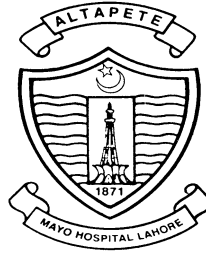


MAYO HOSPITAL, LAHORE.



BIDDING DOCUMENT

**SERVICE & MAINTENANCE/REPAIR CONTRACT OF
ALL TYPE LIFTS (TWENTY THREE NOS) (WITH &
WITHOUT PARTS) & SUPPLY OF REQUIRED PARTS (AS
AND WHEN REQUIRED BASIS) FOR THE PERIOD OF
ONE YEAR (EXTENDABLE FOR THREE MONTHS)**

ADV.TENDER NO.71312/MH., DATED 18-11-2021

OPENED ON TENDER DATE: 09-12-2021

**DEAN/CHIEF EXECUTIVE OFFICER,
MAYO HOSPITAL, LAHORE.**

TEL: 0092-42-99211129-100, E-MAIL: mayohospitallahore@gmail.com

REQUEST FOR PROPOSAL

**SERVICE & MAINTENANCE/REPAIR CONTRACT OF
ALL TYPE LIFTS (TWENTY THREE NOS) (WITH &
WITHOUT PARTS) & SUPPLY OF REQUIRED PARTS (AS
AND WHEN REQUIRED BASIS) FOR THE PERIOD OF
ONE YEAR (EXTENDABLE FOR THREE MONTHS)**

PROCURING AGENCY

**DEAN/CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL, LAHORE.**

Table of Contents

SECTION – I	Instructions to Service Providers (ITB)
SECTION – II	Bid Document Sheet
SECTION – III	Scope of Services / Terms of Reference
SECTION – IV	Conditions of Contract
SECTION – V	Annexure

**Section I – Instructions to Service Providers (ITB) for
Proposal Preparation**

Section I Instructions to Service Providers (ITB)

A. General

1. Definition

- 1.1 “**Affiliate(s)**” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Service provider.
- 1.2 “**Applicable Rules**” means the Punjab Procurement Rules 2014 (amended Jan, 2016) governing the selection and Contract award process as set forth in this RFP.
- 1.3 “**Applicable Law**” means the laws of Islamic Republic of Pakistan, as they may be issued and in force from time to time.
- 1.4 “**Client/Procuring Agency**” means the procuring agency that signs the Contract for the Services with the selected Service provider.
- 1.5 “**Contract**” means a legal binding written agreement signed between the Client and the Service provider and includes all the attached documents listed in its General Conditions of Contract (**GCC**), Special Conditions of Contract (**SCC**), and the Appendices.
- 1.6 “**Bid Data Sheet or (BDS)**” means an integral part of the Instructions to Bidders (**ITB**) that is used to reflect specific conditions to supplement assignment, but not to over-write, the provisions of the ITB.
- 1.7 “**Day**” means a calendar day.
- 1.8 “**Government**” means the Government of the Punjab.
- 1.9 “**ITB**” means the Instructions to Bidders / Service Providers.
- 1.10 “**Joint Venture (JV)**” means an association with or without a legal personality distinct from that of its members, of more than one Service provider where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV shall be jointly and severally liable to the Client for the performance of the Contract.
- 1.11 “**LOI**” means the Letter of Invitation being sent by the Client to the Service providers
- 1.12 “**Proposal**” means the Technical Proposal and the Financial Proposal of the Service provider.
- 1.13 “**RFP**” means the Request for Proposals to be prepared by the Client for the selection of Service providers.
- 1.14 “**Service provider**” means a legally-established professional firm or an entity that may provide or provides the Services to the Client under the Contract.
- 1.15 “**Services**” means the work and services to be performed by the Service Provider pursuant to the Contract.
- 1.16 “**Sub-Service provider**” means an entity to whom the Service provider intends to subcontract any part of the Services while remaining responsible to the Client during the performance of the Contract.
- 1.17 “**TORs**” means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Service provider, and expected results and deliverables of the assignment.

2. Scope of Proposal

- 2.1 The Procuring Agency, as defined in the Bid Data Sheet (BDS), invites Proposals for the Services, as described in the Section – III – scope of services to the Contract. The name and identification number of the Contract is provided in the BDS.
- 2.2 The successful Service provider will be expected to commence the performance of the Services by the Starting Date provided in the BDS.

3. Eligible service provider

- 3.1 All Service providers shall provide, a statement that the Service provider (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other sections of this Proposal document. A firm that has been engaged by the Procuring Agency to provide Consultant Services for the preparation or supervision of the Services, and any of its affiliates, shall not be eligible to Proposal.
- 3.2 Government-owned enterprises may only participate if they are legally and financially autonomous, operate under commercial law, and are not a dependent agency of the Government.
- 3.3 Service providers shall not be under a declaration of blacklisting by any Government department or Punjab Procurement Regulatory Authority (PPRA).
- 3.4 The Procuring Agency permits Service providers, including Consortiums, Joint Ventures and their individual members to offer services.

4. Conflict of Interest

- 4.1 The Service provider is required to provide professional, objective, and impartial advice, at all times holding the Client's interests paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.
- 4.2 The Service provider has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Service provider or the termination of its Contract and/or sanctions by the Procuring Agency.
- 4.3 Without limitation on the generality of the foregoing, and unless stated otherwise in the Data Sheet, the Service provider shall not be hired under the circumstances set forth below:
 - 4.3.1 A firm that has been engaged by the Client to provide goods, works or services other than Services for a project, and any of its affiliates, shall be disqualified from providing Services related to those goods, works or services. Conversely, a firm hired to provide Services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than Services resulting from or directly related to the firm's Services for such preparation or implementation. For the purpose of this paragraph, services other than Services are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.

- 4.3.2 Service Provider (including its Personnel and Sub-Service Provider) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Service Provider to be executed for the same or for another Client
- 4.3.3 A Service Provider (including its Personnel and Sub-Service Provider) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Agreement, may not be awarded an Agreement, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Agreement.

5. One Proposal per Service provider

- 5.1 Each Service provider shall submit only one Proposal, either individually or as a partner in a joint venture. A Service provider who submits or participates in more than one Proposal (other than as a subcontractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Service provider's participation to be disqualified.

6. Cost of Proposal

- 6.1 The Service provider shall bear all costs associated with the preparation and submission of his Proposal, and the Procuring Agency will in no case be responsible or liable for those costs

7. Site Visit

- 7.1 The Service Provider, at the Service Provider's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Proposal and entering into a contract for the Services. The costs of visiting the Site shall be at the Service Provider's own expense

B. Proposal Documents

8. Content of Proposal Documents

- 8.1 The set of Proposal documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 10:

- a) Instructions to Service providers (ITB)
- b) Bid Data Sheet
- c) Scope of Services (TORs)
- d) Conditions of Contract
- e) Annexure(s)

- 8.2 The Service Provider is expected to examine all instructions, forms, terms, and specifications in the Proposal documents. Failure to furnish all information required by the Proposal documents or to submit a Proposal not substantially responsive to the Proposal documents in every respect will be at the Service provider's risk and may result in the rejection of its. All sections should be completed and returned with the Proposal in the number of copies specified in the BDS

9. Clarification of Proposal Documents

- 9.1 A prospective Service provider requiring any clarification of the Proposal documents may notify the Procuring Agency in writing or by email at the Procuring Agency's address indicated in the invitation/advertisement. The Procuring Agency will respond to any request for clarification received earlier than 10 days prior to the deadline for submission of Proposals. Copies of the Procuring Agency's

response will be forwarded to all purchasers of the Proposal documents, including a description of the inquiry, but without identifying its source.

10. Amendment of Proposal Documents

- 10.1 Before the deadline for submission of Proposals, the Procuring Agency may modify the Proposal documents by issuing addenda.
- 10.2 Any addendum thus issued shall be part of the Proposal documents and shall be communicated in writing or by email to all purchasers of the Proposal documents. Prospective service providers shall acknowledge receipt of each addendum by email to the Procuring Agency.
- 10.3 To give prospective service providers reasonable time in which to take an addendum into account in preparing their Proposals, the Procuring Agency shall extend, as necessary, the deadline for submission of Proposals, in accordance with ITB Sub-Clause 20.2 below

C. Preparation of Proposal

11. Language of Proposal

- 11.1 The Proposal prepared by the Service provider, as well as all correspondence and documents relating to the Proposal exchanged by the Service provider and the Procuring Agency shall be written in the language specified in the BDS. Supporting documents and printed literature furnished by the Service provider shall be in same language.

12. Documents Comprising the Proposal

The Proposal submitted by the Service provider shall comprise the following:-

- 12.1 Technical and Financial Proposal (in the format mentioned in Section – II)
- 12.2 Proposal Security as specified in BDS Section – II.
- 12.3 Any other materials required to be completed and submitted by service providers, as specified in the Bid Document Sheet (BDS).

13. Proposal Prices

The service provider shall fill in the rates and prices in the Financial Proposal as instructed in Section – II in bid document sheet. It should include all the applicable taxes, duties and other levies payable by the service provider.

14. Currencies of Proposal and Payment

- 14.1 The price shall be quoted by the Service provider in Pak Rupees (PKR).

15. Proposal Validity

- 15.1 Proposals shall remain valid for the period of 90 days or as specified in the BDS and after approval the rates will be valid for complete contract period which will be decided by the authority.
- 15.2 In exceptional circumstances, the Procuring Agency may request that the service providers extend the period of validity for a specified additional period. The request and the service providers' responses shall be made in writing or by email. A Service provider may refuse the request without forfeiting the Proposal Security. A Service provider agreeing to the request will not be required or permitted to otherwise modify the Proposal, but will be required to extend the validity of Proposal Security for the period of the extension, and in compliance with ITB Clause 16 in all respects.

16. Bid Proposal Security

- 16.1 The Service provider shall furnish Proposal security, as part of the Proposal as **specified in the BDS**.
- 16.2 The Proposal Security shall be in the **amount specified in the BDS** and denominated in Pak Rupees (PKR) and shall;
- 16.2.1 at the service provider's option, be in the form of CDR, Pay Order or Bank Draft.
- 16.2.2 be payable promptly upon written demand by the Procuring Agency in case the conditions listed in ITB Sub- Clause 16.5 are invoked;
- 16.2.3 be submitted in its original form with the Financial Proposal. A photocopy shall be attached along with the Technical Proposal as instructed in BDS.
- 16.2.4 remain valid for a period of 28 days beyond the validity period of the Proposals, as extended, if applicable, in accordance with ITB Sub-Clause 15.2;
- 16.3 If a Proposal Security is required in accordance with ITB Sub-Clause 16.1, any Proposal not accompanied by a substantially responsive Proposal Security in accordance with ITB Sub- Clause 16.1, shall be rejected by the Procuring Agency as non- responsive.
- 16.4 The Proposal Security of unsuccessful Service providers shall be returned as promptly as possible upon the successful Service provider's furnishing of the Performance Security pursuant to ITB Clause 35.
- 16.5 The Proposal Security may be forfeited:
- 16.5.1 if a Service provider withdraws its Proposal during the period of Proposal validity, except as provided in ITB Sub-Clause 15.2; or
- 16.5.2 if the successful Service provider fails to:
- 16.5.2.1 sign the Contract in accordance with ITB Clause 34;
- 16.5.2.2 Furnish a Performance Security in accordance with ITB Clause 35.
- 16.6 The Proposal Security of a consortium / JV must be in the name of the consortium / JV that submits the Proposal.

17. Alternative Proposals by Service providers

- 17.1 Alternative Proposals shall not be considered. **One Bidder One Proposal only.**

18. Technical and Financial Proposal Format and Content

- 18.1 The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.
- 18.2 The Financial Proposal should be prepared as per instructions Section – II BDS.
- 18.3 The Service Provider shall be subject to all applicable duties, fees, levies and taxes (including but not limited to value added, sales tax, income tax/sales tax) on amounts payable by the Client under the Agreement. Service Provider will include and clearly state all such taxes, which it is subject to pay, in the proposal
- 18.4 The Service Provider should express the all prices in Pakistani rupees (PKR).
- 18.5 The Government taxes / levies to be paid by the service provider will be deducted at source. The service provider will not claim for this deducted amount.

D. Submission of Proposals

19. Sealing and Marking of Proposals

- 19.1 The Service provider shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 12 (Documents Comprising Proposal). The submission can be done by mail or by hand.
- 19.2 An authorized representative of the Service provider shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposals and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.
- 19.3 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.
- 19.4 In Technical Proposal any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal. In case of **Financial Proposals** no modification, erasures or overwriting shall be permissible.
- 19.5 The Technical Proposal shall be placed inside of a sealed envelope clearly marked "**Technical Proposal**", ~~–[Name of the Assignment]–~~, **reference number, name and address of the Service provider, and with a warning –Do Not Open until** [insert the date and the time of the Technical Proposal submission deadline]."
- 19.6 Similarly, the original **Financial Proposal** containing the original CDR / Bank Draft / Pay Order as Bid Security shall be placed inside of a sealed envelope clearly marked "**Financial Proposal followed by the name of the assignment, reference number, name and address of the Service provider, and with a warning –Do Not Open With The Technical Proposal**."
- 19.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the **submission address, RFP reference number, the name of the assignment, Service provider's name and the address, and shall be clearly marked –Do Not Open Before** [insert the time and date of the submission deadline indicated in the Data Sheet]".
- 19.8 If the envelopes and packages with the Proposal are **not sealed** and marked as required, the Client will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.

20. Deadline for Submission of Proposals

- 20.1 Proposals shall be delivered to the Procuring Agency Office of the Chief Executive Officer, Mayo Hospital, Lahore not later than the time and date **specified in the News Paper Advertisement**.
- 20.2 The Procuring Agency may extend the deadline for submission of Proposals by issuing an amendment in accordance with ITB Clause 10, in which case all rights and obligations of the Procuring Agency and the service providers previously subject to the original deadline will then be subject to the new deadline.

21. Late Proposals

- 21.1 The Procuring Agency will not receive any Proposal submitted after the deadline specified in the News Paper Advertisement.

22. Modification and Withdrawal of Proposals

- 22.1 The Service Providers may modify or withdraw their proposal by giving notice in writing before the deadline prescribed in ITB Clause 20.
- 22.2 Each Service provider's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 18 and 19, with the outer and inner envelopes additionally marked "Modification" or "Withdrawal," as appropriate.
- 22.3 No Proposal may be modified after the deadline for submission of Proposals.
- 22.4 Withdrawal of a Proposal between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified in the BDS or as extended pursuant to ITB Sub-Clause 15.2 may result in the forfeiture of the Proposal Security pursuant to ITB Clause 16.

E. Proposal Opening and Evaluation

23. Proposal Opening

- 23.1 The Client's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the shortlisted Service providers' authorized representatives who choose to attend (in person, or online if this option is offered in the Data Sheet). The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial Proposal shall remain sealed and shall be securely stored until they are opened in accordance with Clause 19 and 24 of the ITB
- 23.2 At the opening of the Technical Proposals the following shall be read out:
- 23.2.1 the name and the country of the Service provider or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members;
- 23.2.2 the presence or absence of a duly sealed envelope with the Financial Proposal;
- 23.2.3 any modifications to the Proposal submitted prior to proposal submission deadline;
- 23.2.4 any other information deemed appropriate or as indicated in the Data Sheet.

24. Technical Proposals Evaluation:

- 24.1 Subject to provision of Clause 19 of the ITB, the evaluators of the Technical Proposals shall have no access to the Evaluation Financial Proposals until the technical evaluation is concluded.
- 24.2 The Service provider is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 22 of this ITB. **While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.**
- 24.3 The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the Data Sheet.

25. Opening of Financial Proposals

- 25.1 After the technical evaluation is completed, the Client shall notify those Service providers whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum qualifying technical score (and shall provide information relating to the Service provider's overall technical score, as well as scores obtained for each criterion and sub-criterion) that their Financial Proposals will be returned unopened after completing the selection process and Contract signing. The Client shall simultaneously notify in writing those Service providers that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Service providers sufficient time to make arrangements for attending the opening. The Service provider's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the Data Sheet) is optional and is at the Service provider's choice
- 25.2 The Financial Proposals shall be opened by the Client's evaluation committee in the presence of the representatives of those Service providers whose proposals have passed the minimum technical score. The Financial Proposals of the bidders whose technical proposals are non-responsive will be returned unopened.
- 25.3 The Service provider's Financial Proposal shall include all applicable taxes in accordance with the instructions in the Data Sheet.

26. Financial Proposal Evaluation

26. **Least-Cost Selection (LCS)**; the Client will select the Service provider with the lowest evaluated total price among those Service providers that achieved the minimum technical score, and invite such Service provider to negotiate the Contract

27. Submission of Grievances

- 27.1 The service providers who's Technical Proposal have been declared Non-responsive may submit their Grievance in writing along with any supporting documents to the Chief Executive Officer, Mayo Hospital, Lahore not later than 10 days after the announcement of the successful Technical proposals. The grievance(s) along with the supporting documents should be submitted in original in person in the office of the Chief Executive Officer, Mayo Hospital, Lahore or any other authorized official as specified in the BDS and a copy of said document must be submitted to the concerned dealing department.

28. Clarification of Proposals

- 28.1 To assist in the examination, evaluation, and comparison of Proposals, the Procuring Agency may, at its discretion, ask any Service provider for clarification of the Service provider's Proposal, including breakdowns of the prices in the Activity Schedule, and other information that the Procuring Agency may require. The request for clarification and the response shall be in writing or email, but no change in the price or substance of the Proposal shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Procuring Agency in the evaluation of the Proposals in accordance with ITB Clause 30.
- 28.2 No Service provider shall contact the Procuring Agency on any matter relating to its Proposal from the time of the Proposal opening to publication of evaluation report. If the Service provider wishes to bring additional information to the notice of the Procuring Agency, he should do so in writing after permission from the procuring agency.
- 28.3 Any effort by the Service provider to influence the Procuring Agency in the Procuring Agency's Proposal evaluation or contract award decisions may result in the rejection of the Service provider's Proposal.

29. Examination of Proposals and Determination of Responsiveness

- 29.1 Prior to the detailed evaluation of Proposals, the Procuring Agency will determine whether each Proposal:
- 29.1.1 Has been properly signed;
 - 29.1.2 Is accompanied by the required securities;
 - 29.1.3 And is substantially responsive to the requirements of the Proposal documents.
- 29.2 A **substantially responsive Proposal** is one which conforms to all the terms, conditions, and specifications of the Proposal documents, without material deviation or reservation. A **material deviation** or reservation is one:
- 29.2.1 Which affects in any substantial way the scope, quality, or performance of the Services; or
 - 29.2.2 Which limits in any substantial way, inconsistent with the Proposal documents, the Procuring Agency's rights or the Service provider's obligations under the Contract; or
 - 29.2.3 Whose rectification would affect unfairly the competitive position of other service providers presenting substantially responsive Proposals.
- 29.3 If a proposal is not substantially responsive, it will be rejected by the Procuring Agency, and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation.

30. Correction of Errors

- 30.1 Proposals determined to be substantially responsive will be checked by the Procuring Agency for any arithmetic errors. Arithmetical errors will be rectified by the Procuring Agency on the following basis:

30.1.1 If there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;

30.1.2 If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected;

30.2 The amount stated in the Proposal will be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, with the concurrence of the Service provider, shall be considered as binding upon the Service provider. If the Service provider does not accept the corrected amount, the Proposal will be rejected, and the Proposal Security may be forfeited in accordance with ITB Sub-Clause 16.5.

31. Non- Preferential Treatment

31.1 No service provider (domestic or foreign) shall be eligible for any margin of preference in Proposal evaluation

F. Award of Contract

32. Award Criteria

32.1 The Procuring Agency will award the Contract to the Service provider whose Proposal has been determined to be substantially responsive to the Proposal documents and who has offered the lowest evaluated Proposal price, provided that such Service provider has been determined to be:

32.1.1 Eligible in accordance with the provisions of ITB Clause 3, and

32.1.2 Qualified in accordance with the provisions of ITB Clause 24.

33. Procuring Agency's Right to Accept or Reject all Proposals

33.1 Notwithstanding ITB Clause 32, the Procuring Agency reserves the right to accept all Proposals or to cancel the selection process and reject all Proposals, at any time prior to the award of Contract, without thereby incurring any liability to the affected Service provider or service providers or any obligation to inform the affected Service provider or service providers of the grounds for the Procuring Agency's action

34. Notification of Award and Signing of Agreement

34.1 The Service provider whose Proposal has been accepted will be notified of the award by the Procuring Agency prior to expiration of the Proposal validity period by registered letter from the Procuring Agency. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state services and other particulars that the Procuring Agency will deliver to the Service provider in consideration of the execution, completion, and maintenance of the Services by the Service provider as prescribed by the Contract

34.2 The notification of award will constitute the formation of the Contract. Expected data and address for award of contract is **specified in BDS**.

34.3 The Contract, will incorporate all agreements between the Procuring Agency and the successful Service provider. It will be signed by the Procuring Agency and sent to the successful Service provider along with the Letter of Acceptance. Unless otherwise stated in **BDS or Section II**, within 07 days of receipt of the Contract, the successful service provider **shall sign the Contract** and return it to the Procuring Agency, together with the required **performance security** pursuant to Clause 35. Furthermore, the selected service provider shall commence the services by the date specified in the Advance Acceptance Letter.

34.4 Upon fulfillment of ITB Sub-Clause 34.3, the Procuring Agency will promptly return the Bid security of successful and unsuccessful Service providers as soon as possible.

35. Performance Security

- 35.1 The successful service provider will have to submit an amount as performance security which may be upto 10% of the approved value within 7 days after receipt of the Letter of Acceptance, to the procuring agency in the form of CDR.
- 35.2 Failure of the successful Service provider to comply with the requirements of ITB Sub-Clause 35.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.

36. Dispute Resolution

- 36.1 In case of any dispute between the Parties during the period of Contract, the Parties shall resolve such dispute pursuant to clauses of Contract Agreement.

37. Corrupt or Fraudulent Practices

- 37.1 For the purpose of this provision, the terms set forth below define corrupt or fraudulent practices:
 - 37.1.1 **Corrupt practice** means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, service provider or contractor in the procurement process or in contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a contract;
 - 37.1.2 **fraudulent practice** is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - 37.1.3 **collusive practices** is an arrangement among service providers (prior to or after Proposal submission) designed to establish Proposal prices at artificial, non-competitive levels for any wrongful gain, and to deprive the procuring agency of the benefits of free and open competition, and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty;
 - 37.1.4 **coercive practices** is impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person (participant in the selection process or contract execution) to influence improperly the actions of that person;
 - 37.1.5 **obstructive practice** is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of the Client's inspection and audit rights.
- 37.2 The Procuring Agency will reject a proposal for award if it determines that the Service provider recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;
- 37.3 The Procuring Agency will declare mis-procurement if it determines at any time that its representatives were engaged in corrupt, fraudulent, collusive, coercive or obstructive practices during the procurement or the execution of that contract,;
- 37.4 The Procuring Agency will sanction a firm, in accordance with prevailing Blacklisting procedures under Punjab Procurement Rules 2014, if it at any time determines that they its representatives, directly or through an agent, were engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, a contract; and
- 37.5 The Procuring Agency will have the right, requiring service providers, suppliers, contractors and consultants to permit the Procuring Agency to inspect their accounts and records and other documents relating to the Proposal submission and contract performance and to have them audited by auditors appointed by the Procuring Agency.

Section – II (Bid Data Sheet (BDS)

1. Sealed tenders are invited from Sales Tax / Income Tax registered firms for comprehensive Service, Maintenance & Repair of Lifts {with parts, without parts and supply of required parts {as and when

needed basis)}for a period of ONE YEAR (Extendable for further Three Months). Tender form is obtainable on cash payment of Rs.1000/- (non-refundable) from Almoner Office of this hospital.

2. The bidder's may visit and examine all type of lifts and its surroundings at their own risk and cost along with an authorized representative from the AMS(Works) Department and after checking the lifts will submit their quotation in the name of Dean/Chief Executive Officer, Mayo Hospital, Lahore under a sealed envelope bearing the number and Due Date of this tender. All offers / bids will be submitted in accordance with Punjab Procurement rules notified by the Government of the Punjab, Health Department (PPR – 2014 Amended up-to-date).
3. The qualified firm having good repute and High-tech Engineering System will be eligible to participate in the tender regarding Service & Maintenance contract of all type of lifts for a period of One Year from the date mutually agreed upon by both the parties OR date of approval from the competent authority.
4. The Tenderers are required to give lump-sum estimate for the Service & Maintenance Contract of all type of Lifts (with & without parts) & supply of required parts (as per lists attached) for a period of one year inclusive of all Government taxes and levis applicable.
5. The **procuring Agency** is {Dean/Chief Executive Officer, Mayo Hospital, Lahore }
6. The name of the contract is “SERVICE & MAINTENANCE CONTRACT OF 17 NOS LIFTS WITH & WITHOUT PARTS ALONGWITH SUPPLY OF REQUIRED PARTS (WHEN AND WHERE REQUIRED BASIS)”.
7. **Bid Validity Period** : The bid validity period is for 90 days after the dead line for proposal submission (after approval this bid will be valid for complete contract period) .
8. **Bid Security** : An amount of Rs.100,000/- in the shape of Call Deposit must be submitted along with the Financial Proposal and a copy of said CDR will be enclosed with the Technical proposal.
9. One firm will submit One Proposal Only. Alternative proposal are not allowed.

10. Preparation of the Proposals:-

- 10.1 **Language of the Proposal** : This document has been issued in the English language. Proposals shall be submitted in English language. All correspondence exchange shall be in English language. The currency is in Pak Rupees.
- 10.2 Single stage – two envelopes bidding procedure as per Punjab Procurement Rules, 2014 (amended upto date) shall be applied.
 - i) The bid shall comprise of a single package containing two separate envelopes, each envelop shall contain separately the technical proposal and the financial proposal.
 - ii) The envelopes shall be marked as ‘TECHNICAL PROPOSAL’ & ‘FINANCIAL PROPOSAL’ in bold and legible letters to avoid confusion, mentioning tender name and date.
 - iii) The inner and outer envelopes shall be addressed to the Dean/Chief Executive Officer, Mayo Hospital, Lahore.
 - iv) The sealed bids will be dropped in the TENDER BOX placed in the Office of the Chief Executive Officer, Mayo Hospital, Lahore.
 - v) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened. The envelope marked as “FINANCIAL PROPOSAL” shall be retained in this office without being opened.
 - vi) The Hospital Technical Scrutiny Committee shall evaluate the technical proposal and reject any proposal which do not confirm the specified requirement directly.
 - vii) The financial proposals of technically evaluated / approved bids shall be opened publicly at the time date and venue to be announced and communicated to the bidders in advance.
 - viii) The financial proposal of bids found technically non-acceptable shall be returned as un-opened to the respective bidders.

11 Technical Proposal

The participating firm must submit the following documents alongwith the Technical Bid:-

- a) C.N.I.C of Proprietor
- b) Tender purchased Receipt in original.
- c) NTN / PST / GST & Professional Sales Tax Certificate
- d) Valid accreditation with Pakistan Engineering Council.
- e) Photocopy of Bid Security.
- f) An under taking on Judicial papers of Rs.100/- duly attested by the Notary Public. Specimen at Annexure-“D”.
- g) Experience Certificates of the firm for maintenance and services of all type of Lifts.
- h) Work Orders received from different institutes (for the last five years).
- i) List of available concerned Tools / Instruments / machines / transport etc. to provide services in terms of contract.
- j) List of Administrative / Technical Staff along with copies of their Degrees / Diplomas and detail of non technical staff (copies of their Appointment Letters).
- k) Financial Soundness Certificate from Bank / Current Bank Statements.
- l) Tender Documents which should be read carefully and each paper should be duly signed and stamped by the bidder or authorized person.
- m) Any other document required as per evaluation criteria (Annexure – “A”) / bid document sheets.
- n) Attested copy of Power of Attorney in case of Joint venture duly attested. Also attach the agreement amongst all partners of the joint venture which should be legally binding on all partners. One of the partner will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture and the execution of the entire contract, including payment, shall be done exclusively with the partner in charge.
- o) The service provider will have to submit a check list of documents provided with the proposal duly signed and stamped by the authorized person.
- p) A detailed description of the approach methodology and proposed work plan for performing the assignment / services.

12 Financial Proposal

- 12.1 The proposed amount (on the letter head of the firm) should be written both in figures and words in clear eligible writing as per proposed forms & quoted prices for required parts as per lists provided in Annexures B&C. No correction or over writing is permissible. In case of any confusion the amount mentioned in words will be accepted as correct.
- 12.2 The Financial proposal should accompany original CDR of Bid Security.
- 12.3 Each paper of the Financial Proposal should be duly signed by the bidder / authorized person.

13 No offer shall be considered if:-

- 1- Not received as per terms & conditions of the tender enquiry.

- 2- Received from the firm not registered with Punjab Sales Tax Department.
- 3- It is received after the time and date fixed for its receipt.
- 4- The tender is unsigned.
- 5- The offer is ambiguous.
- 6- The offer is conditional.
- 7- The offer is from a firm, Black Listed, Suspended or removed from any Government department.
- 8- Offer received with shorter validity than required in the tender enquiry.
- 9- Is received without required documents.
- 10- Is received without Bid security / Earnest Money
- 11- The offer not confirming to the specifications indicated in the tender document.

Section III Scope of Services

Terms of References (TORs) or Scope of Services

SCOPE OF WORK

1. The successful firm will be responsible for Inspection / Repairing / Replacement of parts and routine maintenance & operation of all type of lifts round the clock (24/7) without fail.
2. **ROUTINE / PERIODIC MAINTENANCE:**
 - i) Contractor is responsible to keep the Lifts properly functional throughout the period of contract 7/24.
 - ii) The Engineer / Technician of said firm will be available in this hospital from 09:00 A.M to 05:00 P.M to ensure the uninterrupted working of all type of Lifts. After 5:00 P.M the engineer / technician will provide contact number for emergency case and will be available within one hour after the call. Similarly on Holidays a contact number will be given for responding to any emergency calls. A Senior Service Engineer / Technician of said firm will visit all the lifts and should be available in this hospital at least 3-4 hours daily for rectification of faults going beyond capacity of maintenance staff, this service will be provided within quoted cost. In case the engineer/technician does not respond the call from the hospital, legal action will be taken against the firm which may be forfeiture of security and cancellation of contract or any other penalty which the hospital authority will deem necessary.
 - iii) The firm will be responsible for deputing the staff to keep the lifts functional during public / gazetted / Eid Holidays etc. without fail.
 - iv) The service of all lifts must be carried out before 10th of every month.
 - v) The routine / periodic maintenance / service, as per schedule, shall include the following:-
 - a) Function and operation safety check
 - b) Adjustment, setting and lubrication
 - c) Correction of detected defects which result from normal wear and tear.
 - d) Performing preventive work where this is deemed necessary by the company.
 - e) Inform to the Administration regarding required replacement of defective part immediately.
 - f) The Main Gear Machine shall be checked and cleaned every month.
 - g) The car cabin shall be cleaned from inside every month.
 - h) The main and counter weight guides shall be checked cleaned and oiled every month.
 - i) The control panel shall be checked, cleaned and maintain properly by the contactor.
 - j) All the internal electric system of the lifts, shall be checked and maintained properly.
 - k) That all cleaning material e.g the oil, grease and cloths shall be provided by the contractor
 - l) Safety security of passengers must be upheld by the service provider at any cost with zero compromise. In case of any mishap or negligence, the company will be held responsible in all aspects.
 - v) The firm will have to provide a monthly schedule for routine periodic preventive maintenance of all lifts within 7 days of commencement of the work after award of contract. The firm will provide a services checklist of the work, performed the services on every month and get signed from LS/SDO. The report of the services shall be attached with bills for their clearance. The schedule will have to be strictly followed in letter and spirit and no relaxation will be given in this regard.
3. In larger interest of patients, the contracting firm, in no case will hamper the repair work or will use delaying tactics, to keep lifts in functional order, making use of fake excuses. This act will be treated as violation and in addition to legal action, imposition of penalty, company will be blacklisted.
4. No payment shall be made against the maintenance contract of an elevator for a period for which the elevator would remain out of order.

5. The contractor shall use best available material, subject to approval of the Line Superintendent (Electrical) / incharge and will be responsible for giving the high quality finish.
6. Engineer of the firm will submit written progress report of service & maintenance to the Additional Medical Superintendent (Works) on bi-weekly basis.
7. No extra charge etc will be paid for material brought from outside the premises. No payment on account of re-handling of material will be paid.
8. The log book of each lift shall be maintained regularly and every kind of maintenance procedure completed shall be entered in the log book on the same date and signed by the Line Superintendent (Electrical).
9. The bill for service / maintenance for all functional lifts during the month shall be submitted in the first week of every month in triplicate duly verified by the End-user/Administrative Officer of the concerned department / L.S (Electrical).
10. In case any repair is not carried out by you within stipulated period in-spite of work order, the same may be got done from market on your risk and cost.
11. The firm will provide the satisfactory working report from the Line Superintendent (Electrical) while submitting the bill for payment otherwise claim will not be accepted.
12. Income Tax / Punjab Sale Tax and any other taxes payable will be deducted at source at time of payment. The service provider will not claim for this deducted amount.
13. Successful firm has to give warranty of one year for replaced parts during warranty period they will be responsible for free replacement of the replaced parts (if they become defective) with new one.
15. All replacement / old parts shall be the property of the hospital and it must be returned to the Line Superintendent (Electrical) office, to be entered in dead stock register before submission of the bills for payment.
16. The authorized person of the firm will be bound to submit the new parts to be replaced as per work order beforehand for inspection by the authorized person of works department.
17. If the approved rates are higher than the rates given by you to any other institution in Pakistan during the contract period, the difference will be recovered either from the bill or from the performance security deposited without any further notice.
18. The firm is bound to make sure the availability of all required parts in their ready stock during the contractual period. There shall be no excuse for delay for importing the defective parts. Otherwise L.D charges will be imposed as per rules.
19. The contractor shall be required to undertake the complete maintenance of the machinery during the contractual period, Extendable for further three months on mutual agreement between the contractor and the client.
20. The supplying firm will be responsible for providing & fixing of the parts with the lift (with the warranty of one year). The required parts should be brand new. This work will have to be completed within the quoted amount. Now extra amount will have to be paid by the client for fixation / replacement of the parts.
21. 12 mandatory PPM, shall be conducted for each lifts as per provided services checklist in the presence of Hospital Representative and submit the report accordingly.

22. **SERVICE RECORDS:**

The company will maintain records of all visits and details of services provided. Copies of such records including detail of replaced parts / repaired parts etc, Log Book and any additional information that the customer may reasonably require shall be provided to the customer at any time upon request.

23. If any dispute arises between the parties in connection with this contract, the service provider and an authorized person of the works department will use their best efforts to settle the dispute amicably. In case they fail to do so, the decision of Chief Executive Officer of the hospital will be final and not challengeable in any court of law.
24. If after the date of commencement of this contract, there is any change in the Applicable Law / Rules by the Government, the service provider will be bound to abide by the same.
25. In case of any terms introduced by the Government of the Punjab, same will be incorporated in the contract and the contractor will be bound to comply with.
26. The Hospital Authority reserves the right to terminate maintenance/service contract at any time, if performance found unsatisfactory, which shall not be challengeable in any court of law.
27. In case the service provider will have to seek technical assistance / advise from some other firm, all the cost will be borne by the service provider and no amount will be liable to be paid by the procuring agency.
28. Shutdown of the system for pre-scheduled maintenance with prior approval of the Procuring Agency shall not be treated as down time.

Section IV – Conditions of Contract

- 1- An Advance Acceptance Letter will be issued to the successful service provider by the procuring agency. The successful bidder will have to sign a written agreement on Judicial Stamp Paper within a period of One Week of award of acceptance letter. The cost of Judicial Paper (as per rule) will be borne by the service provider.
- 2- An amount equivalent to 10% of quoted amount will have to be submitted, as performance security, by the successful bidder in the form of CDR within the stipulated period mentioned in the Advance Acceptance Letter.
- 3- The following documents shall be deemed to form and be read and construed as part of this agreement, which is as follows:-
 - a) General Conditions of the contract
 - b) Terms of Reference / Scope of services

GENERAL CONDITIONS OF THE CONTRACT

1. The Contract shall be interpreted in accordance with the applicable laws of Pakistan.
2. The period of the contract will be for ONE YEAR starting from the date mentioned in the Advance Acceptance Letter which will be extendable for further three months at the end of contract by mutual understanding of both parties.
3. The service provider shall carry out the Services in accordance with the Scope of services and provisions of this Contract.
4. The Successful bidder will have to provide a price reasonability certificate before signing of contract.
5. If the service provider wants to terminate the service contract he will give One Month notice to the procuring agency in writing.
6. If the procuring agency is not satisfied with the services of the service provider it will give a One Month notice to the service provider, in writing. However the procuring agency reserves the right to terminate the agreement at any time during the period of Contract whether there is any breach of any clause of contract or not, if it considers so, in the larger public interest which will not be challengeable in any court of law.
7. The bills will be submitted by the service provider subject to the verification / satisfaction by the End-user. No extra payment other than the quoted amount in Financial Proposal will have to be paid by the procuring agency.
8. The service provider will not sublet any service or services to sub- contractors without prior permission of the client.
9. The service provider will be bound to keep detailed personal record of every employee deputed at site for its scope of services which will be accessible to authorized person of the procuring agency. Any negligence in this regard will not be tolerated and service provider will have to compensate the losses (if any).
10. In case of failure of the service provider to fulfill any obligation under this contract within the stipulated time, the procuring agency may proceed for imposition of penalties or may proceed for termination of the agreement as decided by the hospital authority. The penalties imposed may be on per day basis or as per event. The amount of the penalty will be decided by the hospital authority which will be deducted from the submitted bill etc.

11. In case of event of "Force Majeure" the service provider will be bound to take all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms & conditions of the contract and will have to inform the procuring agency in writing about the occurrence of such an event and measures taken.
12. Neither the Service Provider nor its Sub contractors, nor any Personnel deployed at site shall engage, either directly or indirectly, in any of the following activities,
 - a) Any business or professional activities which would conflict with the activities assigned to them under this contract.
 - b) Shall hire such public employees, in active duty or on any type of leave, which would conflict with the activities assigned to service provider to perform any activity under this contract.
 - c) Shall not involve in any unlawful, un-ethical, immoral activities directly or indirectly. In case of any complaint of any personnel to be involved in aforesaid activities strict legal action will be taken against the personnel and service provider.

AGREEMENT

This Agreement made at Lahore on the _____ day of _____, 2021 between M/s, _____ with reference to as party of the one part and **Dean/Chief Executive Officer, Mayo Hospital, Lahore** here-in-after called "Client" as party of the other part, against Advertised Tender No./71312/MH Dated 18-11-2021, Opened on 09-12-2021 & Notification of Award / Advance Acceptance of Bid for Service & Maintenance Contract of Lifts (With & Without Parts) & Supply of Required parts (As and when required basis), Mayo Hospital, Lahore (2021-22) issued vide letter No. _____ Dated.

Whereas the client intends that M/s _____, for service & maintain / repair all Lifts of this hospital, herein called the "Equipment" and M/s _____, agrees for service & maintenance / repair the Lifts including supply of required parts on need basis which has already been approved by the hospital Tender & Purchase / Repair Committee for a period of one year **from** _____ **to** _____, both days inclusive; on the following mutually agreed terms & conditions:

SCOPE OF WORK

14. The successful firm M/s _____ will be responsible for Inspection / Repairing / Replacement of parts and routine maintenance & operation of all type of lifts round the clock (24/7) without fail.

15. ROUTINE / PERIODIC MAINTENANCE:

- vi) Contractor M/s _____ is responsible to keep the Lifts properly functional throughout the period of contract 7/24.
- vii) The Engineer / Technician of said firm will be available in this hospital from 09:00 A.M to 05:00 P.M to ensure the uninterrupted working of all type of Lifts. After 5:00 P.M the engineer / technician will provide contact number for emergency case and will be available within one hour after the call. Similarly on Holidays a contact number will be given for responding to any emergency calls. A Senior Service Engineer / Technician of said firm will visit all the lifts and should be available in this hospital at least 3-4 hours daily for rectification of faults going beyond capacity of maintenance staff, this service will be provided within quoted cost. In case the engineer/technician does not respond the call from the hospital, legal action will be taken against the firm which may be forfeiture of security and cancellation of contract or any other penalty which the hospital authority will deem necessary.
- viii) M/s _____ will be responsible for deputing the staff to keep the lifts functional during public / gazetted / Eid Holidays etc. without fail.
- ix) The service of all lifts must be carried out before 10th of every month.
- v) The routine / periodic maintenance / service, as per schedule, shall include the following:-
 - m) Function and operation safety check
 - n) Adjustment, setting and lubrication
 - o) Correction of detected defects which result from normal wear and tear.
 - p) Performing preventive work where this is deemed necessary by the company.

- q) Inform to the Administration regarding required replacement of defective part immediately.
 - r) The Main Gear Machine shall be checked and cleaned every month.
 - s) The car cabin shall be cleaned from inside every month.
 - t) The main and counter weight guides shall be checked cleaned and oiled every month.
 - u) The control panel shall be checked, cleaned and maintain properly by the contactor.
 - v) All the internal electric system of the lifts, shall be checked and maintained properly.
 - w) That all cleaning material e.g the oil, grease and cloths shall be provided by the contractor
 - x) Safety security of passengers must be upheld by the service provider at any cost with zero compromise. In case of any mishap or negligence, the company will be held responsible in all aspects.
- x) M/s _____ will have to provide a monthly schedule for routine periodic preventive maintenance of all lifts within 7 days of commencement of the work after award of contract. The firm will provide a services checklist of the work, performed the services on every month and get signed from LS/SDO. The report of the services shall be attached with bills for their clearance. The schedule will have to be strictly followed in letter and spirit and no relaxation will be given in this regard.
16. In larger interest of patients, the contracting firm M/s _____, in no case will hamper the repair work or will use delaying tactics, to keep lifts in functional order, making use of fake excuses. This act will be treated as violation and in addition to legal action, imposition of penalty, company will be blacklisted.
 17. No payment shall be made against the maintenance contract of an elevator for a period for which the elevator would remain out of order.
 18. The contractor, M/s _____ shall use best available material, subject to approval of the Line Superintendent (Electrical) / incharge and will be responsible for giving the high quality finish.
 19. Engineer of the firm will submit written progress report of service & maintenance to the Additional Medical Superintendent (Works) on bi-weekly basis.
 20. No extra charge etc will be paid for material brought from outside the premises. No payment on account of re-handling of material will be paid.
 21. The log book of each lift shall be maintained regularly and every kind of maintenances procedure completed shall be entered in the log book on the same date and signed by the Line Superintendent (Electrical).
 22. The bill for service / maintenance for all functional lifts during the month shall be submitted in the first week of every month in triplicate duly verified by the End-user/Administrative Officer of the concerned department / L.S (Electrical).
 23. In case any repair is not carried out by M/s _____ within stipulated period in-spite of work order, the same may be got done from market on firm's risk and cost.
 24. M/s _____ will provide the satisfactory working report from the Line Superintendent (Electrical) while submitting the bill for payment otherwise claim will not be accepted.
 25. Income Tax / Punjab Sale Tax and any other taxes payable will be deducted at source at time of payment. The service provider will not claim for this deducted amount.
 26. M/s _____ has to give warranty of one year for replaced parts during warranty period they will be responsible for free replacement of the replaced parts (if they become defective) with new one.
 27. All replacement / old parts shall be the property of the hospital and it must be returned to the Line Superintendent (Electrical) office, to be entered in dead stock register before submission of the bills for payment.
 16. The authorized person of the firm M/s _____ will be bound to submit the new parts to be replaced as per work order beforehand for inspection by the authorized person of works department.
 17. If the approved rates are higher than the rates given by you to any other institution in Pakistan during the contract period, the difference will be recovered either from the bill or from the performance security deposited without any further notice.
 18. M/s _____ is bound to make sure the availability of all required parts in their ready stock during the contractual period. There shall be no excuse for delay for importing the defective parts. Otherwise L.D charges will be imposed as per rules.
 19. M/s _____ shall be required to undertake the complete maintenance of the machinery during the contractual period, Extendable for further three months on mutual agreement between the contractor and the client.
 20. M/s _____ will be responsible for providing & fixing of the parts with the lift (with the warranty of one year). The required parts should be brand new. This work will have to be completed within the quoted amount. Now extra amount will have to be paid by the client for fixation / replacement of the parts.
 21. 12 mandatory PPM, shall be conducted for each lifts as per provided services checklist in the presence of Hospital Representative and submit the report accordingly.

22. **SERVICE RECORDS:**

- M/s _____ will maintain records of all visits and details of services provided. Copies of such records including detail of replaced parts / repaired parts etc, Log Book and any additional information that the customer may reasonably require shall be provided to the customer at any time upon request.
24. If any dispute arises between the parties in connection with this contract, the service provider and an authorized person of the works department will use their best efforts to settle the dispute amicably. In case they fail to do so, the decision of Chief Executive Officer of the hospital will be final and not challengeable in any court of law.
25. If after the date of commencement of this contract, there is any change in the Applicable Law / Rules by the Government, the service provider will be bound to abide by the same.
25. In case of any terms introduced by the Government of the Punjab, same will be incorporated in the contract and the contractor will be bound to comply with.
26. The Hospital Authority reserves the right to terminate maintenance/service contract at any time, if performance found unsatisfactory, which shall not be challengeable in any court of law.
27. In case the service provider will have to seek technical assistance / advise from some other firm, all the cost will be borne by the service provider and no amount will be liable to be paid by the procuring agency.
28. Shutdown of the system for pre-scheduled maintenance with prior approval of the Procuring Agency shall not be treated as down time.
29. In case of event of “Force Majure” the service provider will be bound to take all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms & conditions of the contract and will have to inform the procuring agency in writing about the occurrence of such an event and measures taken.
- xi) The contractor shall be required to undertake the complete maintenance of the machinery during the contractual period, extendable for further three month on mutual agreement between the contractor and the client.

EVALUATION CRITERIA (ANNEXURE – “A”)

CRITERIA OF TECHNICAL EVALUATION FOR SERVICE & MAINTENANCE/REPAIR OF LIFTS

Sr. #	Parameter(s)	Documents Required	Status (Attached / not attached)
1.	Copy of Computerized National Identity Card	Compulsory	
2.	N.T.N Certificate	Compulsory	
3.	G.S.T / P.S.T Certificate	Compulsory	
4.	Bid Security	Compulsory	
5.	Under Taking Certificate Regarding Black Listing on the legal stamp paper of Rs.100/-	Compulsory	
6.	Tender Purchase Receipt (in original)	Compulsory	
7.	Physical Verification of on Site proper office, workshop, tools availability, necessary spare parts availability for Backup and Engineering Staff etc.	Compulsory	

Part (B) Ordinary Parameters																			
Sr. #	Parameter with detail of documents	Maximum Marks	Marks Obtained	Remarks															
1.	Valid Accreditation with PEC	05																	
2.	Methodology / Management Plan The Bidder shall provide the details about how to plan and manage the services specific to the proposal.	10																	
3.	List of available concerned Tools / Instruments / Machines, Transport, etc.	15																	
4.	List of Technical Staff Qualified Engineer (Electrical/Mechanical)--- 10 {Electrical Engineer----- --- 5 marks} {Mechanical Engineer----- --- 5 marks} Qualified Technician ----- 10 {one technician ----- --- 2 marks,} {two technician ----- --- 5 marks,} {three or more technician----- -10 marks}	20																	
5.	Past Performance / Experience in the relevant field Major institutions (Public / Private) served, Past performance, <table border="1" data-bbox="375 1131 818 1325"> <tr> <td>I</td> <td>1</td> <td>05</td> </tr> <tr> <td>Ii</td> <td>2 to 3</td> <td>10</td> </tr> <tr> <td>Iii</td> <td>4 to 5</td> <td>15</td> </tr> <tr> <td>Iv</td> <td>6 to 7</td> <td>20</td> </tr> <tr> <td>V</td> <td>8 and above</td> <td>25</td> </tr> </table>	I	1	05	Ii	2 to 3	10	Iii	4 to 5	15	Iv	6 to 7	20	V	8 and above	25	25		
I	1	05																	
Ii	2 to 3	10																	
Iii	4 to 5	15																	
Iv	6 to 7	20																	
V	8 and above	25																	
6.	Financial Soundness Certificate / Bank Statement (<i>last One Year</i>) <table border="1" data-bbox="375 1388 813 1640"> <tr> <td>I</td> <td>Not less than 05 Lac</td> <td>5</td> </tr> <tr> <td>Ii</td> <td>Up to 5 Lac 10 Lac</td> <td>10</td> </tr> <tr> <td>Iii</td> <td>Up to 15 Lac</td> <td>15</td> </tr> <tr> <td>Iv</td> <td>Up to 20 Lac</td> <td>20</td> </tr> <tr> <td>V</td> <td>More than 20 Lac</td> <td>25</td> </tr> </table>	I	Not less than 05 Lac	5	Ii	Up to 5 Lac 10 Lac	10	Iii	Up to 15 Lac	15	Iv	Up to 20 Lac	20	V	More than 20 Lac	25	25		
I	Not less than 05 Lac	5																	
Ii	Up to 5 Lac 10 Lac	10																	
Iii	Up to 15 Lac	15																	
Iv	Up to 20 Lac	20																	
V	More than 20 Lac	25																	

Total Marks: 100

Qualifying Marks : 60% (60 and above)

SERVICE & MAINTENANCE CONTRACT OF LIFTS
INSTALLED IN MAYO HOSPITAL, LAHORE (Annexure – “B”)

Sr.NO	Lift Installed At Site In Mayo Hospital Lahore	Rate with Parts (monthly basis)	Rate without Parts (monthly basis)
1.	Bed Lift No. 1 Eye Block		
2.	Bed Lift No. 2 Eye Block		
3.	Bed Lift E.N.T Ward		
4.	Central Bed Lift Indoor		
5.	Bed Lift Cardiology		
6.	Bed Lift AVH Block		
7.	Bed Lift T.B Ward		
8.	Bed Lift No. 1 of Emergency		
9.	Bed Lift No. 2 of Emergency		
10.	Passenger Lift No.1 of Emergency		
11.	Passenger Lift No.2 of Emergency		
12.	Bed Lift Neurology Ward		
13.	Bed Lift Orthopedic Ward		
14.	Bed Lift Paeds Surgical Block		
15.	Bed Lift, Quaid-e-Azam Musafir Khana		
16.	Bed Lift, North Medical Ward (New)		
17.	Bed Lift No. 1 Surgical Tower		
18.	Bed Lift No. 2 Surgical Tower		
19.	Bed Lift No. 3 Surgical Tower		
20.	Bed Lift No. 4 Surgical Tower		
21.	Passenger Lift No.5 Surgical Tower		
22.	Bed Lift No.6 Paed Medicine Block		
23.	Passenger Lift No.7 Paed Medicine Block		

LIST OF PARTS (Lift at Sr. NO. 1 -16)

Sr. No.	PARTS DETAIL	UNIT PRICE Rs.
1.	Counter Weight Shoes Inner	
2.	Counter Weight Shoes Outer	
3.	Counter Weight Pulley Bearing Replace	
4.	Car Cabin Floor Vinyl Tile	
5.	Car Cabin Floor iron sheet 18 gage	
6.	Car Cabin Floor (Wooden Lasani ¾")	
7.	Car Cabin Operation Panel	
8.	Car Cabin Door Drive Unit (Cellcom / Yaskawa)	
9.	Car Cabin Door Drive Inverter (Panasonic / Telemechanic)	
10.	Car Cabin Door Drive Motor	
11.	Car Cabin Door Drive Motor Belt	
12.	Car Cabin Door Lock	

13.	Control Panel Complete Micro Processor (Turki)	
14.	Control Panel Magnetic Contactor	
15.	Control Panel Breaker Single Phase	
16.	Control Panel Transformer	
17.	Control Panel Main Card (Turki)	
18.	Control Panel Rectifier Bridge	
19.	Cables Shaft Wiring PRFT	
20.	Cables Travelling (24-Cores) PRFT	
21.	Lift Hosting Machine 12 HP (Italy)	
22.	Lift Hosting Machine 12 HP (China)	
23.	Lift Hosting Machine 16 HP (Italy)	
24.	Lift Hosting Machine 16 HP (China)	
25.	Lift Hosting Machine Fittings	
26.	Lift Hosting Machine Gear oil (Per Ltr)	
27.	Lift Hosting Machine Rewinding	
28.	Lift Hosting Machine Blower	
29.	Lift Hosting Machine Brake	
30.	Lift Hosting Machine Brake Rewinding	
31.	Landing Door Seal	
32.	Landing Door Hanger	
33.	Landing Door Roller	
34.	Landing Door Steel Wire	
35.	Landing Door Contact	
36.	Landing Door Came	
37.	Blower Fan Rewinding	
38.	Landing Door Lock (Ecson, Safe Door / Fupa)	
39.	Landing Door Lock Key	
40.	Landing Door Automatic 1200mm	
41.	Landing Door Semi Automatic 1000mm	
42.	Landing Door Closer	
43.	Landing Door Closer Dictator	
44.	Over Speed Governor	
45.	Over Speed Governor Rope	
46.	Over Speed Governor Pit Pulley	
47.	Over Speed Governor Weight	
48.	Over Speed Governor Micro Switch	
49.	Over Speed Governor U Clumps	
50.	Reed Switch	
51.	Magnet	
52.	Limit Switch	

53.	Lobby Call Button	
54.	Landing Operation Panel (Complete)	
55.	Landing Operation Panel (Call Button)	
56.	Landing Operation Panel Touch System (Complete)	
57.	Brake lining (Leather Shoe)	
58.	Steel Wire Rope (8x19=12mm Self Lubricate) PRFT	
59.	Belt Type Rope	
60.	Rope U Clump	
61.	Rope Thimble	
62.	Oil Cane Main Guides (Oil Cup)	
63.	Oil Cane Counter Weight (Oil Cup)	
64.	Inverter 11 KW (INVT) CHV 180	
65.	Inverter 15 KW (INVT) CHV 180	
66.	Inverter Resistance	
67.	Inverter Break Unit 11 K.W	
68.	Inverter Break Unit 15 K.W	
69.	Inverter PG Card	
70.	Photocell	
71.	Car & Door Paint	
72.	Lift Door Glass	
73.	Inverter Repair 11 K.W	
74.	Inverter Repair 15 K.W	
75.	Pulley Replace (New) 12"	
76.	Pulley Replace (New) 24"	
77.	Pulley Repair with Bearing Replace	
78.	Landing Door Repair	
79.	Door Drive Repair	
80.	Pulley (Main Motor)	
81.	Batter 12-Volt (20Amp)	
82.	Phase Failure Relay (AYBEY)	
83.	PCB AXSIA 32.QC	
84.	PCB GC10B 360.QC	
85.	PCB LONIC 2. Q	
86.	PCB BCM 420 1. QE	
87.	ALSIS UNITE	
88.	Landing Door Rope 5400L=1631	
89.	Guiding AXLE VAR30C4	
90.	Bridge Contact Varidor 30	
91.	Door Sliper	
92.	Ass. Lock Roller	

93.	PCB Lon MXB 2. QB	
94.	PCB EBBIO 1. QC	
95.	FS Flash RAM	
96.	PCB Varicon 22. QH	
97.	Encoder For Mian Hosting Motor	
98.	IDD Motor For Door (Serial)	
99.	PCB slcum 2.Q	
100.	PCB slucx 1. Q	
101.	Door Drive Cam (5400 L)	
102.	Power Supply 24V (DC)	
103.	Dry Battery 12 V 73.0 AH	
104.	Stop Switch Machine Room Type	
105.	PCB REC 2. Q	
106.	Magnetic Switch (5400 L)	
107.	Unlocking (25*10*20-C)	
108.	Landing Door Shoe (5400 L)	
109.	Absolute Encoder	
110.	Guide Shoe Housing /14	
111.	Isolation Smart For/14	
112.	Guide Shoe/14 Bk F16	
113.	VF 33BR Invertor CPL Unit	


LIST OF PARTS SCHINDLER ELEVATOR
(LIFT AT SR. NO. 17,18,19,20,21,22,23)

S.NO.	PART DESCRIPTION	UNIT RICE Rs.
1	CALL BUTTON UP	
2	CALL BUTTON DOWN SIDE	
3	PRINT SLCUM 2.Q	
4	VARIODYN VF33BR EU/NA	
5	ME_PCBA LONIC 3.Q	
6	DOOR DRIVE MAGNET VARIDOR 30	
7	IDD SENSOR FOR VARIDOR 30	
8	PCBA GCIOB 360.Q	
9	ALSIS UNIT SHAFT INFORMAION	
10	PCBA ASIXA 34.Q WITH RECALL STATION	
11	PCB EBBIO 1.Q	
12	DOOR CONTACT A1ZP HOSING (FIXED)	

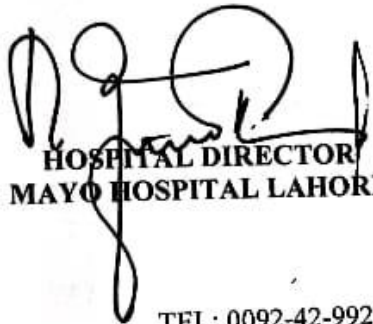
13	BRIDGE CONTACT	
14	SLIDE SHOE	
15	GUIDING AXLE VARIDOR 30 T2/C4	
16	UNLOCKING DEVICE LEFT VAR30	
17	ASS. LOCK ROLLER VAR30	
18	ROLLER VARIDOR VERSION 2	
19	ASS. COUNTER ROLLER VAR 30	
20	PCB BCM 420 1.Q	
21	PCB LONMXBE 2.QB	
22	PCB VARICON 22.QH	
23	PCB FS 213255.Q	
24	MAGNETIC SWITCH MSRBI	
25	DOOR MOTOR IDD32.001S IDD SERIAL	
26	PCB LONIBV	
27	GUIDE SHOE LINING I 14 BFK 16MM	
28	GUIDE SHOE LINING I 10 BFK 16MM	
29	GUIDE SHOE HOUSING I 10	
30	GUIDE SHOE HOUSING I 14	
31	LOAD MEASURING SENSOR	
32	MUSHROOM PUSH BUTTON	
33	PCB PDB 3.Q	
34	COUPLER LEFT VAR30 C2/C4/T2	
35	TOOTHED BELT RPP 8 L=7800MM SEMATIC	
36	SMALL PULLEY	
37	ASS,DOUBLE CONE PULLEY (MAGNETIC ENCODE	
38	LOCK KIT FOR V.2 T2/T3/C4 DL VARIDOR 30	
39	KB MONITRING SWITCH FOR WARNER BREAK	
40	OIL LUBRICATOR	
41	REC PANEL WITHOUT DREC MXGC 6.0	
42	DOT MATRIX COP DISPLAY BS/HD COMPLETE	
43	MICRO V/7PJ-735 ONCT	
44	LANDING DOOR TRANSMISSION CABLE 1200 PC (L=1631)	
45	DOOR WEIGHT ROPE	
46	SAFTY SWITCH FOR PIT PULLY AND EMERGENCY	
47	P OSITION SWITCH 90 DEG RIGHT	
48	LIGHT CURTAIN	
49	DRY BATTERY 12V 7.20 AH	
50	ENCODER FOR MAIN HOISTING MOTTOR	
51	PCB SLCUX 1.Q	
52	POWER SUPPLY 24VDC	
53	COMP.SPRING 2.5*10*20-C	
54	DISK BRAKE WARNER	
55	VF 33BR INVERTOR CPL UNIT	
56	STOPERR FOR LANDING DOOR	
57	STEEL WIRE 6MM GALV 6x19	
58	SPEED GOVERNOR 1.00m/s GBP201	
59	STEEL WIRE 10mm	
60	MONITERING SWITCH(KB)	
61	ENCODER FOR MAIN HOISTING MOTOR	

62	BIODYN 25CBR INVERTER	
63	PCB SMICE 61.Q	
64	PCB SEM 21.QC	
65	PCB SCPU 1.Q	
66	DISCONNECTOR SWITCH (JH) 40A	
67	INSPECTION PANEL COMPLETE	
68	SLOT TYPE SENSOR	
69	PCB SDIC 52.Q	
70	MAGNETIC SWITCH	
71	PCB SUET 3.Q	
72	LIMIT SWITCH	
73	24V/DC - 220 V/AC CONVERTER 1000W	
74	PCB SCOPC 5.Q	
75	PCB VCA 11.Q	
76	PCB SCOPM 5.Q	
77	PCB SCOPD 5.Q	
78	ARIVAL GONG	
79	LOP 5-1 COMPLET	
80	LOP 5-2 COMPLET	
81	INDICATOR VERTICAL LIN 5-V	
82	VVVF4 DOOR MOTOR	
83	PCB ENCODER FOR DOOR MOTOR	
84	HTD 5-M BT 900 FERMATOR DOOR DRIVE	
85	MODULE VVVF4+ DRIVE LEFT	
86	MOTOR PULLEY SET	
87	SKATE SET T2 LEFT(CAM)	
88	TRIANGLE UNLOCKING KEY	
89	FERMATOR LANDING DOOR ROPE 1000mm OPENING C2	
90	FIXED CONTACT LANDING DOOR	
91	BRIDGE CONTACT FOR DOOR	
92	LOWER GUIDE FOR DOOR	
93	LIGHT BARRIER KIT	
94	RETAINER HOUSING	
95	OIL LUBRICATOR	
96	GBP 201 OVERSPEED GOVERNOR (1m/S)	
97	SLIDING GUIDE SHOE 10mm	
98	ISOLATION SMART FOR/10	
99	GUIDE SHOE I 10 BFK 16	
100	PCB SCOPK 5.Q	
101	COMPACT FAN 24VDC FOR FMB 130	
102	TRANSMISSION PULLEY	
103	SIM CARD	
104	POWER SUPPLY 24VDC (NGL)	
105	STM BELT PV 30 (5 GROVES) @ PER METER	
106	REF CONTACTOR	
107	SUPPORT GUIDE LOWER	
108	LOP 5-1 COMPL WITH LOGO S001/R3 + DISP	
109	LOP 5-2 COMPL WITH LOGO S001/R3 + DISP	
110	DRY BATTERY 12V/12A	
111	BASIC COVER FOR LAMP	
112	LIMIT SWITCH BISTABLE	

113	PULLEY D200/12*30	
114	AIR CORD WHEEL D=47	
115	SLIDING GUIDE SHOE 5mm	
116	LIGHT CURTAIN LVH 17SD CPL	
117	SWITCH DISCONNECTOR (JH) 25A	
118	LANDING DOOR ROPE 900 OPENING T2	


LINE SUPERINTENDENT (ELECTRICAL)
MAYO HOSPITAL, LAHORE


ADDITIONAL : DIRECTOR (W)
MAYO HOSPITAL, LAHORE


HOSPITAL DIRECTOR
MAYO HOSPITAL LAHORE


DEAN / CHIEF EXECUTIVE OFFICER,
MAYO HOSPITAL, LAHORE.

TEL: 0092-42-99211129-100, E-MAIL: mayohospitallahore@gmail.com

Undertaking by the Service Provider (ANNEXURE – “D”)

I / We, the undersigned, offer to provide the requested services as in accordance with your Request for Proposal dated _____ [insert date here]. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope. We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Procuring Agency.
- (b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet,
- (c) I / We have no conflict of interest in accordance with ITB clause 4
- (d) I / We meet the eligibility requirements as stated in ITB clause 3, and we confirm our understanding of our obligation to abide by the policy in regard to corrupt and fraudulent practices as per ITB clause 37.
- (e) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.
- (f) We further confirm that our firm has never been black listed by the Health Department or any other Government Institution. In case of any violation on any terms and conditions, our security / call deposit may be forfeited and we shall not challenge in any court of Law.
- (g) We also confirm to abide by all the terms & conditions laid down in the Tender Enquiry or time to time change by the Government.

Yours sincerely,

Authorized Signature of the Tenderer: _____
Name and Title of Signatory: _____
Name of Service Provider (company's name or JV's name): _____
Address: _____
Contact information (phone and e-mail): _____

NOTE:- FOR A JOINT VENTURE

Either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached.

Please also attach the copy of the Agreement amongst all partners of the joint venture (which is legally binding on all partners), which shows that :

- (a) All partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
- (b) One of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of all partners of the joint venture; and
- (c) The execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

Note. (i) In case of any dispute, the Hospital Authority will act as sole arbitrator and his decision will not be challenged in any court / form
(ii) Contractor shall be responsible for any damage during Service & Maintenance process.