

STANDARD BIDDING DOCUMENTS



GOVERNMENT OF SINDH

**SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF
TRAUMA KARACHI**

Reference # PROC/SMBBIT/(R&M-08)2019-20

**SERVICING MAINTENANCE WITH PARTS & CONSUMABLES
OF LAUNDRY SYSTEM**

At

SMBB Institute of Trauma , Karachi

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INSTRUCTIONS TO BIDDERS

1. Shaheed Mohtarma Benazir Bhutto Institute of Trauma invites sealed bids on single stage one envelope systems 46(1) as per Sindh Public Procurement Rules 2010(Amended till date), from Service Provider & Contractors for **Servicing Maintenance with parts & Consumables of Laundry System**, mentioned in Annexure **B. PROC/SMBBIT/(R&M-08)/2019-20**.
2. Bidders are required to check that Tender Documents issued to them are complete in all respects as per table of content.
3. Bidders should examine carefully the table of content. They should visit and inspect the site at their own expense and responsibility and obtain all necessary information prior to submitting the Tender. Any detail/specification missing in the document should be obtained from Planning & Procurement Department before bidding. Once the Tender is submitted, it will be assumed that no further clarification was required.
4. The original bid shall be typed or written in indelible ink by the bidder or person duly authorized. The person or persons signing the bid shall initial all pages of the bid. The name and designation of each person signing must be mentioned below the signature.
5. No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the procuring agency may seek and accept clarification to the bids that do not change substances of the bids.
6. The Procuring Agency may reject all bids or proposal at any time prior to the acceptance of a bid or proposal. The procuring agency upon request communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposal, but is not required to justify those grounds.
7. The quoted rates should include all costs of whatsoever description and expenses necessary for the whole work together with all risks, taxes, liabilities and obligations, specific or implied, in the Tender Documents. Arithmetical errors, if any shall be corrected and Tender price amended accordingly.
8. No unauthorized alteration may be made in the Tender documents. If any such alteration is made, tender may be liable for rejection.
9. Clarification, revision, addition or deletion, in the tender documents may be made by the authority before the submission and opening of Tender in the form of Addendum/Corrigendum. This will be made only by formal Addendum/ Corrigendum issued by the concerned authority and will become part of the contract documents. Each Addendum shall be signed by the Vendor and returned with other Tender documents.
10. The vendor has to quote only one rate for each work as per tender specifications. Hand written tenders or any over writing, cutting, should be signed.
11. The entire Tender Documents, listed duly priced, signed & stamped on each page and completed must reach at designated place in due time and dates as defined in the Bidding Data of the Tender.

12. Contractor who will win the tender will be required to enter into a Contract Agreement as defined in the Form of Agreement. Failing so, Procuring Agency may take necessary action against Contractor as deem fit.
13. All manufactured and other items should be used in the work in accordance with the instructions, specifications in the Tender Document and also in accordance with generally accepted norms of good workmanship.
14. Quantities of tender items are on estimated basis. They could vary according to the sanctioned amount as per discretion of Procurement Committee.

TERMS & CONDITIONS OF TENDER

- a) SMBB Institute of Trauma Karachi invites sealed bids on **Single Stage One Envelope Procedure** as per clause 46(1) of Sindh Public Procurement Rules 2010 (Amended till date) from Interested Bidders for **Servicing Maintenance with parts & Consumables of Laundry System**.
- b) Tender Fee in shape of pay order in favor of “**Shaheed Mohtarma Benazir Bhutto Institute of Trauma Karachi**” must be attached; else the offer will be rejected.
- c) The Contractors / Suppliers / Manufacturers / Authorized Distributors will attach **BID SECURITY** (as per amount mentioned under Bidding Data) in shape of pay order issued from any scheduled Bank of Pakistan in favor of “**Shaheed Mohtarma Benazir Bhutto Institute of Trauma (SMBBIT)**” in the financial proposal.
- d) **PERFORMANCE SECURITY:** The successful bidders will have to deposit the requisite Performance Security Bond in the shape of Bank Guarantee at 5% of the Contract Value. The same will be released three month beyond the successful completion of contract period.
- e) Bid / offer will be evaluated as per criteria and the bid’s terms & conditions.
- f) If a discrepancy is found between the unit price and the total price; unit price would be considered as correct.
- g) Bid should be inclusive of all Government taxes (if applicable) and the same will be paid by the Contractor except withholding tax.
- h) 0.35% of contract amount should be placed on contract agreement as stamp duty on stamp paper of value (Rs.100)
- i) The firm will be responsible for execution of **Servicing Maintenance with parts & Consumables of Laundry System** at consignee address. (SMBB Institute of Trauma Karachi (If it fails the Security Deposit will be forfeited).
- j) Procurement Agency Committee shall disqualify a contractor, whether pre-qualified or not, if it finds at any time, that the information submitted by him/her concerning his/her qualification and professional, technical, financial, legal, or managerial competence as contractor was false and materially inaccurate or incomplete at any stage.
- k) 20% of the due Sindh Sales Tax (if applicable) will be deducted from the bill of the Contractors / Suppliers while remaining 80% will be deposited by the Contractors / Suppliers themselves.
- l) The bid security will be forfeited to the Government, if the bidder withdraws his bid after opening and before the expiry of the bid validity period or fails to sign the contract in stipulated time if the bid is accepted.
- m) Conditional tender and tender without bid security shall not be considered.
- n) GST / Income Tax Certificate must be accompanied with tender.
- o) The Procuring Agency may reject all or any bid at any time prior to the acceptance of a bid or proposals, subject to the relevant provision of SPP Rules, 2010 (Amended till date).
- p) Bids shall remain valid for 90 days after the date of bid opening and same may be extended in terms of Rule 38 (2) (3) (4) of SPPRA Rules.
- q) No tender will be entertained without Bid Security. The same will be forfeited to Government Treasury, in case of non-submission of Performance security within seven (7) days of receipt of the offer letter.
- r) Bids submitted late due to any reason what so ever, shall not be considered and returned unopened to the bidder or his authorized representative.
- s) If the Contractor fails to execute within the stipulated period, liquidity charges will be imposed.

I / We agree to above mentioned terms & conditions:

Name of Contractor _____ Signature _____

(CNIC NO _____ (Copy must be attached).)

Full Address _____

Rubber Stamp _____

BIDDING DATA

Procuring Agency	:	SMBB Institute of Trauma
Address	:	Chand Bibi Road, Karachi
Bid Validity	:	90 Days (As per SPPRA Rule 2010 (amended till date))
Amount of Bid Security	:	2% of total bid value
Last date of Selling of Bid	:	As mentioned in NIT
Date of Submission of Bid	:	As mentioned in NIT
Place for Submission	:	13th Floor of SMBBIT Procurement Department
Date of Opening of Bid	:	As mentioned in NIT
Place of Opening	:	12th Floor of SMBBIT Seminar Hall
Performance Security	:	5% of the Contract Value
Language of Bid	:	English
Bid Price	:	PKR
Advance Payment	:	No Advance Payment will be allowed
Period of Completion	:	Financial Year 2019-20
Liquidity Damages	:	0.03% of the bid price per day after the period of Completion up to 10% maximum depends upon the damages done due to non-supply.
Inspection Authority	:	Nominated Inspection Committee
Place of Delivery	:	Store of SMBB Institute of Trauma

(ANNEXURE – A)

CRITERIA FOR EVALUATION OF SERVICING MAINTENANCE WITH PARTS & CONSUMABLES OF LAUNDRY SYSTEM AT SMBB INSTITUTE OF TRAUMA KARACHI

Mandatory Requirements:

- Should comply Terms & Conditions of the Standard Bidding Documents.
- Should be registered with Income Tax Department (NTN should be attached).
- Should be registered with Sindh Revenue Board (SRTN Certificates should be attached).
- Relevant experience of last three years.
- Turnover of at least three years (5 million)
- Bank Certificate / Statement for last three years should be attached.
- Copy of Registration certificate with SESSI.
- Copy of Registration certificate with EOBI.
- Bidders providing services at SMBBIT will obtain & submit Satisfactory Performance Certificate from competent authority along with technical proposal.
- Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted and litigated by any institute of Federal, Provincial Government or any Department / Agency / Organization / Autonomous body or Private Sector Organization anywhere in Pakistan. **(Undertaking should be as attached sample as per Table of Content Point # 12).**

S. #	Evaluation Criteria	Marks
1.	Company Profile (will be marked according to the profiles of competitors after comparison) In Business Five Years= 15 Below Five Years = 10	15
2.	List of Machinery Equipment / Tools which will be utilized by the Contractor to carry out desired operations.	15
3.	Maintenance Service Plan (list of duties/activities perform on daily / weekly / monthly basis etc. for Periodic Preventive Maintenance-PPM and total number of trouble shooters and their deployment as per Point B of B.O.Q.	25
4.	Should have experience of running and maintenance of Laundry system in Healthcare Industry (preferably PRIMUS-USA equipment & machinery hospitals / pharmaceutical plant) (15 marks for each)	45
Total		100

Qualifying marks – 70 marks

(ANNEXURE – B)

**BILL OF QUANTITIES FOR
REPAIR, MAINTENANCE & SERVICING (WITH PARTS & CONSUMABLES) OF LAUNDRY SYSTEM AT
SMBB INSTITUTE OF TRAUMA, KARACHI**

Bidder should possess the required skills and acumen to maintain/repair and perform the calibration according to the International Standards and Manufacture’s specifications of the equipment hereinafter mentioned and to maintain the below mentioned equipment, .

DETAILS OF EQUIPMENT:

Section A:

S#	MAKE	MODEL	Quantity
01.	PRIMUS-USA	WASHER EXTRACTOR Size: 66 KG, 55 KG and 28KG	03
02.	PRIMUS-USA	TUMBLE DRYER	02
03.	PRIMUS-USA	IRONER	03
04.		STEAM GENERATOR 1000kg/h	01
05.		STEAM GENERATOR 500kg/h	01

SCOPE OF WORK

A. Servicing & Maintenance with Parts & Consumables;

1. Bidder will carry out Quarterly Preventive Maintenance (PPM) and Calibration (or as required in Preventive maintenance manual). The PPM will be carried out as per instructions given by Original Equipment Manufacturer (OEM) including with below mentioned
 - Function and operation safety check.
 - Adjustment, setting and lubrication.
 - Calibrations on all required parameters.
 - Correction of detected defects which result from normal wear and tear and replacement of parts, if necessary, to enhance quality.
 - Update of originally purchased software whenever made available by the factory.
 - Field modification, if any, recommended by the factory to improve performance and reliability.
2. Bidder will provide lubrications and all material including installation software required for the servicing & maintenance of above mentioned equipment.

3. Bidder will also be required to carry out necessary repairs, within the scope of this SBD and as and when required by the Procuring Agency. Furthermore, Bidder shall provide support to operating staff of the “**Equipment**”; as and when considered necessary by the Procuring Agency.
4. Bidder should submit the service report to the Bio-Medical department and In-charge Laundry along with checklist duly completed in all respects after successful completion of each PPM & Calibration for verification and signatures by all concerned.
5. Bidder should provide proper plan of PM and Calibration of Laundry Equipment from the date of contract starts.
6. Bidder must have complete range of Calibrator, Tester (Tools) for above mentioned Equipment, which will be verified by our Bio-Medical Engineer (mandatory).
7. Bidder will deploy only those biomedical/electronic engineers (at least 2) who have the required valid certificate of training till date from the manufacturer of installed machinery [certification will be verified by Biomedical Engineering Department], and also share the complete list so only those engineers/technicians will carried out work on said equipment’s.
8. Bidders are required to visit at Laundry department before submission of their bid and have complete data of functional and nonfunctional equipment and repair them accordingly as per contract criteria.
9. Bidder will provide one year warranty of all replaced parts.
10. The replaced parts should be delivered at Bio-Medical Department of SMBB Institute of Trauma.
11. Bidder should share the operating manual, service manual and parts list with operating and service password to our biomedical engineering department and it’s mandatory.
12. If equipment is malfunctioning or not working properly then down time period would start i.e. if machine remain out of order for more than one day; then one and half day increase in contract of concerned equipment will be charged but if any part required from manufacturer then downtime period not calculated for a month but after a month the down time should be calculated, are mentioned below;

90%	→ No Down Time
Below 90%	→ 1.5 days increase daily
Below 75%	→ 3.5 days increase daily
Below 50%	→ 5 days increase daily

B. Trouble Shooters:

- Bidder shall provide a fully qualified engineer & technical staff [as per point #7 of section A] to carry out the obligations under this contract. Such engineer or technologist or technical staff shall respond to service calls immediately on24/7 basis, incase deployed on call or immediately if available on floor, during the entire period of this contract.

- Bidder on receipt of any complaint of malfunctioning of the equipment will immediately detail qualified service engineers or technical staff who will troubleshoot the fault & identify/confirm defective part on site and submit defective part/s within.

C. Providing & Fixing of Spare Parts:

- Bidder shall submit detailed part catalogue by Manufacturer for the items other than covered under warranty by the supplier of these machinery and equipment. Bidder will submit the list of parts to maintain the same in good working condition. All parts which will become unserviceable shall be replaced by the bidder on approved contract rates. Replaced part/s shall become the absolute property of the Procuring Agency.
- Bidder will be responsible to arrange the availability of fast moving spares & expendables off the shelf and supply and replace the part within 24 Hours. However, if the required parts are to be procured from the Manufacturer/ abroad; firm will arrange the same fastest means within seven (07) working days
- However, if Procuring Agency desires it can arrange procurement of spare parts direct from Original Equipment Manufacturer-OEM or from the distributor.

D. General Conditions:

- Laundry and Biomedical Department shall be informed of the visit of contractor/assigned staff and a log book shall be maintained duly signed by concerned department.
- Laundry and Biomedical Department should always be informed in writing prior to undertaking any repair or PPM of the contractual equipment.
- Bidder shall not divulge or communicate to any person any trade secret or information pertaining to PA which is for the time being confidential and is not in the public domain and the information which the bidder or its employees may have received or obtained during the term of this agreement and or as the consequence of provision of the services. This clause shall survive even after the conclusion or termination of contract agreement with successful bidder.
- When Bidder shall find that normal service cannot maintain the equipment in good working condition, and parts are to be changed, or overhauling is required, then the bidder would carry out the same with prior approval from competent authority.
- Engineer must visit to SMBB Institute of Trauma a week (Mandatory)
- Engineer must have to report technical department and after they will work a Laundry machines.
- All major work carried out in morning to evening, no major works start in absence of technical department rest of complaints done on as per tender criteria

Financial Proposal:

S.#	Particular	Qty.	Amount Per Year	Amount In Words
A	Servicing Maintenance with parts & consumables and troubleshooting	L/S		

Note:

Financial proposal must be submitted on company letter head duly signed / stamped/ type in figure and words of the total amount; else the offer would be rejected

Signature of Contractor / Supplier: _____

Name of Firm with full Address: _____

E mail Address: _____

Ph. Office: _____ Fax: _____ Res: _____ Mobil: _____

BID LETTER FORM

From:

(Registered name and address of the bidder)

To:

Chief Operating Officer,
Shaheed Mohtarma Benazir Bhutto Institute of Trauma,
Karachi – 74200

Dear Sir / Madam,

Having examined the bidding document and amendment thereon we the undersigned, offer to provide services to the works including in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated_____

Tender Title:

We undertake to provide services/execute the above project or it part assigned to us in conformity with the said bidding documents for an estimated sum of Rs._____ (Rupees - _____) (total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by SMBBIT or its user organization.

If our bid is accepted, we undertake to;

- 1) Provide services/execute the work according to the time schedule specified in the bid document,
- 2) Obtain the performance guarantee of bank in accordance with bid requirements for the due performance of the contract, and
- 3) Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- 4) We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Date:

Bidder's signature
and seal.

CONTRACT FORM

THIS AGREEMENT made the Day of(year) Between the Procuring Agency (hereinafter “the SMBBIT”) of one part and(Name of Vendor) of(City and country of Vendor) (Hereinafter “the Supplier”) of the other part:

WHEREAS the SMBBIT is desirous that certain Supplies, as described in the bid document and briefly outlined below, should be provided by the Vendor.

Date of tender call:

Tender Title:

Brief outline of the work:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS;

In this agreement words and expression shall have the same meanings as are respectively assigned to them in the bid document referred to.

The following document shall be deemed to form and be read and construed as part of this Contract, viz..

- 1) Bid document(s)
- 2) Pre-bid conference minutes if any,
- 3) Clarification on bid document issued if any,
- 4) SMBB Institute of Trauma notification of award.

In case of conflict among documents mentioned above, the documents mentioned above in reverse order will prevail over other documents. In consideration of the payments to be made by the SMBBIT to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the SMBBIT to provide the services (Tender Title) and to remedy defects therein conformity, in all respects, with the provisions of the contract.

The SMBBIT hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

Brief particulars of the services which shall be supplied/provided by the Supplier are as under:

Solutions, service or material	Quantity	Unit price	Amount	Remarks

IN WITNESS whereof the parties hereto have caused this Agreement executed the day and year above written

Signed, sealed, delivered by _____ the (for the Procuring agency)

Signed, sealed, delivered by _____ the (for the Supplier)

**FORM OF PERFORMANCE SECURITY
(Bank Guarantee)**

Guarantee No.: _____

Executed on: _____

Expiry date: _____

[Letter by the Guarantor to the Employer]

Name of Guarantor (Bank) with complete address (Scheduled Bank in Pakistan):

Name of Principal (Contractor, Manufacturer, Supplier or any bidder) with complete address:

Penal Sum of Security (express in words and figures):

Letter of Acceptance No. _____ Dated: _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the are e of the said Principal we, the Guarantor above named, are held and firmly bound unto the Chief Operating Officer (C.O.O), SMBBIT, Karachi (hereinafter called the Employer) in the penal sum of the amount stated above for the payment of which sum well and truly to be made to the said Employer, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH that whereas the Principal has accepted the Employer's above said Letter of Acceptance for _____ (Name of Contract) for the _____ (Name of Project).

NOW THEREFORE, if the Principal (Contractor) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents- during the original terms of the said Documents and any extensions thereof that may be granted by the Employer, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Condition of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defences under the Contract, do hereby irrevocably and independently guarantee to pay to the Employer without delay upon the Employer's first written demand without cavil or arguments and without requiring the Employer to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Employer's written declaration that the Principal has refused or failed to perform the obligations under the Contract which payment will be effected by the Guarantor to Employer's designated Bank & Account Number.

PROVIDED ALSO THAT the Employer shall be the sole and final judge for deciding whether the Principal (Contractor) has duly performed his obligations under the Contractor has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Employer forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above-bounden Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

Witness:

Guarantor (Bank)

1. _____
(Name, Title, Signature & Seal)

2. _____
(Name, Title, Signature & Seal)

Signature: _____

Name: _____

Title: _____

AFFIDAVIT (on Judicial Stamp Paper)

I/We, the undersigned [Name of the Supplier] hereby solemnly declare and undertake that:

1. I/We have read the contents of the Bidding Document and have fully understood it.
2. The Bid being submitted by the undersigned complies with the requirements enunciated in the bidding documents.
3. The Goods that we propose to supply under this contract are eligible goods within the meaning of this SBD.
4. The undersigned are also eligible Bidders within the meaning of the Standard Bidding Documents.
5. The undersigned are solvent and competent to undertake the subject contract under the Laws of Pakistan.
6. I/We have not paid nor have agreed to pay, any Commissions or Gratuities to any official or agent related to this bid or award or contract.
7. I/We are not blacklisted or facing debarment from any institute of Federal, Provincial Government or any Department /Agency/Organization/Autonomous body or Private Sector organization anywhere in Pakistan.
8. That undersigned has not employed any child labor in the organization/unit.
9. I/We understand that the Selection and Rate Contracting Committee of the Procuring Agency is not bound to accept the lowest or any other bid they may receive.

I/We affirm that the contents of this affidavit are correct to the best of our knowledge and belief.

Signatures with stamp

Name: _____

Designation: _____

CNIC No. _____

For Messrs. [Name of Supplier]