1fullcleanand1checkcleandaily | 1fullcleandaily | 1fullcleandaily |
| 23 | Beds/  Trolleys/Mattresses | Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge | Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge | n/a |
| 24 | Lockers/Wardrobes/Drawers | 1fullcleandaily | 1checkcleandailyand1fullcleanweekly | n/a |
| 25 | Tables/Bedtables | 1fullcleandaily | 1checkcleandailyand1fullcleanweekly | n/a |
| 26 | Alldispensers/holders | 1fullcleandailyanddailyasrequired | 1fullcleandailyanddailyasrequired | 1fullcleandailyanddailyasrequired |
| 27 | Wastereceptacles/bins | 1fullcleandailyand1checkcleandailyand1deepcleanweekly | 1fullcleandailyand1deepcleanweekly | 1fullcleanweeklyanddeepcleanmonthly |
| 28 | WashBasins | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans |
| 29 | Toilets/Urinals/Bidet | Dailychecksysteminoperationtoinclude4fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans | Dailychecksysteminoperationtoinclude3fullcleansand2checkcleans |
| 31 | Computers/ Telephones/OfficeEquipment | 1fullcleandaily | 1fullcleandaily | 1fullcleanweekly |
| 32 | DirtyUtility/SluiceRoom | 1fullcleanand1checkcleandaily | 1fullcleandaily | 1fullcleandaily |
| 23 | Beds/  Trolleys/Mattresses | Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge | Bedframe,includingallcomponentpartsdaily,mattressesweeklyandondischarge,totalfullcleanondischarge | n/a |

# 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 |  | **75%** |

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

|  |  |
| --- | --- |
| **RiskCategory** | **Time Frame for Corrective Action** |
| High Risk Area | 1 hours of reporting of problem to the service provider |
| Moderate Risk Area | 3 hours of reporting of problem to the service provider |
| Low Risk Area | 6 hours of reporting of problem to the service provider |

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.

# Penalties

|  |  |  |
| --- | --- | --- |
| **S#** | **SUMMARY OF PENALTIES** | **PENALTIES IN PKR** |
|  | Attendance less than 85% (Absent / vacant/ not deployed) | Rs.500 plus the amount of daily wage.  (Amount of daily wage rate will be calculated on the basis of 30 days per month). |
|  | Service provider fails to enroll 100% HR | Rs.2000 per month plus monthly wage rate per personnel. |
|  | Missing Personnel (Absent / vacant/ not deployed) during public local holidays or any other special occasions. | Rs.500 plus Penalties in Sr#1. |
|  | Staff is found without Uniform | Rs. 200 will be charges for each such staff for that particular day. |
|  | If any worker (after worked for complete month) not get paid minimum wage as per labor laws. | Rs. 5000/ staff shall be imposed for that particulars month. |
|  | Penalty on non-provision of PESSI payment detail of deployed strength on monthly basis. | Rs.1200 for each personnel per month. |
|  | In case of any consumables item are found missing from any required designated place issued by the client. | After giving one warning in writing 200 per place. |
|  | Non-Provision of supplies with stipulated time (25th of previous month plus five days as a grace period). | Rs.1000 per day. |
|  | Any public complaint like misbehave, theft, financial benefits. | Rs. 2000 per incident and respective staff must be replaced immediately. |
|  | Any protest or strike observed by the staff / janitors etc. will be considered a breach of contract. | Rs. 25000 per incident and will be doubled every next 24 hours. (Rs.25, 000 for first 24 hours, Rs.50,000 for 24-48 hours and so on). |
|  | If service provider fails to maintain the situation of cleanliness as described in daily monitoring section. | a). Rs. 2000 for high Risk area b) Rs. 1000 for moderate Risk area c) Rs.500 for low risk area. |
|  | penalty on low Score in MEA | Rs. 25000 per month for core below 80% in MEA Score. If this continues for another month, the second month’s fine will be doubled to Rs. 50,000 and then doubled again to Rs. 100,000 |

# Termination of the Agreement

1. 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.
2. 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]
3. 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 en cashed or the cleaning equipment may be confiscated (cost of whichever is higher)
4. Notwithstanding anything contained in this agreement, each party shall have the right to terminate this agreement upon 180days’ written notice to the other party and upon written/ recorded reasons for the same.
5. 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.
6. The termination shall be without prejudice to the acquired rights and liabilities of either party prior to termination.

**4.9. Renewal of Contract**

1. The contract will be signed between the hospital and service provider for a period of one year

# 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

# DETAIL OF SUPPLIES

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.** | **ITEMS** | **SPECIFICATIONS** | **Monthly Qty Required** |
|  | Brooms (Narial Jharo) Per kg | Weight =1Kg Hand grip with clip for gripping bristles Optional. | **100 Kg** |
|  | Brooms (Phool Jharo) Per kg | **100 Kg** |
|  | Wiper 2.5 ft width | High quality base rubber with solid handle (Pipe /steel/wood) | **50 No** |
|  | Furniture Dusters | Maximum Size | **50 No** |
|  | Disinfectant (Phenyl) 2750ml | Perfumed Phenyl with fragrance | **200 Bottle** |
|  | Hand Wash liquid (500ml) | Germ protect ant branded liquid wash cleaner, non toxic for human health. | **10 Bottles** |
|  | Air Freshener (300-500ml) | Best Quality | **30 No** |
|  | Liquid Toilet Cleaner (250ml) | Hydrochloric acid /sodium hydrochloride / equivalent. | **24 Bottles** |
|  | Floor Mops Standard | Handle bar length not less than 45” (extendable) with washable coarse strings bundle. | **40 No** |
|  | Floor cleaning towels (Small Size) | Best quality cotton content. | **50 No** |

* The suppliers have to provide the supplies on monthly basis (on 25th of every month) as per the requirement and methodology mentioned in the contract / bidding document.
* The inspection report duly signed by the Hospital Administration will be mandatory for acceptance of supplies.
* The stock register must be maintained properly reflecting the inbound and outbound quantity of each supply/item.
* The quantities mentioned in the table are tentative and can be increased or decreased as per requirements.

**Any other material deemed necessary for the purpose of maintaining cleanliness should be added**

## ANNEXURE–II

**Weekly Cleaning Review Sheet**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Cleaning ReviewSheet** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Nameofdesignatedhospitalstaff** |  | | | | | | | | | | **Date** | | | | | | | | | |  | | | | | | | | | |  | | | | | | | |
|  | **1** | | | | | | | | | | **2** | | | | | | | | | | **3** | | | | | | | | | | **4** | | | | | | | |
| **CLEANLINESS** | **VeryDirty** | | | | | | | | | | **Dirty** | | | | | | | | | | **Acceptable** | | | | | | | | | | **Clean** | | | | | | | |
| **IsolationRoom** |  | | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | | **High** | | | | | | | | | |  | | | | | | | |
| Floor | **Morethanquarter**ofthefloorisdustyorwet  OR  **Morethan2**piecesoflitter | | | | | | | | | | **Lessthanquarter** ofthefloorisdustyorwetAND  1-2piecesoflitter | | | | | | | | | | **Lessthanquarter** ofthefloorisdustyorwetAND  Nolitter | | | | | | | | | | Floorisclean,freeofdustanddryAND  Nolitter | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | |
| Fans | **Morethanhalf**ofthefansaredusty | | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | |
| Bedsheets/Macintosh | **Morethan1**bedsheetsintheroomaredirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,) | | | | | | | | | | **Morethan1**bedsheetsintheroomaredirty(leftovers offood/medicineleaflets) | | | | | | | | | | bedsheetsintheroom isdirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,orleftovers offood/medicineleaflets) | | | | | | | | | | Allbedsheetsarecleanandpresent | | | | | | | |
| Sidetables | **Morethan2**sidetablesare  **dusty** | | | | | | | | | | **2**sidetablesare**dusty** | | | | | | | | | | **1**sidetableis**dusty** | | | | | | | | | | Allsidetablesareclean | | | | | | | |
| Atmosphere | BadsmellAND | | | | | | | | | | BadsmellOR | | | | | | | | | NosmellOR | | | | | | | | | Nosmell | | | | | | | | | |
| **DialysisUnit**  **FunctionalRiskCategory**  **High** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floor | **Morethanquarter**ofthefloorisdustyorwet  OR  **Morethan2**piecesoflitter | | | | | | | **Lessthanquarter** ofthefloorisdustyorwetAND  1-2piecesoflitter | | | | | | | | | **Lessthanquarter** ofthefloorisdustyorwetAND  Nolitter | | | | | | | | | Floorisclean,freeofdustanddryAND  Nolitter | | | | | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | **Morethanhalf**thewindowsandventsaredusty | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | | | | | |
| Fans | **Morethanhalf**ofthefansaredusty | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | Allfansareclean | | | | | | | | | | | | |
| Bedsheets/Macintosh | **Morethan1**bedsheetsintheroomaredirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,) | | | | | | | **Morethan1**bedsheetsintheroomaredirty  (leftoversoffood/medicineleaflets) | | | | | | | | | bedsheetsintheroom isdirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,orleftoversoffood/medicineleaflets) | | | | | | | | | Allbedsheetsarecleanandpresent | | | | | | | | | | | | |
| Sidetables | **Morethan2**sidetablesare  **dusty** | | | | | | | **2**sidetablesare**dusty** | | | | | | | | | **1**sidetableis**dusty** | | | | | | | | | Allsidetablesareclean | | | | | | | | | | | | |
| Atmosphere | Badsmell | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | | | | | | |
| **MedicalEmergency**  **FunctionalRiskCategory**  **High** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floor | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | | |
| Fans | | **Morethanhalf**ofthefansaredusty | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | Allfansareclean | | | | | | | | | |
| Bedsheets/Macintosh | | **Morethan1**bedsheetsintheroomaredirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,) | | | | | | | | **Morethan1**bedsheetsintheroomaredirty  (leftoversoffood/medicineleaflets) | | | | | | | | | bedsheetsintheroom isdirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,orleftoversoffood/medicineleaflets) | | | | | | | | | Allbedsheetsarecleanandpresent | | | | | | | | | |
| Sidetables | | **Morethan2**sidetablesare**dusty** | | | | | | | | **2**sidetablesare**dusty** | | | | | | | | | **1**sidetableis**dusty** | | | | | | | | | Allsidetablesareclean | | | | | | | | | |
| Atmosphere | | Badsmell | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | | | |
| **SurgicalEmergency**  **FunctionalRiskCategory**  **High** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floor | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | | |
| Fans | | **Morethanhalf**ofthefansaredusty | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | Allfansareclean | | | | | | | | |
| Bedsheets/Macintosh | | **Morethan1**bedsheetsintheroomaredirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,) | | | | | | | | **Morethan1**bedsheetsintheroomaredirty  (leftoversoffood/medicineleaflets) | | | | | | | | | bedsheetsintheroom isdirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,orleftoversoffood/medicineleaflets) | | | | | | | | | Allbedsheetsarecleanandpresent | | | | | | | | |
| Sidetables | | **Morethan2**sidetablesare**dusty** | | | | | | | | **2**sidetablesare**dusty** | | | | | | | | | **1**sidetableis**dusty** | | | | | | | | | Allsidetablesareclean | | | | | | | | |
| Atmosphere | | Badsmell | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | | |
| **OperationTheater**  **FunctionalRiskCategory**  **High** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floor  (observewhennooperationisunderway) | | BloodspillageAND  Medicalwaste | | | | | | | | BloodspillageOR  Medicalwaste | | | | | | | | | Onlydust | | | | | | | | | Notraceofblood,medicalwasteordust | | | | | | | | |
| Operationtable(observewhennooperationisunderway) | | Heavilystained  (**1**bigstainor**4-5**smallstains) | | | | | | | | Lightlystained  (**3to4**smallstains) | | | | | | | | | Veryslightlystained(**1to2**stains) | | | | | | | | | Nostains | | | | | | | | |
| Atmosphere | | Badsmell | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | | |
| **LaborRoom**  **FunctionalRiskCategory**  **High** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floor | BloodspillageAND Medical waste | | | | | | | | | | | BloodspillageOR Medical waste | | | | | | | | | Onlydust | | | | | | | | | Notraceofblood,medicalwasteordust | | | | | | |
| indowsandvents(glass,netandwindowsill) | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | |
| Fans | **Morethanhalf**ofthefansaredusty | | | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | Allfansareclean | | | | | | | |
| Bedsheets/Macintosh | **Morethan1**bedsheetsintheroomaredirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,) | | | | | | | | | | | **Morethan1**bedsheetsintheroomaredirty  (leftoversoffood/medicineleaflets) | | | | | | | | | bedsheetsintheroom isdirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,orleftoversoffood/medicineleaflets) | | | | | | | | | Allbedsheetsarecleanandpresent | | | | | | | |
| Atmosphere | Badsmell | | | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | |
| **Wards/OPDrooms** |  | | | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **High** | | | | | | | | |  | | | | | | | |
| Floor | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter | | | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | Floorisclean,freeofdustanddryAND  Nolitter | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | |
| Fans | **Morethanhalf**ofthefansaredusty | | | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | Allfansareclean | | | | | | | |
| Bedsheets/Macintosh | **Morethan1**bedsheetsintheroomaredirty  (**1ormore**bigstainsor **3**  smallstainsofblood,vomit, | | | | | | | | | | | **Morethan1**bedsheetsintheroomaredirty(leftovers offood/medicineleaflets) | | | | | | | | | bedsheetsintheroom isdirty  (**1ormore**bigstainsor **3**smallstainsofblood,vomit,motion,orleftovers of | | | | | | | | | Allbedsheetsarecleanandpresent | | | | | | | |
|  | motion) | | | | | | | | | | |  | | | | | | | | | food/medicineleaflets) | | | | | | | | |  | | | | | | | |
| Sidetables | **Morethan2**sidetablesare  **dusty** | | | | | | | | | | | **2**sidetablesare**dusty** | | | | | | | | | **1**sidetableis**dusty** | | | | | | | | | Allsidetablesareclean | | | | | | | |
| Atmosphere | Badsmell | | | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | |
| **Pharmacy** |  | | | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | |  | | | | | | | |
| Floor | Morethanhalfofthefloorisdustyorwet  OR  Morethan5piecesoflitter | | | | | | | | | | | Quartertohalfofthefloorisdustyorwet  OR  3-5piecesoflitter | | | | | | | | | Lessthanquarterofthefloorisdustyorwet  OR  1-2piecesoflitter | | | | | | | | | Floorisclean,freeofdustanddryAND  Nolitter | | | | | | | |
| Pharmacycounter | Morethanhalfthecounterisdusty | | | | | | | | | | | Quarterofthecounterisdusty | | | | | | | | | Lessthanquarterofthecounterisdusty | | | | | | | | | Counterisfreeofdustanddry | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | Morethanhalfthewindowsandventsaredusty | | | | | | | | | | | Quartertohalfwindowsandventsaredusty | | | | | | | | | Lessthanquarterwindowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | |
| Fans | Morethanhalfofthefansaredusty | | | | | | | | | | | Quartertohalffansaredusty | | | | | | | | | Lessthanone-fourthfansaredusty | | | | | | | | | Allfansareclean | | | | | | | |
| Atmosphere | Badsmell | | | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | |
| **PathologyLab** |  | | | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | |  | | | | | | | |
| Floor | Morethanaonethirdofthefloorisdustyorwet  OR | | | | | | | | | | | Quartertoonethirdofthefloorisdustyorwet  OR | | | | | | | | | Lessthanquarterofthefloorisdustyorwet  OR | | | | | | | | | Floorisclean,freeofdustanddryAND  Nolitter | | | | | | | |
|  | | Morethan3piecesoflitter | | | | | | | 1-2piecesoflitter | | | | | | | | | Nolitter | | | | | | | | |  | | | | | | | | |
| Workcounter | | Morethanaquarterofthecounterisdusty  OR  Materialsspilledovermorethanaquarterofthecounter | | | | | | | 1squarefootonthecounterisdusty  OR  Materialsspilledover1squarefootofthecounter | | | | | | | | | Dustisvisibleinsmallpatchesbutlessthan1squarefootarea  OR  Materialsarespilledat1-2placesleavingverysmallmarks | | | | | | | | | CounterisfreeofdustanddryAND  Nomaterialsarespilled | | | | | | | | |
| Equipment | | Morethan3piecesofequipmentaredustyorhavegrimesettledonthem | | | | | | | 2-3piecesofequipmentaredustyorhasgrimesettledonit | | | | | | | | | 1pieceofequipmentisdusty  AND  Nopiecehasgrimesettledonit | | | | | | | | | NopieceofequipmentisdustyAND  Nopiecehasgrimesettledonit | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | Morethanhalfthewindowsandventsaredusty | | | | | | | Quartertohalfwindowsandventsaredusty | | | | | | | | | Lessthanquarterwindowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | Morethanhalfofthefansaredusty | | | | | | | Quartertohalffansaredusty | | | | | | | | | Lessthanone-fourthfansaredusty | | | | | | | | | Allfansareclean | | | | | | | | |
| Airconditioners | | MorethanhalfoftheventsandtheoutsideshellofoneACisdusty | | | | | | | OnequarteroftheventsandtheoutsideshellofoneACisdusty | | | | | | | | | SomedustononeAC | | | | | | | | | NodustontheAC | | | | | | | | |
| Atmosphere | | Badsmell | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | | |
| **RadiologyLab** | | |  | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | |  | | | | | | | | | |
| Floor | | | Morethanaonethirdofthefloorisdustyorwet  OR  Morethan3piecesoflitter | | | | | | | Quartertoonethirdofthefloorisdustyorwet  OR  1-2piecesoflitter | | | | | | | | | Lessthanquarterofthefloorisdustyorwet  OR  Nolitter | | | | | | | | | Floorisclean,freeofdustanddryAND  Nolitter | | | | | | | | | |
| Workcounter | | | Morethanaquarterofthecounterisdusty  OR  Materialsspilledovermorethanaquarterofthecounter | | | | | | | 1squarefootonthecounterisdusty  OR  Materialsspilledover1squarefootofthecounter | | | | | | | | | Dustisvisibleinsmallpatchesbutlessthan1squarefootarea  OR  Materialsarespilledat1-2placesleavingverysmallmarks | | | | | | | | | CounterisfreeofdustanddryAND  Nomaterialsarespilled | | | | | | | | | |
| X-raymachine | | | LooksoveralldustyOR  Hasoldlayers ofdustsettledonit | | | | | | | HassomedustOR  Hassomeareasofgathereddust | | | | | | | | | Appearscleananddust-freeAND  Hassomeareasofgathereddust | | | | | | | | | Appearscleananddust-freeAND  Nolayers ofolddust | | | | | | | | | |
| Equipment | | | Morethan3piecesofequipmentaredustyorhavegrimesettledonthem | | | | | | | 2-3piecesofequipmentaredustyorhasgrimesettledonit | | | | | | | | | 1pieceofequipmentisdusty  AND  Nopiecehasgrimesettledonit | | | | | | | | | NopieceofequipmentisdustyAND  Nopiecehasgrimesettledonit | | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | Morethanhalfthewindowsandventsaredusty | | | | | | | Quartertohalfwindowsandventsaredusty | | | | | | | | | Lessthanquarterwindowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | | |
| Fans | | | Morethanhalfofthefansaredusty | | | | | | | Quartertohalffansaredusty | | | | | | | | | Lessthanone-fourthfansaredusty | | | | | | | | | Allfansareclean | | | | | | | | | |
| Airconditioners | | | MorethanhalfoftheventsandtheoutsideshellofoneACisdusty | | | | | | | OnequarteroftheventsandtheoutsideshellofoneACisdusty | | | | | | | | | SomedustononeAC | | | | | | | | | NodustontheAC | | | | | | | | | |
| Atmosphere | | | Badsmell | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | Nosmell | | | | | | | | | |
| **Patientwashroom** | | |  | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | |  | | | | | | | | | |
| Floor(cubicle) | | | **Morethanhalf**oftheflooriswet,dustyorlittered | | | | | | | **Quartertohalf** oftheflooriswet,dustyorlittered | | | | | | | | | **Lessthanquarter**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) | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | | |
| Atmosphere(washroom) | | | | BadsmellOR  Nobulbinstalled | | | | | | | | | BadsmellAND  Bulbsinstalled | | | | | | | | | NosmellOR  Bulbsinstalled | | | | | | | | | | PleasantsmellAND  Bulbsinstalled | | | | | | | | |
| **Waitingarea** | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter(includingcigarettebuttsorbirdexcreta) | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Furniture | | | | **Morethanhalf**theseatsaredusty | | | | | | | | | **Quartertohalf**oftheseatsaredusty | | | | | | | | | **Lessthanquarter**seatsaredusty | | | | | | | | | | Allseatsareclean | | | | | | | | |
| Atmosphere | | | | BadsmellAND  Mosquitoesorhousefliesflyingaround | | | | | | | | | BadsmellOR  Mosquitoesorhouseflies | | | | | | | | | NosmellAND  Nomosquitoesorhouseflies | | | | | | | | | | PleasantsmellAND  Nomosquitoesandhouseflies | | | | | | | | |
| **Corridor** | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | **Morethanhalf**ofthefloorisdustyorwet  AND  SpitmarksOR  **Morethan6**piecesoflitter(includingcigarettebuttsor | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
|  | | | birdexcretes) | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | **Morethanhalf**ofthefansaredusty | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | Allfansareclean | | | | | | | | |
| Atmosphere | | | BadsmellAND  Mosquitoesorhousefliesflyingaround | | | | | | | BadsmellOR  Mosquitoesorhouseflies | | | | | | | | | NosmellAND  Nomosquitoesorhouseflies | | | | | | | | | PleasantsmellAND  Nomosquitoesandhouseflies | | | | | | | | |
| **Stairs/Ramp** | | |  | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | |  | | | | | | | | |
| Stairs | | | FloorisdustyAND  SpitmarksOR  **Morethan6**piecesoflitter(includingcigarettebuttsorbirdexcreta) | | | | | | | FloorisdustyOR  **4-6**piecesoflitter | | | | | | | | | FloorisnotdustyAND  **1-3**piecesoflitter | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Handrailsofstairwells | | | **Morethanhalf**ofthehandrailisdusty | | | | | | | **Quartertohalf** ofthehandrailisdusty | | | | | | | | | **Lessthanquarter**ofthehandrailisdusty | | | | | | | | | Handrailisfreeofdust | | | | | | | | |
| Ramp | | | FloorisdustyAND  SpitmarksOR  **Morethan6**piecesoflitter | | | | | | | FloorisdustyOR  **4-6**piecesoflitter | | | | | | | | | FloorisnotdustyAND  **1-3**piecesoflitter | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
|  | | | | | | (includingcigarettebuttsorbirdexcreta) | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |
| **Mortuary** | | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Moderate** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | | | BloodspillageAND  Medicalwaste | | | | | | | | | BloodspillageOR  Medicalwaste | | | | | | | | | Onlydust | | | | | | | | | | Notraceofblood,medicalwasteordust | | | | | | | | |
| Table | | | | | | Heavilystained  (**1ormore**bigstainsor **5ormore**smallstains) | | | | | | | | | Lightlystained  (**3to4**smallstains) | | | | | | | | | Veryslightlystained(**1to2**stains) | | | | | | | | | | Nostains | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Atmosphere | | | | | | Badsmell | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | | Nosmell | | | | | | | | |
| **AdministrativeAreas** | | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Low** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter(includingcigarettebuttsorbirdexcreta) | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Windowsandvents(glass,netandwindow | | | | | | **Morethanhalf**thewindowsandventsare | | | | | | | | | **Quartertohalf**windows | | | | | | | | | **Lessthanquarter**windows | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| sill) | | | | | | | dusty | | | | | | | | | andventsaredusty | | | | | | | | | andventsaredusty | | | | | | | | | |  | | | | | | | | |
| Fans | | | | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Furniture(seats/tables/shelves) | | | | | | | **Morethanhalf**thefurnitureisdusty | | | | | | | | | **Quartertohalf** ofthefurnitureisdusty | | | | | | | | | **Lessthanquarter**ofthefurnitureisdusty | | | | | | | | | | Allthefurnitureisclean | | | | | | | | |
| Atmosphere | | | | | | | Badsmell | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | | Nosmell | | | | | | | | |
| **RecordRoom** | | | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Low** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | | | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | | | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Furniture(seats/tables/shelves) | | | | | | | **Morethanhalf**thefurnitureisdusty | | | | | | | | | **Quartertohalf** ofthefurnitureisdusty | | | | | | | | | **Lessthanquarter**ofthefurnitureisdusty | | | | | | | | | | Allthefurnitureisclean | | | | | | | | |
| Atmosphere | | | | | | | Badsmell | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | | Nosmell | | | | | | | | |
| **StorageRoom** | | | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Low** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | | | | **Morethanhalf**ofthefloorisdustyorwet | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet | | | | | | | | | | Flooriscleananddry | | | | | | | | |
|  | | | | | | OR  **Morethan6**piecesoflitter | | | | | | | | | OR  **4-6**piecesoflitter | | | | | | | | | OR  **1-3**piecesoflitter | | | | | | | | | | Nolitter | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Furniture(seats/tables/shelves) | | | | | | **Morethanhalf**thefurnitureisdusty | | | | | | | | | **Quartertohalf** ofthefurnitureisdusty | | | | | | | | | **Lessthanquarter**ofthefurnitureisdusty | | | | | | | | | | Allthefurnitureisclean | | | | | | | | |
| Atmosphere | | | | | | Badsmell | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | | Nosmell | | | | | | | | |
| **RecordRoom** | | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Low** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Furniture(seats/tables/shelves) | | | | | | **Morethanhalf**thefurnitureisdusty | | | | | | | | | **Quartertohalf** ofthefurnitureisdusty | | | | | | | | | **Lessthanquarter**ofthefurnitureisdusty | | | | | | | | | | Allthefurnitureisclean | | | | | | | | |
| Atmosphere | | | | | | Badsmell | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | | Nosmell | | | | | | | | |
|  | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |
| **Staffchangingroom** | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Low** | | | | | | | | | |  | | | | | | | | |
| Floor | | | | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Windowsandvents(glass,netandwindowsill) | | | | | **Morethanhalf**thewindowsandventsaredusty | | | | | | | | | **Quartertohalf**windowsandventsaredusty | | | | | | | | | **Lessthanquarter**windowsandventsaredusty | | | | | | | | | | Allwindowsandventsareclean | | | | | | | | |
| Fans | | | | | **Morethanhalf**ofthefansaredusty | | | | | | | | | **Quartertohalf**fansaredusty | | | | | | | | | **Lessthanone-fourth**fansaredusty | | | | | | | | | | Allfansareclean | | | | | | | | |
| Furniture(seats/tables/shelves) | | | | | **Morethanhalf**thefurnitureisdusty | | | | | | | | | **Quartertohalf** ofthefurnitureisdusty | | | | | | | | | **Lessthanquarter**ofthefurnitureisdusty | | | | | | | | | | Allthefurnitureisclean | | | | | | | | |
| Atmosphere | | | | | Badsmell | | | | | | | | | Badsmell | | | | | | | | | Nosmell | | | | | | | | | | Nosmell | | | | | | | | |
| **Externalareas** | | | | |  | | | | | | | | | **FunctionalRiskCategory** | | | | | | | | | **Low** | | | | | | | | | |  | | | | | | | | |
| Hardfloor | | | | | **Morethanhalf**ofthefloorisdustyorwet  OR  **Morethan6**piecesoflitter  (includingcigarettebuttsorbirdexcreta) | | | | | | | | | **Quartertohalf** ofthefloorisdustyorwet  OR  **4-6**piecesoflitter | | | | | | | | | **Lessthanquarter**ofthefloorisdustyorwet  OR  **1-3**piecesoflitter | | | | | | | | | | FlooriscleananddryNolitter | | | | | | | | |
| Lawns | | | | | **Fallentreeleavesarestrewnallaroundthetrees and litter in trees** | | | | | | | | | **LitterinFields** | | | | | | | | | **Fallentreeleavesarestrewnallaroundthetrees** | | | | | | | | | | **NoLitterorFallenLeavesinLawns** | | | | | | | | |
| Drains | | | | | **Twoormore**drainsarechoked  OR  **Morethantwo**opendrainshaveleavesgatheredinside | | | | | | | | | **Onedrain**ischokedOR  **Two drains**haveleavesgatheredinside | | | | | | | | | **Nodrain**ischokedAND  **Onedrain**hasleavesgatheredinside | | | | | | | | | | **Nodrains**arechokedAND  **Nodrain**hasleavesgatheredinside | | | | | | | | |

## ANNEXURE–III

# REQUIRED EQUIPMENT

|  |  |  |
| --- | --- | --- |
| 1 | Floor cleaning and polishing machine | **03** |
| 2 | Ride on sweeping machine | **02** |
| 3 | Scrubber machine with brushes / Walk behind scrubber | **06** |
| 4 | Window glass cleaning kit | **02** |
| 5 | Waste Buckets as per requirements of the HWM rules 2014 system | **30** |
| 6 | Mope Cleaning Trolley | **30** |

**Note:**

* **Firm have sufficient stock of machinery and equipment in warehouse with ownership proof.**

## ANNEXURE–IV

**FINANCIAL EVALUATION I**

|  |  |  |
| --- | --- | --- |
| **Sr.** | **Description** | **Offer – in PKR**  **Inlc. of all taxes & Contingencies** |
| 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 of Estimated Price **(Estimate Price: Rs. 54,000,000/-)** |  |

|  |  |
| --- | --- |
| Numer of janitors proposed for the mentioned amount per sq. meter | 1 Janitor for 1000 sq Mtr |
| Number of supervisors proposed for the mentioned amount per sq. meter | 1 Supervisor for 10000 sq Mtr |

## ANNEXURE–V

# TECHNICAL EVALUATION

|  |  |  |
| --- | --- | --- |
| **Sr.#** | **Description** | **Max Marks** |
| 1 | **Experience Record**  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 | 30 |
| 2 | **Financial Capabilities**   * 20 Marks will be given in case average annual turnover for the last year is Rs.30 Million or more. * 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:   20x (B /30)  B= Average annual turnover for the last year. | 20 |
| 3. | **Human Resource (Proposed Team)**   * Project Manager with experience in HR management/ Project management of at least 10 years or above **(5 Marks).** * Two supervisors with minimum experience of 5 years each in similar capacity **(5 marks for each supervisor**) * Minimum of 200 Janitors with the firm **(10 Marks)**   **-10 Marks for 200 janitors**  - For Janitors less than 200 but not less than 100, following weightage shall be used  10 x (C /100)  C= Number of the Janitors | 30 |
| 4. | **Methodology / Management Plan**  The Bidder shall provide the details about how to plan and manage the services specific to the proposal (according to **Annexure VII**) | 20 |
| **Total Marks** | | **100** |

## ANNEXURE–VI

**FORM OF PERFORMANCE SECURITY**

To:

The Executive Director,

Rawalpindi Institute of Cardiology

Rawal Road, Rawalpindi

Performance Security No. ............................ (the **Guarantee**)

We, [●][[3]](#footnote-4), 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 Rawalpindi Institute of Cardiology, Rawalpindi.

Further, we understand that pursuant to such tender process, the Service Provider is required to provide Rawalpindi Institute of Cardiology, Rawalpindi 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 Rawalpindi Institute of Cardiology, Rawalpindi.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**)

at sight and immediately, however not later than within five (5) business days from the date of receipt of the Rawalpindi Institute of Cardiology, Rawalpindi 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 Executive Director of Rawalpindi Institute of Cardiology, Rawalpindi.

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 Rawalpindi Institute of Cardiology, Rawalpindi 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 Rawalpindi Institute of Cardiology, Rawalpindi 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 Rawalpindi Institute of Cardiology, Rawalpindi 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.

Rawalpindi Institute of Cardiology, Rawalpindi 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 SERVICE**

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

* Deployment of the Janitors along with their Job Description (10% of Marks)**(as per Anex IX)**
* Detail of shifts to be given along with complete placement of workers (20 % of Marks)**(as per Anex IX)**
* Available Equipment and Deployment Plan (20 % of Marks)**(as per Anex III)**
* Proposed quantities and brands of Material to be used (10% of Marks)**(as per Anex I)**
* Performance Monitoring System of the Janitors (40% of the Marks)

## ANNEXURE-VIII

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.#** | **Description** | **Total Marks** | **Marks Obtained**  **(to be filled by procuring agency)** |
| 1 | **Experience Record** | 30 |  |
| **Project 1 Description:**  **Financial Value / Soundness:** |
| **Project 2 Description:**  **Financial Value / Soundness:** |
| **Project 3 Description:**  **Financial Value / Soundness:** |
| 2 | **Financial Capabilities**  Plan of Deployment to be given as Anex IX  **Average Annual Turnover** | 20 |  |
| 3. | **Human Resource (Proposed Team)**  **Project Manager - Experience in years:** | 30 |  |
| **All Supervisor 1 – Experience in years in Similar Capacity will be seen and submitted:**  **Supervisor 2 – Experience in years in Similar Capacity:** |
| **Number of Janitors already with the Firm**(List of worker, Employment place Tel no. etc)**:** |
| 4. | **Methodology / Management Plan**  The Bidder shall provide the details about how to plan and manage the services specific to the proposal (according to **Annexure VII**) | 20 |  |

# ANNEXURE-IX

# ANNUAL DEMAND FOR JANITORIAL SERVICES FOR FY 2023-24

|  |  |  |  |
| --- | --- | --- | --- |
| **DESCRIPTION** | **Number of Personal** | **Total Estimate Monthly Charges** | **Total Estimate Annual Charges** |
| Janitorial Supervisor | **04** | **4,500,000** | **54,000,000** |
| Janitorial Personnel (Janitors) | **125** |
| Janitorial Personnel (Sewer men) | **03** |
| **TOTAL** | **132** |

|  |  |  |
| --- | --- | --- |
| **Sr.** | **Hospital Department name** | **Department area – Square meters** |
| 1 | RIC Covered Area according to Floor *(Basement, Grand Floor, 1st Floor)* | 20,903 |
| 2 | RIC Open Area | 16,184 |
| 3 | Doctor & Nursing Covered Area *(Grand Floor, 1st Floor)* | 5,147 |
| 4 | Doctor & Nursing Open Area | 5,509 |
| 6 | General Parking Area | 5,505 |
| **TOTAL AREA IN SQUARE METERS** | | **53,248** |

**NOTE:**

1. Firm responsible for Collection and disposal of all waste (paper, hospital, OT and Lab waste etc) and proper destroy.
2. Firm responsible for Transfer of garbage from “Rawalpindi Institute of Cardiology” to out-side the dump point / Incinerator in their own vehicle / Transport.
3. Any other job assigned by the hospital
4. Supervisors / Janitors will be provided to RIC strictly as per above working / details.
5. Janitors to be paid salary as per prevailing labor law /Govt. of Pakistan directions.
6. Supervisors (Retired Subedar / Naib Subedar from Army) and they should give salary as per Govt. Rules
7. Salary of employees to be given before 5th of every month. It will not be linked with bill / payment / cheque from hospital
8. The firms are bound to pay the salary as per the Punjab Provision under section IV of Punjab Minimum Wages Act 2019. **“(Distribution of salaries through e-channel i.e bank account, easy paisa, Jazz Cash, or any other and proof is mandatory to attach with the following month’s invoice which will be cross checked by account department of RIC)”.**
9. Labor to be given as per labor law, however relievers will be provided by the vendors without compromising daily strength.
10. Hospital will check attendance strictly on daily basis and their attendance bill will be submitted at the end of the month to concern department in RIC.
11. Penalties / Fines on attendance / poor performance will be imposed as per bidding documents clause No. 4.7.2.
12. Leaves will be given to janitors / labor as per labor laws / rules.
13. Maintenance of daily cleanliness score will be done by Ancillary Management Committee of RIC Rawalpindi.
14. Janitors are bound to perform all other activities related to cleanliness as per hospital requirement.

# FINANCIAL PROPOSAL

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **Number of Personnel per Package**  **(As per Annexure-IX)** | **Total Rate (PKR) per worker per month inclusive of all applicable taxes, insurance, Contribution (EOBI, PESSI) etc.** | **Total cost (in Pkr) for one month** |
| Janitorial Supervisor | **A** | **B** | **A\*B=C** |
| Janitorial Personnel (janitors) | **D** | **E** | **D\*E=F** |
| Janitorial Personnel (Sewer men) | **G** | **H** | **G\*H=I** |
| **Management Cost per package per month (Pkr)** | | | **M** |
| **Total Price for package per month (Pkr)** | | | **C+F+I+M** |

# SCOPE OF WORK

* Provision of 24/7 janitorial Services in the hospital
* Provision of the required number of human Resources as per the contract
* Provision of regular supplies for cleanliness as per the quantity mentioned in the contract.
* Provision of a sterile environment, by special cleanliness for toilets & washing areas and periodic scrubbing of floors.
* Provision of a Bio-metric attendance machine and for online attendance verification as per duty roster.
* Maintenance of daily cleanliness score.
* Abide by labor laws including but not limited to minimum wages, social security and EOBI.
* Provision of uniforms (Covid-19 care essentials like gloves & masks and standard labor shoes), identification cards; personal protective equipment, etc. to the entire staff deployed at the hospital and ensure proper maintenance of it.
* The dress code must be approved by the institution before commencement of the Service
* Distribution of salaries through e-channel i.e. Bank account, Easy Paisa, Jazz Cash, or any other, and the proof must be attached with the following month’s invoice.

# JOB DESCRIPTION OF HUMAN RESOURCE

|  |  |  |
| --- | --- | --- |
| **S#** | **Manpower Description** | **Job Description** |
| **1** | Manager / Supervisor | * Responsible for overall cleanliness / maintenance of the hospital premises, staff deployment and maintain attendance on daily basis. * Act as an interface between the client and the facility staff. * Coordinate any kind of shifting relocations of the hospital Ensuring presence of the staff at their respective stations and the completion of the various duties assigned to them. * Ensure that all staff deployed for waste collection duties understand and practices regarding waste collection for infection control including proper segregation and weight recording at collection and submission at the infectious waste room. |
| **2** | Janitorial / Sanitary Worker | * Should be experienced in janitorial services of high quality assignments which will be proved through documents and photographs. * Pick up carry, and empty refuse or recycling containers into truck. * Load and unload trucks, either by operating equipment or picking up, carrying and emptying refuse containers into trucks. * Perform other related duties as assigned should be medically fit. |
| **3** | Sewer Man | * Should be experienced in sewer cleaning. * Perform other related duties as assigned. |

# PAYMENT PROCESS

|  |  |  |
| --- | --- | --- |
| **Payment Process**  **Invoice Checklist (to be attached with invoice)** | | |
| **S#** | **Description** | **Attached** |
| **1** | Ms (Administration) covering letter/ noting signed by MS & NMS (admin, HR, budget and account, audit officer etc.) (Covering letter must have proper letter No. date, Breakdown of penalties and consolidated weekly & monthly obtained score). |  |
| **2** | Original invoice / bill (s) signed by MS & NMS. |  |
| **3** | Separate Corrected invoice detail signed by MS & NMS, if required. |  |
| **4** | Monthly Cleanliness Score card summary. |  |
| **5** | Penalties Calculation Sheet signed by MS & NMS and respective Supervisor an must be shared with service provider for his record. |  |
| **6** | Request letter (purchase order) for supplies. |  |
| **7** | Supplies Detail. Report inspection, Consumption report etc. |  |
| **8** | Salary Disbursement report. |  |
| **9** | Bio Metric attendance & Copy of manual attendance maintained on register, signed by MS & NMS. |  |
| **10** | Any Other document if required for processing of payments. |  |

1. A part 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. [↑](#footnote-ref-2)
2. FullClean–iswhereallaspectsoftheelementarefullycleanedoneachoccasioninaccordancewithadocumentedspecification [↑](#footnote-ref-3)
3. Insert name of Issuing Bank; [↑](#footnote-ref-4)