



MAYO HOSPITAL, LAHORE

BIDDING DOCUMENTS

For

OUT SOURCING OF COMPUTER-PRINTER SERVICES
INCLUDING PRINTERS, TONERS, REPAIR, REFILL AND
BACKUP FACILITY (EXCLUDING PAPERS)

ON ANNUAL CONTRACT BASIS


CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL, LAHORE
















INVITATION FOR BIDS

OUT SOURCING OF PRINTING SERVICES INCLUDING PRINTERS, TONERS, REPAIR, REFILL AND BACKUP FACILITY (EXCLUDING PAPERS) FOR THE MAYO HOSPITAL, LAHORE FOR THE YEAR 2023-2024

1. The Mayo Hospital, Lahore, invites sealed bids from authorized distributor / contractor for **out sourcing of printing services including printers, toners, repair of printers, refill of toners and backup facility (excluding papers)** for the year 2023-2024 on free delivery to Consignee's end basis. Detailed specifications along with quantities of Items are given in the bidding documents.
2. Interested bidders may get the bidding documents & detailed specifications from the office of **Almoner Office, Mayo Hospital Lahore** on submission of written application on their letter head and a copy of CNIC along with payment of non-refundable fee of **Rs. 1000/- (One thousand only)** for each set of bidding documents & detailed specifications.
3. Bidding documents including detailed specifications, terms & conditions shall be issued up to **Last Date as mentioned in the advertisement during office hours**. However, a copy of the bidding documents is also available for information only on the websites of Punjab Procurement Regulatory Authority (www.ppra.punjab.gov.pk). The Mayo Hospital, Lahore (<https://www.mayohospital.gov.pk/>) until the closing date for the submission of bids. Moreover, signed and stamping of each page of bidding document is mandatory otherwise bid shall be rejected straightway.
4. Bidding shall be conducted through **Single Stage – Two Envelopes** bidding procedure, as per Rule 38(2)(a) of Punjab Procurement Rules, 2014 (amended, 2016). The envelopes shall be marked as **“FINANCIAL PROPOSAL”** & **“TECHNICAL PROPOSAL”** in bold and legible letters. Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.
5. Sealed bids are required to be submitted by the interested bidders on **19-09-2023 till 11:00 a.m.** positively in the **Conference Room (Surgical Tower)**. The bids received till the stipulated date & time shall be opened on the same day at **11:30 a.m.** in the presence of the bidders or their authorized representatives by the purchase committee. All bids should be submitted in tape or ring binding. Otherwise bid will be rejected.
6. Bid Security @ **2%** of the estimated cost of total bid value in the shape of Deposit at **irrevocable Bank Guarantee preferably / Call Deposit (CDR), Pay Order, Bank Draft, Cashier's Cheque** (excluding insurance bond) from any scheduled bank is required to be furnished with the **Technical Bid**, otherwise bid will be rejected. Late bids shall not be entertained.
7. In case the date of opening or last date of sale is declared as a public holiday by the government or non-working day due to any reason, the next official working day shall be deemed to be the date of sale and submission and opening of tenders accordingly. The time and venue shall remain the same.

Note: The procurement shall be governed by the Punjab Procurement Rules, 2014. (Amended, 2016).

72






Chief Executive Officer
Mayo Hospital, Lahore.

Compulsory Parameters (Annexure "A")

- i) Original Bid Receipt.
- ii) Copy of Bidders Computerized National Identity Card.
- iii) Bid Security @ 2% of the estimated cost (as determined the procuring agency) in the shape of **irrevocable Bank Guarantee preferably / Call Deposit (CDR), Pay Order, Bank Draft, Cashier's Cheque** (excluding insurance bond) from any scheduled bank is required to be furnished with the **Technical Bid**
- iv) National tax number (attached attested copy).
- v) General sales tax number (attached attested copy).
- vi) The bidder with relevant experience of any public sector organization will be considered / preferred.
- vii) Undertaking regarding the firm never black listed of Items on the legal stamp paper of Rs. 100/-
- viii) Undertaking regarding the firm uninterrupted supply of Items on the legal stamp paper of Rs. 100/-
- ix) Undertaking regarding that the prices quoted against each item mentioned at bid are not more than any other Government Institution in Punjab on the legal stamp paper of Rs. 100/- (**Price Reasonability Certificate**)
- x) Samples of the quoted items (Product should comply 100% with the advertised specifications) must be submitted at the time of bid opening for evaluation.
- xi) **All bids should be submitted in tape binding.** All documents should contain proper page marking, attached in sequence as indicated for evaluation in the bidding documents and signatures of authorized person. Moreover, signing and stamping of each page of bidding documents / form is mandatory

2. Bid Validity

Bids shall remain valid for the period of **180 Days** after of opening of Technical Bid. A bid valid for a shorter period shall be Rejected as non-Responsive.

3. Bidding Procedure

The bidding procedure shall be Governed by the Punjab Procurement Rules (PPR) 2014, amended 2016. Single stage two envelope bidding procedure shall be employed as per Rule 38(2)(a) of Punjab Procurement Rules, 2014 (**Amended, 2016**). The envelopes shall be marked as "**FINANCIAL PROPOSAL**" & "**TECHNICAL PROPOSAL**" in bold and legible letters. Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.

4. Bid Evaluation Criteria

The information provided by the firm should be relevant, concise & to the point as per bid evaluation criteria, unnecessary documentation will have a negative impact. During the technical evaluation, no amendments in the technical proposal shall be permitted.

5. **Grievance Petition Period**

Prior to the opening of Financial bid, all Technically qualified bidders may be given a margin of ten (10) days after the announcement of technical evaluation report where after the Financial bid may be opened. After lapse of given time between the declaration of Technical Evaluation report and opening of the Financial, no grievance petition would be entertained regarding the Technical qualification of successful bidders. The objection after the opening of the Financial bid remain restricted to the Financial bid only.

6. **Acceptance of Bid and Award Criteria.**

The Bidder, whose bid is found to be most closely conforming to the Evaluation Criteria prescribed in Section "4" and having the lowest evaluated bid, if not in conflict with any other law, rules, regulations or policy of the Punjab Government, shall be awarded the Contract. **The bid must be for the whole quantity of an item as required and advertised.** The validity of the contract Should be one year from the date of issuance of contract further extendable for three months or till the completion of next contract for the year 2023-2024 whichever is earlier.

The procuring agency shall announce the results of the bid evaluation in form of a report, not inconsistent with the Punjab Procurement Rules, 2011, giving justification for acceptance or rejection of bids at least ten days prior to the award of procurement contract

7. **Procuring Agency's Right to vary quantities at the time of Award.**

The Procuring Agency reserves the right at the time of award of contract to increase or decrease, the quantity of goods originally specified in the technical specifications without any change in unit price and other terms & conditions.

8. **Performances Guarantee**

The Performance Guarantee will be 5% of the total value of contract amount. The performance Guarantee shall be deposited in the shape of Deposit at Call (CDR) / irrevocable Bank Guarantee from any scheduled bank. In case of the breach of the contract, the security will be forfeited. **The Performance guarantee will be retained till the completion of contract period.**

The procuring agency shall announce the results of the bid evaluation in form of a report, not inconsistent with the Punjab Procurement Rules, 2011, giving justification for acceptance or rejection of bids at least ten days prior to the award of procurement contract

9. **Rejection of Bids (as prescribed in Rule 35 of Punjab Procurement Rules-2014, amended, 2016).**

- i). The Procuring Agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- ii). 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.
- iii). The Procuring Agency shall incur no liability, solely by virtue of its invoking sub-rule (I) towards the bidders.
- iv). The bidders shall be promptly informed about the rejection of the bids, if any.

[Handwritten signature]

[Handwritten mark]

[Handwritten signature]

[Handwritten mark]

[Handwritten mark]

- v). A procuring agency may, for reasons to be recorded in writing, restart bidding process from any prior stage if it is possible without violating any principle of procurement contained in rule 4 and shall immediately communicate the decision to the bidders.

10. Terms and Conditions

Contractor will have to supply the items & services as per the specifications and following terms & conditions must be abided by the lowest evaluated bidder.

1. Contractor shall provide the best quality printers (Medium duty / Heavy duty) at different sites of hospital as decided by the hospital authority.
2. Contractor shall be responsible to provide backup printers at all times for immediate replacement so that in case of malfunction of original printer the printing station keeps working.
3. Contractor shall be responsible to arrange the best printing quality toners for each printer having capability to print A4 and Legal size papers.
4. Contractor shall provide backup toners around the clock for each printer.
5. Printer related accessories e.g. (data cable, power cable etc.) shall be provided by the contractor.
6. Printer technicians deputed by the contractor shall visit on daily basis to resolve the queries regarding printers and generate a log of functionality of printers to be counter signed by the respective section and AMS IT. Contractor shall provide maintenance services around the clock.
7. Response time for out of order printer shall be maximum 3 hours round the clock, till then backup printer provided by the contractor shall be used.
8. If printer is out of order, then it shall be repaired / replaced same day within response time.
9. If Authority is not satisfied with the contractor's services, they have the right to terminate the contract at any time with one month written notice.

11. Penalties / Liquidated Damages

- i). Wherein the Contractor fails to initiate services as per signed contract & purchase order and within the stipulated time frame specified in the schedule of requirement, the contract shall stand cancelled.
- ii). After the cancellation of the contract no services shall be accepted and the amount of security shall be forfeited.
- iii). Contractor will provide services round the clock, 7 days a week. In case of failure to provide continuous services, a penalty of 500 per day or @ 0.067% per hour of the cost (whichever shall be the larger amount) of late delivered supply shall be imposed upon the Contractor.

Tax deduction will be according to Government Rules. All taxation, whether International, Federal, Provincial or Local, shall be borne by the Contractor.

13. Any conditional or ambiguous bid will not be accepted.
14. Any erasing / cutting / crossing etc. appearing in the offer will not be accepted.
15. All prices shall be quoted in Pak rupees on the prescribed Performa of Financial Proposal as Annexure "D".
16. List of products with detail specification is hereby attached. Annexure "E".

The terms and conditions read and agreed.

1. Bidder's Name. _____
2. Bidder's Signature. _____
3. Name of Firm. _____
4. Mailing Address. _____
5. Land Line No. _____
6. Mobile No. _____
7. Seal Stamp. _____

[Handwritten signatures and marks at the bottom of the page]

Part A
Evaluation Criteria (Check List)

Compulsory Parameters

Failure to Comply with any compulsory parameters will result in disqualification of bidder.

Sr. No.	Parameters	Relevant Page Number in the Bid (to be filled by the bidder)	Compliance Status (Yes / No)
1.	Original Bid Receipt		
2.	Copy of Bidders Computerized National Identity Card.		
3.	Bid Security @ 2% of the total estimated cost (as determined by the procuring agency) in the shape of irrevocable Bank Guarantee preferably / CDR (Deposit at Call), Pay Order, Bank Draft, cashier's cheque (excluding insurance bond) from any scheduled bank is required to be furnished with the Technical Bid .		
4.	National tax number.(attached attested copy)		
5.	General sales tax number (attached attested copy)		
6.	Undertaking regarding the firm never black listed, on the legal stamp paper of Rs. 100/-		
7.	Undertaking regarding the firm, uninterrupted supply of items on the legal stamp paper of Rs. 100/-		
8.	Undertaking regarding that the prices quoted against each item mentioned at bid are not more than any other Government Institution in Punjab on the legal stamp paper of Rs. 100/- (Price Reasonability Certificate)		
9.	All bids should be submitted in tape binding. All documents should contain proper page marking, attached in sequence as indicated for evaluation in the bidding documents and signatures of authorized person. Moreover, signing and stamping of each page of bidding documents/form is mandatory.		

Note:- The provision of check list is essential prerequisites along with submission of bid.


CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL LAHORE

1. Bidder's Name. _____
2. Bidder's Signature. _____
3. Mailing Address. _____
4. Land Line No. _____ Mobile No. _____
5. Seal Stamp. _____



Part C
Satisfactory Performance Report

- a) Quoted services (Printing Assembly should comply 100% with the advertised specifications) must be demonstrated at the time of bid opening for evaluation.
- b) Satisfactory Performance Report is mandatory.



SLW

ESTR

7



FINANCIAL PROPOSAL

Annexure "D"

Name of Firm. _____

Sr. No	Name of Items	Brand Name	Estimated Unit Price (Rs.) per month	QTY	Total Amount (Rs.) Per month	Total Amount (Rs.) Annually	Bid Security (2 %)

Note:

- The Firms will quote only one brand against each item if firm quote more than one brand against the item, such brand will not be considered in the technical evaluation.

1. Bidder's Name _____
2. Bidder's Signature. _____
3. Mailing Address. _____
4. Land Line No. _____ Mobile No. _____
5. Seal Stamp. _____

Handwritten signature

Handwritten mark

Handwritten signature

Handwritten mark


Handwritten mark


**List of printers including Printer, Toner, Repair, Refill and Backup facility
(Excluding papers)**


Sr. No.	Item Name	Demanded Qty	Estimated Unit Price (Rs.)	Total Amount (Rs.)	Total Amount Annually (Rs.)	Bid Security (2 %)
1.	Printer (Medium Duty & Heavy Duty)	35 * (minimum)	3,700/- (Per month per Printer)	129,500/- (Per month for 35 Printers)	155,4000/-	31,080/-

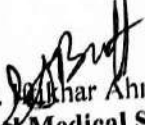
Note:

- Quoted rate offered by the bidder are inclusive of all taxes.
- * Minimum 35 printers required and up to 60 depending on need


Mr. Talnoor Khan
I.T Manager
Mayo Hospital, Lahore


Dr. Zubair Youngs Butt
Deputy Medical Superintendent (Admin-II)
Mayo Hospital, Lahore


Mr. Khalid Masood
Deputy Medical Superintendent (I.T)
Mayo Hospital, Lahore


Dr. Waqar Ahmad Butt
Additional Medical Superintendent
Surgical Tower, Mayo Hospital, Lahore


CHIEF EXECUTIVE OFFICER
MAYO HOSPITAL, LAHORE