



OMBUDSMAN

**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT  
ISLAMABAD**

**Document for Prequalification of Vendors/Firms Through EPADS for Supply of  
Services for Repair & Maintenance Work**

**Open Framework Agreement**

Constitution Avenue, Opposite Supreme Court of Pakistan, Islamabad. Ph.No. 051-9217250, Fax No. 051-9217224

*[Handwritten signatures]*



**WAFAQI MOHTSIB (OMBUDSMAN)'S SECRETARIAT**  
G-5/1 Constitution Avenue Islamabad.  
Phone: 051-9217250, Fax: 051-9217224

**PREQUALIFICATION OF VENDORS  
FOR SUPPLY OF SERVICES FOR REPAIR AND MAINTENANCE THROUGH EPADS**

**OPEN FRAMEWORK AGREEMENT**

Wafaqi Mohtasib Secretariat, Islamabad invites applications on EPADS from Islamabad/Rawalpindi based local professional/general traders for prequalification of vendors for supply of " Services for Repair and Maintenance " to this office through open framework agreement for the period of three financial years i.e., 2024-25 to 2026-27 (extendable upon satisfactory performance) as and when required through request for quotations/ financial proposals for the services required.

2. Interested suppliers duly registered with FBR and on EPADS may submit their proposals on EPADS along-with Rs.-30,000/- Security Deposit on Pay Order in respect of DDO, Wafaqi Mohtasib Secretariat, Islamabad in single envelope as per Rule 15 and 16 of PPRA Rules, 2004 on the above given date and time at the office of Assistant Director (S&M), Wafaqi Mohtasib Secretariat, Islamabad.

3. The tender document can be downloaded from [www.mohtasib.gov.pk](http://www.mohtasib.gov.pk) or accessed through the e-PADS <https://eprocure.gov.pk>. Interested bidders may submit their bids & documents duly signed/stamped along with covering letter on firm/company's letter head on e-PADS on or before **20.09.2024 by 11:00 am** positively. The sealed bids alongwith original bid security may also be submitted in the office of the Superintendent (Store). Bids will be opened at **11:30 am** on the same day in the presence of bidders or their representatives who wish to be present.

4. Blacklisted firms or bidders shall not apply. Incomplete, partial, and conditional applications shall not be accepted. Any applications received after due date and time shall not be accepted. The Wafaqi Mohtasib Secretariat, Islamabad may cancel prequalification process in accordance with PPRA Rules, 2004.

  
(Nouman Zafar Khan)  
Assistant Director (S&M)  
Ph. No. 051-9217250

## OPEN FRAMEWORK AGREEMENT

Date of Submission: 20.09.2024 at 11:00 AM.

Date of Opening: 20.09.2024 at 11:30 AM

### INVITATION FOR PREQUALIFICATION PROPOSALS FOR SUPPLY OF SERVICES FOR REPAIR AND MAINTENANCE

Wafaqi Mohtasib Secretariat (WMS), Islamabad invites applications on EPADS from Islamabad/Rawalpindi based local professional/general traders for prequalification of vendors/ vendor selection for supply of "Services for Repair and Maintenance" to this office through open framework agreement for the period of three years (from the date of agreement) as and when required through request for quotations/ financial proposals for the services required. Interested suppliers duly registered with FBR and on EPADS may submit their proposals along-with Rs.30,000/- Security Deposit on Pay Order in respect of DDO, Wafaqi Mohtasib Secretariat, Islamabad in single envelope as per Rule 15 and 16 of PPRA Rules, 2004 on the above given date and time. The sealed bids alongwith original bid security may also be submitted in the office of the Superintendent (Store).

### INSTRUCTIONS FOR APPLICANTS

#### **Open Framework Agreement:**

An open framework agreement, which means an agreement with specified terms and conditions without an agreed price, will be signed with the shortlisted suppliers for a period of three years. This contractual arrangement will allow this office to procure goods, services or works that are needed continuously or repeatedly at agreed terms and conditions over a period of three years through request for quotations or placement of a number of orders in case of only one prequalified supplier. The WMS shall shortlist at least three suppliers against each category of services required. If in case only one supplier submit his proposal, his nomination will be considered by the purchase committee in line with the guidelines and rules of the PPRA.

Whenever, a service is required by the WMS, the office shall request the prequalified suppliers for quotations/ financial proposals. The shortlisted suppliers shall be bound to provide their quotations/ financial proposals which must include all taxes and labour charges etc. On approval of the Competent Authority, the supplier who quotes lowest prices will be issued work order. The request for quotations/ financial proposals will be called on time to time basis whenever the services are required by the Wafaqi Mohtasib Secretariat, Islamabad.

#### **Scope of Work:-**

Detail of requirements under each category is as under:-

#### **1. Repair and Maintenance of Transport**

##### **i. Repairing and Maintenance of Official Vehicles**

The works may include replacement of Engine Oil, Oil Filter, Air Filter, AC Filter, Gear Oil, Brake Oil, Tuning, Wheel Alignment & Balancing, Plugs Changing, Brake Service, replacement of bearings, complete engine overhauling, gear box, steering overhauling, brake disk pad, brake shoe, drum tuning,

front and rear suspension overhauling, suspension work, AC Work, Denting & Painting, Seat Cover & Polish Work, Replacement of Batteries, Replacement of Tyres, Servicing & Polishing and including all Electrical and Mechanical Works etc.

ii. **Repairing and Maintenance of Official Motorcycles**

The works may include Oil Change, Tuning, Wheel Balancing, Replacement of Brake Shoes, Brake Cables, Chain Sets, Head Lights, Indicators, Clutch Cable, Clutch Lever, Ignition Switch, Accelerator Cables, Plugs, complete engine overhauling, Replacement of Tyres and other Electrical and Mechanical Works etc.

**2. Repair and Maintenance of Machinery and Equipment**

i. **Repair and Maintenance of Photocopier Machines**

The works may include monthly maintenance, replacement of Toners, Drum Unit, Developing Unit, Fusing Unit, Transfer Roller Unit, Image Transfer Belt Unit, Ozone Filter, Toner Filter, Tray Rollers, ADF Roller, Bypass Roller, Developer Powder and other works required for the maintenance of the machine.

ii. **Repair and Maintenance of Elevators**

The works may include comprehensive inspection of all mechanical and electrical components including motor, cables, brakes, control panels, wiring, sensors, switches, hoistway, pit area, oil leaks, shaft lighting, pulleys, bearings, and hinges and any signs of wear and damage or potential issues that require attention.

iii. **Repair and Maintenance of 110 KVA Electric Generator**

The works may include oil change and oil filters, inspection of air intake system, electrical system and wiring, load bank testing, function test, generator cleaning, battery and coolant inspection, spark plugs, replacement of batteries, and other electrical and mechanical works of the generator.

iv. **Repair and Maintenance of Air conditioners and other Electrical equipment**

The works may include installation of ACs, inspection and replacement of filters, checking and cleaning of Condensate Drain, cleaning of indoor unit, cleaning and washing of outdoor units, checking of insulation, refrigerant recharging, compressor repairing, gas filling and other electrical and mechanical works of the air conditioners.

v. **Repair and Maintenance of all Other Machinery and Equipment items**

The works may include repair & maintenance of telephone exchange installed in WMS Head Office, repairing of all type of UPS, configuration etc replacement of batteries if required, repair of all types of fans, electric kettle, biometric attendance devices, water dispenser, water motors and pumps and other electrical and mechanical works of the equipment. Other machinery items such as Biometric Attendance Devices, Refrigerators, CCTV system, TV LED, Microwave ovens, Gas heaters, electric heaters, ceiling fan, pedestal fan, wall/bracket fan, table/study lamp etc. any electrical or mechanical works of equipment may also be repaired during the contract period.

**3. Repair and Maintenance of Computer Hardware and IT Equipment**

i. **Repairing and Maintenance of Computers, Printers, and Other Hardware and IT Equipment**

The works may include repairing of Computers, Installation of Windows, MS Office, and Other Softwares, Repairing of Printers, Fax Machines, Scanners, and Other IT and telecommunication equipment such as

video conferencing system, projector and multimedia, router, networking work, switches etc and all other IT related repair work.

#### 4. Repair and Maintenance of Furniture & Fixture

##### i. **Repair and Maintenance of Furniture and Fixtures**

The work may include polishing and repairing of tables, chairs, cane webbing of chairs, repairing of drawers, wooden Almirahs, side racks, Steel racks, Steel Cabinet, Steel Almirah Steel Safes, Court room tables, rostrums, computer chairs, mechanical base of chairs, seat filling, foam replacements, polishing and cover and poshish works of sofas, all type of doors and windows and all type of furniture and fixture etc items.

##### **Eligible Suppliers:-**

The suppliers must fulfill the below listed criteria.

- i. Professional/general traders who are in the relevant business, have specialized expertise and possess their own complete setup of repair and maintenance such as workshop or service center in Islamabad/ Rawalpindi shall submit their proposals for prequalification.
- ii. The business must be registered with Federal Board of Revenue (FBR) and must possess valid NTN number.
- iii. Must have Vendor Number duly registered with AGPR, Islamabad.
- iv. Must have experience of supplying similar services to Federal government departments.
- v. Must have never been blacklisted by any Governmental department.

##### **Documents Required:**

A. proposals shall comprise the following documents.

- i. Application Form.
- ii. Tax Registration Certificate from FBR.
- iii. Profile of the firm and Details of Services provided by the firm on its letter head.
- iv. Proof of workshop/ service center facility in Islamabad/ Rawalpindi.
- v. Proof of Financial Strength i.e., Tax Returns/ bank statement etc.
- vi. Proof of contract agreements duly signed with the Federal government for supply of the similar kind of services.
- vii. Provide references of the Federal Govt. department representatives along with contact details with whom the contracts have been undertaken.
- viii. Undertaking on stamp paper that the company has never been blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan.
- ix. **Rs. 30,000/-** Security deposit.

##### **Security Deposit:**

The application must be accompanied with **Rs. 30,000/-** Security deposit in the form of Payment Order from any scheduled bank in favor of **Drawing and Disbursing Officer, Wafaqi Mohtasib Secretariat, Islamabad**. The security deposit shall be valid for the period of contract period. Any proposal not accompanied by an acceptable security deposit shall be rejected by the WMS as non-responsive. The security deposits of unsuccessful applicants will be returned after award of the contract to the shortlisted suppliers.

##### **Submission of Proposals/ Applications:**

The application alongwith relevant required document duly signed/stamped on company's letter head must be submitted on EPADS before closing time. The sealed bids (original hard copy) alongwith original bid security may also be submitted in the office of the Superintendent (Store), Wafaqi Mohtasib Secretariat, Constitution Avenue, Opposite Supreme Court of Pakistan, G-5/2, Islamabad on the prescribed time and date as given above. The proposals will be opened on EPADS accordingly. Any proposals received by the WMS that has not been submitted on EPADS will be returned unopened to the applicants.

#### **Prequalification Process:**

The applications will be opened on EPADS as per **Single Stage-Single Envelope Bidding Procedure** in accordance with Public Procurement Rules, 2004, therefore, each proposal shall comprise one single envelope containing all the required documents. The applications will be opened on due date of submission and will be evaluated by the procurement committee as per below evaluation criteria with the documentary evidences provided by the suppliers. The procurement committee may call the suppliers for a meeting to discuss the requirements and terms and conditions. The committee shall also visit the workshops or service centers of the suppliers to reach the decision regarding nomination of the vendors. The vendors shall be selected by the competent authority in view of the relevant rules.

#### **Evaluation Criteria:**

The applications shall be evaluated on the basis of following criteria:-

- i. Technical Strength of the supplier.
- ii. Financial Strength of the supplier.
- iii. Performance Certificates, Letter of Acceptances, Contract Agreements, Purchase Orders etc. provided by the supplier.
- iv. Quality of Services/ Parts/ Consumables provided by the supplier.
- v. Availability of Stock and Skilled Experts/ workers with the supplier.
- vi. Condition of Workshop/ Service Center etc. of the supplier.

Non-responsive and incomplete proposals shall be returned to the respective suppliers.

#### **Signing of Contract:**

After nominating the qualified suppliers by the Purchase Committee, a Letter of Acceptance (LOA) shall be issued to the supplier wherein they will be directed to sign agreement within 14 days from the date of furnishing the LOA. If the qualified supplier fails to sign agreement with Wafaqi Mohtasib Secretariat, Islamabad within 14 days, his security deposit will be forfeited by the WMS and the contract will be awarded to the next qualified supplier. The successful supplier shall not transfer the obligations of the contract to any other contractor or supplier through sub-contracting. The contractor shall be bound to supply the required services to this office by himself as and when required during the contract period.

#### **Rejection of Applications:**

WMS reserves the right to accept or reject any applications, and to annul the prequalification process and reject all applications/ proposals, at any time prior to award of Contract, without thereby incurring any liability to

the affected applicants or any obligation except that the grounds for rejection of all proposals shall upon request be communicated to any applicant who submitted a proposal, without justification of grounds. Rejection of all applications shall be notified to all applicants promptly.

**Redressal of Grievances by the WMS:**

In case of grievances of the applicants, the Committee of Grievances and Dispute Resolution shall address the complaints of applicants that may occur prior to the entry into force of the procurement contract. Any applicant feeling aggrieved by any act of the WMS after the submission of his application may lodge a written complaint concerning his grievances not later than **07 days** after receiving rejection letters from the WMS. The committee shall investigate and decide upon the complaint within **14 days** of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the prequalification process. Any applicant not satisfied with the decision of the committee of the WMS may lodge an appeal in the relevant court of jurisdiction.

**TERMS OF CONTRACT**

These terms and conditions shall form an integral part of the contract and both the contractor and the Purchaser shall be bound by all the provisions contained hereunder.

- i. The qualified supplier must provide the repair and maintenance services by himself. He shall not be allowed to sublet the contract to another supplier.
- ii. The shortlisted suppliers shall be bound to provide high quality services and must install only genuine and brand new parts of standard quality required for completion of services ordered through work orders. In case, the spare parts replaced were found sub-standard or second hand, the firm shall be struck off from the panel of this office and its security deposit shall be forfeited.
- iii. The supplier shall be bound to return the replaced/ old spare parts and shall be bound to give warranty of each items replaced or repaired. If the same defect is arisen again during the warranty period, the supplier shall be responsible to replace it free of cost.
- iv. The supplier shall be bound to supply and deliver the required services to WMS within single day of receiving the work order from WMS.
- v. The supplier shall not charge prices for the items supplied/ services provided and for other obligations discharged, under the contract, varying from the prices quoted by the supplier in the quotations or financial proposal.
- vi. The quotations must also include taxes, labour charges etc. The supplier shall be entirely responsible for all taxes, duties and other such levies imposed make inquiries on income tax/ sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.
- vii. The supplier shall be bound to the maintenance services/ items required as per quoted prices approved by the purchase committee and the Competent Authority. No escalation in prices shall be acceptable after the approval of the quotations. The supplier shall not be allowed to leave the contract due to escalation of prices otherwise his security deposit shall be forfeited.
- viii. After delivery of the services, the Purchase Committee shall inspect whether the work has been duly completed as per standards committed within the contract. If the services were not satisfactory, the supplier shall be bound to undertake the work again to the satisfaction of the purchase committee without additional cost.



- ix. In case the supplier install ingenuine, used, low quality or defective components, they shall not be accepted and will be returned to the supplier and his contract shall be cancelled and his security deposit shall also be forfeited.
- x. The supplier shall provide warranty for the goods and services supplied under the contract. The supplier shall also warrant that the good supplied conform to the specifications and are fit for the purposes for which such goods are ordinarily used. The Supplier shall confirm that the goods supplied under this contract are new, unused, and of current manufacture. The Supplier shall further warrant that all goods supplied under this contract shall have no defect arising from design materials or workmanship or from any act or omission of the supplier that may arise under the normal use of the supplied goods in the conditions prevailing in the purchaser's office.
- xi. In case the products supplied under the contract fails to function and get damaged during the warranty period, the WMS shall notify the supplier in writing of any claim arising under the warranty. Upon receipt of such notice, the supplier shall repair or replace the defective goods or parts within ten days at his own cost.
- xii. After supplying the services or products required through quotations, the contractor shall furnish the bill along with delivery Challan and Sales Tax invoice for payment of the items supplied. The bill shall be put up for approval of the Competent Authority and thereafter sent to AGPR, Islamabad for processing the bill and issuance of cheque. The WMS shall in no case make payment in cash to the supplier or make advance payment to the supplier.
- xiii. If the Contractor fails/ delays in performance of any of the obligations, under the Contract/ violates any of the provisions of the Contract/ commits breach of any of the terms and conditions of the Contract the WMS may, at any time, without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders in public sector.
- xiv. In case of disputes between the contractor and the WMS, both the parties will make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arising between them under or in connection with the contract. If both parties became unable to resolve amicably a contract dispute, either party may require the dispute be referred by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with the said law. The place of arbitration shall be Islamabad, Pakistan. The award shall be final and binding on the parties.
- xv. The Contract shall be governed by and interpreted in accordance with the laws of Islamic Republic of Pakistan. The Contractor shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Purchaser indemnified against all penalties and liability of any kind for breach of any of the same. The Courts at Islamabad shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.



**APPLICATION FORM**  
(On Letter Head of firm)

|                                   |  |  |   |
|-----------------------------------|--|--|---|
| Name of the Supplier              |  |  |   |
| CNIC No.                          |  |  |   |
| Address of the office/ workshop   |  |  |   |
| Status                            | Professional Trader <input type="checkbox"/> | General Trader <input type="checkbox"/>    |   |
| Date of Establishment             |  |  |   |
| Registration Authority            |  |  |   |
| Experience                        | More than 5 years <input type="checkbox"/>   | More than 3 years <input type="checkbox"/> | More than 1 year <input type="checkbox"/> |
| NTN No. & Registration Date       |  |  |   |
| AGPR Vendor No.                   |  |  |   |
| Bank Name and Branch Code         |  |  |   |
| Bank Account Title                |  |  |   |
| IBAN Number                       | PK   |  |   |
| Total Staff                       |  |  |   |
| Covered Area of Office & Workshop |  |  |   |
| Available Facilities              |  |  |   |



(Name, Signature, Stamp, and Date)

**FINANCIAL STRENGTH**  
(On Letter Head of firm)

|   |     |
|---|-----|
| Fixed Assets  | Rs. |
| Current Assets                                      | Rs. |
| ➤ Cash  | Rs. |
| ➤ Inventory   | Rs. |
| Long term Liabilities                               | Rs. |
| Current Liabilities                                 | Rs. |
| Average Annual Sales of last<br>5 years             | Rs. |
| Average Annual Profit of last<br>5 years            | Rs. |
| Average Tax Paid in last 5 years                    | Rs. |
| Total worth of Work Orders attached<br>with the bid | Rs. |



N

(Name, Signature, Stamp, and Date)



**RELEVANT EXPERIENCE**

(To be submitted on Applicant's letter head)

Note: - Attach documentary evidence.

| Sr.# | Name of the Govt. Department/ Ministry | Title and Ref. No. of Contract along with date | Period of the Contract | Total Worth | Status |
|------|--|--|------------------------|-------------|--------|
| 1    |  |  |                        |             |        |
| 2    |  |  |                        |             |        |
| 3    |  |  |                        |             |        |
| 4    |  |  |                        |             |        |
| 5    |  |  |                        |             |        |
| 6    |  |  |                        |             |        |
| 7    |  |  |                        |             |        |
| 8    |  |  |                        |             |        |
| 9    |  |  |                        |             |        |
| 10   |  |  |                        |             |        |
| 11   |  |  |                        |             |        |
| 12   |  |  |                        |             |        |
| 13   |  |  |                        |             |        |
| 14   |  |  |                        |             |        |
| 15   |  |  |                        |             |        |
| 16   |  |  |                        |             |        |
| 17   |  |  |                        |             |        |



**KEY STAFF OF FIRM**

(To be submitted on Applicant's letter head)

| Sr# | Name of Staff | Designation | Area of Expertise | Experience |
|-----|---------------|-------------|-------------------|------------|
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |
|     |               |             |                   |            |

*[Handwritten mark]*

*[Handwritten signature]*

*N/A*

**INDEX**

| S.No.                        | Description  | Attached<br>Yes/No. | Page No. |
|------------------------------|--|---------------------|----------|
| 1.                           | Application Form   |                     |          |
| 2.                           | Profile of the firm: Detail of Proprietors, Office Capacity, Inventory capacity, Service Center/ Workshop etc.   |                     |          |
| 3.                           | Relevant Experience  |                     |          |
| 4.                           | Financial Strength   |                     |          |
| 5.                           | Detail of Staff  |                     |          |
| 6.                           | Certificate of Registration  |                     |          |
| 7.                           | NTN & STRN Registration Certificate  |                     |          |
| 8.                           | Income Tax / Sales Tax Returns   |                     |          |
| 9.                           | Tax Returns/ Bank Statement  |                     |          |
| 10.                          | Letters of Acceptance and Work Orders Completed  |                     |          |
| 11.                          | Performance Certificates from Government and Semi Government Departments.  |                     |          |
| 12.                          | Undertaking on stamp paper that the company has never been blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan. |                     |          |
| 13.                          | Security Deposit (Pay Order Rs. 30,000/-)  |                     |          |
| <b>Total Number of Pages</b> |  |                     |          |

**Note:** The applicants must attach the index along with the proposal. All the above documents and any other supporting documents must be numbered and page number must be mentioned in the column specified for the purpose.

