

*Tender Fee: Rs.2000/-
(Non-Refundable)*

TENDER FORM

Overall Operation & Maintenance of Air
Conditioning, Electrical and Associated System at
IBA Boys Hostel

Tender # MAINT/07/17-18

TECHNICAL PROPOSAL

C O N T E N T S

i.	Introduction.....	Page 3
ii.	Instructions.....	Page 4
iii.	Scope of Services.....	Page 5
iv.	Evaluation Criteria.....	Page 10
v.	Bidding Data Sheet.....	Page 11
vi.	Terms & Conditions.....	Page 12
vii.	Integrity Pact.....	Page 15

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 July 9, 2018 to "Tender for Overall Operation & Maintenance of Air Conditioning, Electrical and Associated System at IBA Boys Hostel".

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 and every 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 Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi from July 9, 2018 to July 26, 2018 during working 9:00 AM to 2:00 pm.
- (d) The last date of submit the Tender Document in sealed envelope in July 26, 2018 by 2:00 pm in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 2:30 PM 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) The contract period for Overall Operation & Maintenance of Air Conditioning, Electrical and Associated System at IBA Boys Hostel is ONE (01) year effective from date of signing of agreement / LoI. The contract period may be extended for another ONE (01) year on satisfactory performance of the company / firm / agency with mutual consent.

Stamp & Signature

3. Scope of Services

i. **Programs**

In addition to those responsibilities described in the Agreement, Operator shall be responsible for the establishment and implementation of the following programs, standards and procedures, which require Owner approval and which are included in the "Services" to be provided by the Operator.

- a. The program for establishing specific operating goals for each functional Project area, for managing resources to minimize personnel turnover, and for qualifying personnel, to operate and maintain the Project (including the basis for qualification of personnel).
- b. The program for communicating and cooperating with Owner and governmental agencies.
- c. The Project management standards for conduct of operations, Project safety, Project security conduct of maintenance, housekeeping, material condition, and records management.
- d. The program for preparing supporting documentation, meter readings and information necessary to accurately prepare, justify and support monthly invoices in accordance with the terms and conditions of the Project Agreements.
- e. Developing the procedures used to operate the Project as well as monitoring, evaluating, and proposing revisions to such procedures.
- f. The Project operations and monitoring program which provides the requirements for:
 1. Monitoring of Project Performance
 2. Monthly Project Performance Calculations and Report
 3. Monthly Fuel Consumption Calculations and Report
 4. Project Permitting and Environmental Reporting
 5. Shift Routines / Operating Practices
 6. Control of Equipment
 7. Project Chemistry Control and Water Treatment
 8. Training Programs
 9. Operator Qualifications
 10. Operating Procedures
 11. Status of Major Equipment
- g. The maintenance program which provides the requirements for:
 1. Maintenance Planning
 2. Maintenance Procedures
 3. Preventive Maintenance
 4. Predictive Maintenance
 5. Maintenance Training

Stamp & Signature

- h. The materials management program which provides the requirements for:
 - 1. Procuring Materials and Tools
 - 2. Inventory Levels and Control
 - 3. Renewal of Inventories
- i. The diagnostic testing program for maintaining the Project and Project equipment, including both system and component level testing.
- j. The housekeeping / cleanliness program which provides the requirements for:
 - 1. Hazardous Material Control
 - 2. General Project Cleanliness
 - 3. Equipment Condition Inspections
 - 4. Hazardous Waste Program
- k. The problem assessment program which provides the procedure for determining the cause(s) of operational or equipment failures and preventing future failures through recommended improvements, including justification for such recommendations (i.e., basis of recommendation and economic analysis).
- l. The records management program for maintaining the traceability and documentation of Project performance.
- m. The Project safety program which provides the requirements for establishing:
 - 1. Safety Monitoring
 - 2. Accident Prevention Program
 - 3. Accident Reporting
- n. Monthly and yearly reporting systems of Project performance to Owner.
- o. The security program for maintaining the security of the Project and surrounding area.

ii. Specific Requirements

Operator's scope of Services is based on the Project design as described in certain of the Project Agreements, the Project Operating Manuals, vendor manuals and design/as built drawings. Operator will prepare Annual Project Operating Plans, which, in part, will define the operations procedural requirements for the Project to meet the requirements of the Project Agreements. Operator, as part of the Services, is responsible for:

- a. Providing such trained personnel as is reasonably necessary to operate and maintain the Project and provide the Services set forth in this Agreement.
- b. Operating and maintaining the Project in accordance with the approved Annual Project Operating Plan.

Stamp & Signature

c. Submitting an Annual Project Operating Plan. Not later than ninety (90) days prior to the first day of each Contract Year, Operator will submit an Annual Project Operating Plan to Owner. In addition to the requirements set forth in Sub-Clause 6.2 of GCC (Annual Operating Budget and Plan), the Annual Project Operating Plan will detail maintenance, outage, and overhaul schedules, Project staffing, known capital and expense budget items, operating plans, and will provide the underlying assumptions used in developing the proposed budgets and anticipated availability for the period. Owner will review and approve the Annual Project Operating Plan. Such approval will become the basis for reimbursement under the Annual Budget.

d. Planning and managing on-site operations and maintenance activities, including:

1. Assuring that operational goals and operating plans are consistent with the Annual Project Operating Plan.
2. Assuring that the Project is operated in accordance with this Agreement and in a safe, reliable, efficient, and prudent manner.
3. Assuring that operations and maintenance personnel are trained and qualified for their assigned responsibilities and tasks, and that such qualification is maintained.
4. Assuring that the Project meets contract, regulatory, and environmental requirements set forth in the Project Agreements or otherwise identified by Owner or Operator.
5. Managing and controlling costs consistent with budget requirements.
6. Planning, scheduling and managing work and maintenance activities.
7. Defining and documenting operational technical requirements.
8. Defining and delineating responsibilities between Operator and Owner and identifying reporting requirements.
9. Establishing labor relations and personnel programs that will meet state federal and provincial requirements and encourage employee retention.
10. Maintaining a current inventory of materials and procuring all services, spare parts, operational materials, consumables, office equipment, tools and shop equipment, or any other items or materials required to operate or maintain the Project. Operator will identify required items, cost, quantity and need date. The cost of any item or service shall be reimbursed by Owner in accordance with this Agreement.
11. Controlling outages, both planned and unplanned, by using detailed and integrated plans and schedules, and resource management.
12. Maintaining Project performance levels by using routine system and component performance testing.
13. Maintaining a file of preplanned outage-related work to allow for efficient use of any forced outage downtime.
14. Establishing open purchase order or contract agreements with Project equipment vendors, industrial suppliers, jobbers, and maintenance contractors in accordance with Project Agreements to ensure timely response to Project maintenance needs in compliance with Sind public procurement rules, 2010 .
15. Promptly notifying Owner in writing of any teardowns and overhauls of major equipment or capital improvements that Operator believes are necessary or advisable together with a proposed schedule for completing such repairs or improvements.

Stamp & Signature

e. Performing such other tasks and services which Owner may reasonably request from time to time in connection with operation of the Project.

III. Brief Scope of Services:

Complete operation & Maintenance of HVAC and Electrical Facilities for Boys Hostel Building at IBA main campus. Scope of services consists of but not limited to:

- a. Economical and trouble free operation of complete HVAC and Electrical systems
- b. Frequent checking & periodic maintenance of the Allied valves & fittings of the Package AC.
- c. Frequent checking & periodic maintenance of the insulation & Condition of the Ducting system associated with the AC Unit
- d. Operation and Maintenance of Elevators, PA system and Fire fighting system.
- e. Frequent checking & maintenance of Exhaust Fans.
- f. Frequent checking & maintenance of all Electrical components and installations.
- g. Frequent checking ,Maintenance& calibration of the instruments related to plant operation.
- h. Housekeeping& cleaning of the plant area to avoid inconvenience & for improved outlook of the facility.
- i. Maintain daily/weekly /monthly Log sheets of the approved format to record the performance of the plant& provide it to owner for record keeping.
- j. Operation and maintenance of diesel generator and maintain of daily log sheet. Diesel consumption report.
- k. Regular inspection for lighting facility and integrated system.
- l. Cleaning of all electrical fixtures and DB on regular basis.

IV. LIST OF EQUIPMENT/ INSTALLATIONS

- a. Air Cooled Ducted Package Unit
- b. Split Type AC Unit
- c. Diesel Generator
- d. All electric panel and DB
- e. Exhaust Fans
- f. Fire Alarm System
- g. All associated equipment with HVAC and Electrical System

Stamp & Signature

V. LIST OF O & M STAFF REQUIRED / MINIMUM WAGES

a-Site Incharge	DAE in Mechanical / Electrical	=====01
b-HVAC Technician	DAE /Certificate	===== 02
c-Electrician	Matriculation/ License	===== 02
d-Generator Operator	Matriculation/License	===== 01
e-Helpers	NR	===== 01

Staff deputed at IBA shall be interviewed by Sr. Manager Operation & Maintenance prior to deputation at IBA.

Stamp & Signature

4. Evaluation Criteria

Technical Qualifications Criterion

- *Maximum marks for Technical Proposal: 100 Marks*
- *Minimum qualifying percentage is 70%. Applicant who secured less than 70% will be categorically disqualified for further processing.*
- *Please put a check mark (✓) for appropriate / selected item for the following factors:*

a) **Experience in MEP operation and maintenance. (No of years):**

(Please tick appropriate area)

Note: Please provide supporting documents of your claims.

- | | | | |
|------|--------------|----------|--------|
| i. | 10 + years | 20 Marks | () |
| ii. | 6 ~ 10 years | 08 Marks | () |
| iii. | 1 ~ 5 years | 04 Marks | () |

b) **Currently Company is engaged with any government institute/organization for MEP operation and maintenance**

(Please tick appropriate area)

Note: Please provide supporting documents of your claims.

- | | | | |
|-----|-----|----------|--------|
| i. | Yes | 15 Marks | () |
| ii. | No | 05 Marks | () |

c) **Availability of separate MEP technical team to handle any emergency situation.**

(Please tick appropriate area)

Note: Please provide list of your claims.

- | | | | |
|-----|-----|----------|--------|
| i. | Yes | 10 Marks | () |
| ii. | No | 00 Marks | () |

d) **Company permanent staff strength.**

(Please tick appropriate area)

Note: (Please attached site name and contact person for reference.)

- | | | | |
|------|---------|----------|--------|
| i. | 25 + | 15 Marks | () |
| ii. | 11 ~ 25 | 06 Marks | () |
| iii. | 1 ~ 10 | 04 Marks | () |

Stamp & Signature

e) Quality and Safety Consciousness of company: (ISO 9000 or ISO 18000 Certificate)

(Please tick appropriate area)

Note: Please provide certificate of partnership / dealership.

- | | | | |
|-----|-----|----------|--------|
| i. | Yes | 15 Marks | () |
| ii. | No | 00 Marks | () |

f) Company Technical Staff having international training on equipment from manufacturer.

(Please attached the certificate)

- | | | | |
|-----|-----|----------|--------|
| i. | Yes | 15 Marks | () |
| ii. | No | 05 Marks | () |

g) Professional Certificates (PEC):

(Please tick appropriate area)

Note: Please provide supporting documents of your claims.

- | | | | |
|-----|-----|----------|--------|
| i. | Yes | 10 Marks | () |
| ii. | No | 05 Marks | () |

Stamp & Signature

5. Terms & Conditions:

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

- (i) **Signing of Contract Agreement:** The service provider / company / agency / firm will sign the contract agreement as acknowledgement.
- (ii) **Services Deliverable:** All services must be executed as specified in entitlement / authorization. Non-compliance with this condition renders the services liable to non-acceptance.
- (iii) **Duration:** The period of Execution will identify on Contract Agreement for ONE year extendable for another ONE (01) year on mutual agreement and subject to satisfactory performance.
- (iv) **Delayed Delivery:** 2% liquidity damages of the total amount will be imposed per month for which the company/firm/agency failed to deliver within the delivery/execution period and maximum upto 10%.
- (v) **Inspection:** Physical inspection will be carried out by IBA authority. Ordered material is subject to final inspection at the time of delivery.
- (vi) **Parameters of Services:** Competent Authority reserves the right to change/alter/remove any item or article or reduce/enhance parameters without assigning any reason and service provider will abide the instruction.
- (vii) **Level of Services:** All items must meet in all respects with the specs & conditions of the Contract and must be in good condition otherwise they will be liable to reject.
- (viii) **Delivery of Services:** All the items must be executed to the site of the IBA Boys Hostel. Incharge Boys Hostel will sign the receipt with stamp on delivery note.
- (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 is delayed.
- (x) **Sub-letting:** No sub-letting in any case and form will be acceptable.
- (xi) **Termination:** That upon termination of this agreement the service provider shall be permitted to remove all its devices and equipment which may have been placed at premises from the time to time.
- (xii) **Submission of Invoices:** Invoice / Bill should be submitted to Procurement & Stores Department.
- (xiii) **Advance Payment:** Advance Payment subject to Bank Guarantee.
- (xiv) **Validity of Bid:** Validity is for ninety (90) days.
- (xv) **Company Profile:** Company Profile be attached with this document.
- (xvi) **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the SPPRA & IBA PP&P.
- (xvii) **Price / Rate:** must be quoted on Tender Form only and submitted in sealed envelope.

Stamp & Signature

- (xviii) **Bid Security:** 2% Bid Security should be deposited along with the tender form in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi.
- (xix) **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 / firm / agency for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties.
- (xx) **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.
- (xxi) **Government tax(es), levi(es) and charges(s):** It will be charged at actual as per SRO.
- (xxii) **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. IBA, also reserve the right to issue Purchase Order / Work Order for any single items to different lowest responsive bidders or issue Purchase Order / Work Order for all the items to any lowest responsive bidder.
- (xxiii) **Tender Document:** Tender Document available at the Office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi.
- (xxiv) **Discourage Child Labor:** All staff must have CNIC and clearly mentioned to discourage work through child labor.
- (xxv) **Environmental Friendly Procedure:** Service Provider / firm / company / agency must ensure Environmental Friendly procedure of manufacturing and avoid the use of Toxic material.
- (xxvi) **Submission of Tender:** Last date for submission is July 26, 2018 up to 2:00pm.
- (xxvii) **Opening of Tender:** Tender will be opened on July 26, 2018 on 2:30pm at IBA Main Campus, University Road, Karachi.
- (xxviii) **Minimum Qualifying Points:** 70%
- (xxix) **Government tax(es), levi(es) and charges(s):** All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates / denomination of contract.
- (xxx) **Stamp Duty:** 0.35% against total value of Work Order will be levied accordingly.
- (xxx1) **Blacklisted:** Vendor/Supplier is required to provide affidavit that the firm is not Black Listed from any of the government / semi government / private organization / firm /agencies / department etc.

Stamp & Signature

- (xxxii) **Sales Tax Registration Certificate:** Service Provider / Firms / Supplier / Companies / Distributors must provide “Sales tax registration certificate with last month return copy both FBR and / or SRB” at the time of submission of bidding document.
- (xxxiii) **Place of Services:** As specified in the contract agreement unless otherwise informed accordingly.
- (xxxiv) **Annual Turnover:** Provide annual turnover of three years.
- (xxxv) **Poor Performance:** Liquidity 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.
- (xxxvi) **Material Supply:** Material / Parts required for operation and maintenance shall be supplied by contractor “only” after prior approval from IBA Maintenance Department. Cost of material shall be charge of prevailing market rate with 15% service charges.
- (xxxvii) **Awarded of Contract:** Contract will be awarded on lump sum basis
- (xxxviii) **Rights to Remove:** IBA reserve the right to remove any area of service as per requirement
- (xxxix) **Environmental Friendly Procedure:** Bidder must ensure Environmental Friendly procedure of manufacturing and avoid the use of Toxic material.

Note:

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

Stamp & Signature

6. **Integrity Pact**

Declaration of Charges, Fees, Commission, Taxes, Levies etc payable by the company/firm/agency for Overall Operation & Maintenance of Air Conditioning, Electrical and Associated System at IBA Boys Hostel;

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

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

M/s _____

Contact Person _____

Address _____

Tel # _____ Fax _____

Mobile _____ email _____

Stamp & Signature