

NATIONAL INSURANCE COMPANY LIMITED
NIC BUILDING, ABBASI SHAHEED ROAD, KARACHI
Tel: (021)99203172

Prequalification of Firms for servicing, trouble shooting ,repairs and
general maintenance of 6 Nos. passenger lifts installed at NIC building,
Abbasi Shaheed Road, Karachi
Bldg/36(29)/Lift Services/01/2011

Applications are invited for pre qualification of reputable firms for cleaning and servicing, trouble shooting, repairs and general maintenance of 6 Nos. OTIS passenger lifts installed at NIC building, Abbasi Shaheed Road, Karachi. Interested firms having running and successfully completed similar services in reputed government, Semi-government, autonomous bodies and Commercial banks etc. are requested to express their interest on the prescribed Performa which may be obtained from the office of General Manager (Real Estate) NIC building, Abbasi Shaheed Road, Karachi against non refundable pay order of Rs. 1000.00 (Rupees One Thousand Only) in favour of National Insurance Company Limited or may be downloaded from PPRA/NICL official websites and submitted along with the pay order.

Applications on the prescribed Performa should be submitted under sealed cover in the office of General Manager (Real Estate) 3rd floor, Real Estate department NIC building Karachi within 20 working days of appearance of this advertisement in the Newspapers. National Insurance Company reserves the right to reject any or all applications subject to PPRA rules.

Terms of pre qualification documents shall prevail in case of any conflict between the contents of the advertisement and the pre qualification documents.

All received applications shall first be checked for responsiveness. Further evaluation as per evaluation criteria shall be carried out only on those applications that pass the responsiveness conditions.

If concealment of facts is detected at any stage, it would be sufficient cause to reject the pre-qualification.

General Manager (Real Estate)
National Insurance Company Ltd
3rd floor, NIC, Building,
Abbasi Shaheed Road,
Karachi.
Phone No.99203172

PRE-QUALIFICATION DOCUMENTS

FOR

MAINTENANCE OF 6 NOS. PASSENGER LIFTS
INSTALLED AT NIC BUILDING, ABBASI
SHAHEED ROAD, KARACHI

ISSUED TO

M/s. _____

NATIONAL INSURANCE COMPANY LIMITED
NIC BUILDING, ABBASI SHAHEED ROAD

KARACHI

Tel: (021) 99203172
Fax:(021) 35635421

INSTRUCTIONS TO APPLICANTS

A. Submission of Pre-Qualification Documents

1. The application shall be submitted by hand or through courier service to General Manager (RE), National Insurance Company Limited, 3rd Floor, NIC building, Abbasi Shaheed Road, Karachi. Documents received after the due date will not be considered. The name and mailing address of the firm/Company shall be indicated on the envelope.
2. All the information shall be filled-in/submitted strictly as per enclosed forms. If necessary, photocopies of the forms may be made. Each page of each form should be clearly marked in the right top corner as follows. Page 1 of Form A, Page 2 of Form B etc.
3. Some of the forms will require attachments (documentary evidence etc.). Such attachment should be clearly marked as follows. Attachment 1 to Form A, Attachment 2 to Form A etc. In case the attachments where required, are not enclosed with the application, no credit will be given for that particular item.
4. Each sheet shall be duly stamped and signed by the applicant or a person or persons duly authorized to sign on behalf of the applicant.
5. All documents submitted by the applicants shall be treated as confidential and will not be returned.
6. The documents duly completed in all respects shall be submitted at the office of General Manager (RE) on 3rd floor, NIC building, Abbasi Shaheed Road, Karachi by hand or by courier service on or before the indicated date and time .

7. National Insurance Company Limited will only inform the successful Janitorial Services firms of the result of process. National Insurance Company Limited reserves the right to reject or accept any application subject to PPRA Rules.

SCOPE OF WORK

The scope includes, but not limited to the following

1 The Work

The work includes the maintenance and servicing, trouble shooting and repairs of Six (6) passenger Lifts (800 Kg, 1 0 Persons Capacity), OTIS make, installed at NIC Building , Abbasi Shaheed Road, Karachi, together with all related equipment and systems including machine room equipment, etc.

The essence of the contract is to ensure smooth functioning of Lifts at all times. A brief description of services is as under:

- a. To clean and service, lubricate and adjust the mechanism of Lifts at least once a month particularly cleaning of machine, motor and control panel and greasing and oiling of bearings and guide rails.
- b. To provide all cleaning material, lubricants and to drain out the gear box including replenishment of fresh oil.
- c. To attend and rectify promptly any break-down of the lifts(s).
- d. To carry out all minor repairs without any extra charge.
- e. To carryout major repair work at mutually accepted cost in addition to the price of this contract. Major works shall include changing of suspension/ governor ropes, repair of gear box, winding of motors, etc. The CONTRACTOR shall submit an estimate to the EMPLOYER'S REPRESENTATIVE for approval before carrying out any major repairs which become necessary in due course but not due to any negligence or fault of the CONTRACTOR, his agents or employees of which the EMPLOYER shall be the sole judge. The estimate shall be submitted expeditiously so as not to disrupt the normal operation of Lifts. The CONTRACTOR shall undertake the work on approval of the estimate by the EMPLOYER.
- f. The CONTRACTOR shall carry out the regular servicing, cleaning and maintenance work in such a manner as to avoid interruption to regular operation of Lifts, without any extra charge to EMPLOYER.

2 Staff

- a) The contractor shall be required to deploy one (1) Lift Technician at site on full time basis from 10:00 am to 6:00 pm on all working days. However, in addition to the above, the overall supervision and maintenance will be undertaken by contractor's

Service Engineers who shall conduct regular visits to the site in order to ensure due fulfillment of the contract. For this purpose the contractor shall maintain daily attendance register at the site which will be countersigned by the EMPLOYER'S REPRESENTATIVE.

- b) The CONTRACTOR shall detail experienced and qualified staff for the servicing and maintenance that will work exclusively in the building and shall not be diverted to the CONTRACTOR'S other installation(s). The staff must remain at the site of work during their working hours and should have sufficient qualifications and experience in their respective trades.
- c) The CONTRACTOR shall depute additional staff as required from his central workshop for carrying out the work of servicing, maintenance and minor repairs, particularly annual servicing, maintenance and overhauling and work of urgent nature, without any extra charge to EMPLOYER.
- d) The CONTRACTOR shall arrange periodic site visits, at least once every month of his Service Engineer from his Head Office to check the operation of the Lifts, Allied Equipment, and Systems and the servicing, maintenance, minor repairs and overhauling work carried out by the CONTRACTOR'S staff. The CONTRACTOR will submit the Inspection Report of his Service Engineer to the EMPLOYER'S REPRESENTATIVE in first week of every month for the preceding month. The Report shall also highlight the overall performance of the complete Lifts, Equipment and Systems and pinpoint any actions to be taken by the EMPLOYER.
- e) The CONTRACTOR must employ sufficient staff to satisfactorily fulfill his obligations under the contract.
- f) The CONTRACTOR must ensure regular attendance of the approved staff for the work and maintain an Attendance Register for the staff and take signature from EMPLOYER'S REPRESENTATIVE everyday.
- g) Replacement staff shall be immediately arranged by the CONTRACTOR if any staff cannot attend to his duties. The bio-data of replacement staff shall be immediately /submitted to the EMPLOYER'S REPRESENTATIVE for approval.
- h) The EMPLOYER reserves the right to make deductions on pro-rata basis, of which the EMPLOYER shall be the sole judge, if the attendance of CONTRACTOR'S staff is irregular.
- i) The CONTRACTOR must ensure good behaviour by his staff and the CONTRACTOR'S Technician at the site should liaise with and follow the instructions of the EMPLOYER'S REPRESENTATIVE.
- j) For the purpose of identification and security, all workers of the CONTRACTOR, who may be, from time to time, detailed to work within the premises of the NIC Building, Karachi in connection with the rendering of the services shall be issued with proper identity cards by the contractor at his own cost. The

specimen of the card shall be approved by the EMPLOYER'S REPRESENTATIVE.

- l) While being present within the premises of the NIC Building, Karachi in connection with the rendering of services for and on behalf of the CONTRACTOR, all workers of the CONTRACTOR shall always wear proper and clean uniforms (approved by the EMPLOYER'S REPRESENTATIVE) to be provided to them by the CONTRACTOR.

3 Tools and Equipment

The contractor shall supply and maintain sufficient tools, equipment and instruments for the use of his staff that are required to enable them to fulfill their obligations under the contract.

4 Monthly Reports

- a) The contractor shall submit monthly maintenance, servicing report of work done in respect of all 6 lifts. The report shall be based on the works recorded in the maintenance register and shall be counter signed by the EMPLOYER'S REPRESENTATIVE.
- b) The CONTRACTOR shall also furnish 6 monthly report on the condition of the parts of all the six (6) Lifts.

5 Operational Timings

- a) All six Lifts, allied equipment and systems shall be operated on all working days from 7:45 hrs to 23:15 hrs.
- b) The overhauling, maintenance, servicing and repairs of all Lifts, allied equipment and systems shall be carried out in a manner so that normal operation is not disrupted.

6 Spare Parts

- a) The CONTRACTOR shall ensure that the spare parts etc. are replaced only when it is considered essential. Maximum care shall be exercised for economy and all efforts should be made to repair the old part for its reuse. New part should only be substituted when the old part cannot be satisfactorily repaired.
- b) The CONTRACTOR may be asked to procure and store consumable and spares required for maintenance of Lifts as and when necessary and approved by the EMPLOYER. The CONTRACTOR shall be reimbursed the actual cost of material

(including transportation charges) and additional 10% of such cost as handling charges for this part of the service offered by the CONTRACTOR.

- c) The CONTRACTOR will submit a complete List of spare parts and materials required for the operation, routine and annual servicing, maintenance and overhauling of lifts.
- d) The CONTRACTOR shall give following minimum time Notice to the EMPLOYER for procurement of spare parts and materials:
 - i) 6 month's time for imported spare parts & materials.
 - ii) 2 months time for locally available spare parts and materials.

7 General Requirements

The EMPLOYER reserves the right to make deduction for the periods of interrupted operation of the Lifts, Allied Equipment and Systems on pro-rata basis where the cause of interruption is attributable to the negligence of the CONTRACTOR, of which the EMPLOYER shall be the sole judge.

INSTRUCTIONS TO APPLICANTS

Pre Qualification Documents Questionnaire:

The Pre Qualification Documents_Questionnaire contains following Forms:-

- Form A - Letter of Application
- Form B - General Information
- Form C - Financial Data
- Form D - Litigation / Arbitration information
- Form E - List of Clients
- Form F - List of equipment owned by the company.
- Form G - Detail of Permanent Staff.
- Form H - Quality Assurance / Quality Control & Safety.
- Form I - List of Key Personnel to be assigned to the Projects.

Note :

All the information shall be strictly submitted in accordance with the above formats / forms. Evaluation for pre qualification will be done on the basis of information / data given on these forms / formats after determining the responsiveness of the firm as per conditions mandatory for responsiveness of firms for pre qualification. Company brochures, etc. could be forwarded as supplementary but will not be entertained in lieu of the prescribed formats and no data will be extracted from such pre-printed documents.

Mandatory conditions for tenders to be responsive for pre qualification
(Copies of relevant documents to be enclose against each requirement)

- I. Minimum 10 years of work experience.
- II. Valid NTN Certificate.
- III. The Lifts Servicing Company must be registered for social security and EOBI of his employees.
- IV. Details of income tax return for last 3 years.
- V. Valid Tax Registration Certificates and GST Number.
- VI. Affidavit on stamped paper that the firm has not been black listed by any Government, Semi Government and Autonomous Body.
- VII. Registration with relevant government regulatory authorities.
- VIII. License from Pakistan Engineering Council in specialization code ME-03 in appropriate operator category.

General Condition for Contract

- I. 'The contractor shall engage his own employees / staff shall be competent experienced physically and medically fit. The contractor assumes full cost and responsibility for these employees/staff and shall cause them to be punctually present at the employer's premises. The contractor's' employees /staff shall always remain under the management control and at the disposal of the employer but shall for all the purposes be the employees of the contractor. Under no circumstances, whatsoever, shall the contractor or his employees be regarded as the employer's employees, and there would be no employer employees relationship between contractor's manpower and the employer.
- II. The contractor shall obtain police clearance e/verification of all its employees deployed for work in 'the building' and submit the same for record and reference to the 'employer'.
- III. The contractor shall be exclusively responsible for the payment of remuneration and all legal benefits to his employees including compensation for any death or injury while performing the contractor's obligation under this agreement and the employer will have no obligation or responsibility on any count whatsoever. Further 'the contractor' shall be exclusively responsible for the safety and well being of his staff/employees and will get them adequately insured against accidental death or injury at the employer's premises at his cost. In this respect, the contractor indemnifies and agrees to hold the employer harmless against any claims, demands or legal benefits, workmen's compensation claims or any grievances arising out of contractor's employees with the contractor.
- IV. The Contractor shall be personally liable for any loss or damages to the employer's property or any injury caused to the employer's staff/employees, tenants or visitors as a result of any direct or indirect negligence of the Contractor's or his staff/employees and the Contractor shall make good the loss or damage within three days of lodging of such claim by the employer.
- V. The Contractor shall be responsible for obtaining all Government permits and license that may be needed for performing the services contemplated under this Agreement.
- VI. In case no tax exemption certificate is provided by the Contractor, the employer will deduct all the state levies prescribed by the Government from time to time. Income Tax shall be directly deposited to the authority in terms of Section 50(4) of the Income Tax Ordinance 1979.
- VII. 'The Contractor's' staff/employees shall be in neat and clean uniforms. 'The Contractor' further under-takes to equip them with all necessary instruments, equipments, tools and supplies. 'The Contractor' further assures the NICL of their good health, conduct and character and to provide replacement in case any other staff is absent.

Reports shall be prepared and submitted by 'the Contractor' for its employees in such format and at such frequency as 'the NICL may reasonably require giving details of all aspects of the duties carried out by them.

VIII. The Contractor reserves the right to terminate this contract/agreement upon 30 days notice in writing or till any suitable alternate arrangement is made by the employer, whichever is earlier. The employer shall, however, have the right to terminate the contract forthwith without any compensation if the Contractor fails to provide the service to the utmost satisfaction of the employer or commits any other breach of its obligations under this Agreement.

IX. EXIGENCY SERVICES

In case of any exigency, extra manpower shall be provided by 'the Contractor' as required without any compensation from the employer.

X. WARNING

In case of any default or un-satisfactory work, which is not in strict accordance with the terms and conditions of this Agreement, a notice shall be issued as a warning to 'the Contractor' as calling upon him to redress, improve the standard and make good of any lapses, if so occurred, within a specified period of time, failing which 'the Contractor shall stand annulled and terminated with costs and consequences on the part of 'the Contractor'.

XI. SERVICES

The contractor shall at his own cost provide competent, efficient and at the required time servicing, trouble shooting ,repairs and maintenance services, supervised and inspected by experienced and trained supervisor, who shall be available all the time during the maintenance/ repair hours inside the building. The services shall include but not limited to regular supervision of the services provided to the lifts, in accordance with its requirement and adequate standards. The contractor undertakes to provide these services to the employer's full satisfaction and shall accordingly carry out the necessary planning, management and supervision of the services. The contractors shall provide all necessary equipment & tools used for cleaning, servicing, repairs and maintenance purposes.

Evaluation of Contractors/ Firms / Companies for prequalification:

1. The factors to be considered shall include but not be limited to: Experience, financial capacity and technical capability (inclusive of equipment and staff). Each applicant will be compared with a predetermined set of minimum values. The competing Firms must attain at least the minimum value for each category.
2. Firms not meeting mandatory conditions shall be treated as non responsive and shall not be considered for evaluation.
3. The evaluation of lift maintenance Services Firms will be done as per following criteria:
 - a. General Information / Company details.....10
 - b. Financial capacity.....20
 - c. Experience.....20
 - d. List of Equipments..... 10
 - e. Detail of Permanent Staff.....05
 - f. Quality Assurance / Quality Control & Safety.....20
 - g. Key Personnel to be assigned to the projects.....15

Total	100
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4. The decision by National Insurance Company Limited to accept or reject any application will be final subject to PPRA Rules.

FORM A : LETTER OF APPLICATION

Registered Business Name: _____
Registered Business Address: _____
Telephone : _____
Fax : _____
E Mail : _____
Mobile Phone : _____

To : The General Manager (RE)

National Insurance Company Ltd.

3rd Floor, NIC Building, Abbasi Shaheed Road, Karachi.

Submission of Pre-Qualification Documents

Sir,

1. We hereby submit Pre-Qualification Documents for evaluation with National Insurance Company Limited as contractor for Maintenance Services of 6 (six) Nos. OTIS lifts installed at NIC building, Abbasi Shaheed Road, Karachi.
2. I / We authorize National Insurance Company Limited or its authorized representatives to conduct any investigations and to verify the statements, documents and information submitted and to clarify the aspects of this application from any person, bank, department, agency or firm etc.
3. I / We declare that:-
 - i. The statements made and the information provided in the documents is complete, true and correct in every detail.
 - ii. This Lift maintenance Services firm has never been black listed by any Government Department, Semi-Government Authority or Private Company or Corporation and not involved in litigation / arbitration with any client. (Separate undertaking on stamped paper may be attached).

Respectfully,

(Name / Designation)
(Authorized representative)

Date: _____

FORM B : GENERAL INFORMATION

1. Name of the Company: _____

Owner's representative may visit your office premises to ascertain details / data provided by you.

2. Nature of the Company: _____
Partnership / Private Limited / Proprietorship.

3. Year of Establishment in case of Partnership / Proprietorship.

Year of Incorporation in case of Private Limited Company.

4. Please enclose copy of Certificate from Registrar of Firms in case of Partnership / Proprietorship.

Or

Copy of incorporation Certificate in case of Private Limited Company.

Certificate No. _____ Date: _____

5. Office Address:

6. Ph: _____ Fax: _____ E.mail: _____

Mobile _____.

7. Branch office (s) address (if any):

Ph: _____ Fax: _____ E.mail: _____

Mobile _____.

8. Name of Company Representative:

_____ (State name and position
of your nominated representative to be addressed in future
communication).

9. Name of Technical Representative:
_____ (State Name & Job title)
NIC No.

10. Registration with any Government Department:

(Please attach proof)

FORM C : FINANCIAL DATA

The Lift maintenance Services Company/firm must be able to demonstrate they have sufficient economic and financial means to fully guarantee finance and execute the relevant measures over the period of the assignment of the job.

1.	Name of Firm / Company				
2.	Name of Banks & Branch	Bank		Branch	
		Bank		Branch	
		Bank		Branch	
3.	Certificate From Bank	Please attach current Bankers reference / certificate stating financial soundness.			
4.	National Tax Number				
5.	Income Tax Paid during last three years.				
6.	Professional Tax Registration No.				
7.	Sales tax Registration No.				
8.	Govt. Registration/ Relevant Government License.				
9.	PEC license and operator category				

FORM D: LITIGATION / ARBITRATION INFORMATION

1.	Indicate brief details of any litigation / arbitration entered into with any employer and result thereof:

FORM E : LIST OF CLIENTS

S. No.	Project Description	Name of Client & Contact Person with Tele No.	Location where the Lift maintenance Services are Provided	Number of lifts maintained	Monthly Bills Received

FORM F : EQUIPMENT OWNED BY THE CONTRACTOR

Description	No. of Each	Year of Manufacture	Owned or Leased	Type & Capacity Performance	Present Location
A. Tools Plants & Equipment					
B. Vehicle Trucks, Etc.					

FORM G : DETAIL OF PERMANENT STAFF

S. No.	Name	Age	Years of Experience	Educational Qualification	Designation	Address / Telephone No.

FORM H : QUALITY ASSURANCE / QUALITY CONTROL & SAFETY

A- QUALITY ASSURANCE / QUALITY CONTROL.

The Firm must demonstrate that it has a quality Management System and acceptable accreditation's for quality management and shall submit the following details:-

i) Quality Management:

Description of System and Copy of Quality Manual

ii) Internal Quality Assurance:

Name of Quality Representative (Management) and Organization Chart Showing Quality reporting hierarchy etc.

B- SAFETY.

The lift maintenance Services Firms must be able to demonstrate a commitment to safety, Health and the Environment at workplace. Submit details regarding safety measures that you shall adopt during execution of lift maintenance Services.

Lift maintenance Services Firms will have to adopt latest ISO Standards.

FORM I : LIST OF KEY PERSONNEL TO BE ASSIGNED TO THE PROJECT.

S. No.	Name	Age	Years of Experience	Educational Qualification	Proposed Designation	Address / Telephone No.

Disputes

All Questions, disputes, controversies arising directly or consequent to agreement between the Lift maintenance contractor and National Insurance Company except matters which are the sole discretion of the National Insurance Company under the Terms of this agreement, shall be settled by mutual negotiations. Should such negotiation fail the matter shall be referred to arbitration to be appointed by secretary Law, Justice and Human Rights Division .The sole arbiter shall be a retired judge of the Supreme Court of Pakistan and his award and rights shall be final and binding on the parties.