

National Institute of Cardiovascular Diseases

Rafiqi (H.J.) Shaheed Road, Karachi-Pakistan
Tel No. 3521-8530, 9920-1271 Ext. 419 – Fax No. 9920-1289
Website: www.nicvd.org

Total No. of Sheets: 12

TERMS & CONDITIONS

(FOR INTERNATIONAL COMPETITIVE BIDDING)

Tender No-53/2016 Dated: 20-05-2017
FOR THE YEAR 2016-2017 & 2017-2018

“Tender for hiring of services of firm for the Cath Lab Services covering capital investment in new technologies, non-clinical management including materials management, optimization and efficiency improvement through customized and sustainable programs and development of staff”.

- i) Cost of Tender is Rs. 5000/- (Rupees Five Thousand only) [Not refundable].
- ii) Tender Selling Date from **18-04-2017 to 18-05-2017**
- iii) Tender Submission Date **20-05-2017** before 11:30 a.m (in Procurement Department)
- iv) Tender will be opened on **20-05-2017** at 12:00 noon in Conference Hall / Nursing Hostel Building of NICVD, Karachi.

NOTE:

Read the Terms & Conditions carefully.

Tenderers are required to comply all the clauses mentioned in the Terms and Conditions of the tender and any deviation will forbid them in competing the tender.

1. In this tender TWO Envelopes procedure of SPPRA-2010 46(2, a) will be followed i.e. (i) The bid shall comprise (**two separate envelopes**.) Each envelope shall contain separately the financial proposal and the technical proposal (ii) The envelopes shall be marked as “Financial Proposal” and “Technical Proposal” in bold and legible letters to avoid confusion **each envelope should be dropped in separate box** (iii) initially, only the envelope marked “Technical Proposal” shall be opened (iv) The financial proposals of bids will be opened publicly, time date and venue will be announced later.

- a) In Technical Bid, the bidder must provide original data sheet and technical brochure and all other documents; otherwise, the bid will be ignored. The technical evaluation will be done on the basis of data sheet provided by the vendor as per technical bid.
 - b) In Financial Bid, the vendor should mention financial offer along with a Bank Draft/Pay Order of 3% value of the quoted item, in the name of Executive Director, NICVD, Karachi, as Bid security and it will not be released till complete supply of items of the tender. In case the tender is accepted by competent authority and the supplies are not made according to samples/specification within specific stipulated time the bid security for the tender would be forfeited to the NICVD account. In case of default the firm may be black listed or financial penalties may be imposed depending upon the gravity of defaults/circumstances in each case as mentioned in Ministry of Health letter No. F.11.9/96-PHC of June 04, 1996. In-time supply must be assured
2. The disclosure of price at the time of opening of technical bid will result in the rejection of the bid.
 3. No tender will be entertained without bid security, The bid security will be forfeited to Government Accounts in case of non-submission of security money within seven (7) days of receipt of the other letter.
 4. Conditional Tender(s) will not be accepted.
 5. The previous bid security or security money will not be carried forward. If any tenderer encloses a cheque with the tender their tender will be rejected out rightly. In case it is found at tender opening or at later stage that pay order is fake tender/contract will be cancelled and firm will be black listed from future participation in tender security money will be forfeited and their name will also be circulated in other Fed. Govt./Semi Govt. Autonomous/Semi Autonomous Deptt. For severe action.
 6. In case any tenderer after the tender is awarded, failed to deposit security money or refuses to execute the contract after tender awarding within the given period not only his bid security (pay order) or security money will be forfeited but the differences between the 1st & 2nd lowest will also be recovered from the 1st lowest tenderer by cancellation of his tender, failing which he will be black listed in future participation in tender. His name will also be circulated in Govt./Semi Govt. Autonomous/Semi Autonomous etc. for similar action.
 7. Only License Holder/Registered Firm can participate in the tender.
 8. The rates once mentioned in tender will be final and no change therein will be accepted after the tender opening. Rates should be inclusive with all taxes. In case of any inconvenience the Executive Director NICVD Karachi reserves the right not to announce the tender rates or otherwise. If any scheme

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regarding discount in price or given any product free with the items whatever which benefit will go to this Institute.

9. The rate should be quoted on C&F Basis.
10. First Scrutiny of technical bids will be performed. Financial Bids of those firms will be opened which qualify technically.
11. Service shall cover all legal aspects.
12. Certificate from the Sole Agent/Manufacturer that the vendor has fully equipped workshop, along with the list of Trained Personnel/Engineers and Software should be provided with technical bid and it can be physically verified the management of NICVD, Karachi.
13. The successful bidder will be required to submit security money in shape of pay order/ deposit at call @ 3% of the total value of order in the name of NICVD, Karachi within Seven (7) days which will be kept with NICVD till the end of the Warrantee period of Three (3) years.
14. Firm must provide complete details of their financial standing, listing of similar supplied in the world. Detail of staff with training certificates/test.
15. The vendor will provide technical / operational training to relevant staff from factory trained engineers. The supplier should provide detail of training program.
16. The vendor has to quote only one rate for each item as per tender specifications. No alternate model will be accepted, only first offer will be considered. Hand written tenders or any over writing, cutting, erasing will liable to be ignored.
17. The bid validity will remain upto 120-days as per SPPRA Rules-2010.
18. The bidder shall submit with the bid, an Undertaking on judicial paper, stating that the **(Device/software to be supplied is brand new and of latest generation,)** free from defects in design material and workmanship **(In case of winding up of his business, the supplier shall be bound to make an alternate arrangement of spares and maintenance of Device/software. In case of default, depreciated cost of Device/software will be recoverable from him.)**
19. Vendor shall be responsible for pre-installation of System & shall be responsible for relevant installations and configurations of the server.
20. The original tender purchase receipt issued by the NICVD should be submitted along with Technical Bid.
21. **(If vendor doesn't supply Device/software in accordance with the supply order or fails to supply according to terms and conditions or incase of any other default, it will be black listed and the bid security will be forfeited.)**
22. **(If the supplier fails to give supply and install within the stipulated period, penalty will be imposed @ 0.1% of the total value of Software per day, subject to a maximum of 10%.)**
23. The decision once taken will be final and will not be challenged in any court of law.
24. Up-gradation of Device/software (s) as well as FMIS for the life of system should be provided from the manufacturer if required
25. The payment will be made after getting the Satisfactory Report of the Incharge of User Department and countersigned by the Physical Verification Committee of NICVD, Karachi
26. Taxes will be deducted according to Government of Pakistan and Provincial Government Rules. A Copy of income Tax and GST Registration Certificate should be submitted along with Technical Bid.
27. Conditional tender(s) and Hand written tender(s) will not be entertained.
28. The Vendor should submit a Data Sheet according to the Tender Specifications Format mentioned in the tender and highlight the tender specifications in their Technical Data Sheet. Additional Feature can be mentioned separately.
29. The vendor should attach copy of last year tax returns of the firm.
30. The attached questioner Performa must be properly filled and should be complete in all respect. In case questioner Performa is incomplete or information formations provided are incorrect, the tender shall be rejected.
31. The Executive Director NICVD reserves the right to reject or accept any / all tender(s) without assigning reason thereof and the decision of the competent Authority will be final.
32. Tender which does not fulfill the prescribed conditions in the tender is liable to be ignored.
33. The Executive Director, NICVD, Karachi, reserve the right to increase or decrease the quantity mentioned in the tender.
34. Bidders has complies all the rules & regulations of Government of Pakistan and Government of Sindh.

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35. Evaluation Criteria (as per annexure)

All Mandatory requirement as per annexure”A” must be submitted otherwise bid would not be consider. Evaluation will be done on marking basis. Marks distribution will be as follows.

EVALUATION OF CRITERIA

S.NO	Description	MARKS
01	Documents Evaluation	30 Marks
02	Technical Specification Report	40 Marks
03	Financial Evaluation	30 Marks

Distribution Of Marks

- Documents Evaluation (As per Data Sheet total marks-30)
- Technical Specification Report (As per Data Sheet total marks-40)
- Financial Evaluation (As per Data Sheet total marks-30)
- Compliance of Terms & Conditions and additional terms & conditions of the Bid form.
- Passing Marks 70% must be obtain in technical bid.

Name of Bidder _____ Signature_____

Full Address_____.

Contact Person Name: _____

Postal Address _____

E-mail Address _____

Stamp _____

Phone No. _____

Fax No. _____

Mobile No. _____

WITNESSES

1. _____

2. _____

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ANNEXURE- “A”

DATA SHEET

Tender No-53/2016 Dated: 20.05.2017

FOR THE YEAR 2016-2017 & 2017-2018

“Tender for hiring of services of firm for the Cath Lab Services covering capital investment in new technologies, non-clinical management including materials management, optimization and efficiency improvement through customized and sustainable programs and development of staff”.

(A)

S.NO	A- MANDATORY	Tick relevant box
1	Name, Address, Tel, Fax# E-mail Address	
2	Tax I.D. / Identification copy.	
3	Copy of annual tax return of form.	
4	Name of Banker with Current Bank statement.	
5	Bid Security (3% of Bid Value of the quoted items) As per clause no 1-b with commercial bid.	
6	A copy of valid agency certificate/agreement valid for till next financial year.	

<u>S.NO</u>	B- DOCUMENTS	Total Points 30	YES	NO
1	Bio Data of key personnel with designation, education & experience and details of man power,	02	02	00
2	Literature and catalogue of quoted items in English.	02	02	00
3	Detail of experience of the firm of relevant to the subject.	02	02	00
4	List of orders with cost completed by the firm during last 2 years.	02	02	00
5	List of litigation with clients(if any) and nature of litigations.	02	02	00
6	Affidavit that the firm has never been black Listed.	02	02	00
7	Detail of Registration with major organizations	02	02	00
8	Original tender purchase receipt.	02	02	00
9	Original terms and conditions duly signed and stamped.	02	02	00
10	Each page should be signed and stamped by competent authority.	02	02	00
11	Undertaking that firm will execute the job as per agreed time.	02	02	00
12	Certificate that the prices quoted are not high or more than local/imported market.	02	02	00
13	A certificate that the firm will abide all terms and conditions of the tender infringement for consequence as recommended by the competent authority.	02	02	00
14	Firm shall provide evidence that firm is registered in the country of origin.	02	02	00
15	Vendors working with hospital will be given preference.	02	02	00
TOTAL MARKS		30		

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S.No	C- Technical Evaluation	Total Points 40	Yes	No
1	Technical Strength of Firm.	10	10-Nos	00
2	Financially capability as per bank statement	10	10-Nos	00
3	Previous working experience with hospital/healthcare organization.	10	10-Nos	00
4	Recommendation of end user with proper justification	10	10-Nos	00
TOTAL MARKS		40		

S.NO	D- FINANCIAL EVALUATION	Total Points 30	Obtain Points
1	1st Lowest	30	
2	2 nd Lowest	20	
3	3 rd Lowest	10	
4	4 th Lowest	8	
5	5 th Lowest	6	
6	6 th Lowest	2	
TOTAL MARKS		30	

Total Marks – 100

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TENDER SPECIFICATIONS **Tender No-53/2016 Dated: 20-05-2017** **FOR THE YEAR 2016-2017 & 2017-2018**

The purpose of this project is to support “NATIONAL INSTITUTE OF CARDIOVASCULAR DISEASES (N.I.C.V.D.) HOSPITAL” in the management of the current cath labs at the center, through various services covering capital investment in new technologies, non-clinical management, including materials management, optimization and efficiency improvement through customized and sustainable programs, and development of staff and the center aimed at creating a culture of performance, quality and patient centricity

Overview of Services

The overview of services concern supplies of device/software and furnishings, non-clinical management, optimization and providing “service” management of the cath lab department at the (NATIONAL INSTITUTE OF CARDIOVASCULAR DISEASES).

“Service” designates an efficient organizational model designed to solve management issues related to diagnostic and interventional activities in order to ensure the utmost efficiency for all that concerns appropriate equipment and correct function of device/software, product supplies, their handling and subsequent IT management, with the sole exception of medical activities, namely of interventional cardiology, electrophysiology and surgical staff who are the exclusive prerogative of the Hospital Administration.

Service” includes all items listed below

Equipment and Equipment Management.

- Introduction of new Electro-physiology technologies and equipment to enhance quality of the current services and add new services not previously available, including, CyroAblation and 3D Mapping
- Staff required to support non-clinical management of the catheterization, electrophysiology labs and relevant activities.
- Oversight and management of all equipment that is purchased as part of the collaboration.
- Includes asset portfolio tracking and management single point of contact for all equipment issues, preventive maintenance and corrective maintenance.

Non-Clinical management.

- Deployment of experienced cath lab managers and procurement officers with origins from the local market based on availability to be trained with world-class systems.
- Managers embedded as full time staff members of the Hospital team -- their performance measured and responsibility of the contractor.
- System / software for day –today planning and scheduling of cath lab suites.

Material Management.

- Material management services, including procurement of all items on behalf of the hospital required for cath lab procedures.
- Material management based on base case per procedure and additional consumption above the base kit to be paid for additionally.
- Contracted company, must guarantee minimum supplies of products required for routine performance of clinical procedures, whether scheduled or urgent.
- Software management tool to track inventory, link stock usage to procedures, patients, and physicians to support effective planning and cost management
- Supplies of material, including the various procedural kits, divided into types, precisely all medical and surgical device/software required to perform coronary, electrophysiology and related procedures, with the assurance that a relevant selection of materials and brands will be provided;

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- Supplies of material that has a high economic impact and/or for occasional use to complete materials included in procedural kits, to be provided on the basis of an Estimate Contract that will be regularly updated;
- Supplies of devices/software/equipment and furnishings, including assembly, installation, tests and full risk maintenance for the entire period of the Contract, including technological updates to support Cryoablation and Electrophysiology procedures;

Optimization

- Provision of world-class organizational optimization services and consulting services related to optimization of cath lab operations and interactions within the hospital.
- Operational excellence and consulting services for 15-18 month (with sustainability framework for following 1 year).
- Focus on increasing efficiency related to management and operations of the Cath lab and related departments.
- Training of staff to become vectors of performance improvement and sustaining continuous improvement, such as programs in Lean, Six Sigma, Quality, Patient Satisfaction, etc.
- Creation and I.T. management of a dedicated storeroom for disposable products situated in rooms provided and managed by staff.
- IT management of the Department with a software that must include clinical data management;
- A software for reporting and filing digital images, and for producing DVDs/CD-roms; the Contractor shall also supply all software with hardware provided by the Hospital;
- Maintenance and customer service for the software and hardware installed.

Training and Education

- Initial training and updates for doctors and nurses on how to correctly use the materials and equipment provided by the Contractor, and on new clinical methods;
- Organization and implementation of environmental logistics, considered as storage and handling of materials inside the department;
- Training for Department staff dedicated to said activity on adopting new working methods.
- Training project for healthcare workers with attendance of training sessions held in the Contractor's premises or in other facilities or training projects that will be implemented by assigning Study Grants. Training must be related to the services performed within the framework of the above scope of work.

All works implemented, device/software, equipment, hardware, software and furnishings installed in the framework of the Service shall remain the property of the Hospital at the end of the contract period

Duration of the Contract

The Contract will have duration of 07-10 years, effective from the day after works and device/software are tested. The Hospital may renew the Contract for another 36 months, without prejudice to the right specified in the previous point.

Characteristics of products supplied

Medical device/software

All devices/software and medical equipment must be CE marked and/or registered in Pakistan. Supplies must comply with national standards and CE standards in force at the time of delivery, even if they are issued after the submission of the offer.

Device/software

Without prejudice to obligations laid down by specific standards for manufacturing and installation of each type of device/software, every machine and device/software must have the related User Manual and Maintenance Logbook and the documents and certification including information about safety signs and/or education and training for staff.

Payment Model

A set fee is to be paid to the Contractor on a per procedure basis, covering all Services and Materials to be used. Additional materials purchased outside or in addition to base material kits to be paid for on a per consumption basis as per payment terms to be defined between the contractor and hospital

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Track-record and Experience

- Experience delivering similar, full, holistic management services atleast 50 sites across Europe, Middle East and Asia in cath labs.
- Relevant certification and accreditation for provision of any training, consultancy, or optimization services.

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SUPPLIERS QUESTIONNAIRE / PERFORMA (To be filled in by the vendor)

Product Name _____ Model _____
 Manufacturer _____ Supplier _____

1- Year of Introduction of the offered model: _____
 Version (if same model revised): _____

2- **(Number of Project Executed)** (Please provide Names of institution for Pakistan / Islamabad).
 - World wide. _____
 - In Pakistan. _____
 - _____

3- Manuals to be provided within six months of complete implementation: Yes No
 - Service. _____

4- **(Project life period) (number of years)** _____

5- **(Do you hold specialized tools/test Software required for?)**
 - Maintenance Yes No N/A
 - Calibration _____

6- On call service charges:
 - Minimum _____
 - Per day _____
 - Back up engineer support whenever requested Yes No
 - Prompt supply of spares/consumables _____

7- Are you authorized representative of manufacturer _____
 Certificate & years of experience). _____

8- Total number of years in business: _____

9- Warranty period (Please provide following details):
 - Uptime Guarantee: _____ %
 - Response time to maintenance requested _____ Hrs.
 - No of PPM/Year: _____
 - Any other: _____

10- Do you have any objection/concerns to use similar Specification spares of alternate/other manufacturer during warranty of maintenance contract(if available) Yes No

11- Comprehensive NICVD Engineer Training Yes No
 if yes state what included _____
 - Training Fees _____
 - Airfare _____
 - Boarding/Lodging _____
 - Free of charge _____
 - None of the above _____

12- Up-gradation possibility.
 - Hardware _____
 - Software _____

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13- If above has any cost please provide the details of up-gradation with estimated price.

14- Any other specific requirement (e.g. UPS. Voltage Stabilizer etc. provide details):

15- Briefly state facilities and benefits provided during warranty period.

16- (Please give the rates of consumable, Disposable items and parts required for proper functioning of Machine/Software life period of each item (in days/months).)

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TENDER PROFORMA FOR COMMERCIAL BID

Tender No-53/2016 Dated: 20-05-2017
FOR THE YEAR 2016-2017 & 2017-2018

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Sr.#	Tender Description	Specification of Quoted items	Qty.	Unit	Reg #	Make	Country of Origin.	Rate Per Unit C&F Price	Delivery Period

Signature

Official Seal

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TENDER PROFORMA FOR TECHNICAL BID

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FOR THE YEAR 2016-2017 & 2017-2018

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Sr.#	Tender Description	Specification of Quoted items	Qty.	Unit	Reg #	Make	Country of Origin.	Delivery Period

Signature

Official Seal