



BIDDING DOCUMENT

**REPAIR AND MAINTENANCE SERVICES FOR
UNINTERRUPTED POWER SUPPLIES (UPS)
(REF NO: DUHS/W&S-NIT/097)**

N.I.T NO. DUHS/P&D/2022/11250, DATED: NOVEMBER 10, 2022

**OFFICE OF THE DIRECTOR
PLANNING & DEVELOPMENT
DOW UNIVERSITY OF HEALTH SCIENCES,
BABA-E-URDU ROAD, BESIDES CIVIL HOSPITAL, KARACHI**

NOTICE INVITING TENDER (NIT)



DOW UNIVERSITY OF HEALTH SCIENCES

No. DUHS/P&D/2022/11250

Dated: November 10, 2022

RE-TENDER NOTICE

Dow University of Health Sciences (DUHS), Karachi is a Public Sector University invites the sealed bids for following Services from well-reputed Companies / Bidders available on "List of Active Tax Payers of FBR websites (for Income Tax) & SRB (For Sales Tax).

S. No.	NAME OF BID	METHOD OF PROCUREMENT
1.	REPAIR & MAINTENANCE SERVICES FOR PASSENGER LIFTS AND PATIENT / BED LIFTS. (Ref No: DUHS/W&S-NIT/096)	Single Stage-Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
2.	REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS). (Ref No: DUHS/W&S-NIT/097)	Single Stage-Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
3.	REPAIR AND MAINTENANCE FOR AIR CONDITIONING AND OPERATION, REPAIR & MAINTENANCE OF PACKAGE UNITS. (Ref No: DUHS/W&S-NIT/098)	Single Stage - Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
4.	HIRING OF CLEARING AGENCY (Ref No: DUHS/W&S-NIT/099)	Single Stage - Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 2,000/- (Rupees Two Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Bid Security	2.5% of the total bid value.
Purchasing Date & Time	From the date of publishing to 29-11-2022 (10 a.m to 02 p.m)
Bids Delivery & Opening Date & Time	30-11-2022 at 11:00 a.m & 11:30 a.m.

Detailed Specification are mentioned in the prescribed tender documents alongwith terms and conditions. Bidding documents can be download from SPPRA website or Dow University of Health Sciences, website. Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms will be rejected.

In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted/opened on next working day at the given time. The Dow University of Health Sciences, Karachi (DUHS) reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended upto date).

ADDRESS FOR PURCHASING OF BIDDING DOCUMENTS, SUBMISSION AND OPENING OF BIDS:

Office of the Director Planning & Development, Dow University of Health Sciences (DMC Campus), 5th Floor Administration Block, Baba-e-Urdu Road near Civil Hospital Karachi.

DIRECTOR
Planning & Development
Dow University of Health Sciences, Karachi

www.duhs.edu.pk

Baba-e-Urdu Road, Karachi - 75200 Pakistan.
Tel: 021-99216065 Fax: 021-99216065



DOW UNIVERSITY OF HEALTH SCIENCES

Office of the Director, Planning & Development Department,
5th Floor, Administration Block, DMC Campus

BIDDING DOCUMENT **REPAIR AND MAINTENANCE SERVICES FOR** **UNINTERRUPTED POWER SUPPLIES (UPS)**

1. Introduction: -

1.1. Dow University of Health Sciences Karachi ('DUHS') is a Public Sector University founded in December 2003. DUHS has been developing tradition of excellence in education, research and community service. DUHS has educated and trained more than 8,000 students and residents from 20 academic institutes. The University has nearly **4,100 employees**, including approximately **850 faculty members** at present.

2. Objective: -

2.1 The objective of engaging a local service provider to provide equipment curative and preventive maintenance support services to ensure its optimal functionality and minimize downtime.

3. Scope of Work: -

3.1 Company provides Service & Maintenance to keep the Equipment's in good working order according to manufacturer's service schedule including preventive maintenance.

3.2 DUHS 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 scheduled in all respect.

3.3 Company's Qualified Engineer/Technician shall respond to the Service Call within two to four hours positively.

3.4 After the completion of work Company's Engineers will prepare the service report and shall give to the customer.

3.5 In the event of instrument failure, the Engineer will diagnose the fault and identify the parts needing replacement

3.6 In case of any major fault, Equipment or Parts would be collected for repair at workshop and Backup Equipment or Parts will be provided.

3.7 In case of any trouble before Preventive Maintenance Schedule, company will manage it.

3.8 Company Service Engineer will be responsible for the complete service of equipment during the contract period.

3.9 The company guarantees that the system covered by this agreement will achieve 95% uptime over the contract period. And below 95% will extend the term of agreement by three times the number of days the system was down. The 8 hours non-functioning of the equipment or any part thereof (all features as per specifications in contract/proposal) will be considered as one day down time.

3.10 The replacement parts will be consigned to DUHS, Company will be responsible for any duties and taxes levied on the same.

3.11 Replacement of faulty / out-of-order parts will be charge by the firm separately with prior approval from Head of that institute.

3.12 Annual / Quality preventive schedule of all equipment must be performed, and reports must be signed by relevant End user / Technical user, payment will be deducted if PPM's not performed.

3.13 Company will conduct Battery Testing (single + bank) and provide health check report quarterly.

3.14 The technician / engineer must have all tools and minor spares at all times on site (24 x 7 x 365)

4 **Obtaining of Bidding Document: -**

- 4.1 Bidding Document containing detailed terms & conditions can be obtained from Office of the Director, P&D, 5th Floor, Administration Block, Dow University of Health Sciences, Karachi against non-refundable payment of Rs. 2,000/- (in shape of Pay Order in favour of Dow University of Health Sciences Karachi) from the date of publishing of this NIT in the print media, **till 29-11-2022**. No tender document shall be sold on the date of opening of bid.
- 4.2 Bidding Document can also be downloaded from the Official website of DUHS i.e. <https://www.duhs.edu.pk/> or Sindh Public Procurement Authority i.e. www.ppms.pprasinhd.gov.pk, in this situation, the bidder is required to enclose bidding documents cost of Rs.2,000/- non-refundable as a pay order in favour of Dow University of Health Sciences Karachi.

5 **Bidding Procedure: -**

- 5.1 Bids are invited as per Single Stage – One Envelope Procedure in accordance with rule sub rule 1 of rule 46 of the Sindh Public Procurement Rules, 2010 (Amended up to date).

6 **Instructions to the Bidders: -**

- 6.1 Bidder must read all the contents of NIT as well as Bidding Document and understand all the requirements.
- 6.2 Bidder must ensure that the Bid Form / Price Schedule is filled in all respect, without any confusion.
- 6.3 There should not be any over-writing, double writing, crossed, additional conditions.
- 6.4 Rates are to be quoted clearly in digits as well as in words.
- 6.5 Each document/paper submitted by the bidder shall be signed/stamped by the bidder on the face of document.
- 6.6 Bids shall be submitted in accordance with Single stage – One Envelope Procedure.
- 6.7 Bidder shall examine the Bid Evaluation Criteria and insert appropriate document in the Proposal accordingly.
- 6.8 Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms shall be treated as rejected / non-responsive.

7 **List of documents to be enclosed: -**

- 7.1 Bidder(s) must ensure that the following documents are enclosed with the Technical Proposal.
- 7.1.1 Complete Bidding Document, duly signed and stamped on its each/every page as acceptance of all terms & conditions;
- 7.1.2 Original Bidding Document purchase receipt or Pay Order of Rs. 2,000/- in favor of Dow University of Health Sciences Karachi, as the case may be;
- 7.1.3 Bid Form / Price Schedule and Pay Order in respect of Bid Security;
- 7.1.4 Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate(s);
- 7.1.5 Copy of CNIC of signatory of the Bid Form/Price Schedule;
- 7.1.6 Complete profile and history of the Bidder/Participant including complete address and complete details of Directors including their CNIC Numbers and contact details.
- 7.1.7 List of present clients to whom bidder is providing the Repair and Maintenance Services for **Uninterrupted Power Supplies (UPS)** with name and contact persons, cell/telephone numbers and addresses.
- 7.1.8 Complete details of turn-over of at least last three years duly supported with the Audited Financial Statements/ complete Income Tax Return Forms of the bidder;
- 7.1.9 Copy of documents regarding affiliation/representation (subsidiary or merger) of foreign/local company etc., if any.
- 7.1.10 Affidavit on stamp paper duly notarized to the effect that the bidder is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government.
- 7.1.11 Affidavit on stamp paper duly notarized to the effect that bidder is not awarded any punishment from any Court of Law.
- 7.1.12 Affidavits duly notarized to the effect that the bidder has submitted the correct and complete information along with the bid/offer. If any document/information is found forged/engineered /fake/bogus at any stage, the bidder may be declared as Blacklisted in accordance with law and the performance guarantee and payment, if any may be forfeited.
- 7.2 Certificate from existing client stating satisfactory performance of the bidder.
- 7.3 Valid documentary evidence in support of evaluation and qualification criteria.

Financial Proposal

- 7.4 Bidder(s) must ensure that the following documents are enclosed with the Financial Proposal
- 7.5 Bid Security of required amount and form.

- 7.6 Bid Form / Price Schedule must be duly filled in all respect, without any confusion, there should not be any over-writing, double writing, crossed, additional conditions and Rates are quoted clearly in digits as well as in words for all individual items.
- 7.7 **Bidder(s) must understand that all payments / transaction shall be made in Pakistani Rupees (PKR) only.**
- 7.8 Bidder(s) must work carefully and gross rates to be quoted, including all applicable taxes and also incorporate the impact of Sales Tax. DUHS shall made payments after deduction of all applicable taxes including Income Tax & SST / GST and other taxes, if any.
- 8 Eligibility Criteria:** Bidder which meets the following **eligibility criteria / mandatory requirements** would be declared responsive for further evaluation as per the Evaluation Criteria specified in this bidding document. Verifiable documentary proof for all following requirements is a mandatory requirement, noncompliance will lead to disqualification.
- 8.1 Bidder shall complete all the terms & conditions of this Bidding Document.
- 8.2 one (1) original and ONE (1) copy OF technical proposal should be submitted. The original and all copies of the Technical proposal shall be typed or written in indelible ink (in the case of copies, Photostats are also acceptable) and shall be signed by a person or persons duly authorized to sign on behalf of the bidder. Original & copies of the document should be separately clearly marking each “ORIGINAL BID” and “COPY OF BID,” as appropriate. In the event of any discrepancy between them, the original shall govern
- 8.3 Bidder able to enclose the documents as per clause 7 of this bidding document.
- 8.4 Companies must be available on ‘List of Active Taxpayers’ of FBR (for Income Tax & GST) and SRB (For Sales Tax) websites.
- 8.5 Bidder must have at least one of Full-Time Electrical / Electronics Engineer/ Technician (with 3-year experience of repairing UPS without supervision) in the roster of personnel (24x7) on site.
- 8.6 Average Annual Turnover during the last 03 financial years up to the closing of last fiscal year should not be less than Rs. 10.000 Million.
- 8.6.1 Bidders past experience for providing the repair and maintenance services for uninterrupted power supplies (UPS) national organizations / multinationals / universities and Original satisfactory performance certificate must be attached as evidence. Must have 2 in hand contract and at least 5 contracts in different organizations during the last 5 years. If the contract extended by the employer for next 12 months more period all such projects shall be consider as separately yearly project.
- 8.7 Conformity with required terms and conditions of Scope of Work / Services / Technical Specification given in the Tender Document.
- 8.8 Backup UPS availability on same business day.
- 8.9 Must have well equipped workshop in Karachi.
- 8.10 Existing and any past service providers are only eligible for bidding upon providing Satisfactory Performance Certificates for respective periods of services from the Office of the Registrar duly signed and stamped. No other certificates will be accepted for eligibility.
- 9 Validity of Bids: -**
- 9.1 Bids shall remain valid for ninety (90) days w.e.f. date of opening of Technical Proposals. The bids without or less than Ninety (90) days validity will be rejected.
- 10 Alternate Bids: -**
- 10.1 Alternate Bids shall NOT BE ALLOWED, if any bidder elects to submit alternative bid(s) / proposal(s), both bids ORIGINAL and ALTERATIVE will be rejected straightaway.
- 11 Submission of Bids/Offers: -**
- 11.1 Sealed bids/offers to be dropped in the tender box placed at the office of the Director Planning & Development, Baba-e-Urdu Road, Karachi up to **11:00 am. on 30-11-2022**. The sealed bids/offers may also submit by mail, addressed to Director (P&D) on above address, however, under any circumstances, whatsoever, the sealed bids/offers shall be reached before the deadline for submission of bid. Any bid submitted / received late due to any reason whatsoever, shall not be considered at any stage and shall be returned un-opened. Any claim against the bids received late shall not be considered at any stage.
- 11.2 Bidders are advised in their own interest to take all precautionary measures for delivery of sealed bids before the deadline for submission of bid.
- 12 Opening of Bids: -**

- 12.1 The bids / Proposals shall be opened within one hour of deadline for submission of offer/bid in presence of the authorized representative(s) of the bidder(s), if they wish to present at the time of opening of bids.
- 12.2 In case of the date of opening of tender declared as Public Holiday by the Government of Sindh or Federal Government or non-working day due to any reason, the next official working day shall be deemed to be the date for submission and opening of tenders/bids/offers, accordingly. The time and venue shall remain same.

13 **Evaluation of Bids: -**

- 13.1 Bids/Offer including Technical Proposal/Financial Proposals to be evaluated by the Committee constituted by the DUHS for the purpose.
- 13.2 The Committee may seek the clarification from the bidder in writing or oral as the case may be, in case of committee deemed fit, however any clarification shall not be change the sanctity of original bid;
- 13.3 The Bids/Offer shall be evaluated conformity the requirements of terms & conditions of the bidding document based on the record / documentary evidence submitted by the bidder.

13.4 **Technical Evaluation Criteria**

- 13.4.1 The Bids shall be evaluated on complete Lot / Group / Package basis reflected in the Bid Form / Price Schedule. Bids for partial / limited item(s) shall not be considered and rejected.
- 13.4.2 The following merit point system for weighing evaluation factors / criteria will be applied for technical proposals.
- 13.4.3 Bidders achieving minimum 70% points / marks will be considered only for further process besides compliance of all mandatory clauses. Documentary evidence must be attached in support of your claim.
- 13.4.4 Only those Financial Proposals will be announced / considered which were technically qualified by the Committee.
- 13.4.5 Joint Ventures / Consortium Bids, conditional bids, telegraphic bids, bids not accompanied by bid security of required amount and form, bids received after specific date and time and bids of black listed firms shall be treated as rejected / non-responsive.

TECHNICAL PROPOSAL EVALUATION CRITERIA

S.NO	EVALUATION PARAMETERS/SUB-PARAMETERS	MAXIMUM POINTS
1.	Establishment of the Firm/company/ partnership / sole- proprietor (Credible documentary evidence must be provided)	Max. 10
	10 years or above	10
	06 years or above	07
	03 years or above	05
	Below 03 years	02
2.	Past Experience for providing the similar Services during the last 05 years (Credible documentary evidence must be provided)	Max. 20
	Purchase order / contract award / agreement / satisfactory performance certificate issued by Public / Private Sector Universities and/or Govt. / Semi Govt. organizations and/or large National / Multi-National organizations (04 points for each – up to 20 points max.).	20
3.	Technical Human Resource (Credible documentary evidence must be provided in the form of pay slips, during the last 06 months with account statements showing disbursement of salary)	Max. 30
	Graduate Mechanical Engineer (4 points for each – up to 12 points max.)	12
	DAE (Mechanical) (2 points for each – up to 08 points max.)	08
	Simple Technician (1 point for each – up to 10 points max.)	10
4.	Repair and Maintenance Facility (Credible documentary evidence must be provided)	Max. 10
	Local Repair and maintenance workshop / set-up	10

5.	Average Annual Turnover during the last 03 financial years (As per ITR / Audited Statements of Accounts must be provided)	Max. 20
	PKR 30 Million and above	20
	PKR 20 Million and above	15
	PKR 10 Million and above	10
	Below PKR 10 Million	00
6	Total Assets - upto last financial year (As per ITR / Audited Statements of Accounts)	Max. 10
	PKR 10 Million and above	15
	PKR 05 Million and above	10
	PKR 03 Million and above	05
	Below PKR 03 Million	00
TOTAL POINTS		100

13.5 Financial Proposal Evaluation:

- 13.5.1 Technically qualified/successful bidder(s) / Tenderer(s) shall be eligible for Financial Proposal(s). The Financial bids shall be opened in the presence of the Bidders at the scheduled date, time and venue communicated in advance.
- 13.5.2 Financial Bids / Proposals of Technically disqualified / rejected bidders will not be opened, and sealed envelope shall be returned to the bidder.
- 13.5.3 Bids not accompanied by the Bid Security of required amount and form shall be rejected.
- 13.5.4 Procuring Agency shall not be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Government at any time during execution/evaluation period shall be passed to the Procuring Agency.
- 13.5.5 The bidder whose offered rate is found lowest amongst other technically qualified shall be considered for acceptance of the offer provided that it fulfills the laid down terms and conditions of the tender.

14 Announcement of Bid Evaluation Report

- 14.1 Bids/Offer Proposals to be evaluated by the Committee constituted by the DUHS for the purpose.
- 14.2 The Bid Evaluation Report shall be announced and shall be hoisted on websites of the Authority and Procuring Agency and intimated to all the bidders at least three (3) working days prior to the award of Contract.

15 Award of Contract: -

- 15.1 The bidder whose offered rate is found lowest amongst other technically qualified bidders shall be considered for acceptance of the offer provided that it fulfills the laid down terms and conditions of the tender, irrespective of their score in the previous step.
- 15.2 DUHS reserve rights to cancel any/all bids, subject to the relevant provisions of SPP Rules 2010 (Amended upto date).

16 Signing of Contract: -

- 16.1 In case of award, the contractor shall sign the contract on appropriate stamp paper. All charges including payment of duty shall be borne by the Contractor.

17 Period of Contract: -

- 17.1 Initially contract shall be signed for a period of 12 months (01 year), however, extendable for a further period of two (02) years with consent of both parties. The bidder shall provide the services for extended period without any increase in rate.

18 Bid Security / Performance Guarantee: -

- 18.1 The Bidder shall enclose the **Bid Security not less than 2.5% of the total contract value of the 12 months (one year)** in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favour of Dow University of Health Sciences, Karachi issued by a scheduled bank in Pakistan valid for a period of 28

- days beyond the bid validity period. The Bid Security shall be attached with the Financial Proposal. Photocopy of the Bid Security shall be attached with the Technical Proposal after hiding the amount.
- 18.2 The Bid Security of unsuccessful bidder shall be returned after award of contract or within one week of expiry of bid.
- 18.3 The Successful bidder shall submit the **Performance Security / Guarantee not less than 5% of the total contract value of the 12 months (one year)** in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favour of Dow University of Health Sciences, Karachi issued by a scheduled bank in Pakistan valid for a period of ninety (90) days beyond the date of completion / expiry of the contract.
- 18.4 The Bid Security of successful bidder shall be returned after receipt of Performance Security / Guarantee. However, the successful bidder can adjust the Bid Security towards Performance Guarantee, in this situation, the successful bidder shall submit the balance amount on account of Performance Guarantee.
- 18.5 The Performance Security / Guarantee shall be forfeited, in case of bidder fails to provide the satisfactory services. The Performance Security / Guarantee of the bidder shall be returned after expiry of contract period.
- 19 **Commencement of Services: -**
- 19.1 Services shall be commenced from the date of signing of contract agreement.
- 20 **General Conditions: -**
- 20.1 A prospective bidder requiring any clarification(s) may notify to DUHS or an Officer authorized on its behalf in writing. The DUHS or concerned Officer authorized on its behalf will respond to any request for clarification, which is received well before 05 working days or more to the deadline set for the submission of bids. Copies of DUHS response will be forwarded to prospective companies (if not already clarified in the tender document or deemed necessary for the company).
- 20.2 It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract / Letter of Acceptance awarded under this Bid Process will be entertained by the DUHS. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.
- 20.3 Bidder shall comply with all Pakistani Laws, permits, codes and regulation applicable to the bidder's performance of services. Bids against the Government Rules and Policy, Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms will not be considered and will be rejected.
- 20.4 Bidder will follow the disciplinary rules of the DUHS.
- 20.5 The DUHS reserves the right to increase / delete the number of **Uninterrupted Power Supplies (UPS)** to be covered on the same rates and terms and condition of the Contract Agreement.
- 20.6 It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except arising from increase in quantity by the Bidder on the demand and approval of the Competent Authority of DUHS will be permitted throughout the contract period.
- 20.7 The tenderer should be fully and completely responsible for all the deliveries and deliverables to the DUHS. Bidder shall not claim or charge transportation, loading / unloading, labor or any other charges related to or in the name of logistics, accidents, insurance, freight etc.
- 20.8 Bidder shall be responsible for remedying the defect(s) on the same date on which complaint was launched.
- 20.9 Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.
- 20.10 Failure to supply required items / services within the specified schedule will invoke penalty as imposed by the competent authority of DUHS.
- 20.11 DUHS will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- 20.12 The Bidder will provide the Quarterly Repair and Maintenance Report to the nominated person of DUHS.
- 20.13 Bidder shall not be allowed to alter or modify his bid after the opening of the bids. However, the procuring agency may seek and accept clarification to the bid that do not change substances of the bids.
- 20.14 The Bids shall be evaluated in accordance with the specified evaluation / eligibility / qualification / responsiveness criteria and terms & conditions of the bidding document.
- 20.15 Bidding Documents shall take precedence, in case of discrepancies between the Invitation for Bids (IFB) / Notice Inviting Tender (NIT) and the Bidding Documents.
- 20.16 Bidder will depute the supervisors and other adequate staff for carrying out the desired services.
- 20.17 Bidder will be liable for 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.
- 20.18 During the currency of the contract, the firm will provide goods and services as per terms and conditions, to be settled later on in the shape of contract agreement.

21 **Payment: -**

21.1 Payment shall be processed on quarterly (3 months) basis.

21.2 Due payment will be made after completion of each quarter.

21.3 The Service Provider required to submit the following documents along with bill:

i. The contractor shall submit his bill in the prescribed form duly approved by competent authority.

ii. Invoice with covering letter, both duly signed and stamped by authorized officer.

iii. Copy of the Signed Contract.

iv. Original satisfactory performance certificate issued, and contract signed by the technical department.

v. Copy of any/all correspondence made with DUHS or any other agency / person / organization during that quarter.

vi. Evidence / support of all claims in bills.

vii. Any other details/documents, if required by DUHS.

viii. Preventive maintenance report, service report, uptime report, as per checklist.

22 **Redressal of Grievances by the Procuring Agency: -**

22.1 Redressal of Grievances & settlement of dispute will be as per Rule 31 of SPPRA Rule-2010 (Amended upto date).

23 **Cancellation of Contract: -**

23.1 If the contractor fails to provide the satisfactory services, the DUHS shall be entitled at his option to cancel the contract and recover the damages besides forfeiture of Performance Guarantee. The DUHS shall not be liable to any risks and costs whatsoever in consequence of such cancellation of the contract.

24 **Arbitration: -**

24.1 Any difference or dispute or liability of whatsoever nature arising out of the contract or in any way relating to the contract or to its construction or fulfillment should be settled as far as possible, amicably between the DUHS and Contractor. If the parties fail to come to an amicable settlement the same shall be referred to the award of Arbitrators to be nominated one each by the DUHS and Contractor within fifteen (15) days of notice from either side or in the case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing prior to proceeding with the arbitration. The decision of the Arbitrators or the Umpire, as the case may be, shall be final and binding on both the parties. The arbitration shall take place at Karachi, under Pakistani Law of Arbitration.

25 **Applicable Laws: -**

25.1 The Contract shall be governed by the Laws of Pakistan and the Courts of Karachi – Pakistan shall have exclusive jurisdiction.

BID FORM / PRICE SCHEDULE

(To be submitted on Official Letterhead of the company duly Signed & Stamp)

Sr. No:	Description	Quantity	Unit	Monthly Rate Per Unit	Total Amount (PRs.)
1.	Monthly Maintenance of Standard UPS System. (Online & Interactive).				
	a) Interactive - 500 VA (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	230	Nos.		
	b) Interactive - 1 KVA (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	230	Nos.		
	c) Interactive - 2 KVA (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	150	Nos.		
	d) Interactive - 3 KVA (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	150	Nos.		
	e) Online - 5 KVA TO 7 KVA (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	50	Nos.		
	f) Online - 10 KVA TO 12 KVA (Green Power / APC / Stabimatic / Ralio / Powertek / Lipord)	50	Nos.		
	g) Online - 60 KVA (Power Ware / Chloride / Master Plus / ELEN / Socomec / Riello / GE)	10	Nos.		
	h) Online - 80 KVA (Power Ware / Chloride / Master Plus / ELEN / Socomec / Riello / GE)	05	Nos.		
	i) Online - 100 KVA (Power Ware / Chloride / Master Plus / ELEN / Socomec / Riello / GE)	05	Nos.		
	j) Online - 120 KVA (Power Ware / Chloride / Master Plus / ELEN / Socomec / Riello / GE)	10	Nos.		
2.	Monthly Maintenance of stabilizer and isolation transformer.				
	a) Isolation Transformer 50 to 100 KVA	06	Nos.		

	(Stabimatic)				
	b) Stabilizer 10 KVA (Stabimatic / Servo Motor)	12	Nos.		
	c) Stabilizer 80 KVA to 100 KVA (Stabimatic & Green Power)	06	Nos.		
TOTAL MONTHLY AMOUNT					
TOTAL - YEARLY AMOUNT (FOR 12 MONTHS)					
BID SECURITY 2.5%					
<u>FIGURE IN WORDS :</u>					

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

OPTIONAL – ONE TIME RATE

(The rates of batteries would not be included in the earnest money/bid security)

Sr. No:	Description	Quantity	Unit	Rate Per Unit	Total Amount (PRs.)
3.	Dry Batteries 12V 1.5 Ah	01	Each		
4.	Dry Batteries 12V 5 Ah	01	Each		
5.	Dry Batteries 12V 7Ah	01	Each		
6.	Dry Batteries 12V 9Ah	01	Each		
7.	Dry Batteries 12V 20 Ah	01	Each		
8.	Dry Batteries 12V 40Ah	01	Each		
9.	Dry Batteries 12V 100Ah	01	Each		
TOTAL (AS WHERE & WHEN REQUIRED)					

Battery and charger PPM Checklist

- Check and record the overall float voltage at the battery terminals (not at the rectifier charger)
Measure the pilot cell voltage
- Make a visual cell and rack check as to general appearance, cleanliness, cracks in cells, electrolyte leakage, or evidence of corrosion.
- Check rectifier charger output current and voltage
- Check electrolyte levels
- Check ambient temperature and condition of ventilating equipment
- Check pilot cell voltage, specific gravity of flooded lead-acid pilot cells, electrolyte temperature of flooded pilot cells and terminal temperatures of valve-regulated pilot cells
- Check all cell voltages, specific gravities of all flooded lead-acid cells and all terminal temperatures of valve-regulated batteries.
- Check total battery voltage.
- Check 10 percent of inter-cell connection resistances chosen at random.
- Clean and provide corrosion protection of cells terminals, and racks, and add water to adjust electrolyte levels as necessary.
- Provide an equalizing charge if cells are unbalanced.
- Analyze records and report any recommendations.
- Provide a detailed visual inspection of each cell
- Check all bolt connections and adjust if required.
- Check inter-cell, inter-tier, and battery terminal connection resistances.
- Check integrity of the battery racks.
- Record the AC ripple voltage going to the battery and ensure that the rectifier-charger filtering circuits are maintaining a ripple output that meets the battery manufacturers' requirements on both a continuous and intermittent (spikes, transients) basis.

UPS PPM Checklist

- Perform visual checks and operational tests of all UPS equipment and associated switch gear.
- Review maintenance logs and log all alarm operations and output
- Complete a functional checkout and test of the UPS diagnostic systems.
- Check environment, temperature, dust, moisture, room vents, etc.
- Clean and tighten all power connections at the input and output terminals, at all circuit breakers, and at the terminal posts and fuses on the rectifier and inverter legs.
- During the inspection, check all power cabling for abrasions and burn spots. Visually check components for signs of overheating, swelling, leaking, etc.. Visually check printed circuit board alignments.
- Replace air filters at regular intervals. Site conditions will determine how often the filters should be replaced, but generally, they will need to be replaced at least every 6 months in clean environments. If more frequent replacement is required, the cleanliness of the environment should be upgraded.
- Check and calibrate each system, to include switchgear and circuit breakers, meters, and alarm levels for frequency, voltage, current, transfer, trip, alarm, etc.\
- Perform system and component functional tests on all UPS equipment to insure proper functioning within specified parameters.
- Run all UPS system diagnostics and correct all diagnosed problems.
- Resolve any previous outstanding problems, review operation with user personnel, and report any power enhancement or equipment operation recommended changes.
- Replace control batteries at least every 2 years. If the control batteries have been used without inverter or bypass AC power, they may need replacement sooner.
- Open all doors, drawers, and covers. Perform a thorough inspection of all cabinets for foreign objects. Perform a thorough dusting and vacuuming of all cabinet interiors. Use only rubber or plastic vacuum attachments to clean drawers and cabinets.
- The exterior panels can be cleaned with a mild cleaning solution. Transparent panels should be cleaned with a mild soap and water solution only. Restore all doors and covers to their secured condition
- Off-line load test the UPS system to ensure that the system is completely functional (annual and after each repair)

**INTEGRITY PACT
(AFFIDAVIT)**

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY
THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH
RS.10.00 MILLION OR MORE**

M/s. _____, the service provider hereby declared that:

- (a) Its intention not to obtain the procurement / services / work of any contract, right, interest, privilege, or other obligation or benefit from the DUHS or any administrative or financial offices thereof or any other department under the control of the DUHS through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the bidder / company / firm / agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not give nor agreed to give and shall not give or agree to give to anyone within the DUHS directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the DUHS, except that which has been expressly declared pursuant hereto.
- (c) The bidder / company / firm / agency / accepts full responsibility and strict liability for making any false declaration / statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract / order obtained aforesaid shall without prejudice to any other right & remedies available to the DUHS under any law, contract, or other instrument, be stand void at the discretion of the DUHS.
- (d) Notwithstanding any right and remedies exercised by the DUHS in this regard, bidder / company / firm / agency agrees to indemnify the DUHS for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the DUHS in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the bidder / company / firm / supplier / agency / service provider as a fore said for the purpose of obtaining or inducing procurement / work / service or other obligation or benefit in whatsoever from the DUHS.

Dow University of Health Sciences
Signature & Seal

(Name of Security Firm)
Signature & Seal

Note: This integrity pact is mandatory requirement other than auxiliary services / works.

FORM OF CONTRACT
(Specimen purpose only)

THIS AGREEMENT made on this _____ day of _____ 2022 between M/s. _____
_____ (Name and Address of the Contractor) (hereinafter referred to as the CONTRACTOR, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the ONE PART and the DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI (herein after referred to as the DUHS, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

WHEREAS the Contractor is a service provider
AND

WHEREAS the DUHS is procuring agency. The DUHS intends to hire firm for **Repair and Maintenance Services for Uninterrupted Power Supplies (UPS) (Ref: No. DUHS/W&S-NIT/097)**, therefore, invited bids through N.I.T No. **DUHS/P&D/2022/11250, Dated: 10-11-2022.**

WHEREAS the Contractor (successful bidder) submitted his bid vide _____ in accordance with the bid document and was selected as “successful bidder” pursuant to the bidding process and negotiation on contract prices, awarded the “Letter of Acceptance / Intent” (LoA/LoI) No. to the Contractor on _____.

BOTH THE PARTIES HERETO agree to abide the terms and conditions as mentioned in:

(Conditions of Contract) of Tender Document

(Signature of Contractor / Authorized Representative)

Name: _____
Designation: _____
Address: _____
Seal: _____

(Signature of Authorized Officer of the DUHS)

Name: _____
Designation: _____
Address: _____
Seal: _____

WITNESS – 1

Name: _____
CNIC#: _____
Address: _____

WITNESS – 2

Name: _____
CNIC#: _____
Address: _____