



**GOVERNMENT OF THE PUNJAB  
PRIMARY & SECONDARY  
HEALTHCARE DEPARTMENT**

**Contract Name**  
**Procurement of Mechanical, Electrical, Plumbing and Generator Operation  
& Maintenance Services for DHQ & THQ Hospitals of the Punjab  
(Package 1)**

between

**Project Management Unit (PMU), Primary and Secondary Healthcare Department,  
Government of Punjab  
31- El Gulberg III, Lahore**

and

**M/s Sarmik (Pvt) Ltd  
Having registered office at 205- Eden Heights, 6 Main Gulberg, Lahore**

**Dated:** 05 March 2021





**E-STAMP**  
CONTINUATION SHEET



**GOVERNMENT OF THE PUNJAB  
PROJECT MANAGEMENT UNIT (PMU)  
PRIMARY & SECONDARY  
HEALTHCARE DEPARTMENT  
31-E1 Gulberg III, Lahore**

To: **M/s Sarmik (Pvt) Ltd**  
*Having registered office at 205- Eden Heights, 6 Main Gulberg, Lahore*

This is to notify you that your proposal dated 14.01.2021 for execution of **Mechanical, Electrical, Plumbing and Generator Operation & Maintenance Services for DHQ & THQ Hospitals of the Punjab** bearing Bid Reference NO: P&SHD/PMU/OS/MEPG-02/2021, [as given in the Special Conditions of Contract] for this contract as corrected and modified in accordance with the Instructions to Service providers is hereby accepted by our Agency whereas the contract amount is not fixed cost, it shall be determined on As per Actual (APA) basis from following categories (as per appendix 1 to 6):

- (A) Human Resource Cost
- (B) Equipment Replacement Cost
- (C) System Maintenance Works Cost
- (D) Preventive Maintenance Cost of Generator
- (E) Generators Repair and Replacement Cost

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

**Authorized Signature:** \_\_\_\_\_

**Name and Title of Signatory:** Mr. Haroon Sohail (Director/CEO)

**Name of Agency:** M/s Sarmik (Pvt) Ltd, having registered office at 205- Eden Heights, 6 Main Gulberg, Lahore

**Attachment:** Contract



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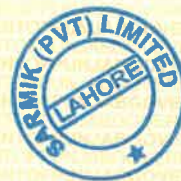


Non-Judicial

Rs 10,000/-

Description : CONTRACT - 22A(b)  
 First Party : Sarmik Pvt Ltd [38401-0726129-5]  
 Second Party : Project Management Unit [10000-0000000-0]  
 Agent : Muhammad Asif [32301-0884049-3]  
 Stamp Duty Paid by : Sarmik Pvt Ltd [38401-0726129-5]  
 Issue Date : 22-Feb-2021, 11:57:07 AM  
 Paid Through Challan : 2021D1CFC008D0E6  
 Amount in Words : Ten Thousand Rupees Only

Please Write Below This Line



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**GOVERNMENT OF THE PUNJAB  
PROJECT MANAGEMENT UNIT (PMU)  
PRIMARY & SECONDARY  
HEALTHCARE DEPARTMENT  
31-E1 GULBERG III, LAHORE**

## Form of Contract

This CONTRACT (hereinafter called the "Contract") is made at *Lahore*, \_\_\_\_\_, between, on the one hand, **PROJECT MANAGEMENT UNIT, PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT, GOVERNMENT OF PUNJAB THROUGH ITS PROJECT DIRECTOR (HEREINAFTER CALLED THE PROCURING AGENCY)**

and,

on the other hand, **M/S SARMIK (PVT) LTD** HAVING REGISTERED OFFICE AT **205- EDEN HEIGHTS, 6 MAIN GULBERG, LAHORE** acting through Mr. Haroon Sohail (hereinafter called the Service Provider):

### WHEREAS

- (a) The Procuring Agency has requested the Service Provider to provide certain Services as defined in the General & Special Conditions of Contract along with Scope of Work attached to this Contract (hereinafter called the "Services");
- (b) The Service Provider, having represented to the Procuring Agency that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract whereas the contract amount is not fixed cost, it shall be determined on As per Actual (APA) basis from following categories (as per appendix 1):
  - (A) Human Resource Cost
  - (B) Equipment Replacement Cost
  - (C) System Maintenance Works Cost
  - (D) Preventive Maintenance Cost of Generator
  - (E) Generators Repair and Replacement Cost
- (c) the Procuring Agency has received budget from the Government of the Punjab. It intends to apply a portion of the proceeds of this budget to eligible payments, if any, under the Contract.

NOW THEREFORE the Parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- the Special Conditions of Contract;
- the General Conditions of Contract;
- the Scope of Services;
- Performance Specifications;
- Appendices
- Request for Proposal



*M. Haroon Sohail*

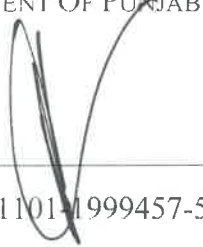
*M. Haroon Sohail*

2. The mutual rights and obligations of the Procuring Agency and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Procuring Agency shall make payments, to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.  
For and on behalf of

**Project Director,**

PROJECT MANAGEMENT UNIT, PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT,  
GOVERNMENT OF PUNJAB



CNIC # 61101-1999457-5

Witnesses 1  
Director (Outsourcing)



CNIC #

Witnesses 2  
Deputy Project Director



CNIC #

For and on behalf of

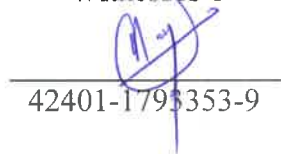
**CEO, Mr. Haroon Sohail,**

SARMIK (PVT) LTD, HAVING REGISTERED OFFICE AT 205- EDEN HEIGHTS, 6 MAIN GULBERG,  
LAHORE



CNIC # 38401-0726129-5

Witnesses 1



CNIC #

42401-1793353-9

Witnesses 2



CNIC #

32301-0884049-3

CC:

1. Director General NAB, Lahore.
2. The Accountant General Punjab, Lahore
3. PSO to Secretary, P&SHD, Government of Punjab
4. Director Outsourcing, PMU, P&SHD, Government of Punjab
5. Lowest Evaluated Bidder/Contractor for Compliance
6. Master File







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## Section A: General Conditions of Contract (GCC)

### 1. General Provisions

#### 1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a) The Arbitrator is the person appointed jointly by the Procuring agency and the Service provider to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.
- b) "Consideration Amount" means the procuring agency shall make payment to the Service Provider after deducting all applicable taxes in consideration of the services rendered to be performed by the Service Provider under the contract for two years. However, the Service Provider's remuneration is not fixed. It's a As per Actual (APA) contract hence there shall be no fixed lump-sum costs. The Contract Price may increase or decrease as stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- c) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- d) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6;
- e) "Dayworks" means varied work inputs subject to payment on a time basis for the Service Provider's employees and equipment, in addition to payments for associated materials and administration.
- f) "Equipment Part Replacement" means items to be replaced as mentioned in Appendix 3 and 6.
- g) "Foreign Currency" means any currency other than the currency of the country of the Procuring agency;
- h) "GCC" means these General Conditions of Contract;
- i) "Government" means the Government of the Punjab;
- j) "Human Resource" means all the employers hired by the service provider to perform task as mentioned in appendix 09;








- k) "Local Currency" means Pak Rupee (PKR);
- l) "Mobilization Advance" is an average cost of 3 months of all hospitals in respective package which shall be payable by the virtue of Bank Guarantee of equivalent amount in favor of Project Director. During the two years of contract tenure such occurrence will be given once only at the time of signing of the contract for mobilization of the contract. However, under no circumstances, that amount is payable in absence of Bank guaranteed.
- m) "Member," in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; "Members" means all these entities, and "Member in Charge" means the entity specified in the Special Conditions to act on their behalf in exercising all the Service Provider' rights and obligations towards the Procuring agency under this Contract;
- n) "Minimum Spare Inventory" means spare inventory readily available to be used by the hospital as mentioned in ;
- o) "Party" means the Procuring agency or the Service Provider, as the case may be, and "Parties" means both of them;
- p) "Personnel" means persons hired by the Service Provider or by any Subservice provider as employees and assigned to the performance of the Services or any part thereof;
- q) "Petty Cash" means a fixed amount as mentioned in appendix 8 of the contract which is readily available to be used by the MEPG staff for petty items.
- r) "Payment in Advance" means procuring agency, on the request of service provider, shall make an advance payment at the closure of the financial year.
- s) "Procuring agency" means the party who employs the Service Provider
- t) "Service Provider" is a person or corporate body whose Proposal to provide the Services has been accepted by the Procuring agency;
- u) "Service Provider's Proposal" means the completed Proposal document submitted by the Service Provider to the Procuring agency
- v) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented;



- w) "Specifications" means the specifications of the service included in the Proposal document submitted by the Service Provider to the Procuring agency
- x) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Section C – Scope of services, Proposal document and attached Annexure "SubService provider" means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.
- y) "System Maintenance" means the work to be performed by the service provider to keep the Mechanical, Electrical, Plumbing, Carpentry, Glass work & Generator system in running state including every item/task/work other than the items replacement as mentioned in Appendix 3 & 6;

- 1.2 Applicable Law** The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan.
- 1.3 Language** This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
- 1.4 Notices** Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address **specified in the SCC**.
- 1.5 Location** The Services shall be performed at such locations as are specified in Section C – Scope of services, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Procuring agency may approve.
- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring agency or the Service Provider may be taken or executed by the officials **specified in the SCC**.
- 1.7 Inspection and Audit by the Procuring Agency** The Service Provider shall permit the Procuring Agency to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Procuring Agency, if so required.
- 1.8 Taxes and** The Service Provider, SubService providers, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be







**Duties** levied under the Applicable Law

## 2. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC.**
- 2.2 Commencement of Services**
- 2.2.1 Work Program** Before commencement of the Services, the Service Provider shall submit to the Procuring agency for approval a Work Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Work Program as updated.
- 2.2.2 Starting Date** The Service Provider shall start carrying out the Services fifteen (15) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC.**
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC.**
- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.
- 2.5 Force Majeure**
- 2.5.1 Definition** For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- 2.5.2 Payment** Due to the termination of services by the Employer other than the



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**Compensation** reason of performance of services, the Employer shall be liable to pay the pending months guaranteed amount of payment to the Service Provider with effect from (w.e.f.) the date of termination up-to the number of months left as per agreed time frame of Contract.

**2.5.3 Extension of Time** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

## 2.6 Termination

### 2.6.1 By the Procuring agency

The Procuring agency may terminate this Contract, by not less than fifteen (15) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- 3
- (a) if the Service Provider fails to pay the salary within 90 days, the contract shall be terminated within fifteen (15) days after being notified or within any further period as the Procuring agency may have subsequently approved in writing;
  - (b) if the Service Provider become insolvent or bankrupt;
  - (c) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within fifteen (15) days after being notified or within any further period as the Procuring agency may have subsequently approved in writing;
  - (d) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less forty-five (45) days; or
  - (e) if the Service Provider, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of this sub-clause, the terms set forth constitute corrupt or fraudulent activity:
    - i. "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official, service provider or Service provider in the procurement process or in contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a contract;
    - ii. "fraudulent practice" is any act or omission, including
- 3



misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

- iii. “collusive practices” is an arrangement among service providers (prior to or after proposal submission) designed to establish proposal prices at artificial, non-competitive levels for any wrongful gain, and to deprive the procuring agency of the benefits of free and open competition, and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty;
- iv. “coercive practices” is impairing or harming, or threatening to impair or harm, directly or indirectly, any person or the property of the person (participant in the selection process or contract execution) to influence improperly the actions of that person;
- v. “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of the Client’s inspection and audit rights.

**2.6.2 By the  
Service  
Provider**

The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Procuring agency, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Procuring agency fails to pay any monies due to the Service Provider within agreed timeline pursuant to this Contract, and not subject to dispute pursuant to Clause 7, the Service Provider shall issue first notice that such payment is overdue. After forty-five (45) days of giving written first-notice, if the procuring agency still fails to pay, service provider shall issue second written notice. After fifteen days(15) of no response on second notice, service provider may give thirty (30) days termination notice; However, 20% of the contract amount shall be deducted from Service provider’s payments or charged to the service provider. Failure to do so may result in black listing for two years; or
- (b) if, as the result of Force Majeure, the Service Provider is



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unable to perform a material portion of the Services for a period of not less than sixty (60) days.

### 3. Obligations of the Service Provider

#### 3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and Scope, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Procuring agency, and shall at all times support and safeguard the Procuring agency's legitimate interests.

#### 3.2 Conflict of Interests

##### 3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any SubService providers, and agents of either of them similarly shall not receive any such additional remuneration.

##### 3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any SubService provider and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

##### 3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor its SubService providers nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities which would conflict with the activities assigned to them under this Contract;
- (b) during the term of this Contract, neither the Service Provider



nor their SubService providers shall hire such public employees, in active duty or on any type of leave, which would conflict with the activities assigned to service provider to perform any activity under this Contract;

- © after the termination of this Contract, such other activities as may be **specified in the SCC**.

### 3.3 Confidentiality

The Service Provider, its Subservice providers, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Procuring agency's business or operations without the prior written consent of the Procuring agency.

### 3.4 Insurance to be Taken Out by the Service Provider

The Service Provider (a) shall take out and maintain, and shall cause any SubService providers to take out and maintain, at its (or the SubService providers', as the case may be) own cost but on terms and conditions approved by the Procuring agency, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Procuring agency's request, shall provide evidence to the Procuring agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

### 3.5 Service Provider's Actions Requiring Procuring agency's Prior Approval

The Service Provider shall obtain the Procuring agency's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Scope ("Key Personnel"),
- © changing the Program of activities; and
- (d) any other action that may be **specified in the SCC**.

### 3.6 Reporting Obligations

The Service Provider shall submit to the Procuring agency the reports and documents specified in Scope in the form, in the numbers, and within the periods set forth in the said scope.

### 3.7 Documents Prepared by the Service Provider to Be the Property of the Procuring agency

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Procuring agency, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring agency, together with a detailed inventory thereof. The Service Provider



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may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

### 3.9 Performance Security

The Service Provider shall provide the Performance Security to the Procuring agency no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Procuring agency, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 90 days from the Completion Date of the Contract in case of a bank guarantee.

## 4. Service Provider's Personnel

### 4.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Scope of services.

### 4.2 Removal and/or Replacement of Personnel

- (a) If the Procuring agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Procuring agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring agency.
- (b) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

## 5. Obligations of the Procuring Agency

### 5.1 Assistance and Exemptions

The Procuring agency shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC**.

### 5.2 Change in the Applicable Law

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses

*M.A.*



*Q.A.*

6.2 (a) or (b), as the case may be.

### 5.3 Services and Facilities

The Procuring agency shall make available to the Service Provider the Services and Facilities listed under Section – C, Scope of Services. Provision of site free from all encumbrances for construction activity shall be the responsibility of the Procuring Agency.

## 6. Payments to the Service Provider

### 6.1 Lump-Sum Remuneration

The Service Provider's remuneration is not fixed. It's a As per Actual (APA) contract hence there shall be no fixed lump-sum costs. The Contract Price may increase or decrease as stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.

### 6.2 Contract Price

- (a) The price payable in Pak Rupees (PKR) is set **forth in SCC**.
- (b) The price payable in foreign currency is set **forth in the SCC**.

### 6.3 Payment for Additional Services

- 6.3.1 For the purpose of determining the price for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the price is to be provided in Appendix 1.

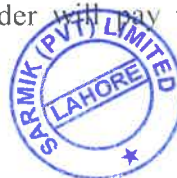
## 7. Quality Control

### 7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Procuring agency shall be as **indicated in the SCC and scope of services**. The Procuring agency shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Procuring agency may instruct the Service Provider to search for a Defect and to uncover and test any service that the Procuring agency considers may have a Defect. All parts replaced as mentioned in Appendix 3 & 6, shall have a warranty period of 6 months from date mentioned on "Completion Certificate". If any issue arises, the work/ new part replacement shall be done free of cost.

### 7.2 Correction of Deficiencies, and Non-Performance Penalty

- (a) The Procuring agency shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Deficiencies remain to be corrected.
- (b) Every time notice of Deficiency is given, the Service Provider shall correct the notified Deficiency within the length of time specified by the Procuring agency's notice.
- © If the Service Provider has not corrected a Deficiency within the time specified in the Procuring agency's notice, the Procuring agency will assess the cost of having the Deficiency corrected, the Service Provider will pay this amount, and a



Penalty for Non- Performance.

**8. Settlement of Disputes**

**8.1 Amicable Settlement**

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

**8.2 Dispute Settlement**

8.2.1 If any dispute arises between the Procuring agency and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Arbitrator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Arbitrator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 Should the Arbitrator resign or die, or should the Procuring agency and the Service Provider agree that the Arbitrator is not functioning in accordance with the provisions of the Contract, a new Arbitrator will be jointly appointed by the Procuring agency and the Service Provider

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## Section B: Special Conditions of Contract

Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
1.1 (a) & 8.1	The Arbitrator shall be Secretary, P&SHD
1.1(b)	“Consideration Amount” means the procuring agency shall make payment to the Service Provider after deducting all applicable taxes in consideration of the services rendered to be performed by the Service Provider under the contract for two years. However, the Service Provider’s remuneration is not fixed. It’s a As per Actual (APA) contract hence there shall be no fixed lump-sum costs. The Contract Price may increase or decrease as stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
1.1 (c)	The contract name is:  <b><u>Procurement of Mechanical, Electrical, Plumbing and Generator Operation &amp; Maintenance Services for DHQ &amp; THQ Hospitals of the Punjab</u></b>
1.1(f)	The Procuring Agency is :  <b><u>Project Management Unit, Primary and Secondary Healthcare Department, Government of Punjab</u></b>
1.1 (k)	“Mobilization Advance” is an average cost of 3 months of all hospitals in respective package which shall be payable by the virtue of Bank Guarantee of equivalent amount in favor of Project Director. During the two years of contract tenure such occurrence will be given once only at the time of signing of the contract for mobilization of the contract. However, under no circumstances, that amount is payable in absence of Bank guaranteed.
1.1 (o)	“Payment in Advance” is an average cost of 3 months of all hospitals in respective package which shall be payable by the virtue of Bank Guarantee of equivalent amount in favor of Project Director. During the two years of contract tenure such occurrence will be given twice only (one in each financial years) at the end of closure of a financial year which shall be calculated as under  Payment in advance = (Average cost of all hospitals in one package) x (3)  However, under no circumstances, that amount is payable in absence of Bank guaranteed.
1.1(p)	The Service Provider is <b>M/S SARMIK (PVT) LTD HAVING REGISTERED OFFICE AT 205- EDEN HEIGHTS, 6 MAIN GULBERG, LAHORE</b> acting through MR. HAROON SOHAIL
1.2	The Applicable Law is:  <b><u>Laws of Islamic Republic of Pakistan</u></b>
1.3	The language is:





Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
	<u>English</u>
1.6	The Authorized Representatives are: For the Procuring agency: <b>Project Director, PMU</b> For the Service Provider: <b>Mr. Haroon Sohail</b> CEO, M/s Sarmik
2.1	Effectiveness of Contract shall come into force with effect from the date on which both parties have signed the contract
2.2.2	Commencement of Services start date shall be within Fifteen (15) days from the award of the contract.
2.3	The Intended period of Completion for the contract is two years from the commencement of the services. The Procuring Agency shall pay an annual increase of 10%. However, the Contract can be extended for one year, subject to satisfactory performance of Service Provider as well as mutual agreement / consent of both parties.
2.4	Any modification may be made only by written agreement between both parties on the stamp paper.
2.6.1	The Procuring agency may terminate this Contract (whole contract or any hospital), by not less than fifteen (15) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1: (a) if the Service Provider fails to pay the salary within 90 days, the contract shall be terminated within fifteen (15) days after being notified or within any further period as the Procuring agency may have subsequently approved in writing;
3.1	Subletting/ subservice of any part or activity of this contract is not allowed.
3.9	The Bank Guarantee shall be valid until a date 90 days from the Completion Date of the Contract.
4.1	Human resource titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix 2 & 9.
6, 6.1, 6.2, 6.3	The Service Provider's remuneration is not fixed. It's a As per Actual (APA) contract hence there shall be no fixed lump-sum costs. The Contract Price may increase or decrease as stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3. It will be determined from following categories (as per Appendix 1): <b>(A) Human Resource Cost</b> Payment shall be made for the deployed staff which can increase and decrease at any given time. <b>(B) Equipment Replacement Cost</b> All payments will be made after provision of complete documents like entry in stock register for new part, entry in dead stock of replaced part and requisition slip duly signed by MS and task completion certificate. <b>(C) System Maintenance Works Cost</b> All maintenance, repair and replacement work shall be included in system maintenance work including glass replacement, motor winding, switch, tap replacement, new installment of equipment or any other work deem appropriate by the procuring agency other than equipment part replacement mentioned in Appendix 3 of the contract.





Number of GC Clause	Supplements to, Clauses in the General Conditions of Contract
	<p>Preventive maintenance shall be carried out for any generator with 200 running hours or four (04) months, whichever is earlier.</p> <p><b>(E) Generators Repair and Replacement Cost</b>  All payments will be made after provision of complete documents like entry in stock register for new part, entry in dead stock of replaced part and requisition slip duly signed by MS and task completion certificate.  Monthly Payment shall be made within <b>45 (forty-five)</b> days of receipt of the invoice and the relevant documents from respective hospital.</p>
7.1	<p>All parts replaced as mentioned in Appendix 3 &amp; 6, shall have a warranty period of 6 months from date mentioned on "Completion Certificate". If any issue arises, the work/ new part replacement shall be done free of cost.</p>

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## Section C: Scope of Services / Terms of Reference

### Background

The Primary and Secondary Healthcare Department is the key department entrusted by the people of Punjab with responsibility for the health of communities and the population. The Primary and Secondary Healthcare Department delivers primitive, preventive and curative health services from the Primary to the Secondary Healthcare level.

Over the last few years, The Primary and Secondary Health Department of Punjab has taken many initiatives to improve the primary and secondary healthcare facilities all over Punjab. However, in spite of these initiatives, many districts of the Punjab are not delivering healthcare services to the standard expected.

In order to improve healthcare facilities in the province, the Primary and Secondary Healthcare Department is revamping 26 District Headquarter Hospitals and 100 Tehsil Headquarter Hospitals in the province.

### Contextual Information

The District Head Quarters (DHQ) Hospitals are located at District headquarters level and serve a population of 1 to 3 million, depending upon the category of the hospital. The DHQ hospital provides primitive, preventive and curative care, advance diagnostics, inpatient services, advance specialist and referral services.

DHQs provides referral care to the patients including those referred by the Basic Health Units, Rural Health Centers, Tehsil Head Quarter hospitals along with Lady Health Workers and other primary and secondary healthcare facilities.

### 1. SCOPE OF SERVICES

Project Management Unit (PMU), Primary & Secondary Healthcare Department (P&SHD) requires firms to provide MEPG Services for **24 Hours a day (365 days/ 7 days a week including Sunday & Holidays)** in the entrusted DHQ / THQ Hospitals as mentioned in this tender document. However, Procuring Agency reserves the rights to add or drop one or more health facilities from any package.

The scope of services include performance of all kind of electrical, mechanical, carpentry / fitting / glass / plumbing, operations, repair, maintenance and replacement of parts of generators in DHQ & THQ hospital(s). The detail of which is as below

#### 1.1 Pre-requisite

Service Provider will be responsible to provide following items to its entire staff deployed at the hospital before or on the first day of joining

- Uniform (For supervisors, Navy Blue Polo Shirt, Black Jeans and Black Trousers, For all other workers uniform will be Royal Blue Polo Shirt Black Jeans and Black Trousers, Covid-19 care essentials like gloves & masks, identification cards; personal protective equipment etc. and ensure proper maintenance of it. Further the staff would be required to be in clean uniform at all times.
- Service Provider will be responsible for provision of complete tool kit at start of the contract along with petty cash and spare inventory as per detail provided at (Appendix-7 & 8), to be maintained at each hospital.



## 1.2 Documents required within 1<sup>st</sup> month

First month's payment shall only be released after completing following tasks:

- a. Service provider will be responsible to provide complete equipment list within first 20 days of the contract along with its functionality status (Functional, Repairable or Dead).
- b. Service provider will be responsible to tag all the equipment placed in the hospital in first month of the contract and submit the list to Hospital Administration which can be changed time to time. The same shall be maintained on information management system to be developed by the service provider. The applied tags should be clearly visible, which shall be referred in case of any complaint.
- c. Service provider will be responsible for submission of detailed functional inventory of hospital with its functionally status, each month, duly signed by the Service Provider and counter signed by the Medical Superintendent and Admin Officer of the concerned hospital.
- d. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital well in advance.

## 1.3 Human Resource

- a. Service Provider will be responsible to provide quality human resource with demonstrable experience in each hospital as per Qualification & Experience of human resource in first month.
- b. The Human Resource (HR) as mentioned in this Contract may increase or decrease subject to below mentioned conditions:
  - i. Request Letter from Service Provider.
  - ii. Justification Letter for increase in HR from Medical Superintendent to Director Operations PMU.
  - iii. Recommendation of Operations Wing, PMU
  - iv. Approval of Competent Authority.
  - v. Renewal / submission of additional Performance Guarantee / Security by the Service Provider.
- c. After joining the requisite staff will be on probation of seven (7) days, who upon issuance of a satisfactory letter from Medical Superintendent (MS) may continue his/her services for a period as per contract agreement. However, MS of the concerned hospital should issue a satisfactory performance certificate for each such staff. It will also be the responsibility of Medical Superintendent that after the issuance of satisfaction letter all such staff should be on biometric at once.
- d. If Medical Superintendent want to surrender any extra staff he may do so by giving 15 days' notice to the Service Provider under intimation to the Project Management Unit.
- e. Service Provider shall immediately upon receipt of request replace any service personnel who may be considered undesirable and incompetent by the procuring agency / hospital administration.
- f. However, if MS require any such staff as per the contract agreement he may demand the same by following below mentioned mechanism for deployment of any such staff;
  - i. A requisition for deployment of staff for each particular month will be placed by the Medical Superintendent of the concerned hospital before the Project Director, PMU at least 15 days before the starting of a particular month. If no request will be generated by



- the Medical Superintendent, it will be understood that the staff of previous month will continue to perform his/her services accordingly.
- ii. Within 2 days of receipt of requisition from Medical Superintendent, PMU will subsequently inform the Service Provider for deployment of requested staff accordingly.
  - iii. Within 7 days of receipt of letter from PMU, Service Provider should submit the detail of duly certified human resource to the concerned hospital administration under intimation to PMU.
  - iv. Within 2 days of receipt of information of human resource from the Service Provider, hospital administration will issue a letter of approval or letter of rejection to the Service Provider under intimation to PMU.
  - v. Upon receipt of letter of approval from hospital administration, Service Provider will deploy the requisite human resource who should join his/her station within the due date in accordance with the Medical Superintendent, requisition letter.
- g. It will be the responsibility of the Admin Officer/Assistant Admin Officer to provide daily attendance sheet to the Supervisor of the Service Provider and a scanned copy of the invoice to the service provider after processing the invoice completely. However, IT officer will be responsible for the printing and submission of daily attendance report to the concerned Admin Officer/Assistant Admin Officer
  - h. The services provider shall provide the names, address, age and a fresh medical certificate of the workers to be deployed at the Hospital in first month.
  - i. The agreed number of workers, tool kits and spare inventory as mentioned in the annexures shall be provided within 15 days after signing of this contract or issuance of work order whichever is earlier.
  - j. During the term of this Agreement, the Service Provider shall be bound to provide and pay for insurance of the workers; proof of insurance payment and proof of salary disbursement can be demanded any time by the procuring agency.
  - k. The Service Provider shall be bound to provide MEPG services at the Hospital for 24 hours a day and 365 days a year for all non-residential areas. He should ensure the Staff's attendance during all public holidays / local holidays or any other special occasions. In case of any emergency, if any of the deployed staff is unable to join his/her duty. The Service Provider can provide a reliever in place of such staff, who shall have at least same qualification and experience as per the contract agreement. However, deployed staff shall submit a leave to the Medical Superintendent who shall approve/rejects the leave, as deemed appropriate.
  - l. All workers shall be entitled to leave according to labor laws after due approval / authorization of their supervisor and service provider will be bound to provide alternate worker.
  - m. Any leave by any worker violating the SOPs notified by the Procuring agency shall also constitute as breach of the contractual provision.
  - n. Daily duty hours of every worker shall be 8 hours for morning, evening and night shift respectively. Provided that if any worker is arriving late, up to fifteen minutes and leaving early up to fifteen minutes, shall not be considered as deductible and early and late working, up to fifteen minutes, shall not be considered as chargeable / deductible.
  - o. Verification of the particulars, reference check and criminal record check, of the workers, shall be the responsibility of the Service Firm.





- p. The Service Provider shall be fully responsible for safekeeping all the equipment throughout the contract period. The current state of each equipment and fixtures will be recorded at the time of handing over and signed off by both parties to be maintained at that level at all times.
- q. Service Provider shall pay its personnel not less than the minimum wage as per labor laws of Pakistan and other benefits mandated by the law. The Service Provider shall comply with the laws governing labor standards and employee's compensation.
- r. Service provider shall be bound to pay its staff before 10th of each month and salaries shall not be linked to any other payment which Service Provider is entitled to receive from the client.
- s. Service provider will distribute salary to its personnel in presence of respective admin officer of the hospital and the proof of the same will be furnished with Monthly Invoice.
- t. Service Provider in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by law, and shall comply with all pertinent rules and regulations of the hospital.
- u. The Service Provider shall be liable to pay compensation for any loss and damage caused to the property of the Hospital or its patients by the Service Provider or his Staff. The Service Provider may partner with an insurance company that will compensate for any damage caused by the Service Provider within the ambit of the contract.
- v. In the event of any illness / injuries resulting from any accident of the Staff during duty hours, the Service Provide shall take full responsibility for the same and compensate the affected Staff member for any medical care and/or medical expenses to be incurred by him as per *Workers Compensation Act 1923*.
- w. In case of any strikes/ labor disputes regarding their employees, the Service Provider shall resolve the same at the earliest to ensure that the scheduled work is completed satisfactorily and on time.

#### 1.4 Information Management System

The Applicant shall be responsible for provision of a dashboard / application / Information Management System (as required by Procuring Agency) at the start of the services (within 1<sup>st</sup> month) along with internet facility to PMU against each package / contract in which all major functionalities will be added for timely communication, from lodging a complaint to its resolution, an up-to-date information w.r.t tagged functional/dead inventory and penalty calculation, complete detail of Human Resource deputed in the hospital along with their experience letters and experience certificates or diploma etc.

#### 1.5 Complain Resolution and Part Replacement

- a. For replacement of any item mentioned in **functional inventory list**, hospital administration will take permission from operations team of PMU, after the approval, hospital will fill the requisition slip and send the same to the Supervisor who will arrange and replace the item accordingly. At the end of every month, all requisitions made by the hospital will be sent along with the invoices and payment will be made accordingly. Printing the requisition slip or any other supporting document (Required for Invoice processing) shall be the responsibility of the Service Provider. However, following mechanism may be followed for any such repairs, replacement and maintenance



- i. Supervisor of the Service Provider along with the Admin Officer / Assistant Admin Officer / any officer of New Management Structure designated by the Medical Superintendent, will conduct a daily inspection of the hospital equipment in order to check the functionality of each and every equipment.
- ii. A complaint pertaining to any non-functional equipment will be registered through written complaint to be logged by any concerned officer of the hospital on an already developed sheet, which may contain the name and location of the hospital area, equipment, complaint logging officer and time of complaint.
- iii. Upon resolution of the complaint, the sheet will be duly signed by the complaint logging officer, admin officer and the Supervisor. It is further stated that a copy of the complaint sheet will remain with the logging officer, one will be kept by the admin officer and last copy will be for the record of the Service Provider. Any penalty to be charged against the non-resolution of complaint should be supported by the subject sheet.
- iv. Admin officer will prepare a weekly performance report on received/ resolved or pending complaints and Medical Superintendent will sign the report for efficient utilization of resources.
- v. In order to ensure quality services, any replacement/repair made by the Service Provider should be of the same quality / specification.
- vi. All parts replaced shall be added in stock register and removed parts shall be added in dead stock register which shall be send with each invoice.
- vii. All parts replaced as mentioned in Appendix 3 & 6, shall have a warranty period of 6 months from date mentioned on "Completion Certificate". If any issue arises, the work/ new part replacement shall be done free of cost.
- viii. Any items which was in working condition at the start of the contract, becomes dead, service provider shall be liable to replace the equipment free of cost. All items shall be returned at the conclusion of the contract on "AS – IS" basis.

## 1.6 Terms of Reference for Equipment

### Uninterruptible Power Supply (UPS)

Continuous and uninterrupted operations, repair and maintenance of all UPSs (including batteries) are required, 24 hours a day, 7 day a week, for works pertaining to the UPS (Electricity, Computer, Equipment) and associated systems as listed, but not limited to, the following:

- 1.1.1.1. monitor incoming electricity supply, UPS mains state, display error codes
- 1.1.1.2. procure batteries and other consumable material for proper functioning of all the UPS installed in the hospital.
- 1.1.1.3. All repair and maintenance of UPS will be done by the Service Provider at his own cost and the total Proposal will be inclusive of these repairs.
- 1.1.1.4. Service Provider shall be responsible for replacement and/or repair & maintenance of batteries, electrodes and electric panels in a UPS.
- 1.1.1.5. The UPS sets must be operated and maintained with a comprehensive management and monitoring system and must regularly inspect high temperatures, abnormal noises, smells and low battery water levels.



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- 1.1.1.6. The Service Provider must submit and maintain a comprehensive plan for maintenance of the appliances and must be responsible for the procurement of all the spare parts holdings and labor required for the maintenance purposes.
  - 1.1.1.7. A complete daily general checking of the entire installation shall be carried out by the Service Provider's employee(s) and they will immediately convey any abnormality in the equipment and allied systems, as well as make immediate arrangements to set right such abnormalities. Moreover, Service Provider shall maintain related records and produce such records on demand by the Hospital.
  - 1.1.1.8. Service Provider shall supervise inspection and maintenance activities necessary to maintain/repair all contractually-covered equipment in trouble-free and smooth operating condition.
  - 1.1.1.9. Routine maintenance will not be limited to the working schedule. The Service Provider must carry out other repair / maintenance, operation & services upkeep as and when required so as to keep the equipment in top running condition.
  - 1.1.1.10. Service Provider will be responsible to make good all the damages to all appliances due to abnormal UPS supply.
  - 1.1.1.11. The Service Provider's Personnel shall provide servicing for all parts of UPS. Service Provider will not make any alteration/modification etc. in existing UPS machinery without prior written approval of the hospital
  - 1.1.1.12. Service Provider must keep sufficient stock of running spare parts for immediate replacement to avoid interruption in smooth operation.
  - 1.1.1.13. The Service Provider shall warrant to the hospital administration that the Goods supplied by the Service Provider, under the Contract are genuine, brand new, non- refurbished, un-altered in any way, most recent or current model, imported through proper channel, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
  - 1.1.1.14. The Service Provider shall provide Manufacturer's Local warranty (hereinafter referred as Warranty Period) for all items in respect of Goods, the Services and the Works, or any portion thereof, as the case may be, which will include: Free, on site repair / replacement of defective / damaged parts and labor, within 24 hours of intimation.
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**ACs/Refrigerators/Water Cooler/Electric Water Gyeser etc.**

- 1.1.B.1. Repair and maintenance of all Air Conditioners (Acs), refrigerating appliance and electric water coolers/dispensers, electric motors, industrial exhaust etc installed in hospitals to ensure optimal functionality.
- 1.1.B.2. Free of cost service of all Air Conditioners (Acs), refrigerating appliance and electric water coolers/dispensers, electric motors, industrial exhaust etc installed in hospitals to ensure optimal functionality
- 1.1.B.3. New installation of all Air Conditioners (Acs), refrigerating appliance and electric water coolers/dispensers, industrial exhaust etc in hospitals. However, fitting supplies will be the responsibility of the hospital administration. Repair and maintenance of electric wirings, cables, switches, boards, fans and bulbs etc. and replacements of the same, if required.



- 1.1.B.4. In case of gas refilling, requisitioned by Hospital MS, service provider will be responsible to refill the gas within four months, if there would be any issue. Gas shall only be refilled through *Honeywell, Genetron Gas (USA – R 22)* or similar standard cylinder and no payment shall be made for local/Chinese gasses.
- 1.1.B.5. Service Provider shall be responsible for supply of all material spares, replacement of only original equipment manufacturer (OEM) compressors, ready to commission with no extra amount for gas filling for the compressors/repairs of compressor (if possible), gas charging refilled through Honeywell, Genetron Gas (USA – R 22) cylinder, air filter, electrical parts, servicing, overhauling, greasing, starting relay, overload protector, wiring repairs, motor rewinding with bush and shaft, tapes including handling charges, blower motor/outdoor fan motor, remote set repairs, digital scanner, piping insulation and spares of outdoor/indoor units replacement etc.
- 1.1.B.6. Mechanic/Technician at the time of reporting for duty daily in the morning will check all the ACs, fridges and water coolers, electric water geysers, installed in the building and will ensure that all these machines are functioning properly.
- 1.1.B.7. In case any machine goes out of order, the repair work should be carried out by the company and in the hospital premises. Only such work, which cannot be executed in the hospital premises will be allowed to be carried out in the workshop of the company with the prior permission of hospital for which no extra charges like cartage etc. will be paid.
- 1.1.B.8. The Service Provider shall ensure that all air conditioners/fridges and water coolers are in proper working conditions throughout the contract period
- 1.1.B.9. The Service Provider is required to make arrangement to provide to their mechanic with the tool plants like insulation tapes, screw drivers, cutting pliers, and hammer / drill machine etc. to carry out subject work.
- 1.1.B.10. Apart from above, if there is any complaint, the agency shall attend to the complaint on priority at its own cost, failing which the agency shall be liable for imposition of penalty.
- 1.1.B.11. Any damage to the building or the any part of the equipment which might result during the operation shall be repaired by the Service Provider.
- 1.1.B.12. The Service Provider will maintain preventive maintenance record of equipment under maintenance contract in a Register.

#### Electrical Systems

- 1.1.C.1. Manage all electricity related works of the hospital and ensure that all electricity related functionalities perform perfectly.
- 1.1.C.2. Be available on a roster basis for out of hours call out; and for contact along with all other members in the Facilities Management team for the escalation of urgent issues during and out of normal working hours.
- 1.1.C.3. Maintenance and management of all electrical equipment panel boards, power distribution box, Circuit Breaker, electrical wiring, power control room and lighting. (The Service Provider shall also be liable if any sensitive medical





- equipment is damaged due to power fluctuation except natural disaster or Wapda fluctuation.)
- 1.1.C.4. During breakdowns the electrical Service Provider should immediately rectify the problem
  - 1.1.C.5. Check the functioning and ensure proper working of panel boards, wiring fuses, cables etc (excluding transformers, UG cables, cable glands, thimbles and power cables more than 70mm<sup>2</sup>, breaker more than 300AMP)
  - 1.1.C.6. Check for tightness of connections and any overheating. .
  - 1.1.C.7. All power cables less than 70mm<sup>2</sup> should be checked for continuity, any broken conductor or damage to the insulation
  - 1.1.C.8. Earthing should be checked regularly as part of maintenance for tightness, corrosion etc. and should be rectified in case any deficiency is found.
  - 1.1.C.9. The Resistance of earthing pits should be checked regularly and action to be taken for correction with approval of Company
  - 1.1.C.10. A log of earthing values should be maintained quarterly
  - 1.1.C.11. Ensure that the Checklists are adhered with utmost care and regularity
  - 1.1.C.12. Preventive Maintenance Schedule to be followed with 100% compliance for all motors and other electrical equipment's, Predictive maintenance techniques to be followed
  - 1.1.C.13. Maintain proper inventory of all bulbs / tube lights/SMD/LED lights/ spares
  - 1.1.C.14. Ensure all the fused bulbs / tube lights are replaced as and when required Log down Electrical Meter readings
  - 1.1.C.15. All alarms to be checked and logged
  - 1.1.C.16. Responsible to procure all the engineering consumables.
  - 1.1.C.17. Locate and repair defects in electrical systems, which involve the performance of advanced fault finding and maintenance tasks.
  - 1.1.C.18. Review and approve of Job safety analysis, Permits to work and electrical reports.
  - 1.1.C.19. Review and update maintenance procedures of Electricians, making recommendations for improvements.
  - 1.1.C.20. Inspect facilities and installations and recommend alterations or revisions.
  - 1.1.C.21. Regular cleaning of panels, loose dirt with lint free rags.
  - 1.1.C.22. Examine surrounding areas for signs of tracking, arcing or overheating.
  - 1.1.C.23. Repair or replace damaged insulators and supports as necessary.
  - 1.1.C.24. Manually close breaker to check for proper wipe, contact pressure, contact alignment and to ensure that all contacts make at approximately the same time.
  - 1.1.C.25. Protective relays and circuit breaker trip devices should be inspected and tested according to manufacturers' specifications.

***Apart from weekly and Monthly repair and maintenance schedule, the representative of Service Provider must be available at all times in order to cater for power breakdowns and any on site defaults.***





**Electrical, Plumbing, Carpentry and Glass works**

1.1.D.1. Provision of carpentry including repair, maintenance or replacement of door closers, floor springs, handles, hinges, locks, latches, shutters etc. Furthermore, repair and maintenance of doors, tables, chairs (including poshing and knitting), benches, cupboards, draws, side racks, office furniture, window/door glass and other carpentry and glass related works.

1.1.D.2. Repair, maintenance and provision of necessary supplies for fire extinguishers installed in hospital.

1.1.D.3. Provision of plumbing services including repair, maintenance and replacements of sanitary fixtures, pipes and manholes and other plumbing related works

1.1.D.4. The equipment which is under warranty, Service Provider shall provide Manufacturer's Local warranty (hereinafter referred as Warranty Period) for all items in respect of Goods, the Services and the Works, or any portion thereof, as the case may be, which will include: Free, on site repair / replacement of defective / damaged parts and labor, within 24 hours of intimation.

1.1.D.5. The following equipment must be cleaned, assessed, replaced, serviced and /or repaired within apt times or when need arises:

- Fans (ceiling, exhaust, bracket etc) (no replacement) and Industrial Exhaust (no replacement)
- Electric Lights / energy savers
- Windows and window accessory (net, hilt, etc), Electrical wiring, distribution panel and switch boards
- Taps, water supply lines, Sewerage Work
- Toilets and Flush (no replacement)
- Showers and Basins, Burst pipes, Drains
- Geysers (gas & electric) (no replacement)
- Washing Machines (no replacement)
- Water filtration plant
- Electric water coolers, water filers and OHR
- Gas pipes, and kitchen appliances (stove etc)
- Storm Water drainage, Sump pumps
- Flush masters , Door closers, Floor springs
- Handles, Hinges, Locks, Latches, Shutters
- Door (wooden/glass/iron etc.)

1.1.D.6. The Service Provider shall undertake to do maintenance on any activities such as tests, measurements, replacements, adjustments and repairs intended to restore or retain the plumbing/carpenting and installation after the repairs in a specified state in which the unit can perform its required functions and take all actions to retain material in a serviceable condition or to restore its serviceability.

1.1.D.7. Appointed Service Provider will carry out reactive maintenance, i.e. unplanned repairs required to restore the plumbing/carpenting services, plant or equipment back to operational condition.

1.1.D.8. Turn-around times of the Service Provider is specified in penalty section. In any case, it shall not exceed three hours after receipt of a complaint/call. For emergency related to fire the Service Provider shall be expected to take immediate action.

1.1.D.9. Alterations/renovations, upgrades, extensions, design of new and/or upgrading of existing electrical/plumbing/carpenting reticulation, leak detection, etc with approval of PMU.



- 1.1.D.10. Provide emergency cover for 24 hours per day, 7 days a week and 365 days per year.
- 1.1.D.11. Service Provider must ensure all fire extinguisher cylinders are in proper working condition. However, refills of fire extinguisher cylinders is the responsibility of hospital administration
- 1.1.D.12. All minor repairing and maintenance of fire extinguishers will be Service Providers' responsibility
- 1.1.D.13. The Service Provider shall be expected to provide hospitals with the spare inventory and materials to be used within hospital buildings. The Hospital administration should provide the storeroom where the spare inventory and material (required for provision of Mechanical Electrical and Plumbing services) will be stored.
- 1.1.D.14. The procured spare inventory/materials quotes must be market related and provide a receipt from Service Provider, if and when required.

### O&M Generators

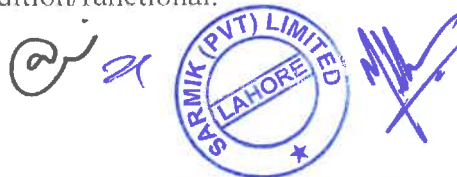
Service provider is liable to provide one dedicated mobile workshop and 100 KVA generator per package.

#### 1.6.1.1 Operation

- 1.1.E.1. Operation, repair and maintenance of all generators installed in the hospital, included in the functional inventory, for 24/7 optimal functionality. If any new generator is added to the hospital inventory, then functional inventory will be jointly updated and authenticated by the Hospital Administration and the Service Provider, and such updated functional inventory shall form the basis of further performance of contractual obligation.
- 1.1.E.2. Service provider will be responsible for 100% functioning of generators being installed on all DHQs and THQs. It should be ensured that there must be at least one dedicated mobile workshop and 100 KVA backup generator for each zone for which all costs will be borne by the service provider. Response time on the part of supervisors along with mobile workshop should not be more than 3 hours. However, generator mechanic deployed on each DHQ/THQ should immediately respond towards any disruption/issue which may arise from time to time. A detail regarding resolution time has been provided in the repairs requirement portion.
- 1.1.E.3. The service provider shall also be responsible for the preventive maintenance of the generators, on need basis at the rates quoted in the proposal. Payments for preventive maintenance shall be made on actual basis and actual work carried out by the service provider.
- 1.1.E.4. The service provider shall also be responsible for repair works of generators, at the rates quoted in the proposal. However, service provider is required to seek prior approval of the hospital administration for any required repairs and if the request remains pending for final decision for more than 6 hours, he will proceed to carry out the repair works under intimation to the medical superintendent without wasting any further time.

- 1.1.E.5. The supply of fuel for the operation of generators shall be the responsibility of hospital administration of the respective hospital. However, the service provider is required to maintain a log-book for the generator operation and fuel expenditure and ensure that there is no pilferage on this account.
- 1.1.E.6. Ensure the down time of the generator is minimum and provision of backup generator at each facility at its own cost is present in case of breakdown.
- 1.1.E.7. The procuring agency is in the process of installing new generators in due course of time. These generators will be in the warranty period and under a service level agreement with the Service Provider. The service provider, under this contract shall be responsible for enforcement of the aforementioned tasks.
- 1.1.E.8. Service Provider is also responsible to claim warranty of generators when needed and must perform all contractual obligations on behalf of the hospital administration.
- 1.1.E.9. The service provider is also required to ensure that qualified personnel may provide preventive visits, for inspection of generators and submit report to the procuring agency about their condition and function. The service provider is to ensure that each hospital is visited twice a month for the aforementioned inspection.
- 1.1.E.10. Monitor incoming electrical supply and make sure the generators start immediately upon disruption of electrical supply. Any delay with reference to the startup of any generator should be avoided. It must be ensured that generator should be started immediately as and when required.)
- 1.1.E.11. Consumable materials for routine maintenance like kerosene oil, grease, cotton, duster, cleaning brush, vacuum cleaner and allied tools etc. will be arranged by the Service provider at his own cost and the total proposal will be inclusive of all such consumables.
- 1.1.E.12. Generator mechanic shall be responsible for the routine maintenance, i.e., greasing, cleaning, and tightening of bolts and any other works which do not entail replacement of spare parts.
- 1.1.E.13. Service provider will ensure to Test and monitor output of generator through a proper measurement tool to ensure its working at optimal capacity daily report for which shall be submitted to the hospital by the service provider
- 1.1.E.14. Maintain a log of daily fuel consumption and generator runtime, daily report for which shall be submitted to the hospital
- 1.1.E.15. Submit reports for modification in equipment or processes to improve the performance of system for smooth operation
- 1.1.E.16. Ensure removal and disposal of generator waste.
- 1.1.E.17. Mobile Workshops for each Zone and Tool Kits for each site will be mandatory, which will provided by service provider.
- 1.1.E.18. Conveyance for moving back up generators will also be the responsibility of service provider.
- 1.1.E.19. On the last month of contract execution, the Service Provider will submit a satisfactory performance certificate that each generator placed in each hospital is in working condition/functional.



Note. All parts used in repair/replacement/PM/CM should be same specification as recommended by respective manufacturers i.e. Perkins Generator PM/CM/RR will be done as recommended by Perkins manufacturer with standard consumable/parts of Perkins. Mobile Oil/Engine oil should be PSO/Shell/Equivalent or as per requirement of Procuring Agency.

### **1.6.1.2 Routine Maintenance Requirements**

Service provider shall carry out routine maintenance for generators and associated equipment and systems in accordance with the following:

- 3
- 1.1.E.20. Refer to O&M (Operation and Maintenance) manuals of generator for performing maintenance and upkeep work and follow instructions therein.
  - 1.1.E.21. Monitor generators for abnormal noise, vibration or any other condition.
  - 1.1.E.22. Supervise inspection and maintenance activities necessary to maintain/repair all contractually-covered equipment in trouble-free and smooth operating condition.
  - 1.1.E.23. Responsible for operation and maintenance of Electric panels, ATS and change over panel installed on the generator site and fitness certificate shall be provided monthly.
  - 1.1.E.24. A complete daily general checking of the entire installation shall be carried out by the Service provider's employee(s) and they will immediately convey any abnormality in the equipment and allied systems listed above, as well as make immediate arrangements to set right such abnormalities. Moreover, Service provider shall maintain related records and produce such records on demand by the Hospital. Routine maintenance will not be limited to the working schedule. The service provider must carry out other repair / maintenance, operation & services upkeep as and when required so as to keep the equipment in top running condition.
  - 1.1.E.25. Service provider will be responsible to make good all the damages to all appliances due to abnormal generator's supply.
  - 1.1.E.26. A fitness certificate regarding performance and excellent condition of Generator(s), countersigned by the Medical Superintendent of such Hospital, will be submitted by the Service provider along with their each monthly bill.
  - 1.1.E.27. Service provider will be responsible for software calibration of generator electronic modules regardless of the model installed in all the generator. Whatever the tool/software equipment required for such calibration would be supplied/provided by service provider.

### **1.6.1.3 Daily Maintenance Routine**

Following is the detail regarding set of activities to be performed by the service provider on Daily, Weekly and Monthly basis. These maintenance works shall not be charged separately.

- 3
- 1.1.E.28. Clean the generator set, control panel and generator room.
  - 1.1.E.29. Check for fluid leakage and leaks in the exhaust system.
  - 1.1.E.30. Check the fuel tank level, (fill if less than  $\frac{3}{4}$  full)
  - 1.1.E.31. Check the engine oil and coolant levels (solution of Ethylene Glycol or Propylene Glycol with water 50/50, or consult manufacturer's instructions for particular generator), replenish as necessary.
  - 1.1.E.32. Check the battery electrolyte fill with distilled water as necessary.
  - 1.1.E.33. Check the battery connection and terminals make it clean and tight if necessary.

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*[Handwritten signature]*

- 1.1.E.34. Observe the functioning of battery charger.
- 1.1.E.35. Check for any abnormal noise and vibration after start of engine.
- 1.1.E.36. Check the control panels (power wizard) for indication of operation, particularly abnormal temperature (beyond 95oC on load, consult manufacturer manual for particular engine) and oil pressure (30 – 60 psi, consult manufacturer manual for particular engine.)
- 1.1.E.37. Check the control panel for correct voltage and frequency.
- 1.1.E.38. Checking of generator on no load for 5 minutes and observe for any abnormality.
- 1.1.E.39. Immediately report and take corrective measure in case of any abnormality/non-compliance of above check list.
- 1.1.E.40. Check/conduct all such daily maintenance works for each generator, which the O&M manual of that particular generator require/demands and which is a universally accepted normal daily practice for generator maintenance.

#### **1.6.1.4 Preventive Maintenance Requirements**

- 1.1.E.41. The service provider will be responsible for the preventive maintenance of generators in order to keep every generator in functioning condition. It will be the responsibility of service provider to conduct preventive maintenances of generators, placed on the functional inventory. The preventive maintenances shall be carried out on need basis, as required by the hospital administration or warranted by the generator used since last maintenance or its general condition. The proposals shall be evaluated on the basis of five (5) preventive maintenances. However, the number of preventive maintenances may vary upon use and condition of each generator. The payment shall be made on the basis of actual preventive maintenances carried out. Preventive maintenance may include but not limited to the repair and replacement of following items;

Sr. No.	Description	Sr. No.	Description	Sr. No.	Description
1	Electronic Relays	5	Fuel Filter	9	Self Starter
2	Electric Fuses	6	Water Filter	10	Alternator Belt
3	Control Wires	7	Air Filter	11	Software calibration
4	Oil Filter	8	Engine Oil	12	Fan Belt

#### **1.6.1.5 Repair Requirements**

- 1.1.E.42. The service provider shall also be responsible for repair works of generators, placed on the functional inventory, as per the rates included in the proposal. In case of repair works, he is required to seek the prior approval of the hospital administration. However, if the request remains pending decision for more than 6 hours, he will proceed to carry out the repair works under intimation to the medical superintendent without wasting any further time.
- 1.1.E.43. Service provider must keep sufficient stock of running spare parts for immediate replacement to avoid interruption in smooth operation.
- 1.1.E.44. It will be the responsibility of the service provider to immediately coordinate with the hospital administration in order to cater with any complaint. In case of a

complaint which requires repair or replacement of any equipment, estimated cost of the same should also be submitted against which decision will be taken by the hospital management.

- 1.1.E.45. Service provider will not make any alteration/modification/repair/replacement etc. in existing Generator machinery without prior written approval of the Medical Superintendent of such hospital. Service provider will be responsible to place spare generator till the resolution of such issue. However, in case of no response on the part of hospital management/administration, which may lapse for more than 6 hours, the same may be carried out by the service provider itself in order to avoid any major delays.
- 1.1.E.46. In case of any repair beyond the items included in the repair menu mentioned in the Appendix 6, the same shall be carried out, on the reasonable market rates, after prior written approval of Medical Superintendent. However, in such case no repairs should be carried out without explicit approval of Medical Superintendent.
- 1.1.E.47. Concerned THQ/DHQ will be charged for any major repair(s) which may be made by the service provider from time to time. Medical Superintendent of such Hospital will be responsible for the smooth disbursement of funds against any claim of repair/replacement services provided by the service provider.
- 1.1.E.48. Service provider will be responsible for software calibration of generator electronic modules regardless of the model installed in all the generator. Whatever the tool/software equipment required for such calibration would be supplied/provided by service provider.
- 1.1.E.49. The service provider is required to ensure that his staff immediately responds to any repair needs and carries out the repair work within the resolution time mentioned below. In case the time for necessary repair works exceeds the resolution time mentioned below, the penalties mentioned hereunder shall be levied. This resolution time may be counted in addition to the three (3) hours response time on the part of Supervisor along with mobile workshop to reach the hospital.

*Note. The equipment which is under warranty, The Service Provider shall provide Manufacturer's Local warranty (hereinafter referred as Warranty Period) for all items in respect of Goods, the Services and the Works, or any portion thereof, as the case may be, which will include: Free, on site repair / replacement of defective / damaged parts and labor, within 24 hours of intimation.*

### **1.7 Documents required at conclusion of the contract**

- The Service Provider will submit a satisfactory performance certificate that each equipment placed in each hospital is in working condition/functional.
- Ensure there is no pending liability on account of generator repair and replacement at hospital end
- Service provider shall submit a complete consolidated record of each generator running hours and carried preventive maintenance along with dates. Service provider shall also identify due preventative maintenance required in future.
- Compile functional inventory list duly signed by Medical Superintendent and supervisor and submit the same to PMU.



- Provide an undertaking on stamp paper (worth 10,000 per package) that all salaries and due have been cleared to all employees as per the labor laws and minimum wage rate.
- Resolve all complaints till last day of contract operationalization.
- Assist admin officer in processing all invoice including last month's invoice.
- Arrange performance certificate from each hospital including no pending liability certificate.
- Remove its equipment within 5 working days from all hospitals.
- Perform all duties mentioned in Appendix 12 - Checklists for Contract Management and attach the same with MS letter.

### 1.8 Fines & Penalties

Following penalties will be charged and deducted from the invoice of the Service Provider.

Sr. No	Description	Penalty Rate
1.	Service Provider Fails to hire & enrol 100% HR	2000 per month plus Monthly Wage Rate per Personnel
2.	Missing Personnel (Absent / Vacant / Not Deployed) during public/local holidays or any other special occasions.	500 plus The amount of daily wage. (Amount of daily wage rate will be calculated on the basis of 30 days per month)
3.	Staff is found without uniform. Supervisor will wear distinctive vest.	Rs. 200.00 will be charged for each such staff for that particular day.
4.	If any worker (after worked for complete month) not get paid minimum wage as per Labour Laws	Rs. 5,000 / staff shall be imposed for that particular month.
5.	Non-Provision/topping up of tools, petty cash and spare inventory by 05 <sup>th</sup> of every month	Any complaint pending, for more than 3 hours, due to non-availability of any item or complaint pending due to non-availability of petty cash, penalty of total amount of petty cash in respective hospital will be charged.
6.	Any public complaint like misbehave, theft, financial benefits	2000 per incident and respective staff must be replaced immediately
7.	Service provider will ensure the disbursement of salaries within 10 days of each month. *The service provider will be responsible for paying his employees in the institution in the first 10 days of every month. Such payment will not depend on the payments made by the institution to the service provider. The service provider will pay his employees from his own resources. Partial Payment will not be considered paid.	100 per staff per day (up to maximum of 7 days). 200 per staff per day (for next seven days). 300 per Staff per day (till the resolution of the matter).
8.	If the staff turnover for any particular month is greater than 30%	20,000 per month
9.	Service provider will be required to deploy able bodied personnel not below the age of 18 having valid CNIC	15,000 per worker per month
10.	Any protest or strike observed by the staff will be considered a breach of contract	25,000 per incident and will be doubled every next 24 hours. (Rs. 25,000 for first 24 hours, Rs. 50,000 for 24 – 48 hours and so on).
11.	In case any (Public / General) complaint is received attributable to misconduct / misbehaviour of service provider's personnel & is assessed as true by hospital administration, (depending on the severity of the incidence) for each such incident shall be levied and the same shall be deducted from service provider's bill. The service provider must require to surrender the accused personnel up till the charge will be proven or otherwise.	Rs 10,000/- for High Level Rs 5,000/- for Moderate Level Rs 3,000/- for Low Level
12.	Unauthorized absence of any personnel	2 days salary
13.	Fails to report in time (exceed 15 min. margin) or leaving early	Rs. 200
14.	Spare inventory quality less than the approved samples by PMU or non-availability of any item	Rs. 2000/item/week for smaller items Rs. 1000/item/day for larger items
15.	Delay in provision of Table - B items in hospital within 6 hours.	Rs. 1000/item/day





16.	Fails to operate the generator within 5 minutes	Rs. 200/- per minute
17.	Arrival time of Mobile workshop along with Supervisor later than 3 hours	Rs. 1000/Hour
18.	Repair and Replacement of Generators parts	Penalty will be charged as per Appendix-13
19.	Preventive Maintenance is not executed within a week after approval of Medical Superintendent	10,000/- per week
20.	Non-provision of Salary by 10 <sup>th</sup> of every previous month	3% of system maintenance cost
21.	Non provision of salary for more than 90 days	Contract shall be terminated within 15 days as per 2.6.1 of GCC and SCC
22.	If Preventive maintenance is not executed within a week after receipt of the complaint from respective Medical Superintendent and after the approval of respective Medical Superintendent	10,000/- per week per generator
23.	If parts are not replaced within 24 hours after the after receipt of the approval from respective Medical Superintendent from Appendix 3 & 6	10,000/- per week per generator

13 A Procuring Agency / Hospital Administration shall impose daily performance-based penalties based on the table listed below.

Sr. No.	Category	Minor Repair		Major Repair	
		Rectification Time for *Minor Repair	Penalty/hour	Rectification Time for **Major Repair	Penalty/day
1	UPS	2 hours	400	1 day	500
2	Air Conditioners	2 hours	500	1 day	500
3	Refrigerator	2 hours	500	1 day	600
4	Electric Water Coolers	4 hours	300	1 day	400
5	Water Geyser	4 hours	300	1 day	300
6	Electric Water Pumps	4 hours	500	1 day	500
7	Washing Machines	4 hours	300	1 day	300
8	Industrial Exhaust	4 hours	300	1 day	300
9	Electrical, Plumbing, Carpentry /Fitting (Non-appliance related)	8 hours	500	1 day	500

\*Major repairs mean repairs that require parts replacement (if any)



**Section D: APPENDICES**

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**or! Bookmark not defined.**  
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**Appendix 1 - Schedule of Payments & Reporting Requirements**

*A1- Service Provider shall submit net monthly invoice comprising of following based on rates quoted in financial proposal:*

- i. Cost of Human Resource<sup>1</sup> on actual basis*
- ii. Cost of Equipment Replacement on actual basis*
- iii. Cost of system maintenance*
- iv. Cost of Preventive Maintenance of Generator on actual basis*
- v. Cost of Repairs & Replacement (if any) of Generators on actual basis. However, rates of repair and replacement of generators must be as per Appendix 6. Other parts which are not included in appendix 6 will be charged as per actual basis by the Service Provider.*
- vi. Penalties incurred during the month*
- vii. Other cost/(revenue), if any*

**Payment Mechanism****(A) Human Resource Cost**

Payment shall be made for the deployed staff. HR can increase and decrease at any given time.

**(B) Equipment Replacement Cost**

All payments will be made after provision of complete documents like entry in stock register for new part, entry in dead stock of replaced part and requisition slip duly signed by MS and task completion certificate.

**(C) System Maintenance Works Cost**

All maintenance, repair and replacement work shall be included in system maintenance work including glass replacement, motor winding, switch, tap replacement, new installment of equipment or any other work deem appropriate by the procuring agency other than equipment part replacement mentioned in Appendix 3 of the contract.

**(D) Preventive Maintenance Cost of Generator**

Preventive maintenance shall be carried out for any generator with 200 running hours or four (04) months, whichever is earlier.

**(E) Generators Repair and Replacement Cost**

All payments will be made after provision of complete documents like entry in stock register for new part, entry in dead stock of replaced part and requisition slip duly signed by MS and task completion certificate.

Note: Procuring Agency reserves the rights to add or drop one or more health facilities from any package. All parts used in repair/replacement/PM/CM should be same specification as recommended by respective manufacturers i.e. Perkins Generator PM/CM/RR will be done as recommended by Perkins manufacturer with standard consumable/parts of Perkins. Mobile Oil/Engine oil should be PSO/Shell/Equivalent or as per requirement of Procuring Agency.

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## Required Human Resource

Package No.	District	Sr. No.	Hospital Name	Human Resource						
				Supervisor	Electrician	Plumber	AC Technician	Carpenter	Generator Mechanic	Total HR
Package 1	Rahim Yar Khan, Muzaffargarh & Rajanpur	1	DHQ Muzaffargarh	1	5	1	4	1	1	13
		2	DHQ Rajanpur	1	3	1	2	1	1	9
		3	THQ Alipur	1	2	1	1	1	1	7
		4	THQ Jampur	1	2	1	1	1	1	7
		5	THQ Jatoi	1	2	1	1	1	1	7
		6	THQ Khanpur	1	2	1	1	1	1	7
		7	THQ Kot Addu	1	2	1	1	1	1	7
		8	THQ Liaquatpur	1	2	1	1	1	1	7
		9	THQ Rojhan	1	2	1	1	1	1	7
		10	THQ Sadiqabad	1	2	1	1	1	1	7
		11	THQ Taunsa	1	2	1	1	1	1	7
<b>Total - Package 1</b>				<b>11</b>	<b>26</b>	<b>11</b>	<b>15</b>	<b>11</b>	<b>11</b>	<b>85</b>

## Appendix 2 - HR Requirement

Description of Staff		HR cost per worker per month (Inclusive of all taxes, and Insurance, e.t.c.) (Rs.)
1	Supervisor	43,470
2	Electrician	30,780
3	AC Technician	30,060
4	Plumber	27,900
5	Generator Mechanic	34,200
6	Carpenter	29,700

## Appendix 3 - Equipment Parts replacement

S. No	Description	Cost Per Unit
1	<b>Cabinet AC (2 Ton)</b>	
	Gas Refilling	10,800
	Compressor Repair	2,700
	Compressor Replacement	20,700
2	Cabinet AC (4 Ton)	
	Gas Refilling	10,800
	Compressor Repair	3,600
	Compressor Replacement	31,500
	Tentative Total cost/unit	
3	Split AC (1 Ton)	
	Gas Refilling	6,300
	Compressor Repair	1,800
	Compressor Replacement	12,600
	Tentative Total cost/unit	
4	Split AC (1.5 Ton)	
	Gas Refilling	7,200
	Compressor Repair	3,600
	Compressor Replacement	19,800



	Tentative Total cost/unit	
5	Split AC (2 Ton)	
	Gas Refilling	7,200
	Compressor Repair	3,600
	Compressor Replacement	20,700
	Tentative Total cost/unit	
6	Refrigerating Appliance (14 CFT - SD)	
	Compressor Repair	2,700
	Compressor Replacement	9,000
	Gas Refilling	4,500
	Stabilizer	4,500
	Tentative Total cost/unit	
7	Refrigerating Appliance (16 CFT - DD)	
	Compressor Repair	3,240
	Compressor Replacement	10,800
	Gas Refilling	5,400
	Stabilizer	5,400
	Tentative Total cost/unit	
8	Refrigerating Appliance (18 CFT - SD)	
	Compressor Repair	3,690
	Compressor Replacement	11,250
	Gas Refilling	5,850
	Stabilizer	5,850
	Tentative Total cost/unit	
9	Refrigerating Appliance (18 CFT - DD)	
	Compressor Repair	4,230
	Compressor Replacement	11,700
	Gas Refilling	6,300
	Stabilizer	6,300
	Tentative Total cost/unit	
10	UPS (100 AMP)	
	Battery	19,800
	Mother Board	27,000
	Tentative Total cost/unit	
11	UPS (>100 to 150 AMP)	
	Battery	22,500
	Mother Board	28,800
	Tentative Total cost/unit	
12	UPS (>150 to 180 AMP)	
	Battery	24,300
	Mother Board	30,600
	Tentative Total cost/unit	
13	UPS (>180 to 240 AMP)	
	Battery	27,000
	Mother Board	31,500
	Tentative Total cost/unit	
14	Electric Water Cooler	
	Filter	3,600
	Compressor Repair	1,800
	Compressor Replacement	6,300
	Gas Refilling	2,700
	Tentative Total cost/unit	
15	Water Geysers	
	Thermostat /Element	3,150
	Funnel	2,700



	Tentative Total cost/unit	
16	Electric Water Pump (Three Phase >10 to 30 Horsepower)	
	Safety Breaker	7,200
	Magnetic Connector	6,300
	Tentative Total cost/unit	
17	Electric Water Pump (Three Phase >30 to 120 Horsepower)	
	Safety Breaker	9,000
	Magnetic Connector	8,100
	Tentative Total cost/unit	
18	Motor Rewinding	
	Industrial Exhaust Fan	1,800
	Bracket/Ceiling Fan	1,350
	Tentative Total cost/unit	

**Appendix 4 – System Maintenance Works Annual Cost**

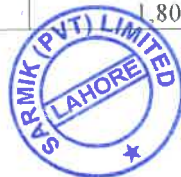
		Carpentry/ Glass Work	Electrical Work	Plumbing/ Fitting Work	Annual Amount
1	DHQ Muzaffargarh	1,323,000	1,188,000	1,345,500	3,856,500
2	DHQ Rajanpur	1,323,000	1,188,000	1,345,500	3,856,500
3	THQ Ali Pur	1,143,000	1,233,000	1,165,500	3,541,500
4	THQ Jampur	1,143,000	1,233,000	1,165,500	3,541,500
5	THQ Jatoi	1,143,000	1,233,000	1,165,500	3,541,500
6	THQ Khan Pur	1,143,000	1,233,000	1,165,500	3,541,500
7	THQ Kot Addhu	1,143,000	1,233,000	1,165,500	3,541,500
8	THQ Liaqat Pur	1,143,000	1,233,000	1,165,500	3,541,500
9	THQ Rojhan	1,143,000	1,233,000	1,165,500	3,541,500
10	THQ Sadiq Abad	1,143,000	1,233,000	1,165,500	3,541,500
11	THQ Taunsa	1,143,000	1,233,000	1,165,500	3,541,500
<b>Total</b>					<b>39,586,500</b>

**Appendix 5 – Preventive Maintenance Cost (Detailed Breakdown) of Generators**

	Description	Unit Cost of Preventive Maintenance Of >200	Unit Cost of Preventive Maintenance Of 100-200	Unit Cost of Preventive Maintenance Of <100
1	Fuel Filter	9,270	9,000	9,000
2	Water Filter	6,480	5,400	5,400
3	Air Filter	11,250	10,800	10,800
4	Engine Oil	25,200	20,700	18,900
5	Electronic Relays	2,700	4,500	2,700
6	Electric Fuses	180	180	180
7	Control Wires	450	450	450
8	Oil Filter	5,850	5,850	5,850
9	Self Starter	4,500	4,500	4,500
10	Fan/Alternator Belt	2,700	2,700	2,700
11	Software calibration	9,000	9,000	9,000
12	Other Item if req. in CM			
<b>Total Unit Cost of CM/PM</b>		<b>77,580</b>	<b>73,080</b>	<b>69,480</b>

**Appendix 6 - Generator Repair and Replacement Cost**

Sr. No	Description	Replacement Cost (Capacity Wise)			Total Cost
		>200	100-200	<100	
1	Radiator	45,000	45,000	45,000	135,000
2	Fuel Pump	9,000	9,000	9,000	27,000
3	Fuel Injectors/ Nozzles	18,000	16,200	15,300	49,500
4	Crank Shaft	900	900	900	2,700
5	Electronic Oil Pump	1,800	1,800	1,800	5,400



6	Camshaft	900	900	900	2,700
7	Valves	13,500	12,600	11,700	37,800
8	Fresh Air Inlet	2,700	2,700	2,700	8,100
9	Exhaust Outlet	9,000	7,200	6,300	22,500
10	Hose Pipe	9,000	8,100	7,200	24,300
11	Thermostat	10,800	9,000	9,000	28,800
12	Water pump	13,500	10,800	10,800	35,100
13	Ring piston	22,500	16,200	15,300	54,000
14	Head	2,700	2,700	2,700	8,100
15	Head Gasket	16,200	15,300	14,400	45,900
16	Engine Block	900	900	900	2,700
17	Engine Hosing	900	900	900	2,700
18	Bearing sets	16,200	14,400	13,500	44,100
19	Brackets	1,800	1,800	1,800	5,400
20	Cambush	7,200	6,300	6,300	19,800
21	Flywheel	900	900	900	2,700
22	Dynamo Parts	5,400	4,500	4,500	14,400
23	Bushings	9,000	8,100	8,100	25,200
24	Bearing sets	16,200	14,400	13,500	44,100
25	Armature	6,300	6,300	6,300	18,900
26	Field Coil/Winding	63,000	54,000	45,000	162,000
27	C.E Brackets	900	900	900	2,700
28	D.E Brackets	450	450	450	1,350
29	Altornator Diode Kit	16,200	13,500	10,800	40,500
30	Regulators	76,500	67,500	54,000	198,000
31	Stator, Rotor & Exiter plus winding	90,000	85,500	81,000	256,500
32	Voltage Regulator	153,000	148,500	148,500	450,000
33	Bridge Rectifier	9,000	7,200	7,200	23,400
34	Coupler	45	45	45	135
35	MLine Circuit Breaker/Sub-Breaker	36,000	31,500	31,500	99,000
36	Computer Card/Elect M/Control Panel	153,000	151,200	148,500	452,700
37	Battery Charger	9,000	8,100	8,100	25,200
38	Batteries	28,800	27,900	27,000	83,700
39	Control Wires	450	450	450	1,350
<b>Total Cost</b>					<b>2,463,435</b>

1. Daily Wage Rate will be calculated as per below mentioned formula

Daily Wage Rate = Quoted Rate / 30

2. Please note that this list is only an indicative list of HR at each health facility. Monthly invoice payments will be made against actual number of HR deployed at each facility. Procuring Agency reserves the right to add or drop one or more hospital from any package.

3. Please note that monthly invoice payments regarding part replacement will be made against actual number of equipment part replacement requisitioned by the MS and completion certificated submitted by the service provider.

4. System maintenance cost shall be paid after submission of fitness certificates of all equipment of following categories Air Conditioner, Refrigerator, UPS, Electric Water Cooler, Industrial Exhaust Fan, Electric Water Geyser, Water Pump, Generator etc.

5. All parts used in repair/replacement/PM/CM of Generator should be same specification as recommended by respective manufacturers i.e. Perkins Generator PM/CM/RR will be done as recommended by Perkins manufacturer with standard consumable/parts of Perkins. Mobile Oil/Engine oil should be PSO/Shell/Equivalent or as per requirement of Procuring Agency. Repair and Replacement of Generators shall be carried out within stipulated time mentioned in Appendix 10 - Resolution Time for (Repair and Replacement) Generator O&M, whereas parts which are not mentioned in Appendix - 6 the price of others parts shall be charged as per Market price.

**Appendix 7 - Detail of Tool Kit per hospital**

Sr. No	Item Description	QTY Sent
1	Tool Box Set (For All)	1
2	Helmets (For All)	1/Person
3	Safety Gloves Rubber (For All)	1/Person
4	Safety Gloves Leather (For All)	1/Person
5	Spanner set/Chabbi set (For All)	1
6	Steel Tape 5m (For All)	1
7	T-Rod (For All)	1
8	Extension Cords Min 35yards (For All)	1
9	Cleaning brush (For All)	1
10	Hammer (For All)	1
11	Small hammer (For All)	1
12	9" Side Cutting Plier (For All)	1
13	8" Long Nose plier (For All)	1
14	Step ladder (For All)	1
15	Adjustable Pipe wrench 12" (Electrician , AC Tech & Carpenter)	1
16	Adjustable Piper wrench 14 " (Electrician , AC Tech & Carpenter)	1
17	Screw Driver set (Electrician , AC Tech & Carpenter)	1
18	Screw Wrench 12" (Electrician , AC Tech & Carpenter)	1
19	Screw Wrench 15" (Electrician , AC Tech & Carpenter)	1
20	Mini File (Electrician , AC Tech & Carpenter)	1
21	Jamoor (Electrician , AC Tech & Carpenter)	1
22	Hack Saw(AC Tech, Plumber & Carpenter)	1
23	Tester (Elect)	3
24	Digital Multi-meter (Elect)	1
25	Cordless Drill Machine (Elect)	1
26	Mini Tube cutter (AC Tech)	1
27	Line Gauge (AC Tech)	1
28	Feeler Gauge (AC Tech)	1
29	Flaring Tools Set (AC Tech)	1
30	Chalk Line (Carpenter)	1
31	Air Blower (AC Tech)	1
32	Allen keys imperial/metric (Carpenter)	1
33	Socket set (Plumber)	1
34	Flashlight, small/large (Plumber)	1
35	Drywall knife (Plumber)	1
36	High pressure Gauge (AC Tech)	1
37	Welding Plant for AC	1
38	Air Conditioner service Gun	1

\* Any other item/tool required by the Procuring Agency will be duly incorporated in the above mentioned list upon receipt of official demand

<sup>1</sup> At the end of the contract period, Tool kit will redeemed back by the Service Provider.





**Appendix 8 - Spare Inventory List per Month at any given time per hospital**

Table A- MINIMUM SPARE INVENTORY - APPENDIX 8					
Sr. No	Items	UOM	Qty for DHQ	QTY for THQ	Approved Remarks
	Petty Cash		Rs.30000	Rs.15000	Petty cash will be available with MEPG Supervisor and shall be replenished after every 5 days (5 <sup>th</sup> , 10 <sup>th</sup> , 15 <sup>th</sup> , 20 <sup>th</sup> & 25 <sup>th</sup> of every months). Any complaint pending, for more than 3 hours, due to non-availability of any item or complaint pending due to non-availability of petty cash, penalty of total amount of petty cash in respective hospital will be charged.
1	Fluorescent Rod 40 W (Tube Light)	pcs	10	8	Philips/Osram/osaka
2	Choke40 W (Tube Light)	pcs	10	8	Philips/Osram/osaka
3	Energy Saver 25W Pin (Elec)	pcs	20	15	Imported
4	Energy Saver 25W Screw (Elect)	pcs	30	15	Imported
5	Energy Saver 45W Screw (Elec)	pcs	10	5	Imported
6	Energy Saver 85W Screw (Elec)	pcs	8	5	Imported
7	LED Ceiling Light UPTO 30W	pcs	8	5	Philips/Osram/osaka
8	LED Troffer Light / Panel Light UPTO 15W	pcs	8	5	Philips/Osram/osaka
9	LED Downlight UPTO 15W	pcs	8	5	Philips/Osram/osaka
10	SMD Light UPTO 15W	pcs	8	5	Philips/Osram/osaka
11	Holder E27	pcs	8	5	Imported
12	Holder B22	pcs	8	5	Imported
13	Power Plug (3/4) Amp	pcs	20	10	Clipsal
14	Mercury Bulb 400 Watt	pcs	2	2	Philips/Osram/osaka
15	Choke 400 Watt (Mercury Bulb)	pcs	1	1	Philips/Osram/osaka
16	Breaker Single Phase 32A	pcs	6	1	Schinider/Legrand/ABB/Terasaki
17	Duct Patti (length)	Length	10 Length	8 Lengths	Best Quality
18	Piano Switch(Box)	box	3 Boxes	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
19	Sockets(box)	box	3 Boxes	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
20	Power plug Frame(Pcs)	pcs	10	5	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
21	Two pin outlet 1- 15A(box)	box	1 Box	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
22	Three pin outlet 3-4A	box	1 Box	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
23	Two Pin Shoe 5-1A	box	1 Box	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
24	Three Pin Shoe 3-4A	box	1 Box	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
25	Light Plug 15 Amp	box	1 Box	1 Box	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
26	Light Plug Frame	pcs	5	3	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
27	Diminers	pcs	10	5	Clipsal/Legrand/(In case of non-campatibility of Clipsal,Legrand with installed fitting)As per compatible Fitting
28	Wires Tape	pcs	20	15	Osaka/NITO
29	Teflon Tape	pcs	20	15	Best Quality
30	Packing Taoe	pcs	10	5	Best Quality
31	Capacitor (2.5 -4.5) for fan	pcs	15	10	FUJI/Amber/Nekian/Seno(American)
32	Capacitor (40 -60uf) for AC Fan	pcs	60	30	FUJI/Amber/Nekian/Seno(American) (Divisional Level)
33	Copper Rod for AC Welding	kg	1 kg	0.5 kg	Best Quality
34	Connecter 15A, 1A	pcs	60	30	Best Quality
35	Wire thimble (1.5mm2 -4. mm2)	pcs	20	10	Best Quality
36	Wire thimble (6mm2-25mm2)	pcs	20	10	Best Quality
37	Wire thimble (35mm2-7mm2)	pcs	20	10	Best Quality
38	Wire Cap (1.5mm2-4mm2)	pcs	60	30	Best Quality
39	Steel Nail ( 1"-2.5")	box	1,1 box	1,1 box	Best Quality
40	Steel Screw (1 "-2.5")	box	1,1 box	1,1 box	Best Quality
41	Nut Bolts 1", 1 .5"	box	1,1 box	1,1 box	Best Quality
42	CTC Chemical for cleaning	pcs	1	1	Best Quality
43	Nut Bolt kit	pcs	10	5	Best Quality
44	Connection lead	pcs	12	6	Best Quality
45	Waste pipe	pcs	12	6	Best Quality
46	Handel Valve	pcs	6	3	Faisal/New Faisal/Sonax/Master/Super Asia(In case of non-campatibility of mentioned brands with installed fitting)As per compatible Fitting
47	Water tap Mohra	pcs	20	10	Faisal/New Faisal/Sonax/Master/Super Asia(In case of non-campatibility of mentioned brands with installed fitting)As per compatible Fitting
48	Water pipe PVC (Foot)	foot	20 ft	20 ft	Popular/Master



49	Pipe clump	pes	48	24	Popular/Master
50	Pipe Elbow	pes	30	15	Popular/Master
51	Pipe Socket	pes	20	10	Popular/Master
52	Pressure pipe	foot	20 ft	10 ft	Popular/Master
53	Pipe Union	pes	30	15	Popular/Master
54	Pipe Nipple	pes	20	10	Popular/Master
55	Wire sheddal, 8,1,no	packet	2.2 Packets	1.1 Packet	Best Quality
56	Sloshan	box	2 box	2 box	Best Quality
57	Pipe bend	pes	20	10	Popular/Master
58	Bibcock	pes	10	5	Faisal/New Faisal/Sonax/Master/Super Asia(In case of non-compatibility of mentioned brands with installed fitting)As per compatible Fitting
59	Insect Killer Rods	pes	10	6	Imported

Table B - Items to be maintained Per Package at a designated DHQ Hospital <sup>2</sup>

1	Breaker Single Phase 2A	pes	10	Schinider/Legrand/ABB/Terasaki
2	Breaker Single Phase 16A	pes	10	Schinider/Legrand/ABB/Terasaki
3	3 Pole Breaker 300A	pes	4	Schinider/Legrand/ABB/Terasaki (Divisional Level)
4	3 Pole Breaker 100A	pes	6	Schinider/Legrand/ABB/Terasaki (Divisional Level)
5	3 Pole Breaker 63A	pes	6	Schinider/Legrand/ABB/Terasaki (Divisional Level)
6	Wire 3/29	pes	1 Coil	Pakistan Cables/Newage Cables
7	Wire 7/29	pes	1 Coil	Pakistan Cables/Newage Cables
8	Wire 7/36		1 Coil	Pakistan Cables/Newage Cables (Divisional Level)
9	Wire 7/44		1 Coil	Pakistan Cables/Newage Cables (Divisional Level)
10	Wire 7/52		1 Coil	Pakistan Cables/Newage Cables (Divisional Level)
11	Wire 7/64		1 Coil	Pakistan Cables/Newage Cables (Divisional Level)
12	Indoor Motor 4 W for 1.5 Ton AC		5	as per actual installed AC(brand/equipment)
13	Outdoor Motor 4 W for 1.5 Ton AC		5	as per actual installed AC(brand/equipment)
14	Drain Pipe	foot	1 Coil	Best Quality
15	Gauge Minifold Complete Set	pes	1	Best Quality
16	Flare Nut (1/2 & 1/4)	pes	10	Best Quality
17	Service Valve (1/2 & 1/4)	pes	10	Best Quality
18	Petal Rod	kg	1 kg	Best Quality
19	Air Sensor/Coil Sensor	pes	10	as per actual installed AC(brand/equipment)
20	copper Pipe( 1/2 & 1/4)	pes	1	Best Quality
21	Motor Winding Wire	kg	1	Best Quality
22	Relay for AC (PTC& NTC)	pes	5	as per actual installed (brand/equipment)
23	Relay belt for Motor (Single Phase)	pes	2	Best Quality
24	Relay belt for Motor (Three Phase)	pes	2	Best Quality
25	Water Taps or Bib Cock	pes	15	Faisal/New Faisal/Sonax/Master/Super Asia(In case of non-compatibility of mentioned brands with installed fitting)As per compatible Fitting
26	Basin Mixture	pes	10	Faisal/New Faisal/Sonax/Master/Super Asia(In case of non-compatibility of mentioned brands with installed fitting)As per compatible Fitting
27	Basin Neck	pes	10	Faisal/New Faisal/Sonax/Master/Super Asia(In case of non-compatibility of mentioned brands with installed fitting)As per compatible Fitting
28	Bearings 621-623, for Fan	pes	5	Imported

<sup>1</sup> These items mentioned in appendix 6 (Table A & B) shall be topped up by 5<sup>th</sup> of each month.

<sup>2</sup> Table B items are to be placed in each zone's designated DHQ hospital. Hospital electrician cum supervisor will request the item from the designated hospital. Service provider will be responsible to provide these in other hospital, where required, within 6 hours or penalty of rupees 1000/per items per day will be charged.



**Appendix 9- Qualification and Experience of Human Resource**

One Electrician from each hospital will be designated as a supervisor.

Sr. No.	Manpower description	Qualifications & experience
1	Supervisor	<ul style="list-style-type: none"> <li>▪ Responsible for supervision of staff and maintenance activities as well as Act as an interface between the Procuring Agency and the Service Provider's staff.</li> <li>▪ Maintaining duly signed daily audit sheets and complaint registers</li> <li>▪ Record requests and feedback from the Procuring Agency from time to time and appropriate actions taken and Coordinate any kind of shifting/ relocations of the staff and the same shall also be reported to the Procuring Agency</li> <li>▪ Responsible for the turnout / grooming of the entire facility staff and Decide on the work and staff deployment on a daily basis /Maintain attendance for all the staff.</li> <li>▪ Ensuring presence of the staff at their respective stations and the completion/ compliance of the various duties assigned to them.</li> <li>▪ Help induce a sense of responsibility, discipline and hygiene in all employees.</li> <li>▪ Maintain log of all equipment and utilities' allocation and utilization and Ensure that required checklists are followed and updated accordingly</li> <li>▪ Submit the required reporting forms. And Any other task assigned by Hospital Administration</li> <li>➤ <b>Qualification &amp; Experience:</b> BSc Mechanical/Electrical/Mechatronics Engineering with minimum 2 year of relevant experience</li> <li>Or</li> <li>➤ BA with minimum 5 years of relevant experience.</li> <li>➤ <b>Age:</b> Less than 40 Years</li> </ul>
2	Electrician	<ul style="list-style-type: none"> <li>▪ Assemble, install, test and maintain electrical or electronic wiring, equipment, appliances, apparatus and fixtures using hand tools and power tools as well as Diagnose malfunctioning systems, apparatus, and components, using test equipment and hand tools, to locate the cause of an electric breakdown and correct the problem.</li> <li>▪ Connect wires to circuit breakers and Distribution Panel Boards. As well as Repair or replace wiring, equipment, and fixtures, using hand tools and power tools.</li> <li>▪ Test electrical systems and continuity of circuits in electrical wiring, equipment, and fixtures, using testing devices such as ohmmeters, voltmeters, and oscilloscopes, to ensure compatibility, availability of required voltage and safety of system.</li> <li>▪ Place conduit (pipes or tubing) inside designated partitions, walls, or other concealed areas, and pull insulated wires or cables through the conduit to complete circuits between boxes and Installation of power/lighting panels, wiring of lighting fixture, small power sockets, fire alarm system and motor control circuit.</li> <li>▪ Any other electrical related work as not mentioned above or Any other task assigned by Hospital Administration</li> <li>➤ <b>Qualification &amp; Experience:</b> Middle with 5 years of relevant experience</li> <li>➤ <b>Age:</b> Less than 40 Years</li> </ul>
3	AC Technician	<ul style="list-style-type: none"> <li>▪ Ensure proper installation, maintenance and repair of Air Conditioners.</li> <li>▪ Perform regular maintenance work on indoor and Outdoor units.</li> <li>▪ Diagnose electrical and mechanical defects and malfunctions on Air Conditioners and Install, replace, or repair Air Conditioning equipment's that has been damaged.</li> <li>▪ Make adjustment and do calibrations of thermostatic controls and capable to install new air-conditioning systems and equipment.</li> <li>▪ Capable to relocate new air-conditioning systems including their installation and maintenance. Any other AC Technician related work as not mentioned above.</li> <li>➤ <b>Qualification &amp; Experience:</b></li> <li>➤ Middle with 5 year of relevant experience</li> <li>➤ <b>Age:</b> Less than 50 Years</li> </ul>
3	Plumber	<ul style="list-style-type: none"> <li>▪ Installs pipes and fixtures, such as sinks and toilets, for water, gas, steam, air, or other liquids.</li> <li>▪ Installs fittings, valves and supports for pipes, equipment, and fixtures prior to installation.</li> <li>▪ Assemble pipe sections, tubing and fittings, using couplings, clamps, screws, bolts, cement, plastic solvent, caulking, or soldering, brazing and welding equipment.</li> <li>▪ Fill pipes or plumbing fixtures with water or air and observe pressure gauges to detect and locate leaks and Review blueprints and building codes and specifications to determine work details and procedures.</li> <li>▪ Cut, assemble and install pipes and tubes with attention to existing infrastructure (e.g.</li> </ul>






		<p>electrical wiring)</p> <ul style="list-style-type: none"> <li>▪ Install and maintain water supply systems and Locate and repair issues with water supply lines (e.g. leaks)</li> <li>▪ Repair or replace broken drainage lines, clogged drains, faucets etc.</li> <li>▪ Repair domestic appliances and fixtures (e.g. sinks, comodes, flush tanky) etc. and Any other task assigned by Hospital Administration</li> </ul> <p>➤ <b>Qualification &amp; Experience</b> : Middle with 5 year of relevant experience</p> <p>➤ <b>Age</b>: Less than 50 Years</p>
4	Carpenter	<ul style="list-style-type: none"> <li>▪ Installed/repairs structures &amp; fixtures to include but not limited to: windows, frames, floors, roofing, trim, etc.</li> <li>▪ Replace panes of glass, ceiling tiles, and doors. Framing, remodeling, demolition, and painting various structures.</li> <li>▪ Must be capable to work with materials such as wood, plastic, fiberglass, or drywall.</li> <li>▪ Must be capable to utilize chisels, planes, saws, drills, and sanders to repair and erect structures.</li> <li>▪ Capable to repair or build furniture, Windows, Partitions, Cabinets, stairs and mantles.</li> <li>▪ Replace glass, ceiling tiles, and doors and Capable to Erect scaffolding.</li> <li>▪ Any other Carpenter / Mason /fitter related work as not mentioned above.</li> </ul> <p>➤ <b>Qualification &amp; Experience</b> Middle with 5 year of relevant experience</p> <p>➤ <b>Age</b>: Less than 50 Years</p>
5	Generator Mechanic	<ul style="list-style-type: none"> <li>▪ Generator Mechanic should be able to make repairs and maintenance of generators.</li> <li>▪ Should be able to make Preventive Maintenance and overall generator related works</li> <li>▪ Any other electrical/generator related work as not mentioned above or Any other task assigned by Hospital Administration.</li> </ul> <p>➤ <b>Qualification &amp; Experience</b> : Matric with 5 years relevant experience (as Generator Mechanic/Technician)</p> <p>➤ <b>Age</b>: Less than 50 Years</p>

- a. It is responsibility of the Service Provider to provide required manpower as per requirement of hospital.
- b. For each particular month Medical Superintendent of the concerned Hospital will submit a separate request to the Service Provider for provision of staff (if required) for such month by following the mechanism defined in scope of work. However, if Medical Superintended feel he has extra staff, he can surrender the staff by giving 15 days' notice to the Service Provider under intimation to the Project Management Unit.
- c. All the staff posted by the Service Provider shall be verified of their police records and other information prior to posting at health facilities.
- d. Once the staff is hired as per agreed requirements, Service Provider shall not rotate it frequently. In any month, at-least 70% of the staff shall be same as previous month, unless separate arrangement will be made and with prior written approval from the Medical Superintendent of the concerned hospital. However, all such correspondence should be made under intimation to the Project Management Unit.



## Appendix 10 – Salary Disbursement Sheet

Salary Disbursement Report of DHQ HOSPITAL _____ For the Month of _____ (As per Prevailing Labour Laws, Minimum Wage Rate and any other)			
Sr.	Name of Personnel	CNIC	Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			

\* To be Provided by Service Providers and attach with the Monthly Invoices from 2nd Month onward



**Appendix 11 - Invoice Checklist**

Invoice Checklist (to be attached with invoice)			
Sr.	Description	Annexure	Attached
1.	MS Covering Letter	A.	
2.	Original invoice/bill(s) signed by MS & NMS (Admin. HR. Budget and Account, Audit officer)	B.	
3.	Corrected invoice details	C.	
4.	Bio Metric Attendance and Manual Attendance maintained on register signed by NMS (Admin. HR, Budget and Account, IT, Audit officer) However on manual attendance, employee will sign himself instead of writing "P"	D.	
5.	MS Letter/Bio Metric Certificate, in case issue in Bio metric machine or medical issue of employee	E.	
6.	Service Provider shall duly maintain and signed by MS, Admin Officer and Supervisor, including but not limited to, following reports and share the same with Procuring Agency on regular basis:	F.	
	Monthly Checklist	G.	
	Checklist (electric work)	H.	
	Daily activity Log Form	I.	
	Complain/Report slips	J.	
	Complain resolution report register	K.	
7.	Penalties calculation Sheets (Overall penalty sheet, Penalty on HR, Penalty on Replacement and Repair, signed by MS & NMS (Admin, HR, Budget and Account, Audit officer) Penalty sheet will be calculated and signed on daily basis and will be shared with the service provider for his record.	L.	
8.	Functional Inventory with the column (Functional, Repairable, Dead, New Installed)	M.	
9.	If NMS (Admin, HR, Budget and Account, IT, Audit officer) is not hired in hospital, attach letter that he has not joined yet, it should only be signed by MS	N.	
10	Requisition slip signed by MS and Admin officer for parts replacement for Equipment Maintenance	O.	
11	Salary Disbursement Sheet	P.	
12	For Part Replacement Stock Register Entry Dead Stock Entry	Q	

**Note:**

- All invoices must be placed in **FILE COVERS** with **PROPER TAG** and **ANNEXURES**. No invoice without file cover and proper tag will be accepted in the PMU Office.
- The page numbering of the whole invoice must be done adequately and documents must be attached in the same sequence / order as mentioned in the table.
- The Service Provider must submit the invoice in proper File Cover so that the documents to be attached by Hospital Administration don't get spoiled and disintegrated.
- It is mandatory for each admin officer / FBO and Audit Officer to Sign (signature & stamp) each page of the invoice. Beside the signature & stamp of Admin Officer / FBO and Audit Officer on every page, other documents should be signed (signature & stamp) by the relevant officers i.e. (Biometric Attendance signed by IT Officer).





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**Appendix 12 - Checklists for Contract Management**

The Service Provider shall ensure that his supervisor/manager fills in following checklists and maintain records in proper form. However, such sheets/forms must be countersigned by the Admin Officer/Assistant Admin Officer of the concerned Hospital on Daily basis. Any such violation of duties on the part of Service Provider and hospital administration staff will lead to a show cause notice and subsequent failure will form a reasonable grounds for termination of contract/services:

**DAILY CHECKLIST**

CATEGORY	TASKS	CHECK-LIST	COMMENTS
<b>UPS</b>	<ol style="list-style-type: none"> <li>1. Visual checks, operational tests, diagnostic system tests.</li> <li>2. Review of maintenance logs and alarm operations</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:
<b>Acs, Refrigerators, Water coolers</b>	<ol style="list-style-type: none"> <li>1. Inspect motors, contactors, overheating, excessive pressure in piping/vessels, archings, leakages, expansion valves, condensing water circuits, thermostats, float valves, worn out contacts, loose wirings and static pressure drops across filters and ducts.</li> <li>2. Monitor/ calibrate temperatures and thermostats.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:
<b>Generator</b>	<ol style="list-style-type: none"> <li>1. Clean generator, panel and room.</li> <li>2. Fluid and exhaust leakage</li> <li>3. Fuel levels/refills</li> <li>4. Coolant levels, engine oils, battery electrolyte fill, distilled water.</li> <li>5. Inspect Battery connections/chargers, abnormal noises, vibrations and temperatures.</li> <li>6. Correct voltage and frequency.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:
<b>Plumbing, Carpentry and Fire Extinguishers</b>	<ol style="list-style-type: none"> <li>1. Check and repair outdoor faucets/spigots (for drips and leaks), septic system and sprinkler system heads.</li> <li>2. Remove taps/shower heads to look for sediment.</li> <li>3. Clean gutters and downspouts.</li> <li>4. Inspect exterior walls, doors, furniture, fire extinguishers (recharge if needed. check for leakages) and wood boring insect activity.</li> <li>7. Eliminate wood soil contact around the perimeter of the hospital.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:





Section D - Appendices

**WEEKLY CHECKLIST**

CATEGORY	TASKS	CHECK-LIST	COMMENTS
<b>UPS</b>	<ol style="list-style-type: none"> <li>1. Inspect connections, insulations, wears, transfer switches, circuits' breakers, bypasses, cablings, abrasions, overheating, batteries and any abnormalities.</li> <li>2. Clean/tighten power connections and inverter legs.</li> <li>3. Run UPS system diagnostics.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:
<b>Acs, Refrigerators and Water Coolers</b>	<ol style="list-style-type: none"> <li>1. Inspect/clean/repair brushes, devices, oil/water levels, belt tensions, misalignments, gas connections/ pressures, combustions, blower bearings, pump packings for leakages, thermostatic gas filled pumps, tightness against pipes, filters, insulated ducts, crankcase heaters, loose belts and voltage of blower motor, compressor and condenser.</li> <li>2. Open and inspect casing covers, covers of all pressure switches, contacts and sectional filters.</li> <li>3. Clean sumps, tanks and collection pans.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:
<b>Generator</b>	<ol style="list-style-type: none"> <li>1. Check fuel tanks</li> <li>2. Verify float switch, fuel pump, engine oil level, lube oil, water pumps, radiator, voltage, currents, battery terminals, hoses, terminals, engines, coolant levels, lube oil heaters and water contaminations.</li> <li>3. Drain condensate from fuel filters.</li> <li>4. Check battery systems, voltage, electrolytes, engines, cranking times, oil pressures, oil levels, temperatures, defects, lubricants and transfer switches.</li> <li>5. Simulate normal power failure.</li> <li>6. Maintain engine logs.</li> <li>7. Clean fuel strainer, filter, dirt leg, crank case, exhaust systems and insulation.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:
<b>Plumbing, Carpentry and Fire Extinguishers</b>	<ol style="list-style-type: none"> <li>5. Check and repair outdoor faucets/spigots (for drips and leaks), septic system and sprinkler system heads.</li> <li>6. Remove taps/shower heads to look for sediment.</li> <li>7. Clean gutters and downspouts.</li> <li>8. Inspect exterior walls, doors, furniture, fire extinguishers (recharge if needed, check for leakages) and wood boring insect activity. Eliminate wood soil contact around the perimeter of the hospital.</li> </ol>	Functional Area Name: _____ Routine performed: _____	Penalty, if any, for non-performance:

### Appendix 13 - Resolution Time for (Repair and Replacement) Generator O&M

Major repairs may include, but not limited to;

Sr. No.	Description	Rectification Time	
		Replacement (In hours)	Penalty (if time exceeds resolution time)
1.	Radiator	12	5000
2.	Fuel Pump	12	5000
3.	Fuel Injectors/Nozzles	12	5000
4.	Crank Shaft	16	5000
5.	Electronic Oil Pump	16	5000
6.	Camshaft	16	5000
7.	Valves	9	5000
8.	Fresh Air Inlet	9	5000
9.	Exhaust Outlet	9	5000
10.	Hose Pipe	9	5000
11.	Thermostat	9	5000
12.	Water pump	9	5000
13.	Ring piston	19	10000
14.	Head	19	10000
15.	Head Gasket	19	5000
16.	Engine Hosing	9	5000
17.	Engine Block	19	10000
18.	Bearing sets	19	10000
19.	Brackets	5	5000
20.	Cambush	5	5000
21.	Flywheel	5	5000
22.	Dynamo	9	5000
23.	Bushings	5	5000
24.	Bearing sets	5	5000
25.	Armature	9	5000
26.	Field Coil/Winding	9	5000
27.	C.E Brackets	9	5000
28.	D.E Brackets	9	5000
29.	Alternator Diode Kit	9	5000
30.	Regulators	9	5000
31.	Stator, Rotor & Exiter plus winding	9	5000
32.	Voltage Regulator	9	5000
33.	Bridge Rectifier	9	5000
34.	Coupler	9	5000
35.	Main Line Circuit Breaker/Sub Breaker	9	5000
36.	Computer Card/Electronic Module/Control Panel	9	5000
37.	Battery Charger	3	5000
38.	Batteries	3	5000
39.	Control Wires	10	5000



*M. H.*

*Q*

**Appendix-14. Minimum Wage Rate Circular**

<http://ppra.punjab.gov.pk>



Tel: 042-99204572  
Fax: 042-36384775

No. L&M(PPRA) 10-01/2011  
PUNJAB PROCUREMENT REGULATORY  
AUTHORITY, S&GAD  
3<sup>rd</sup> Floor, Al-Falah Building, The Mall Lahore.

Dated Lahore, 03<sup>rd</sup> December, 2011

**CIRCULAR**

Punjab Procurement Regulatory Authority is being frequently approached by different institutions / procuring agencies seeking advice as to whether while considering the competitive rates quoted by different security service firms for security guards, minimum wages announced by the Govt. is to be considered and made the base line while evaluating such bids or otherwise.

2. The cases have been examined in detail in consultation with relevant institutions regulating the laws relating to minimum wages. PPRA is of the view that though the evaluation of bid is the main criteria for selection of bidder yet in case of services (security guards) where minimum wages are required to be considered are to be kept in view. The procuring agency must evaluate the bids considering the fact that the rates quoted by the bidders include the base line of minimum wages along with other applicable taxes. Any bid which is devoid of aforementioned parameter might carry the risk of non-compliance with the state law / rules which cannot be allowed and taken as an apt discourse or process.

3. The procuring agencies are also advised that while budgeting the expenditure for all services involving minimum wages, must keep in view the base line expenditure which is required to be involved in the bid.

(SHAHID NUSSAIN)  
Managing Director, PPRA

Cc:

1. Registrar, Lahore High Court Lahore;
2. All Administrative Secretaries, Government of the Punjab;
3. Inspector General of Police, Punjab;
4. Accountant General, Punjab;
5. Director General, Civil Audit, Punjab;
6. Director General, Works Audit, Punjab;
7. All Divisional Commissioners, Government of the Punjab;
8. All Deputy Commissioners, Government of the Punjab.

(SHAHID NUSSAIN)  
Managing Director, PPRA