



Lady Reading Hospital (LRH)
Medical Teaching Institution (MTI)
Peshawar
Contact No: 091-9211927

BID SOLICITATION DOCUMENTS
For
Service Level Agreement of Photocopier Machines for 2024-2026

Note: The prospective bidder is expected to examine the Bidding Documents carefully, including all Instructions, Terms & Conditions, and Specifications etc. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

Manager Material Management

AD Legal

System Engineer

LRH MTI Peshawar

LRH MTI Peshawar

LRH MTI Peshawar

Manager MIS

Director Finance

Nursing Director

LRH MTI Peshawar

LRH MTI Peshawar

LRH MTI Peshawar

Associate Hospital Director

Medical Director

Hospital Director

LRH MTI Peshawar

LRH MTI Peshawar

LRH MTI Peshawar

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1. INTRODUCTION:

Lady Reading Hospital-Medical Teaching Institution (LRH-MTI) Peshawar invites item wise sealed bids from the Manufacturer/Authorized Dealers for procurement of “**Service Level Agreement of Photocopier Machines for 2024-2026**” for Hospital Open Competitive Bidding under rule 6(2) (b) “**Single Stage Two Envelope**” bidding procedures of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Rules 2014.

2. INSTRUCTIONS TO BIDDERS:

1. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Laws, Rules made there under along with Standard Bidding Documents.
2. Both Technical Bids and Financial Bids must be submitted in two separate sealed inner envelopes marked “1-Technical Bids” and “2-Financial Bids” which should be packed in one outer envelope.
3. The **technical bids** will be opened on _____ at **11:30 AM** in presence of the bidders/representatives who choose to attend while the financial bids will be opened later on after the evaluation of technical bids. Financial bids of only technically qualified responsive bidders will be opened while the financial bids of technically unqualified bidders will be returned unopened.
4. An affidavit is mandatory, without indicating the figure in the Technical Bid that bid security is placed in the financial bid. Duly attested by notary public.
5. **Pre-bid meeting** with the interested bidders was held on _____ at **10:30 AM** hrs in MMD Office of the Institution.
6. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder.
7. All the bidders are required to provide annexure wise complete requisite documents with page marking for their Technical Evaluation / Qualification as prescribed under the rules.
8. The bid should be complete in all respect and must be signed by the bidder.
9. All prices should quote in Pak rupees PKR & CNF and should include all taxes applicable by Govt. (at any stage of tender process/till the validity of rates). If not specifically mentioned in the Quotation, it will be presumed that the prices include all the taxes.
10. Bidders are essentially required to provide correct and latest postal/email/web addresses, phone/mobile/fax numbers for actively and timely communication.
11. For any query, clarification regarding Services / Bid Solicitation Documents, the applicants may send a written request at least one day prior to the opening date.
12. The Bidder may after its submission withdraw its bid prior to the expiry of the deadline prescribed for submission of bids. Withdrawn bids will be returned unopened to the Bidders.
13. Any bid not received as per terms and conditions laid down in this document are liable to be

ignored. No offer shall be considered if:

- a. Received without earnest money;
- b. It is received after the date and time fixed for its receipt;
- c. The tender document and the bid is unsigned;
- d. The offer is ambiguous;
- e. The offer is conditional i.e. advance payment, or currency fluctuations etc.
- f. The offer is from blacklisted firm in any Federal / Provincial Govt. Dept.:
- g. Only typed tender on original prescribing letter pad, sealed & signed (Every Page) should be submitted, the quoted Price must be preprinted and hand written quoted price will not be acceptable. The tenders must be according to hospital specification; alternate rates will not be acceptable

14. Usage of correction fluid & corrections are strictly prohibited unless duly initiated.
15. Any erasing / cutting etc. appearing on the offer, must be properly signed by the person signing the tender.
16. Bids will be rejected if the Bid is in some way connected with bids submitted under names different from his own.
17. In case of Bid Tie, the decision will be taken by making toss/draw/Recall sealed quotation in front of the bidders.
18. Any direct or indirect effort by a bidding firm to influence this institution during the process of selection of a bidder or award of contract may besides rejection of its bid result into its disqualification from participation in the LRH-MTI Peshawar's future bids.
19. The bidder shall provide an undertaking that the bidder has not been declared black listed by any Governmental/ Semi-Governmental institutions.
20. Bidders shall not be eligible to bid if they are under a declaration of Ineligibility for corrupt and fraudulent practices issued by any government organization in accordance with the Section 44(1) KPP Rules 2014.
21. The Quoted company must be Authorized by manufacturer/ principal side
22. Bidder must provide certifications of at least 3 Engineers trained and certified by the principal Manufacturer.(Certifications are to be verified by the principal/Manufacturer)
23. All sorts of certifications should be attached with the quotation shall be bound to be verified from principal/Manufacturer.
24. The bidder is bound to provide a minimum of 50millions turnover for the last five financial years. (Bound to be verified from the Income Tax Returns filed by the Firm/Company)

3. ELIGIBILITY CRITERIA:

Bidders must give compliance to the below mentioned clauses as these are mandatory to being eligible for the bidding process. Relevant certificates must be attached.

- Computerized National Identity Card (photo-copy).
- The bidder must be registered with Income / Sales Tax Department, reflected as Active Tax Payer on the list of FBR.NTN/KNTN and Professional tax.
- The bidder shall provide an undertaking that the bidder has not been declared black listed by any Governmental / Semi-Governmental institutions.
- Bidders shall not be eligible to bid if they are under a declaration of Ineligibility for corrupt

and fraudulent practices issued by any government organization in accordance with the Section 44(1) KPP Rules 2014.

4. GENERAL CONDITIONS: -

1. LRH-MTI Peshawar shall evaluate the proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements.
2. Alternative bid shall not be considered and shall be rejected by the Competent Authority.
3. LRH-MTI Peshawar may increase or decrease the quantity of the items required, as per KPPRA rules.
4. At any time prior to the deadline for submission of bids, LRH-MTI Peshawar may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding documents by amendment.
5. If a bid is not substantially responsive, it will be rejected by the Procuring Entity and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
6. LRH-MTI Peshawar may accept or reject any or all of the bids under Rule 47 of KPPRA Rules, 2014.
7. Additional documents will not be acceptable after Bid Submission.
8. **Rates will be valid till 30 June 2026.**

INVITATION FOR BIDS
Lady Reading Hospital
Medical Teaching Institute
Peshawar
Phone: 091-9211927

5. INVITATION FOR BIDS

Hospital Director, Medical Teaching Institute, **Lady Reading Hospital Peshawar** invites sealed bids from Manufacturer/Importers/Authorized Distributors under National Competitive Bidding for the procurement of “**Service Level Agreement of Photocopier Machines for 2024-2026**” for Hospital, under rule 6(2)(b) “**Single stage Two envelope procedure**” of KPPRA Rules 2014, from Manufacturer/Authorized Dealers registered with the Income / Sales tax, reflected on Active Taxpayer List of FBR.

The bidders are required to submit bid security @**200,000/-** in the name of Hospital Director LRH-MTI Peshawar. Pre-bid meeting with the interested bidders was held on _____ at **10:30 AM** at Material Management Department of the institution.

The tenders complete in all respect must reach the undersigned by 11:00 AM on _____, which will be opened at 11:30 AM on the same day in conference room / AHD office of the Hospital in the presence of the procurement committee and the bidders / representatives who may choose to attend.

Competent Authority reserves the right to reject any or all the bids as per provisions contained in Rule 47 of KPPRA Rules 2014.

6. BID Security

- i. Bid security @ **200,000/-** (refundable) drawn in favor of “Hospital Director LRH-MTI Peshawar”
- ii. Pay Order (PO) is Not acceptable.

The bid security may be forfeited:

- i) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii) In the case of a successful Bidder, if the Bidder fails to sign the contract or to furnish performance Guarantee.

7. BID VALIDITY:

- i) The bids should be valid for 180 days.
- ii) In exceptional circumstances, LRH-MTI Hospital may solicit the Bidder’s consent to an extension of the period of validity reasons shall be recorded in writing. The request and the responses there to shall be made in writing. The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

8. BLACKLISTING OF DEFAULTED BIDDER/CONTRACTOR

Conditions for Blacklisting of Defaulted Bidder/Contractor under rule 44 of KPPRA Rules 2014

The following are the events which would lead to initiate (Rule 44 of KPPRA Rules 2014) blacklisting/debarment process;

- Consistent failure to provide satisfactory performances.
- Found involved in corrupt/fraudulent practices.
- Abandoned the place of work permanently

Conditions for debarment of Defaulted Bidder/Contractor

Failure or refusal to;

- Accept Purchases Order / Services order terms;
- Make supplies as per specifications agreed:
- Fulfill contractual obligations as per contract
- Non execution of work as per terms & condition of contract.
- Any unethical or unlawful professional or business behavior detrimental to good conduct and integrity of the public procurement process.
- Persistent and intentional violation of important conditions of contract.
- Non-adherence to quality specifications despite being importunately pointed out.
- Security consideration of the State i.e., any action that jeopardizes the security of the State or good repute of the LRH- MTI Peshawar.

Procedure for blacklisting and debarment

1. Competent authority of Lady Reading Hospital -MTI Peshawar may on information, or on its own motion, issue show cause notice to the bidder.
2. The Show Cause notice shall contain the statement of allegation against the Bidder.
3. The bidder will be given maximum of seven days to submit the written reply of the show cause notice.
4. In case the bidder fails to submit written reply within the requisite time, the competent authority may proceed forth with ex-pa rte. against the bidder.
5. Direct to issue notice of personal hearing to the bidder/ authorized representative of the bidder and the competent authority shall decide the matter on the basis of available record and personal hearing, if availed.
6. The competent authority shall decide the matter within thirty days from the initiation of proceedings.
7. The order of competent authority shall be communicated to the bidder by indicating reasons.
8. The order past as above shall be duly conveyed to the KPPRA and defaulting bidder within three days of passing order.
9. The duration of debarment may vary up to five years depending upon the nature of violation.

9. DISPUTES AND CONTROVERSIES/DISPUTE RESOLUTION

Any dispute or difference arising out of the Agreement which cannot be amicably settled between the Parties, shall be finally settled by KPPRA whose decision will final and binding on both the parties.

10. List of Accessories:

Lot 1 (List of Accessories)			
S.No	Name & Model of Machine	Accessories	Per Unit Price
1	Sharp MX-M464	Drum	
		Drum Unit	
		Drum Unit Gear	
		Upper Drum Charger	
		Toner Recovery Blade	
		Cleaning Blade	
		Developer	
		DV Unit	
		DV Unit Gear	
		Lower Charger	
		Heater Lower	
		Heater Lamp	
		Heater Thermistor	
		Thermal Fuse	
		Heater Roller Gear	
		Pressure Roller	
		Pressure Roller Bearing	
		Heater Oil Web Film	
		Try Roller	
		By Pass Roller	
		Main Board	

		Power Supply	
		Main Drive Unit Gear	
		Main Motor	
2	Sharp AR-5320	Drum	
		Drum Unit	
		Drum Unit Gear	
		Upper Drum Charger	
		Toner Recovery Blade	
		Cleaning Blade	
		Developer	
		DV Unit	
		DV Unit Gear	
		Lower Charger	
		Heater Lower	
		Heater Lamp	
		Heater Thermistor	
		Thermal Fuse	
		Heater Roller Gear	
		Pressure Roller	
		Pressure Roller Bearing	
		Heater Oil Web Film	
		Try Roller	
		By Pass Roller	
		Main Board	
		Power Supply	

		Main Drive Unit Gear	
		Main Motor	
3	Sharp AR-M452U	Drum	
		Drum Unit	
		Drum Unit Gear	
		Upper Drum Charger	
		Toner Recovery Blade	
		Cleaning Blade	
		Developer	
		DV Unit	
		DV Unit Gear	
		Lower Charger	
		Heater Lower	
		Heater Lamp	
		Heater Thermistor	
		Thermal Fuse	
		Heater Roller Gear	
		Pressure Roller	
		Pressure Roller Bearing	
		Heater Oil Web Film	
		Try Roller	
		By Pass Roller	
		Main Board	
		Power Supply	
		Main Drive Unit Gear	

		Main Motor	
4	Canon Image Runner Canon 2545	Drum	
		Drum Unit	
		Drum Unit Gear	
		Upper Drum Charger	
		Toner Recovery Blade	
		Cleaning Blade	
		Developer	
		DV Unit	
		DV Unit Gear	
		Lower Charger	
		Heater Lower	
		Heater Lamp	
		Heater Thermistor	
		Thermal Fuse	
		Heater Roller Gear	
		Pressure Roller	
		Pressure Roller Bearing	
		Heater Oil Web Film	
		Try Roller	
		By Pass Roller	
		Main Board	
		Power Supply	
		Main Drive Unit Gear	

		Main Motor	
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11. Services of Photocopier Machines without Parts.

Lot 2				
S. No	Name of Machine	Model	Number Of Machines	Charges Per Year
1	SHARP	MX-M464	12	
2	SHARP	AR-5320	01	
3	SHARP	AR-452U	05	
4	Canon Image Runner	Canon 2545	02	
5	Canon Image Runner	6555i	02	
6	Toshiba	E-Studio 6518-A	03	

12. Services of Photocopier Machines with All Parts Including Toners.

Lot 3				
S. No	Name of Machine	Model	Number Of Machines	Charges Per Year
1	SHARP	MX-M464	12	
2	SHARP	AR-5320	01	
3	SHARP	AR-M452U	05	
4	Canon Image Runner	Canon 2545	02	
5	Canon Image Runner	6555i	02	
6	Toshiba	E-Studio 6518-A	03	

Note: All Lots will be awarded on item / machine wise.

- Monthly Services Report endorsed from Manager Operation MIS.
- Quarterly detailed inspection report endorsed from Manager Operation MIS.

If problem arises in the Photocopier, it must be resolve as earlier as possible. In case of delay Backup machine should be available for replacement of faulty machine on same day.

13. SPECIAL CONDITION OF THE CONTRACT

1. Support Services should be provided around the clock 24/7.
2. The proposal/quotation should have all information in details with respect to scope of work and value-added services.
3. Bidder shall submit complete profile of the firm and item in “TECHNICAL PROPOSAL”.
4. OEM must have in-country presence (Office and Depots) for the past 5 years
5. On-site support from vendor is required.
6. The prices quoted should be inclusive of all taxes.

14. EVALUATION CRITERIA: -

The bids / proposals will be evaluated on the basis of advertisement, bid solicitation documents and the point system as specified below.

A proposal shall be rejected during the technical evaluation if the bid does not fulfill the minimum specified requirements OR if it fails to achieve the minimum score as indicated in the below mentioned table. Relevant certificates / documents must be attached.

S #	Parameters	Sub-parameters	Marks
1	Financial Status		22
		Sales Tax Registration Certificate (05 Marks)	5
		NTN Registration Certificate (05 Marks)	5
		Bank statement of last 3 years (each year carry 2 marks) (06 Marks)	6
		Audit report of last 2 years (each year carry 3 marks) (06 Marks)	6
2	Past Performance, Satisfactory certificate (4 marks for each certificate)		15
	Institute include government department and private institute customer satisfaction certificate from the procuring entity of the last accomplished assignment must be attached.	Required up to 03 Certificates (Each certificate carries 05 Mark)	15
3	Authorization		5
	Company Authorization, Manufacturer of relevant Brand should be attached	Authorization letter from manufacturer of Sharp for Sharp items /Canon for Canon items/Toshiba for Toshiba items.	5
4	Relevant Market experience (4 marks for each year)		20

	Supply orders/purchase orders/ contract agreement should be attached	Required up to 04 years' experience (Each year carries 05 Mark)	20
5	Human Resource		8
	Qualifications (CV), Payroll and relevant degrees must be attached.	Project Manager	2
		IT Engineers (One mark for each Engineer) At least Three Engineers	3
		IT Technician (One mark for each Engineer/Technician	3
	Total Marks		70
	Qualifying Marks		49

Total Marks in Technical Criteria: **70**

Qualifying Percentage in Technical Criteria: **70%**

Qualifying Marks: 49

Financial Criteria (30 Marks):

S #	Parameters	Sub-Parameters	Total Marks:
	Price		30
		Lowest Price will get full marks. The formula to calculate the marks for the price submitted is: [Lowest Price (Fm)/Price of Bid under consideration (F)] x100 x 0.30	30

Bids having items not fulfilling/in compliance with the required specifications shall be treated as non-responsive bids.

15. REDRESSING OF GRIEVANCES

1. The purchaser shall constitute a committee comprising of disagreed & notified by the competent authority proper powers and authorizations to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
2. Any bidder feeling aggrieved by any act of the purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than 05 days after the announcement of the bid evaluation report.
3. The grievance redressed Officer shall investigate and decide upon the complaint within 06 days of the receipt of the complaint. The report along with decision shall be forwarded to the purchaser officer within the prescribed period.
4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.
5. Note: Grievance notified & designated who can invite appropriate official as co-opted member for grievance.

16. PERFORMANCE SECURITY:

Successful bidder shall deposit an amount of **Rs. 10%** of the purchase price as service security, which will be refundable after expiry of the period of warranty/ guaranty and services after necessary adjustments.

17. AWARD OF CONTRACT:

Contracts shall be confirmed through a written agreement signed by the successful bidder and the LRH-MTI Peshawar.

18. PAYMENT:

- a. No advance payment will be permissible.
- b. The payment will be made after successful supply, installation/inspection and test run of all requisite items.

19. Sub-Letting Contract:

The supplier shall not sub-let or assign this Contract or any part thereof without the written permission of the procuring entity. In the event of the Services provider subletting or assigning this Contract or any part thereof without such permission, the procuring entity shall be entitled cancel the Contract and to purchase the goods elsewhere on the supplier account and risk and the supplier shall be liable for any loss or damage which the procuring entity may sustain in consequence of arising out of such purchase.

LADY READING HOSPITAL PESHAWAR
Medical Teaching Institution (MTI)
TENDER NOTICE
(Single Stage Two Envelope)

Sealed Bids are invited from Manufacturer/Importers/Authorized Distributors for the supply of following items for LRH-MTI Peshawar. Tender should reach to the office of the undersigned on or before at **11:00 AM** which will be opened on the same day at **11:30 AM** in presence of bidders or their representatives. The Bid security shall be submitted from the account of the firm/bidder/contractor who submits the bid in favor of Hospital Director, Lady Reading Hospital Medical Teaching Institution Peshawar.

S.NO	Name of Work	Required Bid Security	Tender
01	Service Level Agreement of Photocopier Machines for 2024-2026	200,000	1 st

TERMS AND CONDITION:

1. Only typed tender on original prescribed letter pad, sealed & signed with proper binding should be submitted, the quoted Price must be printed and hand written quoted price is not be acceptable. The tenders must be according to hospital specification; **double rates** for one item will not be accepted.
2. Pre-bid Meeting will be held on dated: at **10:30** in the office of Material Management Department of LRH-MTI Peshawar.
3. The envelopes shall be marked as “**TECHNICAL BID**” and “**FINANCIAL BID**” and **BOLD** and **LEGIBLE** letters to avoid confusion. Similarly, the bidder shall seal both bids in separate envelopes. The said two envelopes shall then be sealed in an outer envelope.
4. The tender must be according to Bid Solicitation Documents (BSDs).
5. The Income Tax, stamp duty and Professional Tax or any other Government tax will be charged as per rules.
6. A detailed Bid Solicitation Documents (BSDs) available on our web-site www.lrh.edu.pk
7. The bid security in the shape of Pay order (PO) will not be accepted.
8. The competent authority has the right to reject all bids under Rule 47 of the Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Procurement Rules 2014 after giving valid reason.
9. Valid KPRA registration is mandatory.
10. LRH's FTN Number is 9050181.

Associate Hospital Director
Lady Reading Hospital
Peshawar

Hospital Director
Lady Reading Hospital
Peshawar

Address of Pre-Bid Meeting & Bid Submission/Opening:
Lady Reading Hospital/MTI Peshawar, Khyber Pakhtunkhwa,
Telephone(s): 0092-91-9211430-35