

# MAYO HOSPITAL, LAHORE



## BIDDING DOCUMENT

**HIRING OF FIRM FOR ANNUAL SERVICES &  
MAINTENANCE CONTRACT OF LAUNDRY PLANT  
WITH ALL PARTS CONSISTING OF 14 NOS  
MACHINES FOR PERIOD OF ONE YEAR  
(EXTENDABLE FOR THREE MONTHS)**

TENDER NO. AMS(R&M)/TDR/ /MH

DATED: Through PPARA web site /2023

Due for opening on 15 - 11 - 2023

CHIEF EXECUTIVE OFFICER, MAYO HOSPITAL, LAHORE.  
TEL: 0092-42-99211129-154, E-MAIL: [mayohospitallahore@gmail.com](mailto:mayohospitallahore@gmail.com)

*[Handwritten signatures and initials in blue ink]*

# REQUEST FOR PROPOSAL

HIRING OF FIRM FOR ANNUAL SERVICES & MAINTENANCE CONTRACT OF LAUNDRY PLANT WITH ALL PARTS CONSISTING OF 14 NOS MACHINES FOR PERIOD OF ONE YEAR (EXTENDABLE FOR THREE MONTHS)

## LAUNDRY PLANT CONSISTING OF FOLLOWING MACHINES FOR SERVICE & MAINTENANCE CONTRACT ON ANNUAL BASIS:-

SR:#	NAME OF ITEMS	QUANTITY
1-	Electrolux Wascator Washer Extractor Model FLW 2000 with Hydro Pneumatic.	03 Nos
2-	Flat Work Ironer Model No. IM-6000/3000/2	02 Nos
3-	Drying Tumbler Model TT1000S.	02 Nos
4-	Steam Boiler Model HTO 130, Cap 1300 Kg/hr	01 No
5-	Hydro Machines	03 Nos
6-	Washer Machine (Local made)	01 Nos.
8-	Weighing Scale	01 No
9-	Air Compressor	01 No
10-	Lubrication of complete plant.	All machines

PRE BID MEETING WILL BE HELD ON 08-11- / 2023 AT 10:30A.M  
IN THE COMMITTEE ROOM, MAYO HOSPITAL, LAHORE

DUE DATE FOR TENDER OPENING 15-11- 2023 RECEIVE ON 10:30  
A.M & OPENING ON 11:00 A.M IN THE COMMITTEE ROOM OF MAYO  
HOSPITAL, LAHORE

PROCURING AGENCY

CHIEF EXECUTIVE OFFICER  
MAYO HOSPITAL, LAHORE

*[Handwritten signatures and initials in blue ink]*

**CHECK LIST  
KNOCK OUT CLAUSES**

SR. #	DESCRIPTION	YES / NO	PAGE #
a)	C.N.I.C of Proprietor / Director's / Partners		
b)	Tender purchased Receipt in original.		
c)	PST / GST & Professional Sales Tax Certificate		
d)	NTN Certificate		
e)	Photocopy of Bid Security (2% of estimated cost)		
f)	An under taking on Judicial papers of Rs.100/- duly attested by the Notary Public. Specimen at Annexure-"B".		
g)	Experience Certificates of the firm for maintenance and services of Laundry Plant.		
h)	Work Orders / contracts received from different institutes (for the last five years).		
i)	Satisfactory past performance received from different institutes.		
j)	List of available concerned Tools / Instruments / machines / transport etc. to provide services in terms of contract.		
k)	List of Administrative / Technical Staff along with copies of their Degrees / Diplomas and detail of non-technical staff.		
l)	Financial Soundness Certificate from Bank / Current Bank Statements.		
m)	Tender Documents which should be read carefully and each paper should be duly signed and stamped by the bidder or authorized person.		





**OFFICE OF THE CHIEF EXECUTIVE OFFICER, MAYO HOSPITAL, LAHORE.**

*Tender Fee: Rs.5000/= Each  
(Non – Refundable)*

**TENDER ENQUIRY FOR SERVICE & MAINTENANCE CONTRACT OF  
LAUNDRY PLANT WITH ALL PARTS INCLUDING ALL APPLICABLE TAXES  
ON ANNUAL CONTRACT BASIS**

<b>Pre-Bid Meeting Date &amp; Time</b>	<b>Last Date of Receipt of Tender</b>	<b>Date &amp; Time of Opening of Tender</b>	<b>Tender Opening Place / Venue</b>	<b>Earnest Money (Refundable)</b>
/ /2023 10:30 A.M	/ /2023 10:30 A.M	/ /2023 11:00 A.M	Committee Room Mayo Hospital	2% of quoted value

**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.**

- 1- Sealed Tenders are invited from General Sales Tax registered Firms for Service & Maintenance Contract of Laundry Plant consisting of 14Nos machines with all parts and lubrications for a period of ONE YEAR (Extendable for three months). Tender form is obtainable on cash payment of Rs.5000/- each tender (non-refundable) from Almoner Office of this hospital OR printout on PPRA website.
- 2- All offers / bids will be submitted in accordance with Punjab Procurement Rules 2014 (Amended) notified by the Government of the Punjab, Health Department.
- 3- Any offer not received, as per terms & condition of the tender enquiry is liable to be ignored. No offer shall be considered if:-
  - a) Not received as per terms & conditions of the tender enquiry.
  - b) Received from the firm not registered with Sales Tax Department.
  - c) It is received after the time and date fixed for its receipt.
  - d) The tender is unsigned.
  - e) The offer is ambiguous.
  - f) The offer is conditional.
  - g) Tender is sent by telegram
  - h) Tender received without requisite earnest money.
  - i) The offer is from a firm, Black Listed, Suspended or removed from any Government department.
  - j) Offer received with shorter validity than required in the tender enquiry.
  - k) Is received without required documents.
  - l) If received without tender purchase receipt
- 4- The participating firm must submit the following documents alongwith the Technical Bid:-  
Copy of (a) Experience Certificates for repair of these sophisticated machines (b) past experience (c) C.N.I.C, (d) NTN Certificate, (e) GST / PST Certificate (f) Copy of Earnest Money, Under taking Certificate that firm is not suspended / black listed / defaulter from any Government / Autonomy Institution at any time, (g) Bid Validity Period, (h) Tender Documents alongwith Terms & Conditions which should be read carefully and signed & stamped each paper by the tenderer (i) Original Tender Purchase Receipt, (j) List of Available Tools / Instruments, (k) List of Technical & Non Technical Staff alongwith copy of Degrees,

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- (L) Financial Soundness Certificate & Bank Statement for the last One Year (m) Foreign training / experience certificates (if any).
- 5- Mayo Hospital being Government institution, therefore, the tenderer shall have bound to accept all terms & conditions of the Government /PPRA.
- 6- The sealed bids will be dropped in the TENDER BOX placed in the Committee Room of this hospital on mentioned date and time.

### TERMS & CONDITIONS

- 1- Single stage – two envelopes bidding procedures as per Punjab Procurement Rules, 2014 (Amended) shall be applied.
- i) The bid shall comprise 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.
  - iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened. The envelop marked as “FINANCIAL PROPOSAL” shall be retained in this office without being opened.
  - iv) The Hospital Technical Scrutiny Committee shall evaluate the technical proposal and reject any proposal which do not confirm the specified requirement.
  - v) The financial proposals of technically evaluated bids shall be opened publicly at the time date and venue to be announced and communicated to the bidders in advance.
  - vi) The financial proposal of bids found technically non-acceptable shall be returned as un-opened to the respective bidders.
  - vii) The bid found to be the lowest evaluated bids shall be accepted.
  - viii) The inner and outer envelopes shall be addressed to the Medical Superintendent, Mayo Hospital, Lahore and shall be inscribed by the following sentence “DO NOT OPEN BEFORE” to be completed with the time and date specified in the invitation bid.
  - ix) Copy of CDR should attach with Technical Proposal.
- 2- Tenderers are required to visit the Laundry Department alongwith the representative of Bio-Medical Engineering department / Laundry Manager or authorized representative from the concerned department and after checking the Laundry Plant, submit their estimate in the **Name of Chief Executive Officer, Mayo Hospital, Lahore under a sealed envelop bearing the number and due date of this tender.**
- 3- Tenderers are required to give lump-sum estimate for the Service & Maintenance Contract of Laundry Plant including repair, replacement of faulty parts (if any), and Lubrication including all applicable Taxes for a period of One year from the date mutually agreed upon by both the parties OR Date of approval from the competent authority. Maintenance contract will remain in force until terminated by the authority on giving written notice of one calendar month.
- 4- The contracting firm shall be held responsible to keep the Laundry Plant (Consisting 14 Nos machines as per list attached) in running condition throughout the period of contract without fail.
- 5- Contracting firm will keep the requisite parts of Laundry Plant in their ready stock.

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- 6- Firm will depute its Engineer who will be available during working hours to look after the machines.
- 7- In case the Laundry Plant stop working due to any fault, which is not rectified by the contracting firm in time, penalty to the extent of market cost of Laundry services per day will be imposed on the firm. Amount of penalty will be decided by the authority / committee of the hospital.
- 8- Payment of contract money will be made in four quarterly installments after deduction of Income tax and other taxes (As per Govt. rules).
- 9- 10% Security of contract value will be obtained from the successful bidder which shall be refundable at the end of contract period. If the contractor fails to fulfill the contractual obligations the authority reserves the right to impose penalty in addition to forfeit of security.
- 10- A Log Book of each machine shall be maintained by the firm, which shall be signed by the AMS (Laundry)/ Bio-Medical Engineer and Laundry Manager on weekly / monthly basis.
- 11- A certificate should be given by the tenderer that they will ensure safety and responsible for the service & maintenance of Laundry Plant (all machines) by replacing the relevant parts (if any) for the contractual period.
- 12- The parts replaced from the machine will be returned to the department concerned and property of the hospital.
- 13- The firm will be responsible that prices quoted against tender are not more than the market rates charged from any other purchasing organization in Punjab Province, later on, if any discrepancy of audit observation raised, you will refund the price charged in excess.
- 14- In case of any terms introduced by the Government of the Punjab, will be incorporated in the contract and the contractor will be bound to comply with or outsourced if advised by Specialized Healthcare & Medical Education Department (SHC&ME) .
- 15- Tenderers should quote their firm and final rates both in words as well as in figures.
- 16- All taxes imposed by the government from time to time shall be applicable to the successful firm/bidder

  
CHIEF EXECUTIVE OFFICER  
MAYO HOSPITAL, LAHORE

Name, Signature & Stamp of participating firm alongwith contact number.

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**LAUNDRY PLANT CONSISTING OF FOLLOWING MACHINES FOR SERVICE  
& MAINTENANCE CONTRACT ON ANNUAL BASIS:-**

SR:#	NAME OF ITEMS	QUANTITY
1-	Electrolux Wascator Washer Extractor Model FLW 2000 with Hydro Pneumatic.	03 Nos
2-	Flat Work Ironer Model No. IM-6000/3000/2	02 Nos
3-	Drying Tumbler Model TT1000S.	02 Nos
4-	Steam Boiler Model HTO 130, Cap 1300 Kg/hr	01 No
5-	Hydro Machines	03 Nos
6-	Washer Machine (Local made)	01 Nos.
8-	Weighing Scale	01 No
9-	Air Compressor	01 No
10-	Lubrication of complete plant.	All machines

*M. Khan*

**LAUNDRY MANAGER  
MAYO HOSPITAL, LAHORE**

*M. S. Khan*

**BIO-MEDICAL ENGINEER  
MAYO HOSPITAL, LAHORE**

*for approval*

**ADDL: MEDICAL SUPERINTENDENT  
REPAIR & MAINTENANCE DEPTT.,  
MAYO HOSPITAL, LAHORE.**

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*JK*

# CERTIFICATE (MUST BE PROVIDED ON STAMP PAPER)

We, M/S. \_\_\_\_\_ Postal  
Address \_\_\_\_\_

\_\_\_\_\_ are  
not suspended / black listed / defaulter of any Government / Semi Government / Autonomy  
Institution at any time. 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.

Moreover we also confirm that the prices quoted in Mayo Hospital, Lahore are not  
more than the prices quoted in other government / Autonomy Institution. In case of any over  
pricing we shall be bound to refund that to the Institution in the best interest of the Government  
/ Hospital. We also confirm to abide by all the terms & conditions laid down in the Tender  
Enquiry or time to time changed by the Government.

We also confirm that parts to be replaced during the contractual period will be genuine  
/ brand new / imported from the manufacturer.

SIGNATURE OF TENDERER: \_\_\_\_\_

NAME OF TENDERER: \_\_\_\_\_

DESIGNATION: \_\_\_\_\_

N.I.D CARD NO.: \_\_\_\_\_

*[Handwritten signatures and initials in blue ink]*

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**TECHNICAL EVALUATION CRITERIA**

Sr. #	Parameter(s)	Remarks / Documents Required	Status (Attached / not attached)
1.	Copy of Computerized National Identity Card	<b>Compulsory</b>	
2.	N.T.N Certificate	<b>Compulsory</b>	
3.	G.S.T / P.S.T Reg. Certificate	<b>Compulsory</b>	
4.	Bid Security / CDR	<b>Compulsory</b>	
5.	Under Taking Certificate Regarding Non-Black Listing on the legal stamp paper of Rs.100/-	<b>Compulsory</b>	
6.	Tender Documents which should be read carefully and each paper should be duly signed and stamped by the bidder or authorized person.	<b>Compulsory</b>	
7.	Last Three Years Tax Returns	<b>Compulsory</b>	
8.	Tender Purchase Receipt	<b>Compulsory</b>	

**Part (B) Ordinary Parameters**

Sr. #	Parameter with detail of documents	Maximum Marks	Marks Obtained	Remarks												
1.	Past Performance / Experience in the relevant field Major institutions (Public / Private) served, Past performance. <table border="1" style="margin-left: 20px;"> <tr> <td>i</td> <td>1 year</td> <td>05</td> </tr> <tr> <td>Ii</td> <td>2 to 3 years</td> <td>10</td> </tr> <tr> <td>Iii</td> <td>4 to 5 years</td> <td>15</td> </tr> <tr> <td>Iv</td> <td>Above 5 Years</td> <td>20</td> </tr> </table>	i	1 year	05	Ii	2 to 3 years	10	Iii	4 to 5 years	15	Iv	Above 5 Years	20	20		
i	1 year	05														
Ii	2 to 3 years	10														
Iii	4 to 5 years	15														
Iv	Above 5 Years	20														
2.	List of Technical & Non-Technical Staff Qualified Engineer (BSc)----- 10 (Electrical / Mechanical) Qualified Technician ----- 10 {one technician ----- 2 marks,} {two technician ----- 5 marks,} {three or more technician-10 marks}	20														
3.	List of available concerned Tools / Instruments / Machines,	15														
4.	<b><u>Financial Soundness / closing balance of last Financial Year</u></b> <table border="1" style="margin-left: 20px;"> <tr> <td>i</td> <td>Less than 05 Lac</td> <td>5</td> </tr> <tr> <td>Ii</td> <td>Up to 5 to 10 Lac</td> <td>10</td> </tr> <tr> <td>Iii</td> <td>More than 15 Lac</td> <td>20</td> </tr> </table>	i	Less than 05 Lac	5	Ii	Up to 5 to 10 Lac	10	Iii	More than 15 Lac	20	20					
i	Less than 05 Lac	5														
Ii	Up to 5 to 10 Lac	10														
Iii	More than 15 Lac	20														
5.	Visit report of committee at site / workshop	25														

**Total Marks: 100****Qualifying Marks: 60% (60 and above)**

**AGREEMENT FOR ANNUAL SERVICES &**  
**MAINTENANCE CONTRACT OF LAUNDRY PLANT**  
**WITH ALL PARTS CONSISTING OF 14 NOS**  
**MACHINES FOR PERIOD OF ONE YEAR**  
**(EXTENDABLE FOR THREE MONTHS)**

This Agreement made at Lahore on the \_\_\_\_ day of \_\_\_\_\_, 2023 between Messers \_\_\_\_\_ as party of the one part and Chief Executive Officer, Mayo Hospital, Lahore here-in-after called "Client" as party of the other part.

Whereas the client intends that Messers \_\_\_\_\_, maintains/repairs /Lubrication the Laundry Plant and herein called the "Equipment" and Messers \_\_\_\_\_, agree to maintain / repair the Laundry Plant from \_\_\_\_\_ to \_\_\_\_\_ (Extendable for further three months), both days inclusive; on the following mutually agreement upon terms & conditions:-

**SCOPE OF WORK OF LAUNDRY PLANT CONSISTING OF FOLLOWING MACHINES:-**

***1. Checking / Inspection / Repairing, replacement of defective parts and routine maintenance of:***

- |    |  |       |
|----|--|-------|
| a) | Electrolux Wascator Washer Extractor<br>Model FLW 2000 with Hydro Pneumatic. | 3 Nos |
| b) | Flat Work Ironer,<br>Model No. IM-6000/3000/2                                | 2 Nos |
| c) | Drying Tumbler<br>Model TT1000S.   | 2 Nos |
| d) | Steam Boiler<br>Model HTO 130, Cap 1300 Kg/hr.                               | 1 Nos |
| e) | Hydro Machines   | 3 Nos |
| f) | Washer machine (Local made)  | 1 No. |
| g) | Weighing Scale   | 1 No  |
| h) | Air Compressor   | 1 No. |
| i) | Lubrication of complete plant.   |       |

2. Contractor is responsible to keep the Laundry Plant properly functional throughout the period of contract.

3. The Engineer / Technician of Messers \_\_\_\_\_, will be available in hospital from 800 to 1500 hours to ensure the uninterrupted working of Laundry Plant. Similarly on holidays a contact number will be given for responding any emergency calls for the entire duration of this contract and presence of engineer / technician will be marked on attendance register accordingly which will be verified by the Laundry Manager.

4. The contractor shall be required to undertake the complete maintenance of the machinery mentioned above for a period of ONE YEAR. Extendable for further three month on mutual agreement between the contractor and the client.

5. The contractor shall be required to have the technical staff capable to handle the machines present at site during normal working hours on normal working days, and in additional shall ensure to arrange on call Senior Engineer for rectification of faults going beyond capacity of maintenance staff, this service will be provided within quoted cost.





6. The quoted cost should be inclusive of all taxes of Government.
7. The checking of the plant weekly by the technical supervisor and report will be sent to the client indicating the working and operational condition of machines, equipment and his technical observation relating thereto.
8. Payment will be made on quarterly basis after submission of bill duly verified from the Laundry Manager, Bio-Medical Engineer and Incharge Laundry Additional Director / AMS (Laundry).
9. Old replaced parts (if any) will be the property of the hospital.
10. If the contractor fails to fulfill the contractual obligations the authority reserves the right to impose penalty in addition to forfeit of security.
11. The material, Spare Parts, required for repair / replacement shall be at the cost of the contractor and he will ensure the availability of the spare parts both local and imported with him.
12. After repair & renovation of the equipment, the survey / inspection report of boilers from the concerned Government department shall be obtained initially. Afterwards, next year in the month of January again survey / inspection shall be obtained by the technical authority. If disclosed that maintenance have not been made properly, the repair required shall be levied upon the contractor as penalty and security shall be forfeited, in addition to the cancellation of the contract and blacklisting of the contractor.
13. Down time is defined as failure in the machine operation resulting in inability to carry out the required routine functions, which will start when the client notify it verbally or writing (the contractor will provide the service telephone Nos assessable round the clock). The response time of 2 hours. If the contractor fails to respond the client will get it repair from local market at the cost of contractor which will be deducted from the security and after 24 hours during the down time the linen will be washed from local market and the charges for this washing will be recovered from the contractor.
14. The firm shall guarantee 95% uptime and will ensure accumulative uptime guarantee of 95% for the contract period annually. Down time of each machine (if any) will be calculated on each bill.
15. Uptime percentage will be calculated by dividing "System in Service Hours" by "Available Hours" both measured on 7 hours / day basis (08:00 – 15:00 hours), excluding Sundays and Government declared holidays. If the firm fails to achieve 95% uptime, then the extended down time hours will be added to the contract period at no extra cost to CLIENT on the following conditions:-

<u>Uptime</u>	<u>Penalty</u>
95 – 100%	None
90 – 94%	Extension of maintenance contract by down time x 2
85 – 89%	Extension of maintenance contract by down time x 3
Below – 84%	Extension of maintenance contract by down time x 4

16. The contractor's staff will coordinate with incharge of Laundry or the Additional Medical Superintendent (Laundry) in the matters of maintenance of Laundry.
17. In case of any dispute, both, contractor & client would try to resolve it amicably.
18. The Hospital Authority reserves the right to terminate maintenance contract, if found unsatisfactory.
19. In case of any terms introduced by the Government of the Punjab, will be incorporated in the contract and the contractor will be bound to comply with.
20. All remaining terms & conditions would also be applicable as per bidding documents.

***MAINTENANCE CHARGES***

In consideration of the performance of services under this contract, the customer shall pay to the company the total sum of \_\_\_\_\_ as maintenance charges with all parts and Lubrication including taxes for a period of ONE YEAR i.e \_\_\_\_\_ to \_\_\_\_\_.

**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, Log Book of each machine and any additional information that the customer may reasonably require shall be provided to the customer at any time upon request. Log Book of each machine will be maintain by the contractor with the coordination of Laundry Manager.

***CONTRACT PERIOD***

This contract shall be for a period of One year from \_\_\_\_\_ to \_\_\_\_\_.

For & on behalf of  
M/S.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For & on behalf of  
Mayo Hospital, Lahore

\_\_\_\_\_  
*Laundry Manager*

\_\_\_\_\_  
*Bio-Medical Engineer*

\_\_\_\_\_  
*Additional Medical Superintendent (M&R)*

\_\_\_\_\_  
*Chief Executive Officer*