



MAYO HOSPITAL, LAHORE

BIDDING DOCUMENTS

FOR

**TENDER FOR SERVICE & MAINTENANCE OF HVAC
SYSTEM WITH ALL PARTS**

ON ANNUAL CONTRACT BASIS

INSTALLED IN SURGICAL TOWER.

**CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL, LAHORE**

INSTRUCTIONS TO BIDDERS

1. A Bidder/ Service Provider shall be a legally registered entity with the formal intent to enter into an agreement.
 - 1.1 The bidder must be an active tax payer. Punjab Revenue Authority (PRA) registration with documentary proof shall have to be provided by bidder(s).
 - 1.2 A Bidder who is barred/ blacklisted or disqualified either by any Government/ Department/ Agency/ Authority would not be eligible to submit the Bid. The Bidder will submit an affidavit on stamp paper of Rs. 100/- in this regard.
 - 1.3 The bidder shall provide all information required in the bidding documents and documents to substantiate its claim for eligibility.
 - 1.4 Joint Venture / Consortium is not permissible.
2. The Procuring Agency, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding documents by amendment at least 5 days before the deadline for submission of bids. Such amendment/response shall be sent to all prospective Bidders that have received the bidding documents, and shall be binding on them.
3. The Procuring Agency, at its discretion, may extend the deadline for the submission of bids. Amendment notice to that effect shall be communicated in the same manner as the original invitation to bid.
4. For the purpose of preparing the bid, the interested bidders are allowed to visit the site to conduct the survey and relevant assessments.
5. The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring Agency shall be written in the language specified in the bid data sheet (BDS). Supporting documents and printed literature furnished by the Bidder will be in same language.
6. The offer will be valid for **180Days** from the last date of submission of bids.
7. The bidders shall submit technical and financial proposals in separate sealed envelopes in one sealed envelope on or before **15/05/2023**, at **10:30 A.M** in the Committee Room (Admin Block) of Mayo Hospital, Lahore. In preparing the technical proposal, the bidders must examine all terms and instructions included in the Documents. Failure to provide all required information shall be at bidder's risk and may result in rejection of the proposal.
 - 7.1 Technical proposal must be on covering letter of company letter head.
 - 7.2 Every page is to be signed and stamped at the bottom. All the pages of bidding document should be page marked and well binded.
8. The technical proposals shall be opened at **11:00 A.M** on the same day (tender receiving day) in the presence of bidders and/ or their authorized representatives. Representatives shall have a signed authority letter from the bidder to be presented in the bid opening.
9. The procuring agency shall evaluate the technical proposal in a manner prescribed ahead in the document, without reference to the price, and reject any proposals that do not conform to the specified requirements.
10. After submission, no amendments in the technical or financial proposal shall be permitted.

11. The Service Provider shall have to provide all relevant documents required for qualification. Service Provider shall have to give detail of HR, Goods etc. as per enclosed Annexures. Deficient documents, claims regarding HR, Supplies etc. shall not be acceptable.
12. After the evaluation and approval of the technical proposal, the procuring agency, shall at a time within the valid period, publicly open the financial proposals of the technically responsive bidders, on a time, date and venue announced and communicated to the bidders in advance in the presence of the bidders or their representatives. The financial bids of the technically non-responsive bidders shall be returned unopened to the respective bidders.
13. The quoted prices shall be treated as firm and final in Pak Rupees.
14. The Bidder shall indicate on the Price Schedule the Unit Prices and Total Package Price.
- 14.1 Price Schedule is to be filled in very carefully, and should be typed. Any alteration/ correction must be initialed.
- 14.2 Every page is to be signed and stamped at the bottom. The Bidder is required to offer competitive price. All prices must include relevant taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The benefit of exemption from or reduction in the GST, PST or other taxes shall be passed on to the Procuring Agency.
- 14.3 While tendering your quotation, the present trend/ inflation in the rate of services and goods in the market should be kept in mind. No request for increase in price due to market fluctuation in the cost of services and goods shall be entertained after the bid has been submitted.
- 14.4 The proposed amount (on the letter head of the firm) should be written both in figures and words in clear eligible writing. No correction or over writing is permissible. In case of any confusion the amount mentioned in words will be accepted as correct.
- 14.5 The detailed list of required parts & total number of Air Conditioners of various capacity is **annexed** herewith.
15. Financial proposal should be prepared using the formats attached in **Annexure-D**. Financial proposals of only the technically qualified/ responsive bidders will be opened after due notification and procedure as laid down in PPRA rules.
16. Conditional discounts shall not be considered in evaluation.
17. The Financial Proposals should contain:
 - 17.1 Covering Letter on Company letter-head
 - 17.2 Cost of Required Parts for repair of Split / Package Type Air Conditioners (as per annex)including of all taxes and consumables.
 - 17.3 **Bid Security** – In the shape of CDR equivalent to 02% i.e **Rs. 200,000/-** of total estimated cost of **Rs. 10,000,000/-** alongwith their Technical Bid in the name of “**Chief Executive Officer, Mayo Hospital, Lahore**”.
18. The award of the contract shall be valid for **one (01) year** from the date of signing the contract.
19. The contract between the Procuring Agency and the Service Provider can be extended for six months but this extension will only be given if there is procedural delay in new tendering process for next financial year OR award of contract.

19.1 This extension shall be given on quarterly basis or till the award of new contract whichever is earliest. The annual renewal shall be based on the following conditions:

- (i) Mutual consent of both parties.
- (ii) Performance review of the Service Provider duly signed by the Committee nominated by Chief Executive Officer.
- (iii) Approval of Competent Authority.
- (iv) Renewal of the performance security by the service provider.
- (v) Terms & Conditions will be same as per current bidding document

20. The Service Provider will enter into contract within **ten (10) days** after issuance of Letter of Award / Advance Acceptance of Tender.

21. The Service Provider must quote the Contract Title and include the following declarations:

21.1 We have examined the information provided in your terms of reference and offer to undertake the work described in accordance with requirements as set out in the TOR.

21.2 The proposal (Technical & Financial) has been arrived independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other potential investor invited to submit proposal for this contract.

21.3 We confirm that the enclosed hard copy versions of the technical proposal are true and have complete copies of these documents.

21.4 We agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.

21.5 We confirm that there are no personal, financial and business activities that will, or might, give rise to a conflict of interest, if we are awarded with this contract.

21.6 We confirm that the Service Provider:

21.6.1 Are not or have not been the subject of any proceedings or other arrangements relating to bankruptcy, blacklisting, insolvency or financial standing.

21.6.2 Have not been convicted of any offence concerning professional misconduct.

21.6.3 Have not been convicted of corruption including the offence of bribery.

21.7. I confirm that I have the authority of [name of Service Provider's company] to submit proposal and to clarify any details on its behalf.

Bidding Method and Evaluation

22. Bidding Method

As per rule 38 2(a) of PPR, 2014 (amended) Single Stage Two Envelopes Bidding Procedure shall be adopted.

23. Rejection of Bids

23.1 The procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal as per Rule 35 of PPR, 2014 (amended)

23.2 The procuring agency shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds.

23.3 The procuring agency shall incur no liability, solely by virtue of its invoking sub-rule(1) towards the bidders.

23.4 The bidders shall be promptly informed about the rejection of the bids, If any.

24. Performance Security / Guarantee

The successful bidder shall deliver to the Procuring Agency a performance security in the form / shape of CDR from any scheduled bank operating in Pakistan of the amount equivalent to 10% of the total annual contract amount and will be released six months after the successful completion of the contract period and after getting NOC from Procuring Agency.

25. Bid Evaluation

Bid will be evaluated in two stages as follows.

25.1 The Technical Evaluation of the bid shall be according to the criteria given in **Annexure-B**.

All compliance certificates need to be submitted with the technical bid along with all lists and other requirements with proofs.

25.2 If the technical component achieves 70% points (as per technical evaluation criteria) (**Annexure-B**), the bid will be considered technically responsive. Those bids scoring less than 70% will not be considered for financial bid opening.

25.3 Financial Evaluation

Financial bids of technically responsive bidders shall be opened at a date and time fixed and notified in advance to the bidder. The contract may be awarded to the lowest financial bid of the technically qualified bidders (bidders scoring 70% or more in the technical evaluation) subject to reasonability of prices. However, Procuring Agency may reject all proposals as specified in rule 35 of Punjab Procurement Rules, 2014.

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

26. Redressal of Grievances

26.1 The Procuring Agency shall constitute a committee, according to Rule 67 of Punjab Procurement Rules 2014, comprising odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

26.2 Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of his bid may lodge a written complaint concerning his grievances not later than **ten (10)** days after the announcement of the bid evaluation report.

26.3 The committee shall investigate and decide upon the complaint within **fifteen (15)** days of the receipt of the complaint.

26.4 Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

GENERAL CONDITIONS OF CONTRACT

27. 1- Roles and Responsibilities

28.1. Primary Responsibilities of the Service Provider

- 27.1.1 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 amount of Judicial Paper (as per rule) will be borne by the service provider.
- 27.1.2 The Contract shall be interpreted in accordance with the applicable laws of Pakistan.
- 27.1.3 The service provider shall carry out the Services in accordance with the Scope of service and provisions of this Contract.
- 27.1.4 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 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.
- 27.1.5 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 regards will not be tolerated and service provider will have to compensate the losses (if any).
- 27.1.6 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.
- 27.1.7 If the service provider fails to correct the defect within the time frame in spite of the work order the procuring agency may get it corrected from the local market at the risk and cost of the service provider.
- 27.1.8 The Service Provider shall submit invoice to Procuring Agency for payment, in writing on monthly basis.
- 27.1.9 Service Provider will keep a sufficient quantity of requisite parts of HVAC in their ready stock to ensure smooth functioning of the units 24/7 and no delays will be acceptable. The replaced parts will be brand new-one with warranty of One Year and dead old parts will be the property of the hospital to be returned to the Line Superintendent – II (Works Department).
- 27.1.10 Firm Engineer / Technician should be available in hospital from Monday to Saturday (24 hours) and on holidays a senior technician will be on call. Regular technicians / helpers should be deputed by the firm round the clock (As mentioned in SCC) to respond to any service related issue, as per satisfaction of AMS (works).

28. **General Guidelines**

28.1. In the event of any illness/ injuries resulting from any accident to their staff, the Service Provider shall take all responsibility.

29.2 The Service Provider will be responsible for any labour disputes regarding their employees.

Performance Security & Stamp Duty

29. In case the successful bidder does not deposit the following within 15 days of the issuance of advance acceptance, the Procuring Agency will have the right to cancel the bid/contract and forfeit the bid security.

i. Stamp duty @ 0.25% of total contract value.

ii. Performance Guarantee @ 10% of total contract value.

30. **Termination of the Agreement**

31.1 Without prejudice to any other available rights / remedies, the Procuring Agency shall have the right to terminate this agreement at its option for any reason specifically provided hereunder or otherwise in case of any breach of this agreement by Service Provider.

31.2 The performance of services by the Service Provider under this agreement shall remain under observation during the whole period of the agreement, in case the services are found unsatisfactory, below the specified standard or non-performance of the Service Provider staff / manpower, this contract shall be terminated by the Procuring Agency at any time with immediate effect.

31.3 In such events e.g. non-performance due to strike or violation of contract, the Service Provider shall be BLACKLISTED as per the prevailing PPRA rules and performance security will be encashed/ forfeit and/or the equipment maybe confiscated.

31.4 Not with standing anything contained in this agreement, the procuring agency shall have the right to terminate this agreement upon **30 days** written notice to the service provider with/without written/ recorded reasons for the same.

ARBITRATOR

In case of any dispute between the Procuring Agency and the service provider(s) the matter shall be referred to the Arbitrator. Secretary Health, Specialized Healthcare and Medical Education Department will be the Arbitrator. The decision of the Arbitrator shall be final and binding on the agency and the service providers to accept and abide.


CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL LAHORE


SPECIAL CONDITIONS OF CONTRACT

Sr. #	Supplements to, Clauses in the General Conditions of Contract
1	The Arbitrator is: Secretary, Specialized Healthcare & Medical Education Punjab
2	The Procuring agency is : [MAYO HOSPITAL, LAHORE]
3	The Service Provider name is: [Insert the Name of Service Provider]
4	The Applicable Law is: <u>Laws of Islamic Republic of Pakistan</u>
5	The language is: <u>English</u>
6	<p>The addresses are: Procuring agency: Mayo Hospital Lahore, Lahore</p> <p>Attention: <u>Chief Executive Officer, Mayo Hospital, Lahore.</u></p> <p>Tel: 042-99211122</p> <p>Email: mayohospitallahore@gmail.com</p> <p>Service Provider: _____</p> <p>Attention: _____</p> <p>Tel: _____</p> <p>Email: _____</p>
7	The tentative date on which this Contract shall come into effect is.
8	The tentative Starting Date for the commencement of Services is.

Sr no	Human Resource	Total deputed staff	Morning	Evening	Night
1	HVAC Engineer	01	01	-	-
2	Supervisor HVAC	01	01	-	-
3	AC Mechanic / Mechanical Technician	01	01	-	-
4	Operator	5	2	2	1
5	Helper 06	5	2	2	1

SCOPE OF SERVICE

- I. Service Provider shall be responsible for round the clock operation of complete HVAC and allied systems, including complete servicing and maintenance of all the equipment's, as well as controls, components and accessories including minor and major repairs, daily, monthly, biannually and annual overhauling, servicing, repair and maintenance.
- II. Service Provider shall operate the HVAC System and shall ensure effective air conditioning in all the areas of building 24-hours a day, 7-days a week and 365-days a year without any exception or interruption. It is agreed between the parties that the HVAC system shall also operate on Sundays as well as on any public listed and /or gazette holidays.
- III. Only water, gas and electricity will be provided by the Procuring Agency.
- IV. Service Provider shall visit and inspect the hospital's HVAC's systems along with allied components accompanied by an authorized person of Works Department.
- V. Service Provider shall operate and maintain the HVAC system round the clock (24-Hours) and as scheduled by the hospital authority.
- VI. Service Provider shall handover all the HVAC systems in satisfactory working condition to the hospital at the expiry of the contract.
- VII. The required all kind of parts/consumable items will be provided by the Service Provider at no further cost and Service Provider guarantees the availability of spare parts and other consumable items required for smooth operation of HVAC systems.
- VIII. All the replacements will be handed over to the hospital authority.
- IX. Service Provider shall, for Procuring Agency's approval, submit within seven days of the Effective Date to daily, monthly, biannually and annual overhauling, servicing, repair and maintenance schedules for entire HVAC systems (including allied equipment) of the Hospital. The Procuring Agency shall review and comment/approve all such Schedule. Once all comments of the Procuring Agency are incorporated, Procuring Agency shall approve such schedule. Service Provider shall ensure its compliance with all approved schedules.
- X. Service Provider shall perform all maintenance works as
 - i. Prescribed by the equipment manufacturer,
 - ii. per good industry practice,
 - iii. per recommended / approved by the Procuring Agency and
 - iv. as per terms and conditions of this Contract
- XI. The security of all the installed base shall be responsibility of the vendor. Procuring agency shall not be responsible of any kind of theft, missing of stock, material or spare-parts.
- XII. No any additional payment will be made for the rectification of earlier fault, spare parts and missing theft items. Vendor shall be responsible for earlier faults, missing / theft parts, therefore vendor shall submit his offer after visiting of HVAC System physically
- XIII. Along with other, the Service Provider shall perform following maintenance and repair works without any additional cost to the Procuring Agency;

General:

- (a) Washing and cleaning all kind of filters according to the schedule and replacement at their own cost.
- (b) Flushing and cleaning of strainers of water system monthly basis and replacement of their parts/complete valves/strainers at their own cost if required.
- (c) Servicing of automatic and safety controls of equipment and HVAC System and replacement of their defective parts at their own cost.

- (d) Checking of oil and other lubricant levels and changing the same when required at their own cost for all the equipment components.
- (e) Checking of belt driven parts of the equipment, adjustment of belt tension, alignment and replacement of belts at their own cost as and when required.
- (f) Checking of water levels and level control valves and repair replacement of these valves.
- (g) Change of all kind of parts due to normal wear and tear whenever necessary.
- (h) Adjustment of lubrication/greasing of bearings, glands of the equipment at their own cost.
- (i) Rewinding of all kind of electric motor replacement of their bearings/pullies at their own cost.
- (j) Repair replacement of part of all kinds of pumps at their own cost.

Plant Room:

- (a) Checking for the working of all electrical/electronic and mechanical components of the HVAC Systems and equipment.
- (b) Maintenance of daily operation log sheets.
- (c) Any part of HVAC System which is required to replace/service/maintenance will be rectified by the Service Provider within response time i.e. 48 hours from reporting.
- (d) Replacement of electrical/electronic/mechanical/HVAC components required for smooth operation of HVAC System at their own cost.

Absorption Chillers :

- (a) Chemical and mechanical cleaning of condenser, absorber evaporator tubes.
- (b) Monthly/weekly chemical dosing (lithium molibi date, ethanol alcohol, lithium hydroxide, lithium bromic acid, de-scalar, neutralizer, etc) at their own cost.
- (c) Repair replacement of electronic/electrical/mechanical components (gasket diaphragms, air pressure switches, uv sensor, temperature sensor, chillers valves etc) at their own cost.
- (d) Adjustment and calibration of automatic and safety controls.

Water pumps:

- (a) Servicing of all water pumps
- (b) Adjustment of glands and bearings.
- (c) Repair / replacement of defective parts/pumps at their own cost with water supply line.

Cooling towers:

- (a) Servicing of cooling towers.
- (b) Repair / replacement of parts (tower fan blade, tower electromechanical system, all kind of valves and etc) of cooling towers.
- (c) Repair / replacement of Fins of Cooling Tower and Water Supply Lines.

Air handling units:

- (a) Flushing and cleaning of water coils at their own cost.
- (b) Checking and adjustment of dampers
- (c) Checking and adjustment of fan bearings and belts.
- (d) Repair replacement of defective parts (compressors, bearings, belts, pullies, rewinding of motors, digital automatic/manual temperature controllers, thermometer, fan blades, pressure gauges, drier filters, fresh/return air filters and etc).

Electric Motors and Starters:

- (a) Cleaning and checking of all components.
- (b) Cleaning and adjustment of contactor, relays and etc.
- (c) Checking of earthling.

- (d) Checking of motor wiring insulation with meager.
- (e) Repair replacement of defective parts (rewinding, bearing, belts, and their fitting accessories and etc.)

Electric control boards and electric systems:

- (a) Checking and servicing of all circuit's breakers, fuses, contactors, relays, overload relays and other safety devices.
- (b) Checking of wiring insulation and connections.
- (c) Repair replacement of parts (circuits breakers, fuses, contactors, relays, overload relays, phase sequence relay, timers, connection strips, CT/PT coils, selector switch, ampere/volt meter, bus bars and other safety devices).

Piping system:

- (a) Cleaning and flushing of all piping systems including chemical cleaning at their own cost.
- (b) Servicing of all valve's strainers etc.
- (c) Repair of insulation jacketing and covering of all insulated piping.
- (d) Repair replacement of parts (all kind of; valves disk, spindle, handle, socket, elbow, strainer, gland dories, and etc)

Package type HVAC units:

- (a) Cleaning and flushing of units
- (b) Servicing of units.
- (c) Repair replacement of parts (MCCBs, Control breakers, overload relays, magnetic contactors, refrigerant gas, refrigerant copper pipe, pressure gauges, compressors 4-tons to 56 tons, control kits, PLCs, phase sequence relays, control relays, service main/control electrical wirings, rewinding of motors and etc)

Ducting System:

- (a) Cleaning of ducts and diffusers.
- (b) Repair maintenance of duct system.
- (c) Repair replacement of parts (fabrication of duct, canvas insulation, cladding, glass wool, diffusers, and etc.).

Air Cutter: -

- (a) Replacement of all kind of Blower, motor or any other spare-parts.
- (b) Keep it functional during contract period.
- (c) Maintenance of the system.

Miscellaneous:

- (a) General Service of all Units.
- (b) Maintenance of cooling tower with adjustment of pullies.
- (c) Gas charging of HAVC and AC units complete with pressure testing and repair of leakages etc.
- (d) Recalibration of control panels and adjustment of controls and frequency invertors.
- (e) Servicing of gate valve and repair replacement of their parts.
- (f) Repair of water storage tank of cooling towers complete in all respects at their own cost.
- (g) Anything else required for smooth running of HVAC systems.
- (h) The replacement of copper pipe with accessories required during this period shall be responsibility of the vendor.

UPTIME GUARANTEE

1. The response time of the firm shall be 2 hours or actual travel time between site and firm's office during normal hospital's working hours from 08:00 A.M to 04:00 P.M from Monday through Saturday excluding Sundays and Government declared holidays for the entire duration of this contract. Similarly on holidays a contact number will be given for responding any emergency calls. The service provider shall, at its own cost maintain and provide fully qualified and factory trained engineers specially trained, in the maintenance of equipment, to carry out obligation of the company under this contract.
2. The firm shall guarantee 95% uptime and ensure accumulative uptime guarantee of 95% for the contract period annually.
3. Uptime percentage will be calculated by dividing "System in Service Hours" by "Available Hours" both measured on 8 hours / day basis (08:00 A.M 04:00 P.M), excluding Sundays and Government declared Holidays. If the firm fails to achieve accumulative 95% uptime over the period of one year, then the extended down time hours will be added to the contract period at no extra cost to CLIENT on the following conditions: -

Up-Time

Penalty

95 - 100%

None

90 - 94%

Extension of Contract at no further cost by down time x2

85 - 89%

Extension of Contract at no further cost by down time x 3

Below-84%

Extension of Contract at no further cost by down time x4

DOWNTIME

4. Down time is defined as failure of equipment that prevents the system from performing its function diagnostic in complete state.
5. Time taken to import and clearance of parts from customs shall be considered as down time.
6. The installation of system improvements or updates as scheduled by mutual agreement of both parties as well as scheduled preventive maintenance as recommended by the manufacturer shall not be considered as down time.
7. Down time is defined as the failure in the equipment operation to acquire or process the data or procedure, resulting in inability to carry out the required procedure properly.
8. The Service Provider will be bound to make arrangement for availability of qualified technical staff in hospital/site for prompt execution/coordination during contract period.
9. Down time will start when the end user / BME or staff in-charge notifies the designated service facility verbally, by phone call or in-writing to qualified technical staff of the Service Provider stationed in the hospital. Being a tertiary care setup, the staff of the Service Provider will be bound to respond swiftly and visit site within 2 hours of intimation.
10. Down time will once the repairs have been affected and the system is again available for use, to be duly noted in writing in log book by the Service Provider qualified technical staff verified by the hospital staff.

BID DATA SHEET

ITB CLAUSE	DESCRIPTION
01	Basic Eligibility requirements are as indicated in clause 01
05 (SCC)	Language of Bid & correspondence shall be in English.
06	180 Days from the date of opening of bids.
25.4	The bidder shall have to quote the prices as per “Annexure-D” along with acceptance of Terms of Reference/ Scope of Services, otherwise offer of the firm will straight away be rejected.
13	The price shall be quoted in PKR.
1.4	Joint Venture / Consortium is not permissible.
22	Single Stage-Two Envelope Bidding Procedure (38) (2) (a) shall be used for selection of Contractors.
06 SCC	Address for communication: Address for communication: For clarification purposes, the Procuring Agency address is: The Chief Executive Officer Mayo Hospital, Lahore. Ph: +92-42-99211134 Email: mayohospitallahore@gmail.com
24& 30	Performance Security / Guarantee Performance Guarantee/CDR/Security equal to 10% of the contract amount for 01 year and will be released six months after the successful completion of the contract period and after getting NOC from Procuring Agency.
20 & 30(GCC)	The deployment of Services completed in all aspects within 10 days from the date of signing of contract, while the Performance Guarantee and stamp duty must be submitted within 15 days from the date of issuance of Advance Acceptance of Tender (AAT).

SERVICE & MAINTENANCE CONTRACT OF HVAC SYSTEM (WITH PARTS),
INSTALED IN SURGICAL TOWER, MAYO HOSPITAL, LAHORE.
LIST OF EQUIPMENT HVAC SYSTEM

Sr. No.	Name of Equipment	Qty	Make /Model
01	Direct Gas/Oil fired reversible chiller/heater net capacity 450 tons	02 Nos	
02	Direct Gas /Oil fired reversible chiller /heater net capacity 180 tons	02 Nos	
03	Air Handling units	39 Nos	
04	Fan Coil Units	66 Nos	
05	Cooling Towers	02 Nos	
06	Chilled water pumps	06 Nos	
07	Condenser water pump	06 Nos	
08	Exhaust fans	08 Nos	
09	G.I duct, duct insulation, duct connectors, air device flexible round duct	01 Lot	
10	Seamless black steel pipe schedule 40, pipe insulation, gate valves, CFRV, check valves, strainers G.I Pipe insulation	01 Lot	
11	Automatic controls	01 Lot	
12	Terminal Hepa filters	90 Nos	
13	Cable tray	01 Lot	
14	Electrical Cables	01 Lot	
15	Electrical panels	31 Nos	
16	Variable speed drive	05 Nos	

NOTE: - *if any other part / equipment which is not mentioned in the aforementioned list goes out of order. The firm will be responsible for rectifying the problem and repair / replacement of equipment / part(s).*

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.


**CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL LAHORE**


ELIGIBILITY CRITERIA

The bidders fulfilling the following basic eligibility criteria shall only be considered for further evaluation (relevant documents to be attached):

PART-A MANDATORY PARAMETERS**CRITERIA OF TECHNICAL EVALUATION FOR SERVICE & MAINTENANCE OF HVAC**

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.	Professional Tax Certificate	Compulsory	
5.	Bid Security (Copy)	Compulsory	
6.	Under Taking Certificate Regarding Black Listing on the legal stamp paper of Rs.100/-	Compulsory	
7.	Tender Purchase Receipt (in original)	Compulsory	
8.	Physical Verification of on-Site proper office, workshop.	Compulsory	

Part “B”

Evaluation Criteria:		TOTAL MARKS = 100
Criteria and point system for the evaluation of the Technical Proposals: Bidders need to get at least 70 marks to qualify for further technical competition. Copies of all the required documents shall be submitted:		
EVALUATION CRITERIA		MAXIMUM MARKS
Experience Record Experience in operating and maintaining HVAC systems in public or private sector multi-story buildings having centralized HVAC system. <ul style="list-style-type: none"> a). 5 marks for each facility with the capacity of 500 tons or above = 10 b). 5 marks for each facility with the capacity of 250 to 499 tons = 15 c). 2 year experience of Teaching Hospital with at least 250 tons = 10 		35
Human Resource (Company Strength) Company Staff Experience and strength <ul style="list-style-type: none"> a) BS /B.Sc Electrical/mechanical Engineer with minimum 3 year Experience (10 Marks) b) One DAE Supervisors (Mechanical/Electrical/Electronics) with minimum 3 years of experience (05 marks) c) One HVAC mechanic with 3 years of experience (05 marks) d) One HVAC Electrician with 3 years of experience (05 marks) 		25
Registration, Tax and Audit Certificates <ul style="list-style-type: none"> a) Valid accreditation with Pakistan Engineering Council in Category C-4 or above= 10 b) Income Tax Return Statement of last consecutive preceding 3 years = 05 c) Company last consecutive preceding 3-year audit report = 05 marks 		20
Financial Soundness <ul style="list-style-type: none"> • Average annual turnover for the last financial year is Rs.50 million or more= 20 Marks • Average Annual Turnover for the last financial year is of Rs. 30 million or more = 10 marks • Average Annual Turnover for the last financial year is of Rs. 20 million or more = 5 marks • Less than 20 million = 00 		20

NOTE

- Please mark Numbering on each page
- The firm must submit the tender /quotation with proper book binding and page marking otherwise offer will be straight away rejected.
- The firm will not quote alternate offer otherwise the bid will be rejected.
- The bid must comply with the advertised technical specifications of system; incomplete/conditional offer will straight away be rejected.

Total Marks : 100

Qualifying Marks : 70% (70 and above)

Over all Recommendation with justification _____

DRAFT CONTRACT/ AGREEMENT

AGREEMENT

This Agreement made at Lahore on the day of, 2023 between M/s, as party of the one part **Chief Executive Officer , Mayo Hospital, Lahore** here-in-after called “Client” as party of the other part. Whereas the client intends that M/s-----, Lahore maintains /repairs / service of all split/package type air conditioners and herein called the “Equipment” and M/s-----, agrees to maintain / repair / service of all split / package type air conditioners for a period of one year from the date of issuance -----, of Notification of Award / Advance Acceptance of Bid for Tender for Service & Maintenance of HVAC system installed in Surgical Tower (with All Parts) on Annual Contract Basis for the period of one year (extendable for further Six months)which has already been accepted by the hospital Tender & Purchase / Repair Committee and approved by the hospital authority on the following mutually agreement upon terms & conditions:-

NOW THIS CONTRACT WITNESSES AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them inthe General/ Special Conditions of this Contract hereinafter referred to as “Contract”:
2. The following documents shall be deemed to form and be read and construed as integral part of thisContract, viz:-
 - a. Price Schedule submitted by the bidder,
 - b. Technical Specifications;
 - c. General Conditions of Contract;
 - d. Special Conditions of Contract; and
 - e. Procuring Agency’s Award of contract; and
 - f. Purchase Order

SCOPE OF WORK

1. Service Provider shall be responsible for round the clock operation of complete HVAC and allied systems, including complete servicing and maintenance of all the equipment’s, as well as controls, components and accessories including minor and major repairs, daily, monthly, biannually and annual overhauling, servicing, repair and maintenance.
2. Service Provider shall operate the HVAC System and shall ensure effective air conditioning in all the areas of building 24-hours a day, 7-days a week and 365-days a year without any exception or interruption. It is agreed between the parties that the HVAC system shall also operate on Sundays as well as on any public listed and /or gazette holidays.
3. Only water, gas and electricity will be provided by the Procuring Agency.
4. Service Provider shall visit and inspect the hospital’s HVAC’s systems along with allied components accompanied by an authorized person of Works Department.
5. Service Provider shall operate and maintain the HVAC system round the clock (24-Hours) and as scheduled by the hospital authority.
6. Service Provider shall handover all the HVAC systems in satisfactory working condition to the hospital at the expiry of the contract.
7. The required all kind of parts/consumable items will be provided by the Service Provider at no further cost and Service Provider guarantees the availability of spare parts and other consumable items required for smooth operation of HVAC systems.
8. All the replacements will be handed over to the hospital authority.
9. Service Provider shall, for Procuring Agency’s approval, submit within seven days of the Effective Date to daily, monthly, biannually and annual overhauling, servicing, repair and maintenance schedules for entire HVAC systems (including allied equipment) of the Hospital. The Procuring Agency shall review and

comment/approve all such Schedule. Once all comments of the Procuring Agency are incorporated, Procuring Agency shall approve such schedule. Service Provider shall ensure its compliance with all approved schedules.

- a) Service Provider shall perform all maintenance works as
 - b) Prescribed by the equipment manufacturer,
 - c) per good industry practice,
 - d) per recommended / approved by the Procuring Agency and
 - e) as per terms and conditions of this Contract
 - f) The security of all the installed base shall be responsibility of the vendor. Procuring agency shall not be responsible of any kind of theft, missing of stock, material or spare-parts.
10. No any additional payment will be made for the rectification of earlier fault, spare parts and missing theft items. Vendor shall be responsible for earlier faults, missing / theft parts, therefore vendor shall submit his offer after visiting of HVAC System physically
11. Along with other, the Service Provider shall perform following maintenance and repair works without any additional cost to the Procuring Agency;

General:

1. Washing and cleaning all kind of filters according to the schedule and replacement at their own cost.
2. Flushing and cleaning of strainers of water system monthly basis and replacement of their parts/complete valves/strainers at their own cost if required.
3. Servicing of automatic and safety controls of equipment and HVAC System and replacement of their defective parts at their own cost.
4. Checking of oil and other lubricant levels and changing the same when required at their own cost for all the equipment components.
5. Checking of belt driven parts of the equipment, adjustment of belt tension, alignment and replacement of belts at their own cost as and when required.
6. Checking of water levels and level control valves and repair replacement of these valves.
7. Change of all kind of parts due to normal wear and tear whenever necessary.
8. Adjustment of lubrication/greasing of bearings, glands of the equipment at their own cost.
9. Rewinding of all kind of electric motor replacement of their bearings/pullies at their own cost.
 - a. Repair replacement of part of all kinds of pumps at their own cost.

UPTIME GUARANTEE

1. The response time of the firm shall be 2 hours or actual travel time between site and firm's office during normal hospital's working hours from 08:00 A.M to 04:00 P.M from Monday through Saturday excluding Sundays and Government declared holidays for the entire duration of this contract. Similarly on holidays a contact number will be given for responding any emergency calls. The service provider shall, at its own cost maintain and provide fully qualified and factory trained engineers specially trained, in the maintenance of equipment, to carry out obligation of the company under this contract.
2. The firm shall guarantee 95% uptime and ensure accumulative uptime guarantee of 95% for the contract period annually.

3. Uptime percentage will be calculated by dividing "System in Service Hours" by "Available Hours" both measured on 8 hours / day basis (08:00 A.M 04:00 P.M), excluding Sundays and Government declared Holidays. If the firm fails to achieve accumulative 95% uptime over the period of one year, then the extended down time hours will be added to the contract period at no extra cost to CLIENT on the following conditions: -

<u>Up-Time</u>	<u>Penalty</u>
-----------------------	-----------------------

95 - 100%	<i>None</i>
90 - 94%	<i>Extension of Contract at no further cost by down time x2</i>
85 - 89%	<i>Extension of Contract at no further cost by down time x 3</i>
Below-84%	<i>Extension of Contract at no further cost by down time x4</i>

DOWNTIME

4. Down time is defined as failure of equipment that prevents the system from performing its function diagnostic in complete state.
5. Time taken to import and clearance of parts from customs shall be considered as down time.
6. The installation of system improvements or updates as scheduled by mutual agreement of both parties as well as scheduled preventive maintenance as recommended by the manufacturer shall not be considered as down time.
7. Down time is defined as the failure in the equipment operation to acquire or process the data or procedure, resulting in inability to carry out the required procedure properly.
8. The Service Provider will be bound to make arrangement for availability of qualified technical staff in hospital/site for prompt execution/coordination during contract period.
9. Down time will start when the end user / BME or staff in-charge notifies the designated service facility verbally, by phone call or in-writing to qualified technical staff of the Service Provider stationed in the hospital. Being a tertiary care setup, the staff of the Service Provider will be bound to respond swiftly and visit site within 2 hours of intimation.

Down time will once the repairs have been affected and the system is again available for use, to be duly noted in writing in log book by the Service Provider qualified technical staff verified by the hospital staff.

CONTRACT PERIOD

The contract shall be valid for one (01) year from the date of issuance of advance acceptance letter / notification of award (Extendable for further Six Months) as per clause No. 19 (instruction to bidders)

Sign/ Seal by the Supplying firm
Witness-I
Witness-II

Sign/ Seal by Procuring Agency
1
2