

**OFFICE OF THE MEDICAL SUPERINTENDENT**  
**FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD**

Tender price Rs.2000/- (Non refundable)

Tender inquiry for service maintenance contract for **Dental Unit (Calesta-II) with dental X-Ray.**

**“Annex-A”**

Advertisement No.

Scheduled to invitation to advertisement tender:

<b>Last date of issuance of tender</b>	10.05.2023
<b>Last date of receipt of tender</b>	11.05.2023
<b>Last time of receipt of tender</b>	11:00 A.M
<b>Date &amp; time of opening</b>	11.05.2023, 11:30 A.M

**Note:**

Please read the following notes and instructions carefully.

1. Rates should be quoted for service maintenance contract for one year with parts as per terms & conditions attached.
2. Overwriting/ cutting should be avoided, if inevitable must be signed.
3. Quotation should be sealed and write the tender category and opening date on envelope.
4. Please sign and stamp each paper of tender for this office.
5. Any offer not received as per terms and conditions of the tender inquiry is liable to be ignored.  
No offer shall be considered if:
  - Received ***without call deposit (2% of the quoted value)*** from the firm
  - It is received after the time and date fixed for its receipt.
  - The tender is unsigned.
  - The offer is ambiguous
  - The offer is conditional
  - The offer is from a firm, black listed, suspended or removed from the approved list.
  - The offer is received by telegram
  - Offer received shorter validity than required.
  - Received without original tender receipt.

**Terms and condition:**

Copy of terms and conditions is attached which should be read carefully and signed by the tenderer and enclosed along with the quotation.

  
Medical Superintendent  
Faisalabad Institute of Cardiology,  
Faisalabad

# FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD.

## FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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Phone No.

E-Mail No.

FAX No.

Web No.

- The contracting firm shall maintain an office with regular staff in Faisalabad during contract period  
Faisalabad office address.

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Phone No.

E-Mail No.

FAX No.

Web No.

- Please mention chamber of commerce Registration (CCR) (Please attach the copy):

CCR No.	Date of issue	Validity date

- Firm must have National Tax Number and General Sale Tax Number (Please do attach the copy)

National Tax Number	
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General Sale Tax Number	
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**NOTE: QUOTATION OF FIRM WHICH DOES NOT HAVE NATIONAL TAX NUMBER NTN AND GENERAL SALES TAX NUMBER (GST) WILL NOT BE ENTERTAINED.**

All terms & Conditions are accepted  
and quoted rates are inclusive of all taxes.

Signature and Name of Proprietor/ Authorized Person

\_\_\_\_\_ Firm Name

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**FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD**

For service maintenance contract of **Dental Unit (Calesta-II) with dental X-Ray**

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached which may be extendable for 03 months and incase of extraordinary situations extension may be extended up to one year with mutual consent.
2. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
3. The tenderer shall certify that the price quoted against tender are not more than the prices charged from any agency (Government & private) in Pakistan and in case of any discrepancy, the tenderer hereby undertakes to refund the price charged in excess.
4. The firm must provide list of calibration tools (their brand names, Serial numbers and Quantity). Calibration tools should be latest and certified by competent regulatory body.
5. The firm must also provide Engineer's qualification documents along with the training certificates.
6. Support your quotation with catalogue and samples if any.
7. Attach original tender purchase receipt.

Receipt No.	Date	Amount

8. Get release your old Security if there is no pending supply against it. Any previous security is not adjustable.
9. Attached call deposit receipt of Rs.....as security deposit in favour of **Faisalabad Institute of Cardiology – Security Account** details of call deposit are.  

Number	Date	Bank Name	Amount
10. Head of the institute/medical Superintendent or his nominee reserves the right(s) to accept or cancel the tender fully or partially without assigning any reason, which cannot be challenged in any court.
11. The bidder shall provide details of technical staff along with their trainings.
12. The contractor/Firm shall provide spare parts inventory list.

All terms & Conditions are accepted  
and quoted rates are inclusive of all taxes.

\_\_\_\_\_  
Signature and Name of Proprietor/ Authorized Person

\_\_\_\_\_  
Thumb Impression

\_\_\_\_\_  
Firm Name

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**FAISALABAD INSTTTUTE OF CARDIOLOGY, FAISALABAD**

**Terms and Conditions**

**For service maintenance contract of Dental Unit (Calesta-II) with dental X-Ray**

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, provincial sales Tax, etc)
2. The rates once concluded will be final and contractor shall be bound to provide services through out the contract period and any extended period. Irrespective of currency devaluation or any duty imposed by the government or other person (s).
3. Contractor will not supply the expired date, defective, sub-standard spurious, counterfeited, forged or inferior quality instead of approved material/ordered items.
4. Contractor shall be bound to supply the stores in full otherwise bill will not be processed till the completion of supply.
5. Contractor will provide the services within specified time when the contract will be awarded by the medical superintendent, Faisalabad institute of cardiology, Faisalabad.
6. If contractor fail to provide the services as specified in terms & conditions of contract, he will be treated according to PPRa Rules 2014 amended upto date.
7. If the contractor fails to provide services within specified period, the same will be hired from the open market or from the next lowest (if acceptable) on risk purchase basis without any notice to the contractor. The said sum will be deducted from the next bill/security deposit of the contractor or will be treated according to PPRa Rules 2014 amended upto date.
8. The contractor will submit three copies of bill against services rendered quarterly to the Medical Superintendent dully supported with one photocopy of service contract and service reports.
9. Tax deduction etc. will be according to government rules..

All terms & Conditions are accepted  
and quoted rates are inclusive of all taxes.

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

Firm Name

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**FOR SERVICE MAINTENANCE CONTRACT.**

To: *[Name and address of Procuring Agency]*

Respected Sir/Madam

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the Repair and Maintenance Services specified in the Scope of Services / Technical Specifications and in conformity with the said Bidding Documents for the sum of *[Total Bid Amount]*, *[Bid Amount in words]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this bid.

We undertake, if our bid is accepted, to render the services in accordance with the scope of services / Technical specifications of this bidding documents.

If our bid is accepted, we shall obtain an unconditional guarantee of a bank in the sum of 05% percent of the Contract Price for the due performance of the contract, in the form prescribed by the Procuring Agency.

We agree to abide by this bid for a period of *[number]* days from the date fixed for bid opening under forms & conditions of tender, and it shall remain binding upon us and may be acceptable at any time before the expiration of that period. Until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive. Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contact execution if we are awarded the contract, are listed below:

Name and address of bidder	Amount and Currency
(if none, state "none")."	

Dated this day of \_\_\_\_\_, 202\_\_

Signature  
(in the Capacity of)

Duly authorized to sign bid for and on behalf of

Attachment

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**SERVICE MAINTENANCE CONTRACT.**

This contract agreement made at Faisalabad , the ..... between messers ..... , herein called as “Contractor”, having its registered.....office ..... at ..... and as party of one part and the Medical Superintendent, Faisalabad institute of Cardiology, Faisalabad, their successors and legal assign hereinafter called “client” as part of the other part.

**WITNESSETH**

Whereas the client intends that M/s ..... , maintenance / repair the (equipment) ..... Called the equipment” and “M/s ..... ” Agrees to maintain/ repair the equipment between (date) ..... and ..... , both days inclusive, on the following mutually agreed terms & conditions.

1. Contractor M/s ..... agrees to provide the client maintenance labour, Parts, including RO Plant, Compressor and all services for the complete system, included in package.
2. Contractor guarantees the availability of spare parts and accessories for the system during contract period.
3. With effects from (date) ..... , service charges based on quoted value Rs. .... Equipment requiring maintenance, will payable every year to the company in four equal installments. The contractor will submit the bill at the end of every three months.
4. **UPTIME GUARANTEE:**
  - i. Annual uptime of 95% be considered as acceptable level of performance.
  - ii. Uptime shall be defined as the time available to the user for doing data acquisition/ processing during working hours 0800 to 1700 hours six days of week( except public holidays).
  - iii. Contractor shall check systems performance, quarterly or whenever he will be called. For every quarter an “uptime percentage” will be calculated by the dividing “system in service” hours by” hours available” both measured on the basis of working hours as detailed in clause(ii) of this contract.
  - iv. If the uptime percentage for the measurement period should fall short of 95% annually the following formula will be applied to determine additional days in service contract period.

<u>Uptime</u>	<u>Penalty</u>
100-95%	None
95-90%	X Factor 2.0 extension of service contract at no further cost by down time
90-80%	-do- X Factor 3.0
80% and below	-do- X Factor 4.0

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**5. DOWNTIME**

- i. Downtime is defined as failure in equipment operation.
- ii. Down time will start when the end user notifies the designated service facility verbally or in writing. Contractor will provide the service telephone number accessible, round the clock. The response time of 02 hours will be considered normal.
- iii. Downtime will end once the repairs have been affected and the system is again available for procedures/use.
- iv. The installation of the system improvement and updates as schedule by mutual agreement of both the parties as well as schedule preventative maintenance shall not be considered as downtime.
- v. Qualified and fully trained/service support will be available from the contractor as a backup to the local engineers during the contract period at no cost to the client.

**6. SCOPE OF WORK**

1. One (01) annual comprehensive maintenance.
2. The annual and three quarterly inspections will include:  
Adjustment, setting, anti scaling and calibration.  
Correction of detected defects which result from normal wear & tear and replacing parts, if necessary to maintain the system.  
Installation /updation of originally purchased software whenever made available by the manufacturer.  
Field modification, if any, recommended by the manufacturer to improve performance and reliability.
3. Contractor shall also carry out necessary repair, within the scope of this agreement, as and when required by the client. Furthermore, contractor shall provide support to operating staff of the equipment as and when considered necessary.
4. The client is accepted to make the equipment to be maintained, available on the agreed dates. In case the client can't meet this requirement, he is obliged to inform the contractor to this affect at least three days prior to the agreed date.

**7. SPARE PARTS.**

- i. The contractor at all time during the term of this contract shall keep stock of necessary tools, test equipment and spare parts inventory at a level to meet 95% uptime guarantee.. If any part of the equipment becomes unserviceable, the contractor shall replace that with new one and such defective part/parts shall become the property of the Hospital,
- ii. In case of any warranty claim from the manufacturer, Hospital shall, on request, temporarily handover the defective part to the contractor to be exported to the manufacturer.

**8. MISCELLANEOUS:**

- i. In case of any representation on part of bidder, the case shall be put before the "committee for readdressed of grievance, FIC, who shall act as arbitrator and its decision shall be final.

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ii. Client as well has the right to terminate the contract agreement, if contractor fails to provide service as per contractual conditions, after being dully notified by the client in writing of its short coming and give reasonable time for remedial action.

**9. FORCE MAJEURE**

Contractor agrees to perform all services in good faith. However, in the event of force Majeure any party shall be entitled to suspend performance of obligations. Force Majeure shall be deemed to be any event or occurrence beyond such part's control, as a results of which said party is unable to comply with obligations or can't reasonable be required to do so and shall include acts of God, civil disturbance, wars, acts of public enemy, riots, strikes or work stoppages.

**(Annex-A)**  
**List of Dental Equipment**  
**Faisalabad Institute of Cardiology, Faisalabad.**

Name of Items	Qty
Dental Unit (Calesta-II) complete unit with all accessories	1
Dental X-Ray	1
Portable RO Plant	1
Air Compressor	1

**FOR THE CLIENT**

Faisalabad Institute of Cardiology,  
Faisalabad

Witnesses

1. \_\_\_\_\_  
2. \_\_\_\_\_

**FOR CONTRACTOR**

M/s .....

Witnesses

1. \_\_\_\_\_  
2. \_\_\_\_\_

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