



# DOW UNIVERSITY OF HEALTH SCIENCES

*Baba-e-Urdu Road, Besides Civil Hospital, Karachi*

*Direct No: 92-21-99216065 Fax: 99216065, Tel: 99215754-57 Ext: 5604*

*Website: www.duhs.edu.pk, E-mail: directorpd@duhs.edu.pk*

N.I.T No. DUHS/P&D/2017/8767(06)

Dated: 6<sup>th</sup> July, 2017

## **SERVICING AND MAINTENANCE OF UPS**

**DATE OF SUBMISSION OF TENDER: 05-08-2017 at 11:00 HRS.**  
**DATE OF OPENING OF TENDER: 05-08-2017 at 11:30 HRS.**

**At Directorate of Planning & Development, 3<sup>rd</sup> Floor Admn. Block  
Dow Medical College, Baba-e-Urdu Road, Besides Civil Hospital, Karachi**

## **SCOPE OF WORK**

The interested bidders will provide the “**SERVICING AND MAINTENANCE OF UPS**” on monthly charges basis to the Dow University of Health Sciences (DUHS), Karachi.

## **TERMS & CONDITIONS**

- 1) Bids should be submitted in accordance with SPPRA Rules 46 (2) – **Single Stage Two Envelope Procedure**:
  - (a) Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
  - (b) Envelopes shall be marked as “**FINANCIAL PROPOSAL**” and “**TECHNICAL PROPOSAL**” in bold and legible letters to avoid confusion;
  - (c) Initially, only the envelope marked “**TECHNICAL PROPOSAL**” shall be opened;
  - (d) Envelope marked as “**FINANCIAL PROPOSAL**” shall be retained in the custody of the procuring agency without being opened;
  - (e) Procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
  - (f) No amendments in the technical proposal shall be permitted during the technical evaluation;
  - (g) Financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
  - (h) Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
  - (j) Best evaluated bidder with 75% Technical and 25% Financial, shall be accepted.
- 2) The committee in the presence of the bidders or their authorized representatives, who may like to be present, will open the bids.

- 3) The Bids shall be evaluated in accordance with the specified evaluation criteria.
- 4) In case of discrepancies between the Invitation for Bids (IFB) / Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.
- 5) Any Bid not received as per terms and conditions of the Bid Document is liable to be ignored. Offer shall not be considered if:
  - i. Bid received without original bid document purchase receipt.
  - ii. Bid received without prescribed Bid Security.
  - iii. Bid received after the time and date fixed for the bid opening.
  - iv. Unsigned Bid.
  - v. Ambiguous Bid.
  - vi. Conditional Bid.
  - vii. Bid from a firm blacklisted, suspended or removed from the approved list.
  - viii. Bid through telegram.
  - ix. Bid with shorter bid validity period.
  - x. Bid not conforming to the technical requirements
- 6) The bidders are expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish complete information required in the bidding documents or to submit a bid not substantially responsive to the bidding documents may result in rejection.
- 7) **Technical Proposal should have the following documents:**
  - i. Original bid document purchase receipt, else the bids will be rejected. For alternate offer a separate Original bid document purchase receipt of Tender Fee amounting to Rs. 2,000/- (Non-Refundable) shall be submitted, otherwise both Proposals will be ignored.
  - ii. Photocopy of Pay Order / Demand Draft of Bid Security should be attached after hiding the amount in figure and words of the Pay Order / Demand Draft, otherwise the bid will not be considered.
  - iii. Copy of the Price Schedule without showing the rates.
  - iv. Complete Profile of the Bidder with legal status, organization structure and nature of business.
  - v. Valid License for the relevant business (if applicable)
  - vi. List of similar services provided to Public Sector Organizations including details of the services currently in operation.
  - vii. A certificate / affidavit that firm (or consortium) is not black listed by any Government / Semi Government / Autonomous Body etc. and not involved in any kind of insolvency litigation.
  - viii. Last three years audited financial statements / income tax return form.
  - ix. Key professional staff qualification.
  - x. Company Staff List with details of Workshop etc.
  - xi. Income Tax Certificate / SRB Certificate / Valid Professional Tax Certificate, GST Registration Certificate (if applicable) etc.
  - xii. Sealed letter from Bank that bidder can perform monthly business of more than *OR* equal to **Rs. 5.000 Million**.

- 8) **Financial Proposals should have the following documents:**
- i. Original Pay Order / Demand Draft of Bid Security.
  - ii. Original copy of the Financial Proposals with Quoted price and prescribed certificate.
- 9) Bid will be valid for 90 days from the date of opening bids. The bidders shall quote their prices inclusive of all applicable duties and Taxes / Logistic Charges etc. and all other expenses.
- 10) The tender must be free from erasing, cutting and over writing. In case of erasing, cutting and over writing, authorized person should initial it duly stamped, else the offer will not be entertained.
- 11) The rates of each item should be written in figures as well as in words. Arithmetical errors will be rectified on this basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and the quantity, the unit price shall prevail and the total price shall be corrected. In case of discrepancy the price in words will be authenticated and final.
- 12) The bidder must be registered with GST / SRB and Income Tax Departments (copies to be attached).
- 13) The firm must be a valid license holder for the relevant business.
- 14) The firm should have a minimum of three (03) years' experience of similar assignments in the public sector organizations, including details of the services currently in operation and should have a proper setup / office at Karachi.
- 15) Last three years audited financial statements.
- 16) List of company profile with staff details.
- 17) In case of emergency, additional staff shall be provided by the bidder.
- 18) Each offer will accompany pay order or bank draft of the 2% of the proposed bid as Bid Security but not more than Rs. 2,000,000/- (Rupees two million only) in favor of Dow University of Health Sciences, Karachi. The Bid Security is refundable to unsuccessful bidders but will be confiscated in case the bidder backs out or fails to abide by any condition of the agreement.
- 19) Expenses incurred on maintenance of equipment / parts / machinery / gadgets (if any) will be borne by the bidder.
- 20) Bidder will follow the disciplinary rules of the DUHS.
- 21) DUHS reserves the right for the physical verification of the equipment / parts / machinery / gadgets etc. prior to the opening of the bids.
- 22) Conditional Bids against the Rules / policy will not be considered / entertained / accepted.

- 23) The tendered rate should be inclusive of all applicable taxes to Federal & Provincial Govt. or local bodies and will be deducted from the bill of the bidder / suppliers.
- 24) Required documents shall be submitted, if the bidders / Suppliers require Tax exemption facility regarding non deduction of Advance Income.
- 25) Successful bidder will enter into agreement for providing requisite services for a period of One (01) Year (extendable upto Three (03) Years with mutual consent) starting from the date of signing of contract.
- 26) During the currency of the contract, the firm will provide as per terms and conditions, to be settled later on in the shape of contract agreement.
- 27) Bidder will depute full time supervisors and other adequate staff for carrying out the desired services round the clock.
- 28) Bidder will provide the Uniforms with identification of person on his own cost and expenses.
- 29) Bidder will be liable for and make good any loss or damage caused by any act or default on the part of his servant or employee to the said premises and / or DUHS property on which decision of DUHS will be final.
- 30) DUHS reserves the right to increase / decrease or delete the quantities of goods / services at the time of award of contract and also reserves the right to enhance the quantity of goods / services without any change in unit price or other terms and conditions of goods at any time during contract period.
- 31) The DUHS reserves the right to purchase full or part of the services or ignore / scrap / cancel the tender as per relevant rules of SPPRA-2010 (Amended 2013/14).
- 32) The successful bidders will have to deposit the performance security in the shape of a Pay Order / Demand Draft at 5% value of the contract amount. After the acceptance of the Bid, a work order may be issued during the bid validity period and if offer is not accepted by the Bidder, the Bid Security shall be forfeited by the PC.
- 33) Bid Security will be released to the bidder after deposit of requisite performance security. The performance security will be released within 30 days after successful completion of contract period.
- 34) Bidders shall purchase separate tender documents and furnish original Tender Purchase Receipt and prescribed Bid Security for each alternate offer in case they want to submit alternate offer. All the bids with alternate offers without separate Tender Purchase Receipt (original) and prescribed Bid Security shall not be considered and both bids, original and alternate will be rejected.
- 35) Bidders, whose bids are accepted, shall have to sign a written contract with the University on the judicial stamp paper amounting to Rs. 100/-. The Bidder shall pay Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.

- 36) The Bidder shall quote the bids on the attached Price Schedules only, and shall sign the certificate given therein to the effect that the services shall be provided exactly in accordance with the requirements. In case there is any deviation, it should be clearly stated by the Bidder separately, describing deviation from Specifications, otherwise it would be presumed that offer is strictly in accordance with the requirement and specifications.
- 37) Bidder should quote their firm and final rates.
- 38) Any conditional, ambiguous or incomplete offer in any respect shall be ignored. No supplementary or revised offer after the opening of bids shall be entertained.
- 39) The bidder shall have to accept any further conditions introduced by the Government during the period of contract.
- 40) An affidavit on legal stamp paper of Rs. 100/- to effect that the Bidder has not been blacklisted in the past on any ground by any Government (Federal or Provincial), a local body or a public sector organization. The Bidder will be debarred from the bidding process for submitting a false statement.
- 41) Payment of the bills will be subject to the deduction of mandatory government taxes/levies.
- 42) Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services.
- 43) The contract will be awarded to the technically lowest evaluated responsive bidder.
- 44) Redressal of Grievances & settlement of dispute will be as per SPPRA Rule-2010 (Amended - 2013/14).

All terms & conditions must be complied with.

## ELIGIBILITY CRITERIA

1.	Name of the Firm	
2.	Address (Telephone, Fax & E-mail)	
3.	Year of Establishment <i>(Attach documentary evidence)</i>	
4.	Sales Tax Registration No. <i>(Attach documentary evidence)</i>	
5.	Income Tax No. (Annual Turnover supported by Income Tax Return)	
6.	Registration/Licences No. (if applicable) <i>(Attach documentary evidence)</i>	
7.	Whether Pay Order, for the Bid Security enclosed?	Yes [ <input type="checkbox"/> ]                  No [ <input type="checkbox"/> ]
8.	Clientage <i>(Attach as separate Annexure, if necessary)</i>	
9.	Experience related to similar assignments <i>(Attach as separate Annexure, if necessary)</i>	
10.	Managerial Capability a). Total No. of Permanent Staff: b). Total No. of Contract/Project Staff: <i>(Attach as separate Annexure, if necessary)</i>	a) _____ b) _____
11.	Assignment in Hand (Presently) <i>(Attach as separate Annexure, if necessary)</i>	
12.	Percentage of payment (Tentative) to be paid to the Staff out of total payment claimed by the bidder/firm from DUHS.	
13.	Banker's Name & Contact Details	
14.	Contact Person  Date: _____	_____ <i>Name &amp; Designation</i>  _____ <i>Authorized Signature &amp; Stamp</i>

## TECHNICAL EVALUATION CRITERIA

The bids will be evaluated as per the following criteria;

	<b>EVALUATION CRITERIA</b>	<b>Maximum Points</b>
01.	A certificate / affidavit that the firm (or consortium) is not black listed by any Government / Semi-Government / Autonomous Body etc., and is not involved in any kind of insolvency litigation.	10
02.	NTN Certificate - Mandatory (05) SRB / GST Registration Certificate (05)	10
03.	Networking setup across Pakistan (1 mark for each setup upto maximum 5)	05
04.	Financial Turn-over for the last three years showing the financial soundness of the bidder <ul style="list-style-type: none"><li>• Supported by Audit Reports (10)</li><li>• Balance Sheets (5)</li><li>• Bank Certificate showing the monthly Turn-over of Rs. 5.000 million or above (5)</li></ul>	15
05.	List of similar services provided to public sector organizations, during last 5 years.	20
06.	List of Services currently in operation. (4 points for each services)	20
07.	Managerial Capability	10
08.	List of Staff on permanent roster	10
<b>TOTAL POINTS</b>		<b>100</b>

### **NOTE:**

- I. Minimum 75 points are required to technically qualify.**
- II. The offer will not be entertained if the required documents have not been found attached.**
- III. Financial Bids of Technically qualified bidders will be opened exclusively.**

# FINANCIAL PROPOSAL PRICE SCHEDULE

S. NO:	DESCRIPTION	QUANTITY	RATE	UNIT	AMOUNT
1.	Monthly Maintenance of Standard UPS System. (Online & Interactive).				
	<b>a) 500 VA to 1 KVA</b> (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	300		Nos.	
	<b>b) 2 KVA to 3 KVA</b> (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	200		Nos.	
	<b>c) 5 KVA to 6 KVA</b> (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	20		Nos.	
	<b>d) 7 KVA to 12 KVA</b> (Green Power)	30		Nos.	
	<b>e) 60 KVA to 120 KVA</b> (Power Ware / Chloride / Master Plus / ELEN / Socomec / Riello / GE)	11		Nos.	
<b>TOTAL NO. OF UPS</b>		<b>561</b>			
<b>TOTAL AMOUNT FOR ONE MONTH</b>					
2.	Dry Battery 12 V - 7 Ah with manufacturer standard warranty.	2000		Nos.	
3.	Dry Battery 12 V - 5 Ah with manufacturer standard warranty.	120		Nos.	
4.	Dry Battery 12 V - 20 Ah with manufacturer standard warranty.	150		Nos.	
5.	Dry Battery 12 V - 40 Ah with manufacturer standard warranty.	300		Nos.	
6.	Dry Battery 12 V - 100 Ah with manufacturer standard warranty.	180		Nos.	
7.	Installation & Commissioning charges	1		Job	

**RATE CONTRACT WILL BE SIGNED FOR ONE YEAR (EXTENDABLE FOR FURTHER 3 YEARS WITH MUTUAL CONSENT)**



**FINANCIAL PROPOSAL**  
**PRICE SCHEDULE**

S. NO:	DESCRIPTION	QUANTITY	RATE	UNIT	AMOUNT
1.	Monthly Maintenance of stabilizer and isolation transformer.				
	a) <b>Isolation Transformer</b> 50 to 100 KVA (Stabimatic)	06		Nos.	
	b) <b>Stabilizer</b> 80 to 100 KVA (Stabimatic / Servo Motor)	06		Nos.	
	c) <b>Stabilizer</b> 10 KVA (Stabimatic & Green Power)	16		Nos.	
<b>TOTAL</b>		<b>28</b>			
<b>TOTAL AMOUNT FOR ONE MONTH</b>					

S. NO:	DESCRIPTION	QUANTITY	RATE	UNIT	AMOUNT
1.	Supply of UPS (1 Year or Manufacture Standard Warranty, whichever is more).				
	a) <b>3 KVA (Online / Interactive)</b>	25		Nos.	
	b) <b>5 to 6 KVA (Online)</b>	15		Nos.	
<b>TOTAL</b>		<b>40</b>			
<b>TOTAL AMOUNT</b>					

## **TECHNICAL SPECIFICATIONS**

The Client intends that the Company maintain / repair the **Un-interrupted Power Supply (UPS)** installed at various premises functioning under Dow University of Health Sciences, Karachi and hereinafter called the “Equipment”.

1. Company provides Service & Maintenance to keep the Equipment's in good working order according to manufacturer's service schedule including preventive maintenance.
2. Client will be entitled to call Service Engineer any time during the office hours 9:00 Hours to 1700 Hours Monday-to-Saturday, in case of emergency during the public holidays as well, without any visit fee in case of any problem with the Equipment. Preventive maintenance shall be done according to approved schedule in all respect.
3. Company's Qualified Engineer shall respond to the Service Call within two to four hours positively.
4. After the completion of work Company's Engineers will prepare the service report and shall give to the customer.
5. In the event of instrument failure, the Engineer will diagnose the fault and identify the parts needing replacement if it is not repairable and time required to identify the problem will depend upon the nature of problem.
6. In case of any major fault, Equipment or Parts would be collected for repair at workshop and Backup Equipment or Parts will be provided, if required.
7. All manufacturer-authorized software's updates, field change orders and hardware modifications which are mandatory will be installed charged as per actual price. Any new software and hardware that provides new features or capabilities will be sold at discounted price.
8. In case of any trouble before Preventive Maintenance Schedule Company will manage it.
9. Company Service Engineer will be responsible for the complete service of equipment for 12 months.
10. Company guarantees uptime during service contract (uptime will not less than 75%). The down time will be calculated at the end of every quarter. If the Down time is more than 75% equal to the number of days system was down beyond 75% the penalty shall be imposed equivalent to the average revenue loss in the preceding one month.
11. The replacement parts will be consigned to DUHS, Company will be responsible for any duties and taxes levied on the same.
12. Replacement of faculty parts will be charge by the firm separately under the supervision of Client.

## **CERTIFICATE**

- We guarantee to provide the requisite service exactly in accordance with the requirements / specification in the invitation to this tender.
- We accept the terms and conditions of the contract as well as general provision applicable to Government contracts.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

C.N.I.C: \_\_\_\_\_

Designation: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

E-mail Address: \_\_\_\_\_