



**BID SOLICITATION DOCUMENTS**  
**BACHA KHAN MEDICAL COMPLEX SWABI**  
**MEDICAL TEACHING INSTITUTE**

**Security Services**  
**For**  
**Bacha Khan Medical Complex (BKMC-MTI, Swabi)**  
**Gajju Khan Medical College (GKMC-MTI, Swabi)**  
**THQ Hospital Topi**  
**THQ Hospital Chota Lahor**  
**Nigar College of Nursing (NCN)**

The prospective bidder is expected to examine the Bidding Documents carefully, including all Instructions, Terms & Conditions, and Specifications etc. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

**Manager Material Management**  
BKMC/GKMC

**Security Officer**  
BKMC/GKMC

**Manager Human Resource**  
BKMC/GKMC

**Hospital Director**  
BKMC-MTI, Swabi

## 1. INTRODUCTION:

Bacha khan medical complex Swabi-MTI invites sealed bids from the eligible bidders for Security Services. Open Competitive bidding under rule 6(2) (b) “*Single Stage Two Envelope*” bidding procedures of Khyber Pakhtunkhwa Public Procurement Regulatory Authority KPPRA Rules 2014.

Description	Dates
Pre-bid meeting	/ / 2024
Closing/Last submission/Opening	/ / 2024
Bid security	Rs-500,000/-

## 2. INSTRUCTIONS TO BIDDERS:

1. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Act, and Rules made there-under along with Standard Bidding Documents of BKMC/GKMC-MTI, Swabi.
2. Both technical bids and Financial Bids must be submitted in two separate sealed inner envelopes marked “1-Technical Bid” and “2-Financial Bid” which should be packed in one outer sealed envelope.
3. The technical bids will be opened on / /2024 at 11:30Am in presence of the bidders/representatives who choose to attend while the financial bids will be opened later on after the evaluation of technical bids. Financial bids of only technically qualified responsive bidders will be opened while the financial bids of technically unqualified bidders will be returned unopened.
4. **An affidavit, duly attested by the Oath Commissioner/Notary public, shall be submitted with technical bid; to the effect that the requisite Bid Security (500,000/-) in original is attached within the financial bid.**
5. Pre-bid meeting with the interested bidders will be held on the above mention time and date in the Committee Room Administration Block of Bacha khan medical complex–MTI Swabi.

6. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder. Delay on part of the bidder or courier service shall not be entertained.
7. All the bidders are required to provide annexure wise complete requisite documents with page marking for their Technical Evaluation / Qualification as prescribed under the rules.
8. For any query, clarification regarding Services / Bid Solicitation Documents (BSD), the applicants may send a written request at least one day prior to the opening date.
9. The Bidder may after its submission withdraw its bid prior to the expiry of the deadline prescribed for submission of bids. Withdrawn bids will be returned unopened to the Bidders.
10. Any bid not received as per terms and conditions laid down in this document are liable to be ignored. No offer shall be considered if:
  - a. Received without bid security;
  - b. Received after the date and time fixed for bid submission;
  - c. The tender document and the bid is unsigned;
  - d. The offer is ambiguous;
  - g. Bid must be typed; hand written contents shall NOT be accepted;
  - h. Bid found in violation of condition mentioned in tender notice or BSD.
11. Usage of correction fluid & corrections are strictly prohibited unless duly initiated.
12. No erasing / cutting etc. shall be allowed on the offer; such erasing/cutting etc. will lead to rejection of offer.
13. The bidder submitting bid in the name different from his own will be summarily rejected.
14. Any direct or indirect effort by a bidding firm to influence the committee during the process of selection of a bidder or award of contract, shall lead to rejection of its bid.

### **3. ELIGIBILITY CRITERIA:**

Eligible bidders / tenderers are a bidders / tenderer who is: -

- Registered with Security & Exchange Commission of Pakistan or copy of certificate of Incorporation or registration or equivalent;
- Must be registered with Tax authorities and having valid income tax and also having sound financial strengths can participate.
- Registered with Ministry of Interior, Government of Pakistan or Home Department, Government of KPK.
- Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or Autonomous body or any private organization anywhere in Pakistan (submission of undertaking on legal stamp paper duly attested by Oath Commissioner/Notary public is mandatory).
- Fresh Security Clearance certificate from Govt: of Khyber Pakhtunkhwa.
- Each paper of the tender has to be signed and stamped by the authorized signatory of the security agency/firm.
- Bidders must give compliance to the below mentioned clauses as these are mandatory to being eligible for the bidding process. Relevant certificates must be attached.
- The bidder must be registered with Income / Sales Tax, KNTN, NTN and Professional tax. (Mandatory)
- Bidders shall not be eligible to bid if they are under a declaration of Ineligibility for corrupt and fraudulent practices issued by any government organization in accordance with the KPPRA Rules.
- If the bidder provides details concerning his qualifications as false/incorrect or incomplete.

#### **4. GENERAL CONDITIONS: -**

1. BKMC/GKMC-MTI, Swabi shall evaluate the proposal as per evaluation criteria set out in these documents.
2. Alternative bid via single bid shall not be considered and shall be rejected.
3. At any time prior to the deadline for submission of bids, BKMC/GKMC-MTI, Swabi may, for reason to be recorded, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding documents by addendum. However, after bid opening no alteration in bid documents shall be allowed.
4. If a bid is not substantially responsive, it will be rejected for the said bidding.
5. BKMC/GKMC-MTI, Swabi may accept or reject any or all of the bids under KPPRA Rules, 2014.

#### **5. INVITATION FOR BIDS**

Hospital Director, Medical Teaching Institute, **Bacha khan medical complex Swabi -MTI, Swabi** invites sealed tenders under National Competitive Bidding for the **Security Services** for Bacha Khan Medical Complex/Gajju Khan Medical College, BKMC/GKMC-MTI, Swabi under rule 6(2)(b) **“single stage two envelope bidding procedure”** of KPPRA Rules 2014, from Register Firm with the Income / Sales tax,

The bidders are required to submit bid security @ 500,000/- shall be submitted from the account of the firm/bidder/contractor who submits the bid in favor of Hospital Director, Bacha khan medical complex-MTI, Swabi. An affidavit is mandatory, figure in the technical bid that bid security is placed in the financial bid. Pre-bid meeting with the interested bidders will be held on / / **2024** at 11:00 am at the address given below.

The tenders complete in all respect must reach the undersigned by 11:00 Hrs. on / /2024 , which will be opened at 11:30 hrs. on the same day in Committee Room Administration Block BKMC-MTI, Swabi in the presence of the Procurement Committee and the bidders / representatives who may choose to attend.

The Competent Authority reserves the right to reject any or all the bids as per provisions contained in Rule 47 of KPPRA Rules 2014.

## **6. BID Security**

Bid security in the amounting Rs. 500,000/- (refundable) must be from the account of the firm/bidder/contractor drawn in favor of “Hospital Director BKMC-MTI, Swabi” should be kept sealed in the financial proposal. An affidavit is mandatory in the technical bid that bid security is placed in the technical proposal.

The bid security may be forfeited:

- i) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii) In the case of a successful Bidder, if the Bidder fails to sign the contract

## **7. BID VALIDITY:**

- i) The bids should be valid for a period of 180 Days from the date of opening.
- ii) In exceptional circumstances, after recoding the reasons, BKMC/GKMC-MTI, Swabi may solicit the Bidder’s consent to an extension of the period of validity reasons shall be recorded in writing. The request and the responses there to shall be made in writing. The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

## **8. Scope of Services:**

- 1.1 The contractor shall provide twenty-four by seven (24/7) security Services at BKMC/GKMC-MTI premises.
- 1.2 The Contractor shall ensure effective control against:
  - (a) Damage to property.
  - (b) Theft/pilfering at the property.
  - (c) Injuries and accidents, any act of violation.
  - (d) Sabotage, Arson and undercover activities.

- (e) Ensure that all security personnel are alert, punctual physically fit without any physical or mental abnormalities expertise and experience to satisfy requirements of security job.
- (f) Be responsible to send replacement immediately if the assigned personnel do not report on time/ remain absent/leaves early.

1.3 The Contractor commits that the staff on duty at the Premises will exhibit:

- (a) Polite and amicable behavior.
- (b) Helping attitude.
- (c) Perform any other task assigned to them during the performance of their duties within the scope of this Agreement.

## **9. Detailed Description of Security Services:**

- Patrolling: Regular patrolling of hospital premises, including parking lots, emergency rooms, and other high traffic areas.
- Monitoring entrances and exits: Ensuring only authorized personnel and visitors have access to the hospital, and checking identification where necessary.
- Emergency Response: Responding to security breaches, medical emergencies and other critical incidents promptly.
- Liaising with police and other emergency services when needed.
- Conducting regular security audits to identify vulnerabilities and recommend improvements.
- Assisting in the development of security policies and procedures.
- Providing security training for hospital staff on topics like emergency response preparedness, handling difficult individuals, and recognizing suspicious activities.
- Developing and maintaining emergency response plans for situations like natural disasters, fire, and active shooter scenarios.
- Conducting regular emergency drills to ensure preparedness.
- Providing escort services for high profile or vulnerable patients and visitors.

### **Salient Features of Security Guards Duties:**

- An Amount of each day absentee of security guards must be lapsable to GKMC/BKMC.
- Updating of computerized record of cutting of EOBI/ESSI/GP insurance after each two months for guards.
- Company supervisor has to arrange uniform kit, telecom set repair, armorer for weapon repair, to bring invoices and collection of salary cheque only.

- On the Job Training (OJT's), firing drills firefighting drills, OHSE, first aid and disaster management drill to be arranged and manage through company arranging necessary expenditure.
- Arrangements of salary for guards to be provided by company concern at least for two months in case of fund shortage to GKMC/BKMC.
- Command and control of guards, personal discipline, military turnout and bearing. Guard changing and deployment and escorting visits all be done by Incharge security only.
- Weekend leaves for guards to be arranged through company by providing total 6 JUM Guards, 2/shift each.
- Recruiting of new guard be done between company and Incharge security consultation and final acceptance and rejection must be lies with OIC security to see fitness of each guard assuming duties.

## **2. General Conditions**

- 2.1** The Service provider will provide weapons to the guards. No additional or separate charges will be paid by this institution in this respect.
- 2.2** The service provider will be responsible to get each guard medical examined and will provide medical certificate.
- 2.3** The service shall provide character certificate / police clearance certificate of each security personnel.
- 2.4** Security personnel deputed by the service provider should not be less than 25 years and not more than 45 years of age. The guards should be well trained and capable enough to handle the situation.
- 2.5** During duty hours, the security personnel will be directly answerable to the BKMC/GKMC-MTI, Swabi & allied Health Facilities Administration.
- 2.6** Availability / arrangement of additional guards (if so required) will be ensured within 24 hours.
- 2.7** The procuring body i.e., BKMC/GKMC-MTI, Swabi reserves the rights to disqualify a firm / agency if it finds, at any time, that the information provided / submitted were false and materially inaccurate.
- 2.8** In case the offer is withdrawn, amended or revised during the validity period of the offer, the earnest money is liable to be forfeited.



- 2.9** The participating bidders will have to submit an affidavit to the effect that they have carefully read all terms and conditions of the tender documents and they accept them as well.
- 2.10** The contractor shall provide round the clock security cover in three shifts (Morning Shift shall be from 0700 hours to 1300 hours, Evening shift shall be from 1300 hours to 1900 hours, and night shift shall be from 1900 Hours to 0700 Hours, however, BKMC/GKMC-MTI, Swabi may change shift timings as & when required.
- 2.11** That BKMC/GKMC-MTI, Swabi shall have full authority over the deployment of Security Guards and shall be independent in working out a duty schedule and their working time through its Security Incharge to meet its specific security requirements.
- 2.12** Contractor shall depute active, trained and healthy personnel as Security Guards at the Premises. Contractor commits that they shall use the latest / modern and state of the art weaponry and security devices, as well as to establish a command & control room equipped with proper & functional wireless communication system with at least 12 wireless sets for timely communication.
- 2.13** Contractor shall also appoint a senior person within its organization for coordination with the concerned person at BKMC/GKMC-MTI, Swabi to address day to day problems and emergent situations.
- 2.14** Contractor commits that in case of absence of any Guard(s) deputed at the Premises, due to any reason, shall be replaced with the equal number of Guards without any extra charges.
- 2.15** Contractor shall ensure that all the staff deputed at the Premises meets the following criteria.
- 2.15.1. The Contractor upon the award of the contract shall depute security personal as per hospital requirement male / female security personnel to give security cover round the clock in the premises of BKMC/GKMC-MTI, Swabi where the number can be increased or decreased according to requirement of the hospital.
- b.2.15.2. Competencies:**
- (a) The guards should be literate, can read & write and shall have fluency in speaking Pashto and Urdu Language.
- (b) Capable to carry out the security job.

**b.2.15.3. Weapon:**

- (a) Shall provide weapon to all security guards at gates and any other place when and when required.

**b.2.15.4. Uniforms:**

- (a) Each Guard shall be dressed in proper company's uniform with cap, belt and shoes duly approved by the Hospital Administration.
- (b) Contractor shall be responsible to provide uniforms to all Security Guards deputed at the Premises (separate for winter & summer).

**b.2.15.5. Miscellaneous:**

- (a). Guards to be employed by Contractor shall exclusively perform their duties at the premises and shall not be employed anywhere else.
- (b). Guards shall be discouraged from developing friendly relations while on duty.
- (c) The agency will be responsible to provide metal detector at all entrance and exit points of the hospital.
- (d) . The contractor shall be bound to provide personal file completed in all respect to the procuring body before the deployment of security personnel at the premises of the BKMC-MTI, Swabi.

**b.2.15.6. Communication**

- (a). The agency will be responsible to establish a UHF/VHF base system for communication and also to provide UHF/VHF radio sets at all gates and to the supervisory staff as well, which will be the property of BKMC-MTI property on the maturity of the contract.
- (b). Contractor shall provide documentary proof to BKMC/GKMC-MTI on a quarterly basis, reflecting compliance of all commitments as stated under the provisions of this Agreement.
- (c). Contractor shall ensure that the Guards deputed at the Premises are of unimpeachable character and possess requisite knowledge and experience. Contractor shall also be responsible for the performance of the Guards.

- (d). The management/representative of the Contractor shall visit the premises quarterly in order to monitor the performance of Guards as well as the operational capacity of the weapons.

### **3. Duration of Agreement**

- 3.1 This Agreement shall be valid for a period of three (03) Years with initial 06 months as probation period. However, on the satisfactory and with the mutual consent (in writing) of the both parties, with the amended terms and conditions of this Agreement (if required) may be extended after the maturity of the contract.
- 3.2 The contract can be terminated by procurement body on the notice of 15 days in probation period.
- 3.3 The procuring body shall have right to terminate this Agreement upon giving one month written notice to the other Party and without assigning any reason thereof. In the event of termination, both parties agree to promptly settle any outstanding billings and payments due under this Agreement.

#### **b. SPECIAL CONDITIONS OF THE CONTRACT: -**

2. In case of a successful bidder, who repudiates the contract or fails to furnish contract and as the case may be shall proceed for blacklisting and the work order will be placed to the Next Successful Bidder.
3. All bidders shall comply with code of ethics formulated by KPPRA.
4. In case of ban imposed on new tender initiation by Government, the contract agreement is extendable till the ban is revoked from new tender initiation and its finalization.

#### **c. Evaluation Criteria for Security Services**

**Total Marks 100 = (Technical Criteria (70) + Financial Criteria (30)).**

The bidders achieving a minimum of 49 marks (i.e., 70%) out of 70 marks in the Technical Evaluation will be declared technically qualified. Financial bids of only technically qualified bidders will be opened publicly at the time to be announced by the Procuring Agency. The Financial Bids of technically disqualified bidders will be returned un-opened to the respective Bidders.

No chance will be provided for re-submission of secondary documentation. The bidders must carefully read the instructions; Non-compliance to the stated instruction may lead to technical disqualification.

**(Technical Evaluation Marks: 70)**

<b>S.no</b>	<b>Details</b>	<b>Marks</b>
1	A vendor already working / worked with BKMC-MTI, Swabi then performance certificate of BKMC is Mandatory to attach in the technical bid. (Performance certificate from BKMC-MTI, Swabi Should be fresh & issued by the Hospital after advertisement of the current tender of Security Services). (In case of Not worked / Working with BKMC-MTI Swabi then no need of performance certificate from BKMC-MTI Swabi)	Mandatory
2	Years of experience in security (10 marks for 05 years & 02 marks for each year. (Attached copies of agreements with present & previous clients). Contractor who provides more than 05 certificates/work order/agreement will get full marks.	10
3	Years of relevant experience (Provision of Security Services) (10 marks for 05 years & 02 marks for each year. (Attached copies of agreements with present & previous clients). Contractor who provides more than 05 certificates/work order/agreement will get full marks.	10
4	List of Security Equipment's Offered (Weapons, Metal Detectors & UHF/VHF Radio Set)	15
5	Performance certificate from present and previous clients (at least 05) 04 marks for each certificate. Contractor who provides more than 05 certificates will get full marks	20
6	Financial soundness certificate from a scheduled bank and last three years bank statements	05
7	Audit report of last three (03 years)	05
8	Detailed List of staff, no of employees work in the firm / company (Minimum 10)	05
	<b>Total Marks</b>	<b>70</b>

## **Financial Bid**

<b>S. No.</b>	<b>CATEGORY</b>	<b>COST(PKR)</b>
01	Minimum Wages	
02	Company Charges	
03	EOBI	
04	ESSI	
05	Withholding Tax (WHT)	
06	KPRA	
07	Group Insurance	
08	DPR	
<b>Total Amount in (Rs.) Per Guard</b>		

### **Note: -**

- Costs shall Include of all taxes.
- The taxes may be increase or decrease as per Government rules and regulations.
- The taxes will be deducted from company and non-company as per FBR Law.
- Form Shall be filled for the whole assignment.
- The contractor shall pay the security personnel at least @ minimum wage in accordance Labour Law and rules / regulations framed by Khyber Pakhtunkhwa Labor Department.
- It is the responsibility of the contractor to hire / assign supervisor for each shift.

#### **d. BLACKLISTMENT OF DEFAULTED BIDDER/CONTRACTOR**

##### **Conditions for Blacklistment of Defaulted Bidder/Contractor under rule 44 of KPPRA Rules 2014**

The following are the events which would lead to initiate (Rule 44 of KPPRA Rules 2014) blacklisting/debarment process;

- Consistent failure to provide satisfactory performances.
- Found involved in corrupt/fraudulent practices.
- Abandoned the place of work permanently

##### **Conditions for debarment of Defaulted Bidder/Contractor**

Failure or refusal to;

- Accept Purchases Order / Services order terms;
- Fulfill contractual obligations as per contract
- Any unethical or unlawful professional or business behavior detrimental to good conduct and integrity of the public procurement process.
- Persistent and intentional violation of important conditions of contract.
- Non-adherence to quality specifications despite being importunately pointed out.
- Security consideration of the State i.e., any action that jeopardizes the security of the State or good repute of the Bacha Khan Medical Complex/Gajju Khan Medical College -MTI, Swabi.

##### **PROCEDURE FOR BLACKLISTING AND DEBARMENT:**

1. Competent authority of Bacha Khan Medical Complex/Gajju Khan Medical College-MTI, Swabi may on information, or on its own motion, issue show cause notice to the bidder.
2. The show cause notice shall contain the statement of allegation against the Bidder.
3. The bidder will be given maximum of seven days to submit the written reply of the show cause notice.
4. In case the bidder fails to submit written reply within the requisite time, the competent authority may proceed forth with ex-parte against the bidder.
5. Direct to issue notice of personal hearing to the bidder/ authorized representative of the bidder and the competent authority shall decide the matter on the basis of available record and personal hearing, if availed.

6. The competent authority shall decide the matter within thirty days from the initiation of proceedings.
7. The order of competent authority shall be communicated to the bidder by indicating reasons.
8. The order past as above shall be duly conveyed to the KPPRA and defaulting bidder within three days of passing order.
9. The duration of debarment may vary up to five years depending upon the nature of violation.

**e. REDRESSING OF GRIEVANCES:**

1. The purchaser shall constitute a committee comprising of disagreed & notified by the competent authority proper powers and authorizations to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
2. Any bidder feeling aggrieved by any act of the purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than 03 days after the announcement of the bid evaluation report.
3. The grievance redressed Officer shall investigate and decide upon the complaint within 06 days of the receipt of the complaint. The report along with decision shall be forwarded to the purchaser officer within the prescribed period.
4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

**Note:** Grievance notified & designated who can invite appropriate official as co-opted member for grievance.

**f. Award of Contract:**

Contracts shall be confirmed through a written agreement signed by the successful bidder and the BKMC-MTI, Swabi duly attested by the Oath Commissioner/Notary Public.

**g. Payment:**

1. The payment will be made 100% by the 5<sup>th</sup> of next month after the satisfactory service delivery report dully signed by Manager Security, BKMC/GKMC-MTI, Swabi.
2. The contractor shall pay the security personnel at least @ minimum wage in accordance to the rules & regulations of Khyber Pakhtunkhwa Labor Department.

**Compliance with Labor Laws:**

- The industrial and commercial employment (Standing Orders) Ordinance, 1968: Establishes

the terms of employment, dismissal procedures, and conditions for workers in industrial and commercial establishments.

- The minimum wages ordinance, 1961: Mandates minimum wage rates for different categories of workers, ensuring that employees receive a fair wage for their labor.
- The shops of establishments Ordinance, 1969: regulates working hours, overtime, leave, and other employment conditions for workers in shops and commercial establishments.
- The payment of wages Act, 1936: ensures timely payment of wages to employees without unauthorized deductions.

### **Employee Rights and Benefits.**

- **Wages and Overtime:** Workers must be paid at least the minimum wage and for any overtime work as per legal requirements.
- **Working Hours and Rest Periods:** Compliance with regulations regarding maximum working hours, weekly rest days, and break periods.
- **Leave Entitlements:** Provision for annual leave, Sick Leave, and maternity Leave as per legal requirements.
- **Health and Safety:** Ensuring safe working conditions, proper training, and the availability of necessary safety equipment's.
- **Social Security:** Registration of workers with relevant EOBI, Social security institutions, and contribution towards social security benefits, including old age pensions plans, medical care, and injury benefits.

### **Contract and Employment Terms:**

- **Employment Contracts:** Clear and written contracts outlining the terms of employment, job roles, wages, conditions, responsibilities, remuneration, and other employment terms.
- **Termination Procedures:** Adherence to legal procedures for termination, including notice periods and severance pay.

### **Monitoring and Enforcement:**

- **Inspections and audits:** Regular inspections by labor departments to ensure compliance with labor laws and standards.
- **Worker Grievances:** Mechanisms for workers to report grievances and seek redressal without



fear of retaliation.

- **Penalties for Non-Compliance:** Imposition of fines and penalties on employer's violet labor laws, including but not limited to termination of the contract.

### **Grievance Redressal:**

For outsourced service employees at MTI GKMC/BKMC & Allied Hospitals, it is crucial to maintain a harmonious working environment and ensure the well-being and satisfaction al all-staff members. Here are some steps and best practices for setting up an effective grievance redressal mechanism.

- **Policy Documentation:** Create a detailed grievance redressal policy outlining the procedures for filing and addressing grievances.
- **Awareness:** Ensure all employees are aware of this policy through training sessions, handbooks, and regular communication.
- **Appointment:** Appoint a Grievance Redressal Officer (GRO) or establish a committee responsible for handling grievances.
- **Training:** Provide training to the GRO or Committee Members on handling grievances sensitively and effectively.
- **Confidentiality:** Ensure that the grievance submission process is confidential to protect the privacy of employees.
- **Timelines:** Set clear timelines for addressing grievances and communicate these to employees.
- **Resolution Communication:** Communicate the resolution to the employee who raised the grievances.
- **Labor Laws:** Ensure compliance with all relevant labor laws and regulations concerning employee grievances.
- **Contractual Obligations:** Adhere to any specific grievance redressal procedures outlined in the contracts with outsourced service providers.

### **Onboarding:**

The Comprehensive onboarding process for outsourced process for outsourced employees to understand the MTI GKMC/BKMC & Allied Hospitals Culture, Values, and expectations.

### **Continuous Training:**

Ongoing Training and professional development opportunities to keep outsourced staff

updated with the latest skills and knowledge.

**Regular Audits:**

Conduct regular audits and reviews to ensure the outsourced services meet the MTI GKMC/BKMC & Allied Hospitals standards.

**Risk Management:**

- **Contingency Planning:** Have contingency plans in place to handle disruptions or failures in outsourced services.
  - **Risk Assessment:** Regularly assess risks associated with outsourcing and implement measures to mitigate them.
-