

*Tender Fee: Rs.2,000/-
(Non-Refundable)*

TENDER FORM

Tender # MAINT/06/22-23

Overall Operation & Maintenance of Electrical and Allied Facilities

Date of Issue : March 16, 2023

Last Date of Submission : April 05, 2023 (11:00 AM)

Date of Opening of Tender : April 05, 2023 (11:30 AM)

Company Name: _____

NTN: _____

SRB / GST Registration Number: _____

Pay Order / Demand Draft # _____, Drawn on Bank _____

Amount of Rs. _____, Dated: _____

Notice Invitation Tender (NIT)

TENDER NOTICE

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpayers of manufacture / firm / companies / supplier registered with relevant tax authorities for the following tender.

Tender Title (Ref. No.)	Procedure	Bid Security
Overall Operation & Maintenance of Electrical and Allied Facilities (Maint/06/22-23)	Single Stage One Envelope	2%
Mandatory site visit on March 30, 2023 at 11am		
Tender Fee & Dates		
Fee: Rs.2,000/-		
Issuance start date: March 16, 2023 at 8 AM		
Issuance end date & time: April 05, 2023 at 11 AM		
Submission date & time: March 16, 2023 to April 05, 2023 from 8 AM to 11 AM		
Opening date & time: April 05, 2023 at 11:30 AM		

Tender Document may be collected after submission of paid fee challan from the Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). Alternatively, the tender document can be downloaded from the website. The Tender fee challan is to be generated from the IBA website <https://www.iba.edu.pk/tenders/> which may be deposited in any branch of Meezan Bank Ltd. Sealed bids should be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus University Enclave Karachi and will be opened on same date & venue in the presence of the bidders representatives who may wish to attend. In case of holiday the tender shall be opened / received on the next working day at same place and time. Bid Security in the form of Pay Order or Demand Draft has to be submitted in favor of “**IBA Karachi**” along with the Financial Proposal.

Kindly mention “Tender Number” at top right corner of the envelope.

N.B. IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to relevant provision of SPP Rules 2010.

REGISTRAR

IBA, Main Campus, Univeristy Enclave, Karachi 75270

111-422-422 Fax (92-21) 99261508

Contact Person Sr. Executive Purchase on 38104700 ext: 2150

Email tenders@iba.edu.pk

Website <https://www.iba.edu.pk/tenders/>

SPPRA: <https://ppms.pprasindh.gov.pk/PPMS/public/portal/notice-inviting-tender>

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1. Introduction

Dear Tenderer:

Thank you the interest you have shown in response to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on March 16, 2023 for "*Overall Operation & Maintenance of Electrical and Allied Facilities*".

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards meet our prime & basic specifications through this transaction.

Please contact Sr. Purchase Executive on 38104700 ext: 2150 for any information and query

Thank you.

-sd-

Registrar

2. Instructions

- (a) The Institute of Business Administration, Karachi (IBA) expects that aspirant manufacturers / firms / supplier / companies / distributors / dealers should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each page. Moreover, attach required supporting document according to the requirement.
- (b) It is of utmost important to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column un-answered please, write 'Doesn't Apply/Doesn't Arise'. If you need more space, please attach a paper & clearly mention item/column name or number etc. that referred the column/item of the Tender Form.
- (c) You can collect the Tender Document from the office of Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi from March 16, 2023 to April 05, 2023 during working 8:00 AM to 11:00 AM.
- (d) The last date to submit the Tender Document in sealed envelope is April 05, 2023 by 11:00 AM in the Office of the Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 11:30 AM in the presence of representatives who may care to attend.
- (e) Bid Security of 2% of total charges will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration.
- (f) Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- (g) Please mention "Tender Number" at top left corner of the envelopes. IBA, Karachi may reject any bid subject to relevant provision of SPP Rules 2010 any may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.
- (h) Site visit will be held on March 30, 2023 at IBA Main Campus at 11 AM with Mr. Rehan Hussain (Sr. Manager Operations & Maintenance) for understanding the exact nature of the job.
- (i) The contract period for overall operation and maintenance and supply of spare parts on need basis of HVAC, electrical & allied system is ONE (01) year effective from date of signing of agreement / Lol. The contract period may be extended on satisfactory performance of the company / firm / agency with mutual consent.

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3. Scope of Services

- a) Economical, trouble free and complete operation & maintenance and supply of spare parts (on need basis) of all HVAC units along with its associated equipment and entire Electrical systems at above mentioned locations.
- b) Frequent checking & periodic maintenance of the Allied valves & fittings of the Package units, VRF Units, Floor Standing ACs and Split type AC.
- c) Frequent checking & periodic maintenance of the Ducting system associated with the AC Unit including the insulation of the duct.
- d) Operation and Monitoring of Elevators.
- e) Operation & Maintenance of Electric Chillers, VRF, Split ACs, Floor Standing ACs, Package Unit ACs, Electrical Facilities, PA System and Sound System.
- f) Frequent checking & maintenance of Exhaust Fans.
- g) Frequent checking & maintenance of all associated Electrical components and installations.
- h) Frequent checking, Maintenance & calibration of the instruments related to plant operation.
- i) Housekeeping & cleaning of the plant area to avoid inconvenience & for improved outlook of the facility.
- j) Maintain daily/weekly /monthly job cards of the approved format to record the performance of the plant in accordance with OEM/Consultant recommendation & provide it to owner for record keeping.
- k) Regular inspection of facility's lighting and other integrated system.
- l) Cleaning of all electrical fixtures and DB on regular basis.
- m) Check and Monitor operating condition, operating code, last diagnostic, LCHW set point, current limit set point, nos of starts, running hrs, voltage, current, oil level, CHW temp in & out, CW temp in & out, CW Pressure in & out, maintaining a daily log, chiller use/sequencing, chilled water reset settings & function, evaporator and condenser tubes, motor amperage load limit, compressor and assembly, compressor oil system, electrical connections, refrigerant connections of the chillers in accordance with OEM recommendations.
- n) Conduct visual inspection of cooling towers. Check & Monitor fan motor, suction screen, water float switch, vibration, tower structure, belts & pulleys, water samples, lubrication, motor support and fan blades, motor alignment, drift eliminators, louvers,

fill, nozzles, bearings, motor condition and tower cleaning in accordance with OEM recommendations.

- o) Conduct visual inspection of pumps, valves and all mechanical joints. Check and Monitor pump use/sequencing, water, lubrication, packing/mechanical seals, motor/pump alignment, mountings, bearings, strainers, expansion tanks, exchangers, cycle valves and motor condition in accordance with OEM recommendations.
- p) Conduct visual inspection of AHUs, FCUs & Self-Contained Units. Check and Monitor voltage, current, condenser and entering/leaving air temperature, cooling coil/evaporator and entering/leaving air temperature, safety device, oil acidity, compressor noise, low/high pressure, air filter, blower motor bearing, fan belt, thermostat, actuator, strainer, insulation, drain tray and lines, electrical components, and vibrations in accordance with OEM recommendations.
- q) Conduct visual inspection of LT panels and DBs. Check and Monitor voltage, current, tightness of cable connections, proper cleaning of dust in accordance with OEM recommendations.
- r) Check and monitor the entire electrical distribution system. Rectification of faults and restoration of the system in accordance with OEM recommendations.
- s) Contractor will provide the maintenance program which provides the following:
 - i. Maintenance Plan
 - ii. Maintenance Procedures
 - iii. Preventive Maintenance Reports
 - iv. Predictive Maintenance Reports
 - v. Chiller water test reports

Note 1 Supply of parts and consumables required for equipment operation and maintenance will be paid at actual subject to prior approval from IBA, by submitting quotation clearly indicating unit price, total cost incl. GST on company letter head, at an appropriate prevailing market rate.

Note 2 Minor repair works means installing new compressor of the AC units only up to 4 ton cooling capacity, relocating AC units of up to 4-ton with 10 ft piping, replacement of lighting lamps/tube, fans, switches, small exhaust fan, repairing of condensers of ACs and chillers.

Note 3 All other repair & installation work will be charged at actual subject to prior cost approval by IBA. Payment of parts will be made only after submission of delivery challan and SST/GST invoice.

The required services as per SLA matrix given below:

<i>Description</i>	SLA Matrix for Prime Hours	
	Max. Response Time	Max. Rectification Time (MTTR)
Overall Operation & Maintenance of Electrical and Allied Facilities.	Immediate	2 Hours

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4. List Of Equipment/ Installations

(Site visit is recommended prior to submission of tender documents to analyze the magnitude of work)

- i. Water Cooled Electric Chillers (03)
- ii. Air Cooled Electric Chillers (02 Nos)
- iii. Air Handling Units (33)
- iv. Fan Coil Units (79)
- v. VRF, Package Units, Floor Standing ACs & Split Type AC Units (3,7 & 313)
- vi. All Electric Panels and DBs (221)
- vii. Exhaust Fans (67)
- viii. Elevators (5)
- ix. PA System & Sound System (1-location, 8-locations)
- x. Water Coolers (23)
- xi. Hand Dryers (65)
- xii. All associated equipment's with HVAC and Electrical System not mentioned in the list.

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5. Adamjee Academic Building, G&T Auditorium Building, New Library Building, Admin, Aman CED, Tabba, Student Center & NBP Building at IBA Main Campus (Mandatory)

S. #	Trade / Service	Minimum Qualification	Recommended Staff (For 08 Building)
01	Site Incharge	B. Tech/DAE Elect or Mech with at least 10-year Experience	01
02	Supervisor HVAC	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 5 – 7 yrs Experience	02
03	Electric Supervisor	DAE Elect or GoS permit for wiremen /Vocational Training Elect 5-7 yrs Experience	02
04	Chiller Operator	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 2-3 yrs Experience	05
05	Chiller Plant Room Staff (Cooling Tower/ Pumps / Water Treatment)	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 1-2 yrs Experience	06
06	Sound System/PA System	DAE Electronics or Electrical /Vocational Training Electronics or Electrical 2-3 yrs Experience	04
07	General Electricians	DAE Elect or GoS permit for wiremen /Vocational Training Elect 2-3 yrs Experience	08
08	AC Technicians	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 2-3 yrs Experience	09
09	Coordinator	Intermediate 2-3 yrs	01
10	Electronic Technician	DAE Electronics or Electrical /Vocational Training Electronics or Electrical 2-3 yrs Experience	01
11	Helpers	Matric or Intermediate / 1-year experience	08
		Total	47

Staff deputed at IBA shall be interviewed by IBA prior to deputation at IBA.

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6. Bill of Quantity

Overall Operation & Maintenance of Electrical and Allied Facilities

Item #	Description	Total Cost Inclusive of all Taxes		
		Per hr Cost with all taxes Rs.	Total Monthly Cost with all taxes Rs.	Total Annual Cost with all taxes Rs.
1-	<p>Electric Chiller Overall Operation and Maintenance Cost of Chillers and all associated/allied/auxiliary equipment/devices/assemblies as per scope of work. Adamjee Building, G&T Auditorium, Library Building, Fauji Building, Tabba Blds, Aman CED Bld and Student Center (Including of All Taxes) Note: Working Timing The current prevailing operational time is as follows: 08.00 A.M to 10.00 P.M (7 days in a week / 365 days in year) Pre-approval from relevant Supervisor is necessary before submission of any sort of Overtime.</p>			
2-	<p>VRF, Split AC & Floor Standing AC Overall Operation and Maintenance Cost of Split ACs Floor Standing ACs and all associated/allied/auxiliary equipment/devices/assemblies as per scope of work. Adamjee Building, G&T Auditorium, Library Building, Fauji Building, NBP Bld, Tabba Blds, Aman CED Bld and Student Center (Including of All Taxes) Note: Working Timing The current prevailing operational time is as follows: 08.00 A.M to 10.00 P.M (7 days in a week / 365 days in year) Pre-approval from relevant Supervisor is necessary before submission of any sort of Overtime.</p>			

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<p>3</p>	<p>Package Unit ACs Overall Operation and Maintenance Cost of Package Unit ACs and all associated/allied/auxiliary equipment/devices/assemblies as per scope of work. Adamjee Building, G&T Auditorium, Library Building, Fauji Building, NBP Bld, Tabba Blds, Aman CED Bld and Student Center (Including of All Taxes) Note: Working Timing The current prevailing operational time is as follows: 08.00 A.M to 10.00 P.M (7 days in a week / 365 days in year) Pre-approval from relevant Supervisor is necessary before submission of any sort of Overtime.</p>			
<p>4-</p>	<p>Electrical Facilities Overall Operation and Maintenance Cost Of Electrical Facilities including All Electric Panels, Main DBs, Sub DBs and all associate d/allied /auxiliary equipment /devices /assemblies as per scope of work. Adamjee Building, G&T Auditorium, Library Building, Fauji Building, NBP Bld, Tabba Blds, Aman CED Bld and Student Center (Including of All Taxes) Note: Working Timing The current prevailing operational time is as follows: 08.00 A.M to 10.00 P.M (7 days in a week / 365 days in year) Pre-approval from relevant Supervisor is necessary before submission of any sort of Overtime.</p>			

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<p>5-</p>	<p>Lifts Overall Operation and Monitoring Cost of Lifts associated/allied/auxiliary equipment/devices/assemblies as per scope of work. Adamjee Building, G&T Auditorium, Library Building, Fauji Building, Tabba Blds, Aman CED Bld and Student Center (Including of All Taxes)</p> <p><u>Note: Working Timing</u> The current prevailing operational time is as follows: 08.00 A.M to 10.00 P.M</p> <p>(7 days in a week / 365 days in year) Pre-approval from relevant Supervisor is necessary before submission of any sort of Overtime.</p>			
<p>6-</p>	<p>PA System & Sound System Overall Operation and Maintenance Cost of PA System and all associated/allied/auxiliary equipment/devices/assemblies as per scope of work. Adamjee Building, G&T Auditorium, Library Building, Fauji Building, Tabba Blds, Aman CED Bld and Student Center (Including of All Taxes)</p> <p><u>Note: Working Timing</u> The current prevailing operational time is as follows: 08.00 A.M to 10.00 P.M</p> <p>(7 days in a week / 365 days in year) Pre-approval from relevant Supervisor is necessary before submission of any sort of Overtime.</p>			
<p>Grand Total Amount Inclusive of SST</p>				

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NOTE: The BOQ is to be read in conjunction with the Scope of Work. All the equipment and associated equipment are presumed to be covered under the amount quoted.

Any additional manpower required over and above the quantity mentioned in scope of work will be charged at the same rate at Pt-8. Whenever required, the contractor will interchange the manpower from existing trades mentioned in the "List of O&M Staff Required" as per the requirement of IBA.

Grand Total Annual Cost per year (in words) _____

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7. Bidder Qualification Criteria

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1.	Minimum 05 years of relevant experience in Heavy Duty Chillers for MEP Operation and maintenance.	
2.	At least 05 number of existing Electro-Mechanical Operation & Maintenance contracts	
3.	Professional Certification in related works	
4.	Last 3 years' turn over with minimum 54 million (per year) <i>(Please provide as bank statement or financial statement reflecting the same)</i>	
5.	Availability of "Tax Registration Certificate" in FBR, SRB <i>(Please provide NTN, GST, SST registration certificates)</i>	

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8. Optional/Additional Services (if required)

S. #	Trade / Service	Minimum Qualification	Monthly Rate (PKR) along with all taxes
01	Site Incharge	B. Tech/DAE Elect or Mech with at least 10-year Experience	
02	Supervisor HVAC	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 5 – 7 yrs Experience	
03	Electric Supervisor	DAE Elect or GoS permit for wiremen /Vocational Training Elect. 5-7 yrs Experience	
04	Chiller Operator	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 2-3 yrs Experience	
05	Chiller Plant Room Staff (Cooling Tower/ Pumps / Water Treatment)	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 1-2 yrs Experience	
06	Sound System/PA System	DAE Electronics or Electrical /Vocational Training Electronics or Electrical 2-3 yrs Experience	
07	General Electricians	DAE Elect or GoS permit for wiremen /Vocational Training Elect 2-3 yrs Experience	
08	AC Technicians	DAE Elect or Mech or HVAC /Vocational Training Elect or Mech or HVAC 2-3 yrs Experience	
09	Coordinator	Intermediate 2-3 yrs	
10	Electronic Technician	DAE Electronics or Electrical /Vocational Training Electronics or Electrical 2-3 yrs Experience	
11	Helpers	Matric or Intermediate / 1-year experience	

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9. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of Works** Overall Operation & Maintenance of Electrical and Allied Facilities
- (c) **Procuring Agency's address:** -Main Campus, University Road, Karachi
- (d) **Amount of Bid Security:** - Bid Security of 2% of total amount/cost will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi
- (e) **Period of Bid Validity (days):** - Ninety Days
- (f) **Performance Security Deposit:** Successful bidder should provide 5% Performance Security of total value of Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- (g) **Deadline for Submission of Bids along with time:-** The last date of submit the Tender Document in sealed envelope in April 05, 2023 by 11 AM in the Office of the Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 11:30 AM in the presence of representatives who may care to attend.
- (h) **Venue, Time, and Date of Bid Opening:** - Tender will be opened on April 05, 2023 on 11:30 AM at IBA Main Campus, University Road, Karachi.
- (i) **Time for completion from written order of commence:** - 60 days
- (j) **Liquidated damages:** - 2% liquidated damages of the total amount will be imposed per month for which the contractor failed to complete work within the execution period.
- (k) **Deposit Receipt No: Date: Amount:** (in words and figures) **Pay Order / Demand Draft**
....., **Amount :Rs.....Drawn on Bank..... Dated.....**

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10. Terms & Conditions:

The following terms of the supply are agreed by the service providers, firms or companies:

- (i) **Signing of Contract Agreement:** The company / firm / agency will sign the contract agreement as acknowledgement.
- (ii) **Services & Supply of Spare Parts on need basis Deliverable:** All services and Supply of Spare Parts on need basis must be delivered as specified in entitlement / authorization. Non-compliance with this condition renders the services and supply of spare parts on need basis liable to non-acceptance.
- (iii) **Duration:** The period of Execution will identify on Contract Agreement for ONE year extendable on mutual agreement and subject to satisfactory performance.
- (iv) **Place of Services:** As specified in the contract agreement unless otherwise informed accordingly.
- (v) **Poor Performance:** Liquidated damages 2% of the total amount will be imposed per month for which the company/agency failed to deliver as per standard or in accordance to the entitlement / authorization.
- (vi) **Service Execution:** Competent Authority reserves the right to change/alter/remove/reduce/enhance services with or without financial impact; without assigning any reason and the agency / company will abide the instruction(s).
- (vii) **Condition of Services & Supply of Spare Parts on need basis:** The services and supply of spare parts on need basis in all respects with the requirement of the contract agreement and must be in acceptable format otherwise they will be liable to rejection.
- (viii) **Stamp Duty:** Stamp duty of 0.35% for Services against total value of Work will be levied accordingly.
- (ix) **Rejection of Services:** We reserve the right to cancel any or all the services if it is not in accordance with our specification or if the execution of services is delayed.
- (x) **Termination:** That upon termination of this agreement the agency shall be permitted to withdraw all its liabilities, liens, dues, devices, equipment, and manpower which may have been placed at anywhere from the time to time.
- (xii) **Advance Payment:** Advance Payment subject to Bank Guarantee.
- (xi) **Submission of Bills/Invoices:** Beyond the monthly recurring charges with SST invoice, if supply of spare parts incurred, separate GST Invoice along with Delivery Challan should be submitted to IBA.
- (xv) **Arbitration:** In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the IBA and CEO of the company/agency for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties under Arbitration Act 1940.

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- (xvi) **Bid Security:** 2% Bid Security must be deposited along with the Tender Form in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (xvii) **Price / Rate:** Price / rate must be quoted in bidding documents only and submitted in sealed envelope.
- (xviii) **Performance Security:** Successful bidder should provide 5% Performance Security of total value of Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract / Warranty, whichever is longest.
- (xix) **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the FBR, SRB, SPPRA & IBA PP&P.
- (xx) **General Sales Tax:** General Sales Tax will be paid on spare parts supplied to IBA only by the company/firm/agency. Payment of the spare parts will be subject to prior cost approval through a quotation clearly indicating the unit price, total cost and GST on the letterhead of the company by IBA, followed by submission of Delivery Challan & GST Invoice.
- (xxi) **Government tax(es), levi(es) and charges(s):** It will be charged at actual as per SRO.
- (xxii) **Validity of Bid:** Validity is for ninety (90) days.
- (xxiii) **Rights:** IBA reserve the right to accept or reject any or all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.
- (xxiv) **Tender Document:** Tender Document available at the Office of Head of Procurement, IBA Main Campus, University Enclave, Karachi.
- (xxv) **Submission of Documents:** Last date for tender submission is April 05, 2023 up to 11:00 am
- (xxvi) **Opening of Tender:** Tender will be opened on April 05, 2023 at 11:30 am at IBA Main Campus, University Enclave, Karachi.
- (xxvii) **Taxes:** All Government taxes (including Income tax and stamp duty), GST, SST, levies and charges will be charged as per applicable rates / denomination of Purchase / Work Order.
- (xxviii) **Awarded of Contract:** Contract will be awarded on lump sum basis for O&M Services whereas Payment of the spare parts will be subject to prior cost approval through a quotation clearly indicating the unit price, total cost and GST on the letterhead of the company by IBA, followed by submission of Delivery Challan & GST Invoice on the letterhead of the company.
- (xxxviii) **Rights to Remove:** IBA reserve the right to remove any area of service as per requirement
- (xxix) **Material Supply:** Material / Parts required for operation and maintenance shall be supplied by contractor "only" after prior approval from IBA Maintenance Department by submitting quotation clearly indicating the unit price, total cost and GST on company letter head. Cost of material shall be charged in accordance with the prevailing market rate with 15% service charges. Payment of parts will be made only after submission of delivery challan and GST invoice.

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- (xxx) **Working Hours:** The current prevailing service timing is from 08.00am to 08.00pm, 7-days a week and 365-days a year. Vendor will manage the staff duties for above mentioned timing to ensure the availability of services and staff. Biometric attendance is a mandatory requirement to reflect attendance against each staff at IBA. Vendor will install its own biometric device system.
- (xxxii) **Continuity of Service:** The successful bidder while taking over the site will ensure continuity of services. In case of any disruption a fine of 20% for the first monthly bill may be imposed by IBA.
- (xxxiii) **Health Safety:** The contractor is responsible for the safety of all its activities including protection of the life & environment on and off the site. IBA is no smoking zone. IBA will not be responsible for any mishap.
- (xxxiiii) **Medical Fitness:** The Service Provider should ensure to conduct pre-employment medical test before the commencement of the job and thereafter, on yearly basis. Submission of medical fitness certificate of the deputed staff to IBA as and when required.
- (xxxv) **Minimum Wages:** In compliance with Sindh minimum wages notification, O&M staff required mentioned in article-5 must maintain minimum wages criteria. The contractor will be required to submit certificate that they are complying minimum wage instructions and IBA will be entitled to ask for monthly payroll sheet.
- (xxxvi) **Registration with EOBI:** The staff personnel deputed at IBA Karachi by the contractor must be insured by EOBI and SESSI.
- (xv) **Overtime:** Any overtime would be calculated on per hour working rate per staff member. These rates will be calculated on mutually agreed formula. The successful bidder shall not charge commission on the overtime amount.
- (xvi) **Deduction:** In case if any staff resigns, leaves without info, removed from job due to any reason then the contractor will arrange the replacement within 5-days failing which per day amount, as per calculation from Pt 8, commensurate with the staff level will be deducted w.e.f the day of resign, leaving the job without notice, removal from the job.
- (xvii) **Insurance / Security:** Life Insurance / Security of worker will be the responsibility of contractor.
- (xviii) **Child Labor:** All staff must have CNIC and clearly mentioned to discourage work through child labor.
- (xix) **Character Certificate:** Contractor must provide character certificate of all workers.

Note:

This Terms & Conditions is integral part of contract agreement besides other clauses / articles.

Stamp & Signature

11. **Integrity Pact**

Declaration of Charges, Fees, Commission, Taxes, Levies etc. payable by the company/firm/agency for Overall Operation & Maintenance of Electrical and Allied System Facilities.

M/s _____, hereby declares that:

- (a) Its intention not to obtain the procurement work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the company/firm/agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The company/firm/agency/ accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, company/firm/agency agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/service provider as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

Note:

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

Stamp & Signature

AGREEMENT DRAFT
Overall Operation & Maintenance of Electrical and Allied System
Facilities

THIS AGREEMENT is executed at KARACHI, on this day, 2023.

BETWEEN

M/s Institute of Business Administration, Karachi through its Registrar, located at Main Campus, University Road, Karachi, hereinafter called and referred to as “IBA” (which expression shall wherever the context so permits, be deemed to include its legal representatives, executors, successors and assigns) of the FIRST PART.

AND

M/s, having its office at Office # hereinafter referred to as “THE SERVICE PROVIDER” (which expression shall wherever the context so permits be deemed to include its legal representatives, executors, successor and assigns), through its proprietor, holding CNIC No. _____ on the SECOND PART.

WHEREAS “IBA” intends to obtain Overall Operation & Maintenance of Electrical and Allied System Facilities vide Tender # Maint/06/22-23

NOW IT IS HEREBY AGREED & DECLARED BY AND BETWEEN THE PARTIES AS FOLLOWS:

WITNESSETH

“IBA” hereby offer to appoint M/s as their official Services Provider for the specific purpose of “Overall Operation & Maintenance of Electrical and Allied System Facilities” in respect of the same with “IBA” before the determination of scope of services on suitable scale with any/all other relevant details for presentation to “IBA” for services of Overall Operation & Maintenance of Electrical and Allied System Facilities. “THE SERVICE PROVIDER” hereby agree to the offer of the “IBA” in acceptance of the terms & conditions here in below forth.

ARTICLE I

DUTIES & SCOPE OF SERVICE AND AGREEMENT

1.1 “THE SERVICE PROVIDER” agrees to provide any/all kind of services & maintenance to “IBA” whenever and wherever required as per the terms & conditions of this Agreement.

- 1.2 "THE SERVICE PROVIDER" will coordinate their work with Sr. Manager Operations & Maintenance, of the "IBA" who will assist "THE SERVICE PROVIDER" in supervision of proposed service(s)/work(s).
- 1.3 "THE SERVICE PROVIDER" is bound to provide items according to the terms & conditions vide Tender # Maint/03/19-20.
- 1.4 Economical, trouble free and complete operation & maintenance and supply of spare parts (on need basis) of all HVAC units along with its associated equipment and entire Electrical systems at above mentioned locations.
- 1.5 Frequent checking & periodic maintenance of the Allied valves & fittings of the Package units, VRF Units, Floor Standing ACs and Split type AC.
- 1.6 Frequent checking & periodic maintenance of the Ducting system associated with the AC Unit including the insulation of the duct.
- 1.7 Operation and Monitoring of Elevators.
- 1.8 Operation & Maintenance of Electric Chillers, VRF, Split ACs, Floor Standing ACs, Package Unit ACs, Electrical Facilities, PA System and Sound System.
- 1.9 Frequent checking & maintenance of Exhaust Fans.
- 1.10 Frequent checking & maintenance of all associated Electrical components and installations.
- 1.11 Frequent checking, Maintenance & calibration of the instruments related to plant operation.
- 1.12 Housekeeping & cleaning of the plant area to avoid inconvenience & for improved outlook of the facility.
- 1.13 Maintain daily/weekly /monthly job cards of the approved format to record the performance of the plant in accordance with OEM/Consultant recommendation & provide it to owner for record keeping.
- 1.14 Regular inspection of facility's lighting and other integrated system.
- 1.15 Cleaning of all electrical fixtures and DB on regular basis.
- 1.16 Check and Monitor operating condition, operating code, last diagnostic, LCHW set point, current limit set point, nos of starts, running hrs, voltage, current, oil level, CHW temp in & out, CW temp in & out, CW Pressure in & out, maintaining a daily log, chiller use/sequencing, chilled water reset settings & function, evaporator and condenser tubes, motor amperage load limit, compressor and assembly, compressor oil system, electrical

connections, refrigerant connections of the chillers in accordance with OEM recommendations.

- 1.17 Conduct visual inspection of cooling towers. Check & Monitor fan motor, suction screen, water float switch, vibration, tower structure, belts & pulleys, water samples, lubrication, motor support and fan blades, motor alignment, drift eliminators, louvers, fill, nozzles, bearings, motor condition and tower cleaning in accordance with OEM recommendations.
- 1.18 Conduct visual inspection of pumps, valves and all mechanical joints. Check and Monitor pump use/sequencing, water, lubrication, packing/mechanical seals, motor/pump alignment, mountings, bearings, strainers, expansion tanks, exchangers, cycle valves and motor condition in accordance with OEM recommendations.
- 1.19 Conduct visual inspection of AHUs, FCUs & Self-Contained Units. Check and Monitor voltage, current, condenser and entering/leaving air temperature, cooling coil/evaporator and entering/leaving air temperature, safety device, oil acidity, compressor noise, low/high pressure, air filter, blower motor bearing, fan belt, thermostat, actuator, strainer, insulation, drain tray and lines, electrical components, and vibrations in accordance with OEM recommendations.
- 1.20 Conduct visual inspection of LT panels and DBs. Check and Monitor voltage, current, tightness of cable connections, proper cleaning of dust in accordance with OEM recommendations.
- 1.21 Check and monitor the entire electrical distribution system. Rectification of faults and restoration of the system in accordance with OEM recommendations.
- 1.22 Contractor will provide the maintenance program which provides the following:
 - i. Maintenance Plan
 - ii. Maintenance Procedures
 - iii. Preventive Maintenance Reports
 - iv. Predictive Maintenance Reports
 - v. Chiller water test reports

Note 1 Supply of parts and consumables required for equipment operation and maintenance will be paid at actual subject to prior approval from IBA, by submitting quotation clearly indicating unit price, total cost incl. GST on company letter head, at an appropriate prevailing market rate.

Note 2 Minor repair works means installing new compressor of the AC units only up to 4 ton cooling capacity, relocating AC units of up to 4-ton with 10 ft piping, replacement of lighting lamps/tube, fans, switches, small exhaust fan, repairing of condensers of ACs and chillers.

Note 3 All other repair & installation work will be charged at actual subject to prior cost approval by IBA. Payment of parts will be made only after submission of delivery challan and SST/GST invoice.

The required services as per SLA matrix given below:

<i>Description</i>	SLA Matrix for Prime Hours	
	Max. Response Time	Max. Rectification Time (MTTR)
Overall Operation & Maintenance of Electrical and Allied Facilities.	Immediate	2 Hours

ARTICLE III
MANPOWER & EQUIPMENT REQUIREMENT

- 3.1 The Service Provider shall wherever and whenever or permits/applicable/suitable will deploy/detail/depute manpower with suitable qualification, experience, and expertise to operate, maintenance and run the Services & Maintenance and Supply of Spare parts on need basis of HVAC Facility for Admin Building at IBA Main Campus.
- 3.2 All staff must have CNIC and clearly mentioned to discourage work through child labor.
- 3.3 The Service Provider must adopt Environmentally Friendly procedure and avoid the use of Toxic material.

ARTICLE IV
REMUNERATION

- 4.1 The charges will be based on the following.
- 4.2 A liquidated damages 2% of the total amount will be imposed per month for which the Service Provider failed to deliver as per standard or in accordance to the entitlement / authorization.
- 4.3 Payment of the spare parts will be subject to prior cost approval through a quotation clearly indicating the unit price, total cost and GST on the letterhead of the company by IBA, followed by submission of Delivery Challan & GST Invoice on the letterhead of the company.
- 4.4 Performance Security 5% of total amount should be submitted in shape Pay Order before signing of Contract Agreement.
- 4.5 All Government taxes (including Income tax and stamp duties), **GST, SST**, levies and charges will be charged as per applicable rates / denomination.
- 4.6 Stamp duty 0.35% for Services against total annual value of Work will be levied accordingly.
- 4.7 All rules, regulations and policies will be governed in accordance with the FBR, SRB, SPPRA.
- 4.8 IBA reserve the right to accept or reject any or all agreement(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA.

- 4.9** Material / Parts required for operation and maintenance shall be supplied by contractor “only” after prior approval from IBA Maintenance Department by submitting quotation clearly indicating the unit price, total cost and GST on company letter head. Cost of material shall be charged in accordance with the prevailing market rate with 15% service charges. Payment of parts will be made only after submission of delivery challan and GST invoice on company letter head.

ARTICLE V
ARBITRATION

- 5.1 In case of any dispute, difference or question which may at time arise between the parties hereto or any person claiming under them, touching or arising out in respect of this agreement or this subject matter thereof shall be referred to the arbitration and an Arbitrator will be appointed by mutual consent, whose decision and findings will be final and binding on both the parties. The Arbitration proceedings will be governed by the Arbitration Act, 1940 and the Substantive and procedural law of Pakistan. The venue shall be Karachi.

ARTICLE VI
TERMINATION

- 6.1 “IBA” may terminate this agreement if the job is not executed according to the requirement at any time after issuing a 15 days’ notice.

ARTICLE VII
INDEMNITY

- 7.1 “THE SERVICE PROVIDER” in its individual capacity shall indemnify and keep IBA and any person claiming through IBA fully indemnified and harmless from and against all damages, cost and expenses caused to or incurred by “THE SERVICE PROVIDER”, as a result of any defect in the title of IBA or any fault, neglect or omission by the “THE SERVICE PROVIDER” which disturbs or damage the reputation, quality or the standard of services provided by “IBA” and any person claiming through the IBA.

ARTICLE VII
NOTICE

- 8.1 Any notice given under this AGREEMENT shall be sufficient if it is in writing and if sent by courier or registered mail.

ARTICLE IX
INTEGRITY PACT

- 9.1 The intention not to obtain the procurement / work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- 9.2 Without limiting the generality of the forgoing the M/srepresents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc., paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- 9.3 M/s accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- 9.4 Notwithstanding any right and remedies exercised by the IBA in this regard, M/s agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the M/s as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

ARTICLE X
MISCELLANEOUS

- 10.1 Any addition & alteration(s) made in the contents as required which entail extra time & labor and material on part of the services, shall be charged separately/extra on 'Quantum Merit' basis before & on final services handed over to the "IBA". After FINAL WORKS if any alteration(s), arise charges will be paid on mutually agreed upon.
- 10.2 Service(s) will be handed over by the "IBA" or vet the cost with authentic stamp and signature. If any or suitable part(s), required to run the system and SERVICE PROVIDER should make the availability of the same with due approval of Sr. Manager Operations & Maintenance by submitting quotation clearly indicating the unit price, total cost and GST on company letter head. Payment of parts will be made only after submission of delivery challan and GST invoice on company letter head.

- 10.3 Competent Authority reserves the right to change / alter / remove any item or reduce / enhance quantity without assigning any reason.
- 10.4 The terms and conditions of the AGREEMENT have been read over to the parties which they admit to be correct and abide by the same.
- 10.5 This agreement is effective from 2023 up to
- 10.6 All terms and conditions of tender vide # Maint/06/22-23 will be an integral part of this agreement and can't be revoked.
- 10.7 The contract may be renewed by mutual consent of both the parties subject to satisfactory performance of the contractor.

IN WITNESS WHEREOF both the parties hereto have set & subscribed their respective hands to this agreement at Karachi on the date as mentioned above.

Stamp & Signature

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s _____

Contact Person: _____

Address _____

Tel # _____ Fax # _____

Mobile # _____ CNIC # _____

E-mail: _____

Stamp & Signature