

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

Tender inquiry for service maintenance contract for **Anesthesia Machine with ventilator**
“Qty=05Nos.”

Advertisement No.

Scheduled to invitation to advertisement tender:

Last date of issuance of tender	11.12.2019
Last date of receipt of tender	12.12.2019
Last time of receipt of tender	11:00 AM
Date & time of opening	12.12.2019 11:30 AM

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.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of _____

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
2. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
3. The tender 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. In case the offering firm is quoting the store of any manufacturer/local principal/importer, will submit an authority letter from the manufacturer/local principal/importer for a particular store with the offer. Quoting firm will also provide an undertaking firm manufacturer/local principal/importer that in case it fails to fulfill it's contractual obligations/supply then will be responsible for the same during contract period.
5. Support your quotations literature and samples.
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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

Terms and Conditions

For service maintenance contract of _____

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.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 purchase manual /Punjab Medical & Health institutions Act-2003.
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.

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

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

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 contract execution if we are awarded the contract, are listed below:

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

Amount and Currency

Dated this day of _____, 201__

Signature
(in the Capacity of)

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, Parts, oxygen sensors & maintenance kit including 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, every month. For every month 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%	extension of service contract at no further cost by down time X Factor 2.0
90-80%	-do- X Factor 3.0
80% and below	-do- X Factor 4.0

5. DOWN TIME

- 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 and 03 quarterly preventive maintenance.
2. The annual and monthly 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 /update 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. Contractor shall maintain spare parts inventory at a level to meet 95% uptime guarantee.
- ii. The spare parts will be replaced on exchange basis.

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.
- 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.

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**

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

Tender inquiry for service maintenance contract for **Bed Lift**

Make: Fuji HD, “Qty = 01 No.”

Advertisement No.

Scheduled to invitation to advertisement tender:

Last date of issuance of tender	11.12.2019
Last date of receipt of tender	12.12.2019
Last time of receipt of tender	11:00 AM
Date & time of opening	12.12.2019 11:30 AM

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.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of **Lift**

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
2. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
3. The tender 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. Attach 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. Attach call deposit receipt of quoted value.....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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

Terms and Conditions

For service maintenance contract of Lift

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.)
2. The rates once concluded will be final and contractor shall be bound to provide services 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, 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 purchase manual /Punjab Medical & Health institutions Act-2003.
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.

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

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

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

Dated this day of _____, 201__

Signature
(in the Capacity of)

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, Parts including services and batteries for the complete system.**
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, every month. For every month 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>
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5. DOWN TIME

- 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.
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- 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 and 03 quarterly preventive maintenance.
2. The annual and monthly inspections will include:
Adjustment, setting, anti scaling, lubrication and calibration.
Correction of detected defects which result from normal wear & tear and replacing parts, if necessary to maintain the system.
Installation /update 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.
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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**

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

Tender inquiry for service maintenance contract for **ETT Machine with Treadmill (Quintin)**

“Qty = 02 Nos.”

Advertisement No.

Scheduled to invitation to advertisement tender:

Last date of issuance of tender	11.12.2019
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Terms and condition:

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Medical superintendent
Faisalabad institute of cardiology,
Faisalabad

**FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

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Phone No.	E-Mail No.
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Signature and Name of Proprietor/ Authorized Person

Firm Name

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of _____

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
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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

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Number	Date	Bank Name	Amount

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Signature and Name of Proprietor/ Authorized Person

Thumb Impression

Firm Name

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

Terms and Conditions

For service maintenance contract of _____

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.etc)
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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 purchase manual /Punjab Medical & Health institutions Act-2003.
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.

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

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

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

Dated this day of _____, 201__

Signature
(in the Capacity of)

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 & Parts, Suntech B.P Monitor including 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, every month. For every month 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%	extension of service contract at no further cost by down time X Factor 2.0
90-80%	-do- X Factor 3.0
80% and below	-do- X Factor 4.0

5. DOWN TIME

- 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 monthly 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 /update 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. Contractor shall maintain spare parts inventory at a level to meet 95% uptime guarantee.
- ii. The spare parts will be replaced on exchange basis.

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.
- 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.

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**

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

Tender inquiry for service maintenance contract for **Gamma Camera**

Advertisement No.

Scheduled to invitation to advertisement tender:

Last date of issuance of tender	11.12.2019
Last date of receipt of tender	12.12.2019
Last time of receipt of tender	11:00 AM
Date & time of opening	12.12.2019 11:30 AM

Note:

Please read the following notes and instructions carefully.

1. Rates should be quoted for service maintenance contract for one year with parts including ETT Machine, UPS with batteries, Dose Calibrator, 6 Split Air Conditions, Ergometer, Digital dry boiling apparatus and Defibrillator 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.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

--

- Head office address:

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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of _____

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
2. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
3. The tender 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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

Terms and Conditions

For service maintenance contract of _____

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.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 purchase manual /Punjab Medical & Health institutions Act-2003.
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.

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

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

Firm Name

FOR SERVICE MAINTENANCE CONTRACT.

To: [Name and address fo 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 10% 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

Dated this day of _____, 201__

Signature
(in the Capacity of)

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 & with parts including services for the complete system, included in package along with its accessories.**
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, every month. For every month 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%	extension of service contract at no further cost by down time X Factor 2.0
90-80%	-do- X Factor 3.0
80% and below	-do- X Factor 4.0

5. **DOWN TIME**

- i. Downtime is defined as failure in equipment operation.
- ii. If the Gamma Camera becomes down whole system will be considered down. However supporting equipment/accessories become down system will be considered 25% down for each item/accessory.
- iii. 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.
- iv. Downtime will end once the repairs have been affected and the system is again available for procedures/use.
- v. 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.
- vi. 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 and 03 quarterly preventive maintenance.
2. The annual and monthly inspections will include:
 - Adjustment, setting, lubrication and calibration should be performed according to the standard and PNRA's recommendations.
 - Correction of detected defects which result from normal wear & tear and replacing parts, if necessary to maintain the system.
 - Installation /update 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 excepted 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. The spare parts will be replaced on exchange basis.

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.

- 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.

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**

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

Tender inquiry for service maintenance contract for **Heart Lung Machine (System 8000 x 03 & System I x 02) “Qty = 05 Nos.”**

Advertisement No.

Scheduled to invitation to advertisement tender:

Last date of issuance of tender	11.12.2019
Last date of receipt of tender	12.12.2019
Last time of receipt of tender	11:00 AM
Date & time of opening	12.12.2019 11:30 AM

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.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of _____

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
2. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
3. The tender 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

**FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD
TENDER 2019-20**

Terms and Conditions

For service maintenance contract of _____

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.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 purchase manual /Punjab Medical & Health institutions Act-2003.
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.

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

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

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 contract execution if we are awarded the contract, are listed below:

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

Amount and Currency

Dated this day of _____, 201__

Signature
(in the Capacity of)

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, Parts, Oxygen Sensor, Regulators & Batteries including 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, every month. For every month 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%	extension of service contract at no further cost by down time X Factor 2.0
90-80%	-do- X Factor 3.0
80% and below	-do- X Factor 4.0

5. DOWN TIME

- 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 and 03 quarterly preventive maintenance.
2. The annual and monthly 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 /update 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. Contractor shall maintain spare parts inventory at a level to meet 95% uptime guarantee.
- ii. The spare parts will be replaced on exchange basis.

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.
- 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.

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**

**REPAIR / MAINTENANCE OF LAUNDRY EQUIPMENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD.**

Tender price Rs.1000/- (Non refundable)

FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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

SCOPE OF WORK

WASHER EXTRACTOR

Qty: 02 Nos.

1. Replacement of bearings, seals and sleeves of all rotary parts.
2. Rectification of metallic sounds observed during operation
3. Rectification of leakage problem from both sides of drum and complete structures.
4. Repair of shaft mechanism including lathe machine work with proper sizing of shafts (fixable with bearing properly should be accurate enough to be operated at high speed without vibration).
5. Complete overhauling, lubrication and calibration of both machines.

IRONER

Qty: 01 No.

1. Replacement of bearings.
2. Proper sizing of Roller w.r.f bearings (Including lathe work)
3. Repair of Siphon
4. Rectification of leakage problem.
5. Rectification of metallic sound observed during operation.
6. Complete overhauling, lubrication and calibration of machine.

**Medical superintendent
Faisalabad institute of cardiology,
Faisalabad**

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD.

Terms and Conditions

1. The tenderer will visit the Laundry Department and after Checking the equipment/ machine will submit the tender in the name of Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad under a sealed envelop bearing the name of the item tender number.
2. The tenderer will intimate the part /parts with the cost of each required to be replaced from the equipment/instrument.
3. A certificate should be given by the tenderer that the parts required to be replaced shall be genuine / brand new form the manufacturer. In this connection, a certificate should be given by the tenderers that they will be responsible for free replacement of faulty part /parts during the guarantee /warranty period which is one year from the receipt / handing over of repaired machine / equipment / instrument of the same faulty parts.
4. The outer cover of envelop should indicate the name, address, tender number and date for opening.
5. The rates quoted will be valid to up to 06 months from the date of opening the tender.
6. The successful tenderer will be bound to repair the equipment / instrument within stipulated time from the receipt of confirmed order or decided by the authority, preferably on sight (within hospital premises) if the contractor fails to repair the articles within the prescribed time limits given in the repair order, the authority reserve the right to impose penalty in addition to forfeit of security and black listing of the firms.
7. The tenderer should quote their firm and final rates both in words as well as in figures.
8. The tenderer who are not registered with FIC for repair / tender / quotation should submit a deposit at call of the amount in rupees 2% earnest money in favor of the Medical Superintendent, Faisalabad Institute of Cardiology, Faisalabad that will be return under rules. Any call deposit of the firm already with FIC is not considerable. The tenderers who are registered with FIC for repair not required to deposit this earnest money.
9. After completion of the work done, a security deposit of 5% will be deducted under the rule.
10. Quote the final price inclusive of all kinds of taxes etc.
11. Replacement parts should be brand new imported from their manufacturer. The old parts replaced from the machine /equipment / instrument will be return to the Laundry Department of this institute.

12. Any erasing / cutting / crossing etc appearing in the offer must be properly signed by the person signing the tender. Moreover, all pages of the tenders must also be properly signed. Offers with any overwriting shall in no circumstances will be accepted.
13. Following must be enclosed with the tender:
- Copy of the NIC of authorized person of the firm.
 - Call deposit (only for non-registered firm).
 - Photocopy of GST. IT Registration.
 - Undertaking to refund any rate discrepancy other as above.
14. Payment will be made after commissioning / handing over and satisfactory report from inspection committee of repair.
15. The detail of repairable and replaceable spare parts should be given on enclosed performa.
16. In case of imported spare parts, import documents should be produced at the time of inspection and the firm undertake that parts are genuine, brand new and in the original packing of the manufacturer.
17. Successful tenderer will have to give 95% uptime guarantee for one year of machinery and equipment, breakdown time will extend to warranty period with X Factor (02).
18. The firm should have test & tools equipment to calibrate equipment according to the manufacturers specification and standards.

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

Signature and Name of Proprietor/ Authorized Person

Firm Name

**Medical superintendent
Faisalabad institute of cardiology,
Faisalabad**

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

Tender inquiry for service maintenance contract for **Ventilator with Compressor (Servo-I)**
“Qty = 16 Nos.”

Advertisement No.

Scheduled to invitation to advertisement tender:

Last date of issuance of tender	11.12.2019
Last date of receipt of tender	12.12.2019
Last time of receipt of tender	11:00 AM
Date & time of opening	12.12.2019 11:30 AM

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.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of _____

1. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
2. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
3. The tender 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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

Terms and Conditions

For service maintenance contract of _____

1. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.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 purchase manual /Punjab Medical & Health institutions Act-2003.
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.

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

Signature and Name of Proprietor/ Authorized Person

Thumb Impression

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

Dated this day of _____, 201__

Signature
(in the Capacity of)

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, Parts, oxygen sensors & maintenance kit including 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, every month. For every month 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%	extension of service contract at no further cost by down time X Factor 2.0
90-80%	-do- X Factor 3.0
80% and below	-do- X Factor 4.0

5. DOWN TIME

- 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 and 03 quarterly preventive maintenance.
2. The annual and monthly 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 /update 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. Contractor shall maintain spare parts inventory at a level to meet 95% uptime guarantee.
- ii. The spare parts will be replaced on exchange basis.

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.
- 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.

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**

OFFICE OF THE MEDICAL SUPERINTENDENT
FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

Tender price Rs.1000/- (Non refundable)

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“Qty = 16 Nos.”

Advertisement No.

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Last time of receipt of tender	11:00 AM
Date & time of opening	12.12.2019 11:30 AM

Note:

Please read the following notes and instructions carefully.

6. Rates should be quoted for service maintenance contract for one year with parts as per terms & conditions attached.
7. Overwriting/ cutting should be avoided, if inevitable must be signed.
8. Quotation should be sealed and write the tender category and opening date on envelope.
9. Please sign and stamp each paper of tender for this office.
10. 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.
TENDER 2019-20**

FIRM / COMPANY INFORMATION:

- Firm/company information

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- Head office address:

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FAX No.	Web No.

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and quoted rates are inclusive of all taxes.

Signature and Name of Proprietor/ Authorized Person

Firm Name

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

For service maintenance contract of _____

12. Quote your rates for repair Maintenance contract with parts for one year as per terms & conditions attached
13. Please quote the final price inclusive of all kind of taxes: general sales tax, income tax etc.
14. The tender 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.
15. 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.
16. Support your quotation with catalogue and samples if any.
17. Attached original tender purchase receipt.

Receipt No.	Date	Amount

18. Get release your old Security if there is no pending supply against it. Any previous security is not adjustable.
19. 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

20. 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.
21. The bidder shall provide details of technical staff along with their trainings.
22. 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

FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD

TENDER 2019-20

Terms and Conditions

For service maintenance contract of _____

10. Quote your rate on contract basis on free delivery at consignee's end, inclusive of all kinds of taxes (general sale tax, income tax etc.etc)
11. 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).
12. Contractor will not supply the expired date, defective, sub-standard spurious, counterfeited, forged or inferior quality instead of approved material/ordered items.
13. Contractor shall be bound to supply the stores in full otherwise bill will not be processed till the completion of supply.
14. Contractor will provide the services within specified time when the contract will be awarded by the medical superintendent, Faisalabad institute of cardiology, Faisalabad.
15. If contractor fail to provide the services as specified in terms & conditions of contract, he will be treated according to purchase manual /Punjab Medical & Health institutions Act-2003.
16. 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.
17. 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.
18. 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

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

Dated this day of _____, 201__

Signature
(in the Capacity of)

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.

- 10. **Contractor M/s agrees to provide the client maintenance labour, Parts, oxygen sensors & maintenance kit including services for the complete system, included in package.**
- 11. **Contractor guarantees the availability of spare parts and accessories for the system during contract period.**
- 12. **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.**
- 13. **UPTIME GUARANTEE:**
 - v. Annual uptime of 95% be considered as acceptable level of performance.
 - vi. 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).
 - vii. Contractor shall check systems performance, every month. For every month 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.
 - viii. 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.

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14. DOWN TIME

- vi. Downtime is defined as failure in equipment operation.
- vii. 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.
- viii. Downtime will end once the repairs have been affected and the system is again available for procedures/use.
- ix. 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.
- x. 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.

15. SCOPE OF WORK

5. One(01) annual comprehensive maintenance and 03 quarterly preventive maintenance.
6. The annual and monthly 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 /update of originally purchased software whenever made available by the manufacturer.
Field modification, if any, recommended by the manufacturer to improve performance and reliability.
7. 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.
8. 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.

16. SPARE PARTS.

- iii. Contractor shall maintain spare parts inventory at a level to meet 95% uptime guarantee.
- iv. The spare parts will be replaced on exchange basis.

17. MISCELLANEOUS:

- iii. 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.
- iv. 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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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**

