

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

Tender price Rs.2000/- (Non refundable)

Tender inquiry for service maintenance contract for Air Conditioners

**“QTY = As per Annex-A” For Compressors Annex-B**

Advertisement No.

Scheduled to invitation to advertisement tender:

<b>Last date of issuance of tender</b>	10.09.2022
<b>Last date of receipt of tender</b>	12.09.2022
<b>Last time of receipt of tender</b>	Up to 12.09.2022 till 11:00 AM
<b>Date &amp; time of opening</b>	12.09.2022 at 11:30 AM

**Note:**

Please read the following notes and instructions carefully.

1. Rates should be quoted for service maintenance contract for 12 months with parts excluding Compressors as per terms & conditions attached. Rates of compressors valid for complete contract period must be quoted separately as per (Annexure – B).
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.

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	
General Sale Tax Number	

**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 **Air Conditioners**

1. Quote your rates for repair Maintenance contract with parts excluding Compressores for 12 months as per terms & conditions attached
2. Please quote the final price inclusive of all kind of taxes 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. Support your quotation with catalogue and samples if any.
6. Attached original tender purchase receipt.

Receipt No.	Date	Amount

7. Get release your old Security if there is no pending supply against it. Any previous security is not adjustable.
8. 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

9. 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.
10. The bidder shall provide details of technical staff along with their trainings.
11. 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 INSTITUTE OF CARDIOLOGY, FAISALABAD**

**Terms and Conditions**

**For service maintenance contract of Air Conditioners**

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes etc.
2. The rates once concluded will be final and contractor shall be bound to provide services and parts throughout 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, repaired, refurbished, 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 PPRRA Rules 2014 amended up to 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 purchase manual.
8. The contractor will submit three copies of bill against services rendered quarterly to the storekeeper concerned dully supported with one photocopy of service contract and service reports.
9. Tax deduction etc. will be according to government rules.
10. Award of contract will subject to the establishment of local office/workshop by the lowest bidder within 30 days maximum after financial offer opening meeting.

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

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

Thumb Impression

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

**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 (if none, state "none")."	Amount and Currency
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Dated this day of \_\_\_\_\_, 202\_\_

Signature  
(in the Capacity of)

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Duly authorized to sign bid for and on behalf of

Attachment

**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 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 holydays).
- 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.

**Uptime                      Penalty**

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

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*[Signature]*



## 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.
- 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/sight engineers during the contract period at no cost to the client.

## 6. SCOPE OF WORK

1. One (01) comprehensive maintenance at the start of the Contract.
2. Daily Cleaning of indoor filters.
3. Monthly General Service of all units which includes following scope.  
Adjustment, setting, anti scaling and washing of indoor and outdoor units.  
Correction of detected defects which result from normal wear & tear and replacing parts, if necessary to maintain the system.
4. All repair & maintenance of Air conditioning units including parts, refrigerant gasses i.e R22, R410A, R32 etc or chemicals for washing will be responsibility of contractor.
5. Contractor is not allowed to modify any part of any unit i.e manufacturer's design must be maintained.
6. All the parts (compressors, refrigerant gases, copper pipe, motor, electronic kits, wires etc) will be provided by the contractor and must be brand new.
7. From circuit breaker to onward each unit will be maintained by the contractor.
8. 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.
9. 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. Contractor shall maintain spare parts inventory at a level to meet 95% uptime guarantee.
- ii. Contractor must maintain inventory of refrigerant gasses in F.I.C for urgent use.

## 8. MISCELLANEOUS:

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

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*[Handwritten signature]*

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**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.

**FOR THE CLIENT**

Faisalabad Institute of Cardiology,  
Faisalabad

Witnesses

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

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

**FOR CONTRACTOR**

M/s .....

Witnesses

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

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



Medical superintendent  
Faisalabad institute of cardiology,  
Faisalabad





## ANNEX "A"

Sr #	Department Name	AC type and capacity	Qty	Brand	Cool /heat&cool
1	OPD HALL	Chiller (30 Ton)	01	MITSUBISHI	COOL
2	OPD Room # 5	Split type (1.5 Ton)	01	PEL	COOL
3	OPD Room # 2	Split type (2 Ton)	01	L.G	COOL
4	Emergency ward Hall	Cabinet type (8 Ton)	01		COOL
5	Emergency ward Hall	Cabinet type (4 Ton)	02	GREE	COOL
6	Emergency ward ICU	Cabinet type (4 Ton)	01	GREE	COOL
7	Emergency A Block	Cassette type (4 Ton)	10	A.U.X	8 HEAT 2 COOL
8	Emergency Z Block	Cassette type (4 Ton)	03	A.U.X	COOL
9	Emergency Z Block	Cabinet type (4 Ton)	06	A.U.X	HEAT& COOL
10	Emergency Doctor Room	Cabinet type (1.5 Ton)	02	KENWOOD	HEAT & COOL
11	Emergency Pharmacy	split type (1.5 Ton)	01	ORIENT	COOL
12	C.C.U	Cabinet type (3 Ton)	02	KENWOOD	COOL
13	C.C.U	Cabinet type (4 Ton)	01	GREE	COOL
14	Blood Bank	Split type (1.5 Ton)	01	DAWLANCE	COOL
15	Laboratory	Cabinet type (4 Ton)	01	GREE	COOL
16	Laboratory	Split type (1.5 Ton)	01	CHANGHONG RUBA	COOL
17	Laboratory	split type (2 Ton)	01	ACSON	COOL
18	Laboratory	split type (2 Ton)	01	KENWOOD	COOL
19	Purchase cell	Split type (1.5 Ton)	01	MITSUBISHI	COOL
20	Driver Room	Split Type (1.5 Ton)	01	MITUBISHIS	COOL
21	Wood Workshop	Split Type (1.5 Ton)	01	MITSUBISHI	COOL
22	ICU	cassette type (4 Ton)	05	DAIKIN	3 HEAT & COOL 2 COOL
23	ICU Peads ward	Cassette type (4 Ton)	06	GREE	HEAT & COOL
24	ICU nursing room	Split type (1.5 Ton)	01	DAIKIN	HEAT & COOL

*[Handwritten Signature]*

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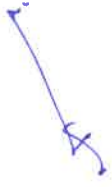
25	ETT Department	Split type (1.5 Ton)	02	L.G & MITSUBISHI	COOL
26	HT/LT Room	Chiller Type(Water Cool)	01	MITSUBISHI	COOL
27	Emergency ECHO room	Split type (1.5 Ton)	01	KENWOOD	COOL
28	Lift room	Split type (2 Ton)	01	GREE	COOL
29	ANGIOGRAPHY Lift control room	Split type (1.5 Ton)	01	PEL	COOL
30	Telephone exchange machine	Split type (1.5 Ton)	01	ENVIRO	HEAT & COOL
31	I.T. department server room	Split type (1.5 Ton)	01	DAIKIN	COOL
32	Angiography waiting area	Cassette (4 Ton)	01	A.U.X	COOL
33	Day care nursing hostel	Split type (1.5 Ton)	02	ORIENT	COOL
34	CCU doctor office	Split type (2 Ton)	01	ORIENT	COOL
35	Cath lab 4	Split type (1.5 Ton)	05	GREE	HEAT & COOL
36	Yellow Room	Split Type (1.5 Ton)	01	HAIER	COOL
37	Yellow Room	Split Type (1.5 Ton)	01	PEL	COOL
38	Tailor Room	Cab, Type (2 Ton)	01	HAIER	HEAT & COOL
39	ECHO Department Room (16)	Split Type (1.5 Ton)	04	ORIENT HAIER GREE T.C.L	2 HEAT & COOL 2 COOL
40	Doctor Hostel (MS Room)	Split Type (1.5 Ton)	01	GREE	COOL
41	Doctor Hostel (Guest Room)	Split Type (1 Ton)	01	MITSUBISHI	COOL
42	Sadaqat Lounge	Roof mounted (2 Ton)	04	National	COOL

  
 Medical superintendent  
 Faisalabad institute of cardiology,  
 Faisalabad

## ANNEX "B"

Sr. #	Description of Compressor
01	Compressor (Rotary Type) 1 Tr
02	Compressor (Rotary Type) 1.5 Tr
03	Compressor (Rotary Type) 2 Tr
04	Compressor (Rotary Type) 4 Tr
05	Compressor (Scroll Type) 4 Tr
06	Compressor (Scroll Type) 3 Tr

Note: Quote rates for all types of compressors against each capacity installed in FIC as mentioned in Annexure- A.



Medical superintendent  
Faisalabad institute of cardiology,  
Faisalabad

