

ISLAMIC REPUBLIC OF PAKISTAN
MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS
& COORDINATION



REQUEST FOR PROPOSAL (RFP)
FOR
HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE
(NRIFC KARACHI & IHITC ISLAMABAD)

Ref No. _____

May, 2025

DISCLAIMER

1. The information contained in this Request for Proposal (RFP) document or subsequently provided to applicants, whether verbally or in written form by or on behalf of Ministry of National health services Regulations and Coordination (M/o NHR&C), shall be subject to the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. The interpretation of all contents of this RFP is as per Ministry of National health services Regulations and Coordination (M/o NHR&C) understanding.
2. This RFP document does not purport to contain all the information each applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for Ministry of National health services Regulations and Coordination (M/o NHR&C) to consider the investment objectives, financial situation and particular needs of each applicant who reads or uses this RFP document. Certain applicants may have better knowledge of the proposed project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Ministry of National health services Regulations and Coordination (M/o NHR&C) makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.
3. Ministry of National health services Regulations and Coordination (M/o NHR&C) may, in their absolute discretion, but without being under any obligation to do so, update, amend, add to any or all of the provisions or supplement the information of this RFP document or cancel the present invitation and call for fresh invitations. Such changes would be intimated to all applicants using this RFP Document.
4. Ministry of National health services Regulations and Coordination (M/o NHR&C) reserves the right to reject all (RFP) submitted in response to this RFP Invitation prior to the acceptance of an RFP according Public Procurement Rules (PPRA-2004). Ministry of National health services Regulations and Coordination (M/o NHR&C) also reserves the right to hold or withdraw from or cancel the process at any stage up to the final pre-qualification / shortlisting.
5. Ministry of National health services Regulations and Coordination (M/o NHR&C) will have no liability in case of non-receipt of any correspondence from them to the applicant due to the postal delays.
6. Mere submission of this RFPs or issue of RFP document does not guarantee that the applicant will be selected for the project.



PROCUREMENT NOTICE
RFP NO _____
REQUEST FOR PROPOSAL (RFP)

Ministry of National health services Regulations and Coordination (M/o NHSR&C) invites sealed bids From Reputable Service Providers for “Hiring for the Services of Service Providers for Telemedicine At NIRFC, Karachi.”

Bids will be evaluated in terms of Rule 36 (b) of Public Procurement Rules-2004 i.e., “Single stage-two envelope procedure”. Bidding documents containing detailed scope of work and evaluation criteria etc. can be downloaded free of cost from Ministry of National health services Regulations and Coordination (M/o NHSR&C) website: www.nhsr.gov.pk. This RFP is also available at PPRA website www.ppra.org.pk.

Bids prepared in accordance with the instructions in the bidding documents containing Technical and Financial Proposals, must reach at address given below on or before **5th June, 2025 at 11:00 am** .

Technical Proposals will be opened on same day at **11:30 am** in the presence of bidders’ representatives (who choose to attend) at the address given below. Bidders will be required to submit Bid Security of **Rs. 1,000,000/-** (One Million Rupees Only) in the form of CDR only from any schedule Bank of Pakistan in favor of Director General, Development, Ministry of National Health Services, Regulations & Coordination Islamabad. Late/ incomplete/ conditional bids will not be entertained.

Ministry of National health services Regulations and Coordination (M/o NHSR&C) reserves the right to accept or reject any or all bids in accordance with relevant clause of Public Procurement Rules (PPR-2004).

DIRECTOR P&D
MINISTRY OF NATIONAL HEALTH SERVICES REGULATIONS AND
COORDINATION (M/O NHSR&C)
3RD FLOOR, KOHSAR BLOCK, PAK SECRETARIAT,
ISLAMABAD, TEL: 051-9245998

Section II. Instructions to Service Providers

A. General Provisions

1. Definitions	<p>1.1 Definition</p> <ul style="list-style-type: none">a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Service Provider.b) “Applicable Law” means the laws and any other instruments having the force of law in Pakistan, or in such other country as may be specified in the Data Sheet, as they may be issued and in force from time to time.c) “Service Provider” means a legally-established professional consulting Service Provider or an entity that may provide or provides the Services to the Procuring Agency under the Contract.d) “Contract” means a legally binding written agreement signed between the Procuring Agency and the Service Provider and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices).e) “Data Sheet” means an integral part of the Instructions to Service Providers (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement, but not to over-write, the provisions of the ITC.f) “Day” means a calendar day.g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Service Provider, Sub-Service Provider or Joint Venture member(s).h) “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one Service Provider where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly
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and severally liable to the Procuring Agency for the performance of the Contract.

- i) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Service Provider’s proposal.
- j) “ITC” (this Section 2 of the RFP) means the Instructions to Service Providers that provides the Service Providers with all information needed to prepare their Proposals.
- k) “LOI” (this Section 1 of the RFP) means the Letter of Invitation being sent by the Procuring Agency to the Service Providers.
- l) “Non-Key Expert(s)” means an individual professional provided by the Service Provider or its Sub-Service Provider and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
- m) “Proposal” means the Technical Proposal and the Financial Proposal of the Service Provider.
- n) “RFP” means the Request for Proposals to be prepared by the Procuring Agency for the selection of Service Providers, based on the SRFP.
- o) “Services” means the work to be performed by the Service Provider pursuant to the Contract.
- p) “SRFP” means the Standard Request for Proposals, which must be used by the Procuring Agency as the basis for the preparation of the RFP.
- q) “Sub-Service Provider” means an entity to whom the Service Provider intends to subcontract any part of the Services while remaining responsible to the Procuring Agency during the performance of the Contract.
- r) “TORs” (this Section 7 of the RFP) means the Terms of

	<p>Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the</p>
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	<p>Procuring Agency and the Service Provider, and expected results and deliverables of the assignment.</p>
<p>2. Introduction</p>	<p>2.1 The Procuring Agency named in the Data Sheet intends to select a Service Provider from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet. The eligible Service Providers are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Service Provider.</p> <p>2.2 The Service Providers should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the Data Sheet. Attending any such pre-proposal conference is optional and is at the Service Providers' expense.</p> <p>2.3 The Procuring Agency will timely provide, at no cost to the Service Providers, the inputs, relevant project data, and reports required for the preparation of the Service Provider's Proposal as specified in the Data Sheet.</p>
<p>3. Conflict of Interest</p>	<p>3.1 The Service Provider is required to provide professional, objective, and impartial advice, at all times holding the Procuring Agency's interest's paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.</p> <p>3.2 The Service Provider has an obligation to disclose to the Procuring Agency any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Procuring Agency. Failure to disclose such situations may lead to the disqualification of the Service Provider or the termination of its Contract and/or sanctions by the Authority.</p> <p>3.3 Without limitation on the generality of the foregoing, the Service Provider shall not be hired under the circumstances set forth below:</p>

a. Conflicting activities	<p>(i) <u>Conflict between consulting activities and procurement of goods, works or non-consulting services:</u> a Service Provider that has been engaged by the Procuring Agency to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a Service Provider hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation</p>
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	or implementation.
b. Conflicting assignments	(ii) <u>Conflict among consulting assignments</u> : a Service Provider (including its Experts and Sub-Service Providers) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Service Provider for the same or for another Procuring Agency.
c. Conflicting relationships	(iii) <u>Relationship with the Procuring Agency's staff</u> : a Service Provider (including its Experts and Sub-Service Providers) that has a close business or family relationship with a professional staff of the Procuring Agency, or of a recipient of a part of the financing in case the project is financed by some financing institution) who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority throughout the selection process and the execution of the Contract.
4. Unfair Competitive Advantage	4.1 Fairness and transparency in the selection process require that the Service Providers or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the Procuring Agency shall indicate in the Data Sheet and make available to all eligible Service Providers together with this RFP all information that would in that respect give such Service Provider any unfair competitive advantage over competing Service Providers.
5. Corrupt and Fraudulent Practices	5.1 The Authority requires compliance with its Regulatory Framework in regard to corrupt and fraudulent practices as set forth in Section 6. 5.2 In further pursuance of this Regulatory Framework, Service Providers shall permit and shall cause their agents (where declared or not), sub-contractors, sub-Service Providers, service providers, suppliers, and personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Procuring Agency.

6.	<p>6.1 The Procuring Agency permits Service Providers (individuals and Service Providers, including Joint Ventures and their individual members) from all countries to offer consulting services for the project.</p> <p>6.2 Furthermore, it is the Service Provider's responsibility to ensure that its Experts, joint venture members, Sub-Service Providers, agents</p>
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	<p>(declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements.</p> <p>As an exception to the foregoing Clauses 6.1 and 6.2 above:</p>
a. Sanctions	<p>6.3 A Service Provider or an individual declared blacklisted by the Authority in accordance with the above Clause 5.1 shall be ineligible to participate in the procurement process or to be awarded a contract, during such period of time as the Authority shall determine. The list of debarred Service Providers and individuals is available at the electronic address specified in the Data Sheet.</p>
b. Prohibitions	<p>6.4 Service Providers and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries).</p>
c. Restrictions for public employees	<p>6.5 Government officials and civil servants of Pakistan are not eligible to be included as Experts in the Service Provider's Proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Government of Pakistan, and they</p> <p>(i) are on leave of absence without pay, or have resigned or retired;</p> <p>(ii) are not being hired by the same agency they were working for before going on leave of absence without pay, resigning, or retiring</p> <p>(in case of resignation or retirement, for a period of at least two years, or the period established by statutory provisions applying to civil servants or government employees whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in Service Provider's Proposal.; and</p> <p>(iii) their hiring would not create a conflict of interest.</p>
B. Preparation of Proposals	
7. General Considerations	<p>7.1 In preparing the Proposal, the Service Provider is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p>
8. Cost of Preparation of	<p>8.1 The Service Provider shall bear all costs associated with the</p>

<p>Proposal</p>	<p>preparation and submission of its Proposal, and the Procuring Agency shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Procuring Agency is not bound to accept any proposal, and reserves the right to annul the selection process in accordance with the procurement regulatory framework at any time prior to Contract award, without thereby incurring any liability to the Service Provider.</p>
<p>9. Language</p>	<p>9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Service Provider and the Procuring Agency, shall be written in the language(s) specified in the Data Sheet.</p>
<p>10. Documents Comprising the Proposal</p>	<p>10.1 The Proposal shall comprise the documents and forms listed in the Data Sheet.</p> <p>If specified in the Data Sheet, the Service Provider shall include a statement of an undertaking of the Service Provider to observe, in competing for and executing a contract, the Procuring Regulatory Framework regarding corrupt and fraudulent practices.</p>
<p>11. Only One Proposal</p>	<p>11.1 The Service Provider (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Service Provider, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-Service Provider, or the Service Provider's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the Data Sheet and subject to regulatory instructions, if any.</p>
<p>12. Proposal Validity</p>	<p>12.1 Proposals shall remain valid for the period specified in the Data Sheet after the Proposal submission deadline prescribed by the PA. To ensure the validity of proposal, it shall contain bid/proposal security or bid/proposal securing declaration as a complementary bid/proposal securing instrument having the validity twenty-eight days more than the bid/proposal validity period.</p> <p>12.2 During this period, the Service Provider shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.</p> <p>12.3 If it is established that any Key Expert nominated in the Service Provider's Proposal was not available at the time of Proposal</p>

	submission or was included in the Proposal without his/her
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	<p>nonparturition, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to blacklisting and debarment in accordance with Clause 5 of this ITC.</p>
<p>a. Extension of Validity Period</p>	<p>12.4 If considered necessary, an extension can be made in case of exceptional circumstances (beyond the control of the procuring agency) after recording the reason(s) in writing. Such extension shall be only once, and the period of the extension should be determined keeping in view of the circumstances under which such extension is deemed to be necessary, however, the same shall not be more than the original bid validity period. The request and the responses shall be made in writing. Moreover, any such extension shall be solicited and procured in advance prior to the expiry of original (or initial) bid validity period. Bid/Proposal Securing Instrument shall also be extended in conformity with the period of extension.</p> <p>12.5 If the Service Provider agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the conService Provideration of the availability of the Key Experts.</p> <p>12.6The Service Provider has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.</p>
<p>b. Substitution of Key Experts at Validity Extension</p>	<p>12.7 If any of the Key Experts become unavailable for the extended validity period, the Service Provider shall provide a written adequate justification and evidence satisfactory to the Procuring Agency together with the substitution request. In such case, a replacement Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.</p> <p>12.8 If the Service Provider fails to provide a replacement Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Procuring Agency, such Proposal will be rejected.</p>
<p>c. Sub-Contracting</p>	<p>12.9 The Service Provider shall not subcontract the whole of the Services.</p>
	<p>12.10 The Proposal Securing Declaration is required to protect the Procuring Agency against the risk of Service Provider’s conduct</p>

	<p>which would warrant the Service Provider to face the blacklisting or debarment proceedings in accordance with regulatory framework.</p>
	<p>12.11 Any Proposal not accompanied by a Proposal Securing Declaration shall be rejected by the Procuring Agency as non-responsive.</p>
	<p>12.12 The Proposal Securing Declaration of a joint venture must be in the name of the joint venture submitting the Proposal.</p>
	<p>12.13 The successful Service Provider's Proposal Securing Declaration will be discharged upon the signing the contract with the Successful Service Provider, and furnishing the performance security.</p>
	<p>12.14 A Service Provider shall be suspended from being eligible for tendering in any contract with the Procuring Agency for the period of time indicated in the Proposal Securing Declaration:</p> <ul style="list-style-type: none"> (a) if the Service Provider withdraws its Proposal, except as provided in ITC 12.6 or (b) in the case of a successful Service Provider, if the Service Provider fails within the specified time limit to: <ul style="list-style-type: none"> (i) sign the contract, or (ii) furnish the required performance security
<p>13. Clarification and Amendment of RFP</p>	<p>13.1 The Service Provider may request a clarification of any part of the RFP during the period indicated in the Data Sheet before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Procuring Agency's address indicated in the Data Sheet. The Procuring Agency will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all eligible Service Providers. Should the Procuring Agency deem it necessary to amend the RFP as a result of a clarification or at its own initiative, it shall do so following the procedure described below:</p> <ul style="list-style-type: none"> i. At any time before the proposal submission deadline, the Procuring Agency may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Service Providers and will be binding on them. The shortlisted Service Providers shall acknowledge receipt of all amendments in

	<p>writing.</p>
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	<p>ii. If the amendment is substantial, the Procuring Agency may extend the proposal submission deadline to give the shortlisted Service Providers reasonable time to take an amendment into account in their Proposals.</p> <p>13.12 The Service Provider who has already submitted the proposal prior to any amendments in the RFP, may submit a modified Proposal or a modification to any part of it based on the respective amendment in the RFP at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.</p>
<p>14. Preparation of Proposals – Specific Considerations</p>	<p>14.1 While preparing the Proposal, the Service Provider must give particular attention to the following:</p> <ul style="list-style-type: none"> i. The Procuring Agency may indicate in the Data Sheet the estimated Key Experts’ time input (expressed in person-month) or the Procuring Agency’s estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Service Provider’s own estimates for the same. ii. If stated in the Data Sheet, the Service Provider shall include in its Proposal at least the same time input (in the same unit as indicated in the Data Sheet) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the Data Sheet. iii. For assignments under the Fixed-Budget selection method, the estimated Key Experts’ time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
<p>15. Technical Proposal Format and Content</p>	<p>15.1 The Technical Proposal shall not include any information regarding Financial Proposal. A Technical Proposal containing material financial information shall be declared non-responsive.</p> <p>15.2 Depending on the nature of the assignment, the Service Provider is required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.</p>
<p>16. Financial Proposal</p>	<p>16.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the Data Sheet.</p>

a. Taxes	16.2The Service Provider and its Sub-Service Providers and Experts are responsible for meeting all tax liabilities arising out of the
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	Contract unless stated otherwise in the Data Sheet. Information on taxes in the Procuring Agency’s country is provided in the Data Sheet.
b. Currency of Proposal	16.3 The Service Provider may express the price for its Services in the currency or currencies as stated in the Data Sheet. If indicated in the Data Sheet, the portion of the price representing local cost shall be stated in the national currency.
c. Currency of Payment	16.4 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the Proposal.
C. Submission, Opening and Evaluation	
17. Submission, Sealing, and Marking of Proposals	<p>17.1 The Service Provider shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 10 (Documents Comprising Proposal). The submission can be done by mail or by hand. If specified in the Data Sheet, the Service Provider has the option of submitting its Proposals electronically.</p> <p>17.2 An authorized representative of the Service Provider shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.</p> <p style="padding-left: 40px;">17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member’s authorized representative.</p> <p>17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.</p> <p>17.4 The signed Proposal shall be marked “ORIGINAL”, and its copies marked “COPY” as appropriate. The number of copies is indicated in the Data Sheet. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>17.5 The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked “TECHNICAL PROPOSAL”, “[Name of the Assignment] “, reference number, name and address of the Service Provider, and with a warning “DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE].”</p> <p>17.6 Similarly, the original Financial Proposal (if required for the applicable selection method) shall be placed inside of a</p>

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<p>Withdrawal of bids</p>	<p>envelope clearly marked “FINANCIAL PROPOSAL” followed by the name of the assignment, reference number, name and address of the Service Provider, and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.”</p> <p>17.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, RFP reference number, the name of the assignment, Service Provider’s name and the address, and shall be clearly marked “DO NOT OPEN BEFORE [insert the time and date of the submission deadline indicated in the Data Sheet]”.</p> <p>17.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Procuring Agency will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>17.9 The Proposal or its modifications must be sent to the address indicated in the Data Sheet and received by the Procuring Agency no later than the deadline indicated in the Data Sheet, or any extension to this deadline. Any Proposal or its modification received by the Procuring Agency after the deadline shall be declared late and rejected, and promptly returned unopened.</p> <p>17.10 A Service Provider may withdraw its Proposal after it has been submitted, provided that written notice of the withdrawal of the Proposal, is received by the Procuring Agency prior to the deadline for submission of Proposal.</p> <p>17.11 Revised Proposal may be submitted after the withdrawal of the original Proposal.</p> <p>17.12 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p>
<p>18. Confidentiality</p>	<p>18.1 From the time the Proposals are opened to the time the Evaluation Report is published, the Service Provider should not contact the Procurement Evaluation Committee of the Procuring Agency on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals shall not be disclosed to the Service Providers who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Evaluation Report.</p> <p>18.2 Any attempt by Service Providers or anyone on behalf of</p>

	the Service Provider to influence improperly the Procuring Agency in the
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	<p>evaluation of the Proposals may result in the rejection of its Proposal, and may be subject to the application of prevailing blacklisting procedures.</p> <p>18.3 Notwithstanding the above provisions, from the time of the Proposals’ opening to the time of publication of evaluation report, if a Service Provider wishes to contact the Procurement Evaluation Committee or the Procuring Agency on any matter related to the selection process, it should do so only in writing.</p>
<p>19. Opening of Proposal (Technical Proposals)</p>	<p>19.1 The Procuring Agency will open all Proposal, in public, in the presence of Service Provider’ or their representatives who choose to attend, and other parties with a legitimate interest in the Proposal proceedings at the place, on the date and at the time, specified in the BDS. The Service Provider’ representatives present shall sign a register as proof of their attendance.</p> <p>19.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding Proposal shall not be opened, but returned to the Service Provider. No Proposal withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p> <p>19.3 Second, outer envelopes marked “SUBSTITUTION” shall be opened. The inner envelopes containing the Substitution Proposal shall be exchanged for the corresponding Original Proposal being substituted, which is to be returned to the Service Provider unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.</p> <p>19.4 Next, outer envelopes marked “MODIFICATION” shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Proposal. Any Modification shall be read out along with the Original Proposal except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification, will remain unopened till the prescribed financial Proposal opening date.</p> <p>19.5 The Procuring Agency’s evaluation committee shall conduct the opening of the Technical Proposals in the presence of the Proposer Service Providers’ authorized representatives who choose to attend (in person, or online if this option is offered in the Data Sheet). The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial</p>

	<p>Proposal shall remain sealed until they are opened in accordance with Clause 23 of the ITC.</p>
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	<p>19.6 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Service Provider or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the Data Sheet.</p>
<p>20. Proposals Evaluation</p>	<p>20.1 Subject to provision of Clause 15.1 of the ITC, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.</p> <p>20.2 The Service Provider is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Procuring Agency will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p>
<p>21. Evaluation of Technical Proposals</p>	<p>21.1 The Procuring Agency's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the Data Sheet.</p>
<p>22. Financial Proposals for QBS</p>	<p>22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Service Provider is invited to negotiate the Contract.</p> <p>22.2 Only the Financial Proposal of the technically top-ranked Service Provider (as predefined in the Evaluation Criteria) is opened by the Procuring Agency's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.</p>
<p>23. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)</p>	<p>23.1 After the technical evaluation is completed, the Procuring Agency shall issue the Technical Evaluation Report containing all the information regarding responsiveness or non-responsiveness of the Service Provider along with the technical scores. The Financial Proposals of non-responsive Service Providers will be returned unopened after completing the selection process and Contract signing. The Procuring shall notify in writing those Service Providers that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Service Providers sufficient time to make arrangements for attending the opening. The Service Provider's attendance at the opening of the Financial</p>

	Proposals (in person, or online if such option is indicated in the Data
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	<p>Sheet) is optional and is at the Service Provider’s choice.</p> <p>23.2 The Financial Proposals shall be opened by the Procuring Agency’s evaluation committee in the presence of the representatives of those Service Providers whose proposals have passed the minimum technical score. At the opening, the names of the Service Providers, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to conService Provider that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Service Providers who submitted Proposals.</p>
24. Correction of Errors	<p>24.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.</p>
a. Time-Based Contracts	<p>24.1.1 If a Time-Based contract form is included in the RFP, the Procuring Agency’s evaluation committee will (a) correct any computational or arithmetical errors, and (b) adjust the prices if they fail to reflect all inputs included for the respective activities or items in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Procuring Agency’s evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.</p>
25. Taxes	<p>25.1 The Procuring Agency’s evaluation of the Service Provider’s Financial Proposal shall exclude taxes and duties in the in accordance with the instructions in the Data Sheet.</p>
26. Conversion to Single Currency	<p>26.1 For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet.</p>
27. Combined Quality and Cost Evaluation	

a. Quality- and Cost-Based Selection (QCBS)	27.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Service Provider achieving the highest combined technical and financial
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	score will be invited for negotiations.
D. Negotiations and Award	
28. Negotiations	<p>28.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Service Provider’s representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Service Provider.</p> <p>28.2 The Procuring Agency shall prepare minutes of negotiations that are signed by the Procuring Agency and the Service Provider’s authorized representative.</p>
a. Availability of Key Experts	<p>28.3 The invited Service Provider shall conService Provider the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with Clause 12 of the ITC. Failure to conService Provider the Key Experts’ availability may result in the rejection of the Service Provider’s Proposal and the Procuring Agency proceeding to negotiate the Contract with the next-ranked Service Provider.</p> <p>28.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Service Provider, including but not limited to death or medical incapacity. In such case, the Service Provider shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.</p>
b. Technical negotiations	28.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Procuring Agency’s inputs, the special conditions of the Contract, and finalizing the “Description of Services” part of the Contract. These discussions shall not alter the original scope of services under the TORs or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.
c. Financial Negotiations	28.6 There shall be no financial negotiations, however, it may include only the clarification of the Service Provider’s tax liability and how it should be reflected in the Contract.
29. Conclusion of Negotiations	29.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Procuring Agency and the Service Provider’s authorized

	<p>representative.</p> <p>29.2 If the negotiations fail, the Procuring Agency shall inform the Service Provider in writing of all pending issues and disagreements and provide a final opportunity to the Service Provider to respond. If disagreement persists, the Procuring Agency shall terminate the negotiations informing the Service Provider of the reasons for doing so; and the Procuring Agency will invite the next-ranked Service Provider to negotiate a Contract. Once the Procuring Agency commences negotiations with the next-ranked Service Provider, the Procuring Agency shall not reopen the earlier negotiations.</p>
<p>30. Award of Contract</p>	<p>30. Subject to ITC 29, the Procuring Agency will award the Contract to the Service Provider whose Proposal has been determined to be substantially responsive to the RFP Documents and who has been declared as Most Advantageous Service Provider, provided that such Service Provider has been determined to be:</p> <ul style="list-style-type: none"> a) eligible in accordance with the provisions of ITC 6; b) is determined to be qualified to perform the Contract satisfactorily; and c) Successful negotiations have been concluded, if any.
<p>31. Grievance Redressal Mechanism</p>	<p>31.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.</p> <p>31.2 Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the bid submission deadline.</p> <p>31.3 Any Bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than seven of the announcement of technical evaluation report and five days after issuance of final evaluation report.</p> <p>31.4 In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.</p>

	<p>31.5 In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection</p>
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	<p>on technical evaluation of the report:</p> <p>Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.</p> <p>31.6 The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.</p> <p>31.7 Any bidder or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority on prescribed format after depositing the fee as prescribed in “Redressal of Grievance Regulations, 2021”.</p> <p>31.8 The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.</p> <p>31.9 The committee shall call the record from the concerned procuring agency or the GRC as the case may be, and the same shall be provided within prescribed time.</p> <p>31.10 The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint within fifteen (15) days of receipt of the Appeal.</p> <p>31.11 The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.</p>
<p>32. Mechanism of Blacklisting</p>	<p>32.1 The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either:</p> <ul style="list-style-type: none"> i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Fails to perform his contractual obligations; and iii. Fails to abide by the id securing declaration; <p>32.2 The show cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the bidder or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debaring the bidder or contractor from participating in public procurements</p>

	<p>of all the procuring agencies.</p>
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	<p>32.3 The procuring agency shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice</p> <p>32.4 In case, the bidder or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.</p> <p>32.5 In case the bidder or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.</p> <p>32.6 The Procuring Agency shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.</p> <p>32.7 The procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.</p> <p>32.8 The Procuring Agency shall communicate to the bidder or contractor the order of debarring the bidder or contractor from participating in any public procurement with a statement that the bidder or contractor may, within thirty days, prefer a representation against the order before the Authority.</p> <p>32.9 Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.</p> <p>32.10 The bidder may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action</p>
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	<p>after depositing the prescribed fee and in accordance with “Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021”. The Committee shall</p>
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	<p>evaluate the case and decide within ninety days of filing of review petition.</p> <p>32.11 The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.</p> <p>32.12 The Authority on the basis of decision made by the committee either may debar a bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as the deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.</p>
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Section III. Proposal Data Sheet

A. General	
ITC Clause Reference	
2.1	<p>Name of the Procuring Agency: <u>Ministry of National Health Services Regulation & Coordination (M/o NHR&C)</u></p> <p>Method of selection: <u>Least Cost-Based Selection (LCBS)</u></p>
2.2	<p>Financial Proposal is to be submitted in separate envelope as per the as per the Single Stage Two Envelop Bidding Procedure</p> <p>The name of the assignment is:</p> <p style="text-align: center;">HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE AT NIRFC, KARACHI.</p>
2.3	<p>A pre-proposal conference/meeting will be held: Yes <input checked="" type="checkbox"/> or No <input type="checkbox"/></p>

	<p>Pre Bid Meeting shall be held on following date and time: On 28 May, 2025 during office hours till 11 Hrs</p> <p>The Client's representative is: Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHSR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD.</p> <p>Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com</p>
2.4	<p>The Procuring Agency will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: <u>PROVISION OF HINDERANCE FREE LAND AND</u> Coordination with <u>Concerned Department</u> / <u>Agencies Where & whenever required.</u></p>
6.3.1	<p>A list of debarred Service Providers and individuals is available at the PPRA website: https://ppra.org.pk/</p>
B. Preparation of Proposals	
9.1	<p>The language of the Bid is <i>English</i></p>
10.1	<p>The Proposal shall comprise the following:</p> <p><u>For FULL TECHNICAL PROPOSAL (FTP):</u> 1st Inner Envelope with the Technical Proposal:</p> <p>TECH-1 TECH-2 TECH-3 TECH-4 TECH-5 TECH-6</p> <p>Financial Proposal: (1) FIN-1 (2) FIN-2</p>
11.1	<p>Participation of Sub-Service Providers, Key Experts and Non-Key Experts in more than one Proposal is permissible</p> <p>No</p>

12.1	Proposals shall be valid until 90 Days
12.10	Bidders will be required to submit Bid Security of Rs. 1,000,000/- (One Million Rupees Only) in the form of CDR only from any schedule Bank of Pakistan in favor of Director General, Development, Ministry of National Health Services, Regulations & Coordination Islamabad
12.11	Any proposal not accompanied by Bid Security shall be rejected by the procuring agency as non-responsive.
13.1	Clarifications may be requested no later than 5 days prior to the submission deadline. Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD. Phone No: 051-9245998 Email: - Email Address: msnhsr@gmail.com
15.2	The format of the Technical Proposal to be submitted is: FTP Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.
16.1	As per Financial Proposal Submission Forms.
16.2	A price adjustment provision applies to remuneration rates: No
16.4	The Financial Proposal shall be stated in the following currencies: Pak Rupees.
C. Submission, Opening and Evaluation	
17.1	In addition to the original uploaded on EPAD of PPRA, the number of

S. No.	Criteria	Marks
Mandatory Requirements		
1	Bidder must be a registered Service Provider either with SECP or with Registrar of Service Providers . Please attached valid documentary proof.	Mandatory Requirements

	copies to be submitted with the Application is: [One Copy]
17.4	In addition to the original uploaded on EPAD of PPRA, The Service Provider must submit: (a) Technical Proposal: one (1) original (b) Financial Proposal: one (1) original.
17.7 and 17.9	<p>The Proposals must be submitted no later than: Date: 5 June, 2025 Time: 1100 Hours</p> <p>The Proposal submission address is: Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD.</p> <p>Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com</p>
19.5	<p>An online option of the opening of the Technical Proposals is offered: Yes</p> <p>The opening shall take place at: Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD.</p> <p>Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com Date: 5th June, 2025 Time: 1130 Hours.</p>

21.1
[for FTP]

Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals are:

2	Bidder must be a registered Tax Payer and must appear on the Active Taxpayer List . Please attach valid documentary proof along with NTN / STRN certificates	
3	Black listing: Service Provider is not blacklisted, Blacklisting means: “Barring a bidder, contractor, Service Provider or supplier from participating in any future procurement proceedings by the Pakistan Engineering Council/PPRA/any government, semi government, autonomous body” (Attach Affidavit on Rs. 200 Stamp paper attested by Notary Public)	
4	Litigation History: All pending litigation. (Provide details or attach Affidavit in case of not applicable on Rs. 200 Stamp paper attested by Notary Public)	
Work Experience		
5	<p>a) Experience in executing a minimum of three projects federal/provincials governments within the past five years</p> <p>b) Experience in implementing telemedicine projects with/in collaboration with the Ministry of National Health Services Regulations & Coordination.</p> <p>c) Experience of deploying AI enabled telemedicine models in poor connectivity environments</p> <p>d). Experience deploying AI to guide clinical decision making within a telemedicine solution</p> <p>e). Experience in digitising 13 or more government healthcare facilities, providing reference projects</p> <p>g) Experience in developing patient-facing health record systems.</p> <p>h) Minimum 5 years of proven experience in managing similar projects with a proven track record of at least 4 million consultations.</p> <p>f) Experience of providing telemedicine services</p>	20

	<p>actively to 1000 institutions/private entities.</p> <p>i) Demonstrated capacity to deploy and manage technology solutions including mobile application and 24/7 active helpline along with a network of e-clinics nationwide as well as a community health care worker module.</p> <p>j) Strong financial standing and tax compliance (attach audited financials) for at least 3 years.</p> <p>k) Proven track record of empowering (LHWs) with digital healthcare training providing active community-based digital healthcare service delivery</p> <p>l) Proven experience of providing digital healthcare services for the provision of MNCH, Mental health and NCD's.</p> <p>m) Experience of managing a comprehensive end-to-end Pharmacy POS system including rider tracking functionality with at least 2 active supply chain enabled warehouses.</p> <p>n) Experience of delivering integrated home-based healthcare services through their telemedicine platform for at least 6 months or more.</p> <p>o) Experience of actively running 24/7 telehealth helpline for a minimum of 3 years.</p>	
Key Staff Requirements		
	<p>Key professional staff qualifications and competence for the assignment</p> <p>a) Platform Staff Engineer with over 10 years of international experience</p> <p>b) AI Engineer with over 10 years of international experience and a PhD in a relevant scientific field (Computer Science, AI, Mathematics), foreign qualified</p> <p>c) Data Scientist over 10 years of international experience and a PhD in a relevant scientific field (Computer Science, AI, Mathematics), foreign qualified</p> <p>d) Product manager(s), at least one with at least 10 years of international experience in digital health and</p>	<p>60</p>

software engineering, foreign qualified	
e)Product designer(s) with over 5 years of international experience in digital health and software engineering, foreign qualified	
f)Project Manager: Masters in Public Health/Management/IT/MBBS with 15 years experience of managing at least 50 plus independent telemedicine projects.	
g)Helpline Incharge: With over 15 years of experience of managing call center based service	
h)Program Incharge) Master in e-health policy from a foreign university with the experience of 3+ years	
i) General Physicians: 500 plus MBBS, PMDC Registered with 3+ years of experience registered with the applicant organisation for a minimum of 1 year.	
j) Medical Specialists (Gynecologist, Pediatrician etc.): 200 plus Relevant Specialization with 3+ years of experience registered with the applicant organisation for a minimum of 1 year.	
k)Psychologists: Master's in Psychology with 3+ years of experience registered with the applicant organisation for a minimum of 1 year.	
l)IT/Telemedicine System Administrator: BS in Computer Science/IT with 10 + years of experience	
k)Data Protection Officer: in house virtual security officer or established partnership with comprehensive coverage of cyber security operation.	
m) 75 + strength of Nurses / Paramedics: Certified from a relevant institute and working with the applicant organization for a minimum of 6 months.	
n)Call Center Service Providers: /Intermediate Bachelor's degree with 2+ years of experience	
o)Trainers (Digital Health): Master's degree + training experience of 3+ years	
p)Monitoring & Evaluation Officer: Master's in M&E/Statistics experience of 3+ years	

7	Standards and Certifications Compliance
	<p>a) Must have undergone recent Vulnerability Assessment and Penetration Testing (VAPT), with remediation measures implemented.</p> <p>b) Must have working Firewall security, DDOS protection, and Data Encryption, and Real-time logging, monitoring, & alerting modules in place.</p>

8	Financial Capabilities of the Service Provider	
	Average Annual Turnover for the last three years of the bidder, JV, or consortium (Above Rs 100 million rupees) (Attach Audit Reports & Financial Statement)	20
	Total	100

	<p>.....</p> <p>The minimum technical score (St) required to pass is: <u>70</u></p>
23.1	An online option of the opening of the Financial Proposals is offered: No.
25.1	For the purpose of the evaluation, the Procuring Agency will exclude: (a) all local identifiable indirect taxes such as sales tax, excise tax, VAT, or similar taxes levied on the contract's invoices; If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Service Provider and which taxes are withheld and paid by the Procuring Agency on behalf of the Service Provider.
27.1 (QCBS only)	<p>The most advantageous bidder's Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.</p> <p>The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:</p> <p>Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.</p> <p>The weights given to the Technical (T) and Financial (P) Proposals are: T = <u>80%</u> P = 20%</p> <p>Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.</p>

Section III. Technical Proposal – Standard Forms

FORM	DESCRIPTION
TECH-1	Technical Proposal Submission Form.
TECH-2	Service Provider’s Organization and Experience.
TECH-2A	A. Service Provider’s Organization
TECH-2B	B. Service Provider’s Experience
TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Procuring Agency.
TECH-3A	A. On the Terms of Reference
TECH-3B	B. On the Counterpart Staff and Facilities
TECH-4	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)

All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Service Provider who signs the Proposal.

FORM TECH-1

TECHNICAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: *[Name and address of Procuring Agency]*

Dear Sirs:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal. *[Select appropriate wording depending on the selection method stated in the RFP: “We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope” or, if only a Technical Proposal is invited “We hereby are submitting our Proposal, which includes this Technical Proposal only in a sealed envelope.”]*

{If the Service Provider is a joint venture, insert the following: We are submitting our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the con Service Provide ration of joint and severable liability of the members of the said joint venture.

{OR

If the Service Provider’s Proposal includes Sub-Service Providers, insert the following: We are submitting our Proposal with the following Service Providers as Sub-Service Providers: {Insert a list with full name and address of each Sub-Service Provider. }

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Procuring Agency.
- (b) Our Proposal shall be valid and remain binding upon us until *[insert day, month and year in accordance with ITC 12.1]*.
- (c) We have no conflict of interest in accordance with ITC 3.

- (d) *[Note to Procuring Agency: Only if required in ITC10.2 (Data Sheet 10.2), include the following: In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the Procuring Agency.]*
- (e) Except as stated in the Data Sheet, Clause 12.7, we undertake to negotiate a Contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in ITC Clause 12 and ITC Clause 28.4 may lead to the termination of Contract negotiations.
- (f) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 30.2 of the Data Sheet.

We understand that the Procuring Agency is not bound to accept any Proposal that the Procuring Agency receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Service Provider (company's name or JV's name):

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM TECH-2 (for Full Technical Proposal Only) Service Provider’s Organization and Experience

Form TECH-2: a brief description of the Service Provider’s organization and an outline of the recent experience of the Service Provider that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Service Provider’s Key Experts and Sub-Service Providers who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Service Provider), and the Service Provider’s role/involvement.

A - Service Provider’s Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership

B - Service Provider’s Experience

1. List only previous similar assignments successfully completed in the last [] years.
2. List only those assignments for which the Service Provider was legally contracted by the Procuring Agency as a company or was one of the joint venture partners. Assignments completed by the Service Provider’s individual experts working privately or through other consulting Service Providers cannot be claimed as the relevant experience of the Service Provider, or that of the Service Provider’s partners or sub-Service Providers, but can be claimed by the Experts themselves in their CVs. The Service Provider should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Procuring Agency.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Procuring Agency & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your Service Provider	Role on the Assignment

Duration	Assignment name/ & brief description of main deliverables/ outputs	Name of Procuring Agency & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your Service Provider	Role on the Assignment

FORM TECH-3 (for Full Technical Proposal)

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE, COUNTERPART STAFF, AND FACILITIES TO BE PROVIDED BY THE PROCURING AGENCY

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Procuring Agency, including: administrative support, office space, local transportation, equipment, data, etc.

A - On the Terms of Reference

{Improvements to the Terms of Reference, if any}

B - On Counterpart Staff and Facilities

{Comments on counterpart staff and facilities to be provided by the Procuring Agency. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

FORM TECH-4 (for FTP)
Team Composition, Assignment, and Key Experts' inputs

N°	Name	Expert's input (in person/month) per each Deliverable (listed in TECH-5)										Total time-input (in Months)		
		Position		D-1	D-2	D-3	D-...				Home	Field	Total
KEY EXPERTS														
K-1	{e.g., Mr. Abbbb}	[Team Leader]	[Home]	[2 month]	[1.0]	[1.0]								
			[Field]	[0.5 m]	[2.5]	[0]								
K-2														
K-3														
n														
											Subtotal			
NON-KEY EXPERTS														
N-1			[Home]											
			[Field]											
N-2														
n														
											Subtotal			
											Total			

- 1 For Key Experts, the input should be indicated individually for the same positions as required under the Data Sheet ITC21.1.
- 2 Months are counted from the start of the assignment/mobilization. One (1) month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.

- 3 “Home” means work in the office in the expert’s country of residence. “Field” work means work carried out in the Procuring Agency’s country or any other country outside the expert’s country of residence.
- Full time input ▨ Part time input

Form TECH-4 (Continued)

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER }
Name of Expert:	{Insert full name }
Date of Birth:	{day/month/year }
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained }

Employment record relevant to the assignment: { Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous Procuring Agency's and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included. }

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Service Provider's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
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{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved)	
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Expert's contact information: (e-mail, phone)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Procuring Agency.

{ day/month/year }

Name of Expert

Signature

Date

{ day/month/year }

Name of authorized

Signature

Date Representative of the Service Provider

(the same who signs the Proposal)

Section 4: Financial Proposal - Standard Forms

FIN-1 Financial Proposal Submission

Form FIN-2 Summary of Costs

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Dear Sir,

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹]. This amount is inclusive of the taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Agreement negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.12 of the Data Sheet.

No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Agreement execution.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Service Provider: _____

Address: _____

FORM FIN-2 SUMMARY OF COSTS

Financial Proposal

**HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR
TELEMEDICINE AT NIRFC, KARACHI.**

Description	Duration of Contract	Lump sum Quoted Price
Lump sum cost for hiring for the services of service providers for telemedicine at NIRFC, Karachi.	2 years	

Quoted Prices in Words: _____

Payment Terms:

Mode of Payment	
Scope & Descriptions of work.	Payment in % age.

Note:

- a. Quoted Prices should be inclusive of all applicable taxes either Federal & Provincial

Govt. or local bodies and will be deducted from the invoice accordingly.

- b. Bidder shall not claim or charge any other Out of Pocket expense other than quoted above
- c. An amount of Rs. 1,000,000/- as Bid Security in the form of CDR only from any Schedule Bank of Pakistan must be submitted along with Technical Proposal in favor of Director General, Development, Ministry of National Health Services, Regulations & Coordination Islamabad.
- d. Successful Service Provider shall submit the invoices / bills at the end of successful completion of each stage up to the satisfaction of M/ONHSR&C.
- e. Invoice / Bills must have valid NTN and Sales Tax Number clearly written.

Company Stamp and Authorized Signature

r

TERMS OF REFERENCE (TOR)

**HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE AT
NIRFC, KARACHI.**

Introduction

In line with the Government of Pakistan's vision to strengthen healthcare access through digital transformation, the Ministry of National Health Services, Regulations and Coordination (MoNHSRC) is initiating a pilot Telemedicine Program at the National Research Institute for Fertility Care (NRIFC), Karachi. This initiative integrates technology with healthcare to bridge service delivery gaps, particularly in urban low-income areas, by providing affordable, accessible, and high-quality virtual consultations and health services.

About NRIFC

NRIFC, Karachi, is a specialized institution under MoNHSRC, primarily focused on maternal and reproductive health. With a strong existing infrastructure and clinical base, the institute offers an ideal platform to launch a pilot telemedicine program that can later be scaled across urban and peri-urban centers of Pakistan.

Project Objectives for NRIFC Telemedicine Pilot (Karachi)

MoNHSRC will favour the solution that is most scalable in terms of cost and execution. Models which leverage technologies, such as AI, to ensure the most cost effective deployment of operations and human resources will be favoured.

To initiate a successful pilot of the Telemedicine Program at National Research Institute for Fertility Care (NRIFC), Karachi, the following strategic objectives and operational components are defined:

- **Human Resource Hiring**
 - **Hiring of Medical Professionals:**
 - General physicians and specialist doctors for teleconsultations.
 - **Recruitment of IT Professionals:**
 - Network engineers, software developers, system administrators, and data analysts to support telemedicine systems.
 - **Deployment of Lady Health Workers (LHWs):**
 - Trained LHWs for community engagement, patient onboarding, and facilitating consultations in targeted urban areas.
- **Service Partnerships of Vendor**

- **Pharmaceutical Companies & Pharmacies:**

- Empanelment of licensed pharmaceutical partners/ distributors for medicine provision.
- Ensure electronic prescription fulfillment with home delivery of medicines for patients through warehouse network/partnered pharmacies.

- **Equipment & Software Procurement**

- **IT Equipment:**

- Computers, servers, networking tools, and display systems for telemedicine operations.

- **Medical Gadgets and Movable Diagnostic Equipment:**

- Equipment that may include, digital BP monitors, or glucose meters, which need to be scoped and prioritised with the MoNHSRC

- **Telemedicine Software Development:**

- Custom software solutions for teleconsultation through call center as well as mobile application , e-prescription, patient scheduling, and record keeping.
- Telemedicine provider to manage the telemedicine service end-to-end, including:
 0. Telemedicine software,
 1. IT equipment,
 2. e EHR for managing patient records (including a patient-facing web portal) and reporting solution that functions both online and offline,
 3. medical devices,
 4. service operations
 5. Instant availability of doctors for consultation.
 6. Teleconsulting services must work on both smart phones and feature phones, reducing barriers to accessing quality healthcare
 7. Integrate teleconsultation into existing clinical records system and workflows
 8. Vulnerability Assessment and Penetration Testing (VAPT) conducted within the last 6 months, with a complete test report available.
 9. Cloud hosting services must be HIPAA compliant.
 10. End-to-end data encryption required both at rest and in transit.
 11. Chat, audio, and video calling capabilities with real-time sharing of images, documentation, and historical medical records.
 12. Integrated decision support system for patient triage at the doctor's end.
 13. Dedicated doctor notes section within the platform.
 14. Internet bandwidth visibility for patients.
 15. Language toggle feature between English and Urdu.

- **Data Entry and Patient Management Services:**

- Contracted services for digitization of patient records, virtual appointment management, and report generation.
- The Electronic Health Record (EHR) system should be capable of digitising patient records, providing a patient-facing application, and providing reports with live dashboard analytics to MoNHSRC.

- **Infrastructure and Operational Model**

- **Infrastructure Provision (By the Ministry):**

- The Ministry will provide physical infrastructure (building, electricity, basic utilities) at NIRFC.

- **Service Operation (By Selected Telemedicine Firm):**

The hired company will manage day-to-day telemedicine operations including:

0. Deployment of medical & technical staff.
1. Operation of the teleconsultation platform.
2. Coordination with pharmacies/distributors, logistics, and patient support.
3. Maintenance of service quality, performance monitoring, and reporting.
4. Operation of helpline and telemedicine software
5. Management of nurses and doctors in rotations and shifts for catering to the medical services.
- 6.

- **Service Operation (By Selected Telemedicine Firm):**

The hired company will manage day-to-day telemedicine operations including:

- Deployment of medical & technical staff.
- Operation of the teleconsultation platform.
- Coordination with pharmacies, logistics, and patient support.
- Maintenance of service quality, performance monitoring, and reporting.

Telemedicine Services and Impact

National Research Institute for Fertility Care (NRIFC) provides integrated telemedicine services aligned with the Ministry of National Health Services, Regulations and Coordination's objectives

of improving access, continuity of care, and digital health equity in urban areas:

- **General & Specialist Consultations**

Remote access to qualified general physicians and specialists (e.g., Internal Medicine, Pediatrics, Dermatology) to reduce patient load on tertiary care hospitals.

- **Chronic Disease Management**

Monitoring and follow-up services for non-communicable diseases such as diabetes, hypertension, and asthma, ensuring compliance and early intervention.

- **Maternal & Child Health (MNCH)**

Virtual antenatal care, and child health monitoring aligned with national maternal health and neonatal safety priorities.

- **Mental Health Support**

Remote psychological counseling and mental wellness sessions to address growing urban mental health needs, in line with MoNHSRC's mental health agenda.

- **e-Prescriptions & Continuity of Care**

Secure electronic prescriptions integrated with registered pharmacies to ensure timely home delivery of medicines under regulatory oversight.

- **Lab & Diagnostic Referrals**

Call center managed referrals for lab and radiological diagnostics to MoNHSRC-accredited facilities for streamlined diagnosis and reporting.

Addressing Key Healthcare Challenges

Telemedicine services in Karachi, particularly through the NRIFC initiative, aim to strengthen the health system by tackling core challenges through scalable digital solutions. The approach is aligned with national health priorities and urban healthcare demands.

1. Expanding Access to Quality Healthcare

- Provides equitable access to medical consultations in underserved urban and peri-urban communities.
- Reduces physical barriers by enabling patients to consult qualified doctors remotely.

2. Reducing Overburden on Tertiary Hospitals

- Channels routine cases to telemedicine centers, thereby optimizing hospital resources.
- Enhances the efficiency of the healthcare system by filtering non-emergency consultations.

3. Strengthening Maternal and Child Health (MNCH) Services

- Offers antenatal care, and postnatal follow-ups.
- Supports early identification of high-risk pregnancies, aligned with national MNCH targets.

4. Managing Chronic and Non-Communicable Diseases (NCDs)

- Facilitates early detection, monitoring, and virtual management of NCDs such as diabetes, hypertension, and asthma.
- Reduces the economic burden of chronic disease treatment on the health system.

5. Enhancing Mental Health Support

- Integrates mental health services within telemedicine to offer confidential psychological counseling.
- Promotes mental well-being as part of comprehensive healthcare.

6. Ensuring Safe and Regulated Pharmaceutical Access

- Links e-prescriptions to MoNHSRC-verified pharmacies for home delivery of medicines.
- Ensures quality control and curbs the use of counterfeit or unregulated drugs.

7. Building a Digitally Skilled Health Workforce

- Empowers Lady Health Workers (LHWs), medical staff, and IT professionals with digital healthcare training.
- Improves community-based service delivery through technology-supported capacity building.

8. Promoting Data-Driven Decision Making

- Utilizes digital records for real-time health monitoring and reporting.
- Enhances disease surveillance and public health response in coordination with national systems.

4. Deliverables

- Operational telemedicine platform fully functional within 30 of contract award.
- Monthly performance reports.
- Training manuals and session reports.
- Patient satisfaction and quality audit reports every quarter.

5. Financial Proposal Proposed Amendment

- Financial proposals to be made against fixed patient volumes set by the MoNHSRC (e.g.

200,000 teleconsultations per year).

- As the proposal is for a turnkey solution (Software , Hardware , Doctors , Pharmacy , Equipment and Delivery) , so financial proposals should be of a lump sum quotation as per the guidelines of MoNHSRC

6. Eligibility Criteria

- Legally registered company/entity with experience in digital health or telemedicine.
- Minimum 5 years of proven experience in managing similar projects.
- Valid licenses of deployed medical staff from respective medical councils.
- Demonstrated capacity to deploy and manage technology solutions.
- Strong financial standing and tax compliance (attach audited financials).
- Experience in executing a minimum of three projects federal/provincials governments within the past five years
- Experience in implementing telemedicine projects with/in collaboration with the Ministry of National Health Services Regulations & Coordination.
- Experience of deploying AI agents in poor connectivity environments
- Experience deploying AI to guide clinical decision making
- Experience of deploying AI enabled telemedicine models in poor connectivity environments
- Experience deploying AI to guide clinical decision making within a telemedicine solution
- Experience in digitising 13 or more government healthcare facilities, providing reference projects
- Experience in developing patient-facing health record systems.
- Minimum 5 years of proven experience in managing similar projects with a proven track record of at least 4 million consultations.
- Experience of providing telemedicine services actively to 1000 institutions/private entities.
- Demonstrated capacity to deploy and manage technology solutions including mobile application and 24/7 active helpline along with a network of e-clinics nationwide as well as a community health care worker module.
- Strong financial standing and tax compliance (attach audited financials) for at least 3 years.
- Proven track record of empowering (LHWs) with digital healthcare training providing active community-based digital healthcare service delivery
- Proven experience of providing digital healthcare services for the provision of MNCH,

Mental health and NCD's.

- Experience of managing a comprehensive end-to-end Pharmacy POS system including rider tracking functionality with at least 2 active supply chain enabled warehouses.
- Experience of delivering integrated home-based healthcare services through their telemedicine platform for at least 6 months or more.
- Experience of actively running a 24/7 telehealth helpline for a minimum of 3 years.

**HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE
AT IHITC, ISLAMABAD.**

Ref No. _____

May, 2025

DISCLAIMER

1. The information contained in this Request for Proposal (RFP) document or subsequently provided to applicants, whether verbally or in written form by or on behalf of Ministry of National health services Regulations and Coordination (M/o NHR&C), shall be subject to the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. The interpretation of all contents of this RFP is as per Ministry of National health services Regulations and Coordination (M/o NHR&C) understanding.
2. This RFP document does not purport to contain all the information each applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for Ministry of National health services Regulations and Coordination (M/o NHR&C) to consider the investment objectives, financial situation and particular needs of each applicant who reads or uses this RFP document. Certain applicants may have better knowledge of the proposed project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Ministry of National health services Regulations and Coordination (M/o NHR&C) makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.
3. Ministry of National health services Regulations and Coordination (M/o NHR&C) may, in their absolute discretion, but without being under any obligation to do so, update, amend, add to any or all of the provisions or supplement the information of this RFP document or cancel the present invitation and call for fresh invitations. Such changes would be intimated to all applicants using this RFP Document.
4. Ministry of National health services Regulations and Coordination (M/o NHR&C) reserves the right to reject all (RFP) submitted in response to this RFP Invitation prior to the acceptance of an RFP according Public Procurement Rules (PPRA-2004). Ministry of National health services Regulations and Coordination (M/o NHR&C) also reserves the right to hold or withdraw from or cancel the process at any stage up to the final pre-qualification / shortlisting.
5. Ministry of National health services Regulations and Coordination (M/o NHR&C) will have no liability in case of non-receipt of any correspondence from them to the applicant due to the postal delays.
6. Mere submission of this RFPs or issue of RFP document does not guarantee that the applicant will be selected for the project.

Ministry of National health services Regulations and Coordination (M/o NHR&C) invites sealed bids From Reputable Service Providers for “Hiring for the Services of Service Providers for Telemedicine At IHITC, Islamabad.”

Bids will be evaluated in terms of Rule 36 (b) of Public Procurement Rules-2004 i.e., Section II. Instructions to Service Providers

A. General Provisions

<p>1. Definitions</p>	<p>1.1 Definition</p> <p>a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Service Provider.</p> <p>b) “Applicable Law” means the laws and any other instruments having the force of law in Pakistan, or in such other country as may be specified in the Data Sheet, as they may be issued and in force from time to time.</p> <p>c) “Service Provider” means a legally-established professional consulting Service Provider or an entity that may provide or provides the Services to the Procuring Agency under the Contract.</p> <p>d) “Contract” means a legally binding written agreement signed between the Procuring Agency and the Service Provider and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices).</p> <p>e) “Data Sheet” means an integral part of the Instructions to Service Providers (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement, but not to over-write, the provisions of the ITC.</p> <p>f) “Day” means a calendar day.</p> <p>g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Service Provider, Sub-Service Provider or Joint Venture member(s).</p> <p>h) “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one Service Provider where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly</p>
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and severally liable to the Procuring Agency for the performance of the Contract.

- i) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Service Provider’s proposal.
- j) “ITC” (this Section 2 of the RFP) means the Instructions to Service Providers that provides the Service Providers with all information needed to prepare their Proposals.
- k) “LOI” (this Section 1 of the RFP) means the Letter of Invitation being sent by the Procuring Agency to the Service Providers.
- l) “Non-Key Expert(s)” means an individual professional provided by the Service Provider or its Sub-Service Provider and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
- m) “Proposal” means the Technical Proposal and the Financial Proposal of the Service Provider.
- n) “RFP” means the Request for Proposals to be prepared by the Procuring Agency for the selection of Service Providers, based on the SRFP.
- o) “Services” means the work to be performed by the Service Provider pursuant to the Contract.
- p) “SRFP” means the Standard Request for Proposals, which must be used by the Procuring Agency as the basis for the preparation of the RFP.
- q) “Sub-Service Provider” means an entity to whom the Service Provider intends to subcontract any part of the Services while remaining responsible to the Procuring Agency during the performance of the Contract.
- r) “TORs” (this Section 7 of the RFP) means the Terms of

	<p>Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the</p>
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	Procuring Agency and the Service Provider, and expected results and deliverables of the assignment.
2. Introduction	<p>2.1 The Procuring Agency named in the Data Sheet intends to select a Service Provider from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet. The eligible Service Providers are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Service Provider.</p> <p>2.2 The Service Providers should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the Data Sheet. Attending any such pre-proposal conference is optional and is at the Service Providers' expense.</p> <p>2.3 The Procuring Agency will timely provide, at no cost to the Service Providers, the inputs, relevant project data, and reports required for the preparation of the Service Provider's Proposal as specified in the Data Sheet.</p>
3. Conflict of Interest	<p>3.1 The Service Provider is required to provide professional, objective, and impartial advice, at all times holding the Procuring Agency's interest's paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.</p> <p>3.2 The Service Provider has an obligation to disclose to the Procuring Agency any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Procuring Agency. Failure to disclose such situations may lead to the disqualification of the Service Provider or the termination of its Contract and/or sanctions by the Authority.</p> <p>3.3 Without limitation on the generality of the foregoing, the Service Provider shall not be hired under the circumstances set forth below:</p>

a. Conflicting activities	<p>(i) <u>Conflict between consulting activities and procurement of goods, works or non-consulting services:</u> a Service Provider that has been engaged by the Procuring Agency to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a Service Provider hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation</p>
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	or implementation.
b. Conflicting assignments	(ii) <u>Conflict among consulting assignments</u> : a Service Provider (including its Experts and Sub-Service Providers) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Service Provider for the same or for another Procuring Agency.
c. Conflicting relationships	(iii) <u>Relationship with the Procuring Agency's staff</u> : a Service Provider (including its Experts and Sub-Service Providers) that has a close business or family relationship with a professional staff of the Procuring Agency, or of a recipient of a part of the financing in case the project is financed by some financing institution) who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority throughout the selection process and the execution of the Contract.
4. Unfair Competitive Advantage	4.1 Fairness and transparency in the selection process require that the Service Providers or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, the Procuring Agency shall indicate in the Data Sheet and make available to all eligible Service Providers together with this RFP all information that would in that respect give such Service Provider any unfair competitive advantage over competing Service Providers.
5. Corrupt and Fraudulent Practices	5.1 The Authority requires compliance with its Regulatory Framework in regard to corrupt and fraudulent practices as set forth in Section 6. 5.2 In further pursuance of this Regulatory Framework, Service Providers shall permit and shall cause their agents (where declared or not), sub-contractors, sub-Service Providers, service providers, suppliers, and personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Procuring Agency.

6.	<p>6.1 The Procuring Agency permits Service Providers (individuals and Service Providers, including Joint Ventures and their individual members) from all countries to offer consulting services for the project.</p> <p>6.2 Furthermore, it is the Service Provider's responsibility to ensure that its Experts, joint venture members, Sub-Service Providers, agents</p>
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	<p>(declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements.</p> <p>As an exception to the foregoing Clauses 6.1 and 6.2 above:</p>
a. Sanctions	<p>6.3 A Service Provider or an individual declared blacklisted by the Authority in accordance with the above Clause 5.1 shall be ineligible to participate in the procurement process or to be awarded a contract, during such period of time as the Authority shall determine. The list of debarred Service Providers and individuals is available at the electronic address specified in the Data Sheet.</p>
b. Prohibitions	<p>6.4 Service Providers and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries).</p>
c. Restrictions for public employees	<p>6.5 Government officials and civil servants of Pakistan are not eligible to be included as Experts in the Service Provider's Proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Government of Pakistan, and they</p> <p>(i) are on leave of absence without pay, or have resigned or retired;</p> <p>(ii) are not being hired by the same agency they were working for before going on leave of absence without pay, resigning, or retiring</p> <p>(in case of resignation or retirement, for a period of at least two years, or the period established by statutory provisions applying to civil servants or government employees whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in Service Provider's Proposal.; and</p> <p>(iii) their hiring would not create a conflict of interest.</p>
B. Preparation of Proposals	
7. General Considerations	<p>7.1 In preparing the Proposal, the Service Provider is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p>
8. Cost of Preparation of	<p>8.1 The Service Provider shall bear all costs associated with the</p>

<p>Proposal</p>	<p>preparation and submission of its Proposal, and the Procuring Agency shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Procuring Agency is not bound to accept any proposal, and reserves the right to annul the selection process in accordance with the procurement regulatory framework at any time prior to Contract award, without thereby incurring any liability to the Service Provider.</p>
<p>9. Language</p>	<p>9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Service Provider and the Procuring Agency, shall be written in the language(s) specified in the Data Sheet.</p>
<p>10. Documents Comprising the Proposal</p>	<p>10.1 The Proposal shall comprise the documents and forms listed in the Data Sheet.</p> <p>If specified in the Data Sheet, the Service Provider shall include a statement of an undertaking of the Service Provider to observe, in competing for and executing a contract, the Procuring Regulatory Framework regarding corrupt and fraudulent practices.</p>
<p>11. Only One Proposal</p>	<p>11.1 The Service Provider (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Service Provider, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-Service Provider, or the Service Provider’s staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the Data Sheet and subject to regulatory instructions, if any.</p>
<p>12. Proposal Validity</p>	<p>12.1 Proposals shall remain valid for the period specified in the Data Sheet after the Proposal submission deadline prescribed by the PA. To ensure the validity of proposal, it shall contain bid/proposal security or bid/proposal securing declaration as a complementary bid/proposal securing instrument having the validity twenty-eight days more than the bid/proposal validity period.</p> <p>12.2 During this period, the Service Provider shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.</p> <p>12.3 If it is established that any Key Expert nominated in the Service Provider’s Proposal was not available at the time of Proposal</p>

	submission or was included in the Proposal without his/her
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	<p>nonparturition, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to blacklisting and debarment in accordance with Clause 5 of this ITC.</p>
<p>a. Extension of Validity Period</p>	<p>12.4 If considered necessary, an extension can be made in case of exceptional circumstances (beyond the control of the procuring agency) after recording the reason(s) in writing. Such extension shall be only once, and the period of the extension should be determined keeping in view of the circumstances under which such extension is deemed to be necessary, however, the same shall not be more than the original bid validity period. The request and the responses shall be made in writing. Moreover, any such extension shall be solicited and procured in advance prior to the expiry of original (or initial) bid validity period. Bid/Proposal Securing Instrument shall also be extended in conformity with the period of extension.</p> <p>12.5 If the Service Provider agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the conService Provideration of the availability of the Key Experts.</p> <p>12.6The Service Provider has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.</p>
<p>b. Substitution of Key Experts at Validity Extension</p>	<p>12.7 If any of the Key Experts become unavailable for the extended validity period, the Service Provider shall provide a written adequate justification and evidence satisfactory to the Procuring Agency together with the substitution request. In such case, a replacement Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.</p> <p>12.8 If the Service Provider fails to provide a replacement Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Procuring Agency, such Proposal will be rejected.</p>
<p>c. Sub-Contracting</p>	<p>12.9 The Service Provider shall not subcontract the whole of the Services.</p>
	<p>12.10 The Proposal Securing Declaration is required to protect the Procuring Agency against the risk of Service Provider’s conduct</p>

	<p>which would warrant the Service Provider to face the blacklisting or debarment proceedings in accordance with regulatory framework.</p>
	<p>12.11 Any Proposal not accompanied by a Proposal Securing Declaration shall be rejected by the Procuring Agency as non-responsive.</p>
	<p>12.12 The Proposal Securing Declaration of a joint venture must be in the name of the joint venture submitting the Proposal.</p>
	<p>12.13 The successful Service Provider's Proposal Securing Declaration will be discharged upon the signing the contract with the Successful Service Provider, and furnishing the performance security.</p>
	<p>12.14 A Service Provider shall be suspended from being eligible for tendering in any contract with the Procuring Agency for the period of time indicated in the Proposal Securing Declaration:</p> <ul style="list-style-type: none"> (a) if the Service Provider withdraws its Proposal, except as provided in ITC 12.6 or (b) in the case of a successful Service Provider, if the Service Provider fails within the specified time limit to: <ul style="list-style-type: none"> (i) sign the contract, or (ii) furnish the required performance security
<p>13. Clarification and Amendment of RFP</p>	<p>13.1 The Service Provider may request a clarification of any part of the RFP during the period indicated in the Data Sheet before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Procuring Agency's address indicated in the Data Sheet. The Procuring Agency will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all eligible Service Providers. Should the Procuring Agency deem it necessary to amend the RFP as a result of a clarification or at its own initiative, it shall do so following the procedure described below:</p> <ul style="list-style-type: none"> i. At any time before the proposal submission deadline, the Procuring Agency may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Service Providers and will be binding on them. The shortlisted Service Providers shall acknowledge receipt of all amendments in

	<p>writing.</p>
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	<p>ii. If the amendment is substantial, the Procuring Agency may extend the proposal submission deadline to give the shortlisted Service Providers reasonable time to take an amendment into account in their Proposals.</p> <p>13.12 The Service Provider who has already submitted the proposal prior to any amendments in the RFP, may submit a modified Proposal or a modification to any part of it based on the respective amendment in the RFP at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.</p>
<p>14. Preparation of Proposals – Specific Considerations</p>	<p>14.1 While preparing the Proposal, the Service Provider must give particular attention to the following:</p> <ul style="list-style-type: none"> i. The Procuring Agency may indicate in the Data Sheet the estimated Key Experts’ time input (expressed in person-month) or the Procuring Agency’s estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Service Provider’s own estimates for the same. ii. If stated in the Data Sheet, the Service Provider shall include in its Proposal at least the same time input (in the same unit as indicated in the Data Sheet) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the Data Sheet. iii. For assignments under the Fixed-Budget selection method, the estimated Key Experts’ time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
<p>15. Technical Proposal Format and Content</p>	<p>15.1 The Technical Proposal shall not include any information regarding Financial Proposal. A Technical Proposal containing material financial information shall be declared non-responsive.</p> <p>15.2 Depending on the nature of the assignment, the Service Provider is required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.</p>
<p>16. Financial Proposal</p>	<p>16.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the Data Sheet.</p>

a. Taxes	16.2The Service Provider and its Sub-Service Providers and Experts are responsible for meeting all tax liabilities arising out of the
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	Contract unless stated otherwise in the Data Sheet. Information on taxes in the Procuring Agency’s country is provided in the Data Sheet.
b. Currency of Proposal	16.3 The Service Provider may express the price for its Services in the currency or currencies as stated in the Data Sheet. If indicated in the Data Sheet, the portion of the price representing local cost shall be stated in the national currency.
c. Currency of Payment	16.4 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the Proposal.
C. Submission, Opening and Evaluation	
17. Submission, Sealing, and Marking of Proposals	<p>17.1 The Service Provider shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 10 (Documents Comprising Proposal). The submission can be done by mail or by hand. If specified in the Data Sheet, the Service Provider has the option of submitting its Proposals electronically.</p> <p>17.2 An authorized representative of the Service Provider shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.</p> <p style="padding-left: 40px;">17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member’s authorized representative.</p> <p>17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.</p> <p>17.4 The signed Proposal shall be marked “ORIGINAL”, and its copies marked “COPY” as appropriate. The number of copies is indicated in the Data Sheet. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>17.5 The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked “TECHNICAL PROPOSAL”, “[Name of the Assignment] “, reference number, name and address of the Service Provider, and with a warning “DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE].”</p> <p>17.6 Similarly, the original Financial Proposal (if required for the applicable selection method) shall be placed inside of a</p>

	sealed
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<p>Withdrawal of bids</p>	<p>envelope clearly marked “FINANCIAL PROPOSAL” followed by the name of the assignment, reference number, name and address of the Service Provider, and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.”</p> <p>17.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, RFP reference number, the name of the assignment, Service Provider’s name and the address, and shall be clearly marked “DO NOT OPEN BEFORE [insert the time and date of the submission deadline indicated in the Data Sheet]”.</p> <p>17.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Procuring Agency will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>17.9 The Proposal or its modifications must be sent to the address indicated in the Data Sheet and received by the Procuring Agency no later than the deadline indicated in the Data Sheet, or any extension to this deadline. Any Proposal or its modification received by the Procuring Agency after the deadline shall be declared late and rejected, and promptly returned unopened.</p> <p>17.10 A Service Provider may withdraw its Proposal after it has been submitted, provided that written notice of the withdrawal of the Proposal, is received by the Procuring Agency prior to the deadline for submission of Proposal.</p> <p>17.11 Revised Proposal may be submitted after the withdrawal of the original Proposal.</p> <p>17.12 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p>
<p>18. Confidentiality</p>	<p>18.1 From the time the Proposals are opened to the time the Evaluation Report is published, the Service Provider should not contact the Procurement Evaluation Committee of the Procuring Agency on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals shall not be disclosed to the Service Providers who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Evaluation Report.</p> <p>18.2 Any attempt by Service Providers or anyone on behalf of</p>

	the Service Provider to influence improperly the Procuring Agency in the
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	<p>evaluation of the Proposals may result in the rejection of its Proposal, and may be subject to the application of prevailing blacklisting procedures.</p> <p>18.3 Notwithstanding the above provisions, from the time of the Proposals’ opening to the time of publication of evaluation report, if a Service Provider wishes to contact the Procurement Evaluation Committee or the Procuring Agency on any matter related to the selection process, it should do so only in writing.</p>
<p>19. Opening of Proposal (Technical Proposals)</p>	<p>19.1 The Procuring Agency will open all Proposal, in public, in the presence of Service Provider’ or their representatives who choose to attend, and other parties with a legitimate interest in the Proposal proceedings at the place, on the date and at the time, specified in the BDS. The Service Provider’ representatives present shall sign a register as proof of their attendance.</p> <p>19.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding Proposal shall not be opened, but returned to the Service Provider. No Proposal withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p> <p>19.3 Second, outer envelopes marked “SUBSTITUTION” shall be opened. The inner envelopes containing the Substitution Proposal shall be exchanged for the corresponding Original Proposal being substituted, which is to be returned to the Service Provider unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.</p> <p>19.4 Next, outer envelopes marked “MODIFICATION” shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Proposal. Any Modification shall be read out along with the Original Proposal except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification, will remain unopened till the prescribed financial Proposal opening date.</p> <p>19.5 The Procuring Agency’s evaluation committee shall conduct the opening of the Technical Proposals in the presence of the Proposer Service Providers’ authorized representatives who choose to attend (in person, or online if this option is offered in the Data Sheet). The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial</p>

	<p>Proposal shall remain sealed until they are opened in accordance with Clause 23 of the ITC.</p>
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	<p>19.6 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Service Provider or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the Data Sheet.</p>
<p>20. Proposals Evaluation</p>	<p>20.1 Subject to provision of Clause 15.1 of the ITC, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.</p> <p>20.2 The Service Provider is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Procuring Agency will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p>
<p>21. Evaluation of Technical Proposals</p>	<p>21.1 The Procuring Agency's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the Data Sheet.</p>
<p>22. Financial Proposals for QBS</p>	<p>22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Service Provider is invited to negotiate the Contract.</p> <p>22.2 Only the Financial Proposal of the technically top-ranked Service Provider (as predefined in the Evaluation Criteria) is opened by the Procuring Agency's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.</p>
<p>23. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)</p>	<p>23.1 After the technical evaluation is completed, the Procuring Agency shall issue the Technical Evaluation Report containing all the information regarding responsiveness or non-responsiveness of the Service Provider along with the technical scores. The Financial Proposals of non-responsive Service Providers will be returned unopened after completing the selection process and Contract signing. The Procuring shall notify in writing those Service Providers that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Service Providers sufficient time to make arrangements for attending the opening. The Service Provider's attendance at the opening of the Financial</p>

	Proposals (in person, or online if such option is indicated in the Data
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	<p>Sheet) is optional and is at the Service Provider’s choice.</p> <p>23.2 The Financial Proposals shall be opened by the Procuring Agency’s evaluation committee in the presence of the representatives of those Service Providers whose proposals have passed the minimum technical score. At the opening, the names of the Service Providers, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to conService Provider that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Service Providers who submitted Proposals.</p>
24. Correction of Errors	<p>24.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.</p>
a. Time-Based Contracts	<p>24.1.1 If a Time-Based contract form is included in the RFP, the Procuring Agency’s evaluation committee will (a) correct any computational or arithmetical errors, and (b) adjust the prices if they fail to reflect all inputs included for the respective activities or items in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Procuring Agency’s evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.</p>
25. Taxes	<p>25.1 The Procuring Agency’s evaluation of the Service Provider’s Financial Proposal shall exclude taxes and duties in the in accordance with the instructions in the Data Sheet.</p>
26. Conversion to Single Currency	<p>26.1 For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet.</p>
27. Combined Quality and Cost Evaluation	

a. Quality- and Cost-Based Selection (QCBS)	27.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Service Provider achieving the highest combined technical and financial
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	score will be invited for negotiations.
D. Negotiations and Award	
28. Negotiations	<p>28.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Service Provider’s representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Service Provider.</p> <p>28.2 The Procuring Agency shall prepare minutes of negotiations that are signed by the Procuring Agency and the Service Provider’s authorized representative.</p>
a. Availability of Key Experts	<p>28.3 The invited Service Provider shall conService Provider the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with Clause 12 of the ITC. Failure to conService Provider the Key Experts’ availability may result in the rejection of the Service Provider’s Proposal and the Procuring Agency proceeding to negotiate the Contract with the next-ranked Service Provider.</p> <p>28.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Service Provider, including but not limited to death or medical incapacity. In such case, the Service Provider shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.</p>
b. Technical negotiations	28.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Procuring Agency’s inputs, the special conditions of the Contract, and finalizing the “Description of Services” part of the Contract. These discussions shall not alter the original scope of services under the TORs or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.
c. Financial Negotiations	28.6 There shall be no financial negotiations, however, it may include only the clarification of the Service Provider’s tax liability and how it should be reflected in the Contract.
29. Conclusion of Negotiations	29.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Procuring Agency and the Service Provider’s authorized

	<p>representative.</p> <p>29.2 If the negotiations fail, the Procuring Agency shall inform the Service Provider in writing of all pending issues and disagreements and provide a final opportunity to the Service Provider to respond. If disagreement persists, the Procuring Agency shall terminate the negotiations informing the Service Provider of the reasons for doing so; and the Procuring Agency will invite the next-ranked Service Provider to negotiate a Contract. Once the Procuring Agency commences negotiations with the next-ranked Service Provider, the Procuring Agency shall not reopen the earlier negotiations.</p>
<p>30. Award of Contract</p>	<p>30. Subject to ITC 29, the Procuring Agency will award the Contract to the Service Provider whose Proposal has been determined to be substantially responsive to the RFP Documents and who has been declared as Most Advantageous Service Provider, provided that such Service Provider has been determined to be:</p> <ul style="list-style-type: none"> a) eligible in accordance with the provisions of ITC 6; b) is determined to be qualified to perform the Contract satisfactorily; and c) Successful negotiations have been concluded, if any.
<p>31. Grievance Redressal Mechanism</p>	<p>31.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.</p> <p>31.2 Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the bid submission deadline.</p> <p>31.3 Any Bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than seven of the announcement of technical evaluation report and five days after issuance of final evaluation report.</p> <p>31.4 In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.</p>

	<p>31.5 In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection</p>
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	<p>on technical evaluation of the report:</p> <p>Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.</p> <p>31.6 The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.</p> <p>31.7 Any bidder or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority on prescribed format after depositing the fee as prescribed in “Redressal of Grievance Regulations, 2021”.</p> <p>31.8 The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.</p> <p>31.9 The committee shall call the record from the concerned procuring agency or the GRC as the case may be, and the same shall be provided within prescribed time.</p> <p>31.10 The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint within fifteen (15) days of receipt of the Appeal.</p> <p>31.11 The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.</p>
<p>32. Mechanism of Blacklisting</p>	<p>32.1 The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either:</p> <ul style="list-style-type: none"> i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Fails to perform his contractual obligations; and iii. Fails to abide by the id securing declaration; <p>32.2 The show cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the bidder or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debaring the bidder or contractor from participating in public procurements</p>

	<p>of all the procuring agencies.</p>
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	<p>32.3 The procuring agency shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice</p> <p>32.4 In case, the bidder or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.</p> <p>32.5 In case the bidder or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.</p> <p>32.6 The Procuring Agency shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.</p> <p>32.7 The procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.</p> <p>32.8 The Procuring Agency shall communicate to the bidder or contractor the order of debarring the bidder or contractor from participating in any public procurement with a statement that the bidder or contractor may, within thirty days, prefer a representation against the order before the Authority.</p> <p>32.9 Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.</p> <p>32.10 The bidder may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action</p>
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	<p>after depositing the prescribed fee and in accordance with “Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021”. The Committee shall</p>
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	<p>evaluate the case and decide within ninety days of filing of review petition.</p> <p>32.11 The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.</p> <p>32.12 The Authority on the basis of decision made by the committee either may debar a bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as the deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.</p>
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Section III. Proposal Data Sheet

A. General	
ITC Clause Reference	
2.1	<p>Name of the Procuring Agency: <u>Ministry of National Health Services Regulation & Coordination (M/o NHR&C)</u></p> <p>Method of selection: <u>Least Cost-Based Selection (LCBS)</u></p>
2.2	<p>Financial Proposal is to be submitted in separate envelope as per the as per the Single Stage Two Envelop Bidding Procedure</p> <p>The name of the assignment is:</p> <p style="text-align: center;">HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE AT IHITC, ISLAMABAD.</p>
2.3	<p>A pre-proposal conference/meeting will be held: Yes <input checked="" type="checkbox"/> or No <input type="checkbox"/></p>

	<p>Pre Bid Meeting shall be held on following date and time: On 28th May, 2025 during office hours till 11 Hrs</p> <p>The Client's representative is: Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD.</p> <p>Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com</p>
2.4	<p>The Procuring Agency will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: <u>PROVISION OF HINDERANCE FREE LAND AND</u> Coordination with <u>Concerned Department</u> / <u>Agencies Where & whenever required.</u></p>
6.3.1	<p>A list of debarred Service Providers and individuals is available at the PPRA website: https://ppra.org.pk/</p>
B. Preparation of Proposals	
9.1	<p>The language of the Bid is <i>English</i></p>
10.1	<p>The Proposal shall comprise the following:</p> <p><u>For FULL TECHNICAL PROPOSAL (FTP):</u> 1st Inner Envelope with the Technical Proposal:</p> <p>TECH-1 TECH-2 TECH-3 TECH-4 TECH-5 TECH-6</p> <p>Financial Proposal: (1) FIN-1 (2) FIN-2</p>
11.1	<p>Participation of Sub-Service Providers, Key Experts and Non-Key Experts in more than one Proposal is permissible</p> <p>No</p>

12.1	Proposals shall be valid until 90 Days
12.10	Bidders will be required to submit Bid Security of Rs. 1,000,000/- (One Million Rupees Only) in the form of CDR only from any schedule Bank of Pakistan in favor of Director General, Development, Ministry of National Health Services, Regulations & Coordination Islamabad
12.11	Any proposal not accompanied by Bid Security shall be rejected by the procuring agency as non-responsive.
13.1	Clarifications may be requested no later than 5 days prior to the submission deadline. Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD. Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com
15.2	The format of the Technical Proposal to be submitted is: FTP Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.
16.1	As per Financial Proposal Submission Forms.
16.2	A price adjustment provision applies to remuneration rates: No
16.4	The Financial Proposal shall be stated in the following currencies: Pak Rupees.
C. Submission, Opening and Evaluation	
17.1	In addition to the original uploaded on EPAD of PPRA, the number of

S. No.	Criteria	Marks
Mandatory Requirements		
1	Bidder must be a registered Service Provider either with SECP or with Registrar of Service Providers . Please attached valid documentary proof.	Mandatory Requirements

	copies to be submitted with the Application is: [One Copy]
17.4	In addition to the original uploaded on EPAD of PPRA, The Service Provider must submit: (a) Technical Proposal: one (1) original (b) Financial Proposal: one (1) original.
17.7 and 17.9	<p>The Proposals must be submitted no later than: Date: _____ May, 2025 Time: 1100 Hours</p> <p>The Proposal submission address is: Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD.</p> <p>Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com</p>
19.5	<p>An online option of the opening of the Technical Proposals is offered: Yes</p> <p>The opening shall take place at: Procurement Committee, Ministry of National Health Services Regulation & Coordination (M/o NHR&C), 3rd FLOOR, KOHSAR BLOCK, PAK SECRETARIAT, ISLAMABAD.</p> <p>Phone No: 051-9245998 Email: - Email Address: msnhsrc@gmail.com Date: _____ May, 2025 Time: 1130 Hours.</p>

21.1
[for FTP]

Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals are:

2	Bidder must be a registered Tax Payer and must appear on the Active Taxpayer List . Please attach valid documentary proof along with NTN / STRN certificates	
3	Black listing: Service Provider is not blacklisted, Blacklisting means: “Barring a bidder, contractor, Service Provider or supplier from participating in any future procurement proceedings by the Pakistan Engineering Council/PPRA/any government, semi government, autonomous body” (Attach Affidavit on Rs. 200 Stamp paper attested by Notary Public)	
4	Litigation History: All pending litigation. (Provide details or attach Affidavit in case of not applicable on Rs. 200 Stamp paper attested by Notary Public)	
Work Experience		
5	<p>a) Experience in executing a minimum of three projects federal/provincials governments within the past five years</p> <p>b) Experience in implementing telemedicine projects with/in collaboration with the Ministry of National Health Services Regulations & Coordination.</p> <p>c) Experience of deploying AI enabled telemedicine models in poor connectivity environments</p> <p>d). Experience deploying AI to guide clinical decision making within a telemedicine solution</p> <p>e). Experience in digitising 13 or more government healthcare facilities, providing reference projects</p> <p>g) Experience in developing patient-facing health record systems.</p> <p>h) Minimum 5 years of proven experience in managing similar projects with a proven track record of at least 4 million consultations.</p>	20
	f) Experience of providing telemedicine services actively to 1000 institutions/private entities.	

	<p>i) Demonstrated capacity to deploy and manage technology solutions including mobile application and 24/7 active helpline along with a network of e-clinics nationwide as well as a community health care worker module.</p> <p>j) Strong financial standing and tax compliance (attach audited financials) for at least 3 years.</p> <p>k) Proven track record of empowering (LHWs) with digital healthcare training providing active community-based digital healthcare service delivery</p> <p>l) Proven experience of providing digital healthcare services for the provision of MNCH, Mental health and NCD's.</p> <p>m) Experience of managing a comprehensive end-to-end Pharmacy POS system including rider tracking functionality with at least 2 active supply chain enabled warehouses.</p> <p>n) Experience of delivering integrated home-based healthcare services through their telemedicine platform for at least 6 months or more.</p> <p>o) Experience of actively running 24/7 telehealth helpline for a minimum of 3 years.</p>	
Key Staff Requirements		
6	Key professional staff qualifications and competence for the assignment	60
	a) Platform Staff Engineer with over 10 years of international experience	
	b) AI Engineer with over 10 years of international experience and a PhD in a relevant scientific field (Computer Science, AI, Mathematics), foreign qualified	
	c) Data Scientist over 10 years of international experience and a PhD in a relevant scientific field (Computer Science, AI, Mathematics), foreign qualified	
	d) Product manager(s) , at least one with at least 10 years of international experience in digital health and software engineering, foreign qualified	
	e) Product designer(s) with over 5 years of international experience in digital health and software engineering, foreign qualified	

	<p>f)Project Manager: Masters in Public Health/Management/IT/MBBS with 15 years experience of managing at least 50 plus independent telemedicine projects.</p>	
	<p>g)Helpline Incharge: With over 15 years of experience of managing call center based service</p>	
	<p>h)Program Incharge) Master in e-health policy from a foreign university with the experience of 3+ years</p>	
	<p>i) General Physicians: 500 plus MBBS, PMDC Registered with 3+ years of experience registered with the applicant organisation for a minimum of 1 year.</p>	
	<p>j) Medical Specialists (Gynecologist, Pediatrician etc.): 200 plus Relevant Specialization with 3+ years of experience registered with the applicant organisation for a minimum of 1 year.</p>	
	<p>k)Psychologists: Master's in Psychology with 3+ years of experience registered with the applicant organisation for a minimum of 1 year.</p>	
	<p>l)IT/Telemedicine System Administrator: BS in Computer Science/IT with 10 + years of experience</p>	
	<p>k)Data Protection Officer: in house virtual security officer or established partnership with comprehensive coverage of cyber security operation.</p>	
	<p>m) 75 + strength of Nurses / Paramedics: Certified from a relevant institute and working with the applicant organization for a minimum of 6 months.</p>	
	<p>n)Call Center Service Providers: /Intermediate Bachelor's degree with 2+ years of experience</p>	

Standards and Certifications Compliance		
7	<p>c) Must have undergone recent Vulnerability Assessment and Penetration Testing (VAPT), with remediation measures implemented.</p> <p>d) Must have working Firewall security, DDOS protection, and Data Encryption, and Real-time logging, monitoring, & alerting modules in place.</p>	
Financial Capabilities of the Service Provider		
8	<p>Average Annual Turnover for the last three years of the bidder, JV, or consortium (Above Rs 100 million rupees) (Attach Audit Reports & Financial Statement)</p>	20

Total	100
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	<p>.....</p> <p>The minimum technical score (St) required to pass is: <u>70</u></p>
23.1	An online option of the opening of the Financial Proposals is offered: No.
25.1	For the purpose of the evaluation, the Procuring Agency will exclude: (a) all local identifiable indirect taxes such as sales tax, excise tax, VAT, or similar taxes levied on the contract's invoices; If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Service Provider and which taxes are withheld and paid by the Procuring Agency on behalf of the Service Provider.
27.1 (QCBS only)	<p>The most advantageous bidder's Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.</p> <p>The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:</p> <p>Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.</p> <p>The weights given to the Technical (T) and Financial (P) Proposals are: T = <u>80%</u> P = 20%</p> <p>Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.</p>

Section III. Technical Proposal – Standard Forms

FORM	DESCRIPTION
TECH-1	Technical Proposal Submission Form.
TECH-2	Service Provider’s Organization and Experience.
TECH-2A	A. Service Provider’s Organization
TECH-2B	B. Service Provider’s Experience
TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Procuring Agency.
TECH-3A	A. On the Terms of Reference
TECH-3B	B. On the Counterpart Staff and Facilities
TECH-4	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)

All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Service Provider who signs the Proposal.

FORM TECH-1

TECHNICAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: *[Name and address of Procuring Agency]*

Dear Sirs:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal. *[Select appropriate wording depending on the selection method stated in the RFP: “We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope” or, if only a Technical Proposal is invited “We hereby are submitting our Proposal, which includes this Technical Proposal only in a sealed envelope.”]*

{If the Service Provider is a joint venture, insert the following: We are submitting our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the con Service Provide ration of joint and severable liability of the members of the said joint venture.

{OR

If the Service Provider’s Proposal includes Sub-Service Providers, insert the following: We are submitting our Proposal with the following Service Providers as Sub-Service Providers: {Insert a list with full name and address of each Sub-Service Provider. }

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Procuring Agency.
- (b) Our Proposal shall be valid and remain binding upon us until *[insert day, month and year in accordance with ITC 12.1]*.
- (c) We have no conflict of interest in accordance with ITC 3.

- (d) *[Note to Procuring Agency: Only if required in ITC10.2 (Data Sheet 10.2), include the following: In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the Procuring Agency.]*
- (e) Except as stated in the Data Sheet, Clause 12.7, we undertake to negotiate a Contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in ITC Clause 12 and ITC Clause 28.4 may lead to the termination of Contract negotiations.
- (f) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 30.2 of the Data Sheet.

We understand that the Procuring Agency is not bound to accept any Proposal that the Procuring Agency receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Service Provider (company's name or JV's name):

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

FORM TECH-2 (for Full Technical Proposal Only) Service Provider’s Organization and Experience

Form TECH-2: a brief description of the Service Provider’s organization and an outline of the recent experience of the Service Provider that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Service Provider’s Key Experts and Sub-Service Providers who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Service Provider), and the Service Provider’s role/involvement.

A - Service Provider’s Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership

B - Service Provider’s Experience

1. List only previous similar assignments successfully completed in the last [] years.
2. List only those assignments for which the Service Provider was legally contracted by the Procuring Agency as a company or was one of the joint venture partners. Assignments completed by the Service Provider’s individual experts working privately or through other consulting Service Providers cannot be claimed as the relevant experience of the Service Provider, or that of the Service Provider’s partners or sub-Service Providers, but can be claimed by the Experts themselves in their CVs. The Service Provider should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Procuring Agency.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Procuring Agency & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your Service Provider	Role on the Assignment

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Procuring Agency & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your Service Provider	Role on the Assignment

FORM TECH-3 (for Full Technical Proposal)

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE, COUNTERPART STAFF, AND FACILITIES TO BE PROVIDED BY THE PROCURING AGENCY

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Procuring Agency, including: administrative support, office space, local transportation, equipment, data, etc.

A - On the Terms of Reference

{Improvements to the Terms of Reference, if any}

B - On Counterpart Staff and Facilities

{Comments on counterpart staff and facilities to be provided by the Procuring Agency. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

FORM TECH-4 (for FTP)
Team Composition, Assignment, and Key Experts' inputs

N°	Name	Expert's input (in person/month) per each Deliverable (listed in TECH-5)										Total time-input (in Months)		
		Position		D-1	D-2	D-3	D-...				Home	Field	Total
KEY EXPERTS														
K-1	{e.g., Mr. Abbbb}	[Team Leader]	[Home]	[2 month]	[1.0]	[1.0]								
			[Field]	[0.5 m]	[2.5]	[0]								
K-2														
K-3														
n														
Subtotal														
NON-KEY EXPERTS														
N-1			[Home]											
			[Field]											
N-2														
n														
Subtotal														
Total														

- 1 For Key Experts, the input should be indicated individually for the same positions as required under the Data Sheet ITC21.1.
- 2 Months are counted from the start of the assignment/mobilization. One (1) month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.

- 3 “Home” means work in the office in the expert’s country of residence. “Field” work means work carried out in the Procuring Agency’s country or any other country outside the expert’s country of residence.
- Full time input ▨ Part time input

Form TECH-4 (Continued)

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER }
Name of Expert:	{Insert full name }
Date of Birth:	{day/month/year }
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained }

Employment record relevant to the assignment: { Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous Procuring Agency's and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included. }

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Service Provider's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
---	--

{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved)	
---	--

Expert's contact information: (e-mail, phone)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Procuring Agency.

{ day/month/year }

Name of Expert

Signature

Date

{ day/month/year }

Name of authorized

Signature

Date Representative of the Service Provider

(the same who signs the Proposal)

Section 4: Financial Proposal - Standard Forms

FIN-1 Financial Proposal Submission

Form FIN-2 Summary of Costs

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of Client]

Dear Sir,

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹]. This amount is inclusive of the taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Agreement negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.12 of the Data Sheet.

No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Agreement execution.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Service Provider: _____

Address: _____

FORM FIN-2 SUMMARY OF COSTS

Financial Proposal

**HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR
TELEMEDICINE AT IHITC, ISLAMABAD.**

Description	Duration of Contract	Lump sum Quoted Price
Lump sum cost for hiring for the services of service providers for telemedicine at IHITC, Islamabad.	2 years	

Quoted Prices in Words: _____

Payment Terms:

Mode of Payment	
Scope & Descriptions of work.	Payment in % age.

Note:

- a. Quoted Prices should be inclusive of all applicable taxes either Federal & Provincial

Govt. or local bodies and will be deducted from the invoice accordingly.

- b. Bidder shall not claim or charge any other Out of Pocket expense other than quoted above
- c. An amount of Rs. 1,000,000/- as Bid Security in the form of CDR only from any Schedule Bank of Pakistan must be submitted along with Technical Proposal in favor of Director General, Development, Ministry of National Health Services, Regulations & Coordination Islamabad.
- d. Successful Service Provider shall submit the invoices / bills at the end of successful completion of each stage up to the satisfaction of M/ONHSR&C.
- e. Invoice / Bills must have valid NTN and Sales Tax Number clearly written.

Company Stamp and Authorized Signature

TERMS OF REFERENCE (TOR)

**HIRING FOR THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE AT
IHITC, ISLAMABAD.**

Introduction

As part of the Government of Pakistan's commitment to digital health transformation, the Ministry of National Health Services, Regulations and Coordination (MoNHSRC) is initiating a pilot Telemedicine Project at the Integrated Health Information and Telemedicine Center (IHITC), Islamabad. This initiative aims to leverage technology to improve access to healthcare, particularly for underserved urban populations, through virtual consultations, remote diagnostics, and integrated digital services.

About IHITC

The IHITC is an advanced facility dedicated to harnessing digital health innovations for improved service delivery and data-driven health governance. It serves as a central hub for telehealth operations, digital health records, and national-level integration of eHealth services. IHITC is well-positioned to pilot a modern telemedicine model that can be scaled across the country.

Project Objectives for IHITC Telemedicine Pilot (Islamabad)

MoNHSRC will favour the solution that is most scalable in terms of cost and execution. Models which leverage technologies, such as AI, to ensure the most cost effective deployment of operations and human resources will be favoured.

To initiate a successful pilot of the Telemedicine Program at IHITC (International Health and Information Technology Centre), Islamabad, the following strategic objectives and operational components are defined:

- **Human Resource Hiring**

- **Hiring of Medical Professionals:**

- General physicians and specialist doctors for teleconsultations.

- **Recruitment of IT Professionals:**

- Network engineers, software developers, system administrators, and data analysts to support telemedicine systems.

- **Deployment of Lady Health Workers (LHWs):**

- Trained LHWs for community engagement, patient onboarding, and facilitating consultations in targeted urban areas.

- **Service Partnerships of Vendor**

- **Pharmaceutical Companies & Pharmacies:**

- Empanelment of licensed pharmaceutical partners/ distributors for medicine provision.

- Ensure electronic prescription fulfillment with home delivery of medicines for patients through warehouse network/partnered pharmacies.

- **Equipment & Software Procurement**

- **IT Equipment:**

- Computers, servers, networking tools, and display systems for telemedicine operations.

- **Medical Gadgets and Movable Diagnostic Equipment:**

- Equipment that may include, digital BP monitors, or glucose meters, which need to be scoped and prioritised with the MoNHSRC

- **Telemedicine Software Development:**

- Custom software solutions for teleconsultation through call center as well as mobile application , e-prescription, patient scheduling, and record keeping.
- Telemedicine provider to manage the telemedicine service end-to-end, including:
 0. Telemedicine software,
 1. IT equipment,
 2. e EHR for managing patient records (including a patient-facing web portal) and reporting solution that functions both online and offline,
 3. medical devices,
 4. service operations
 5. Instant availability of doctors for consultation.
 6. Teleconsulting services must work on both smart phones and feature phones, reducing barriers to accessing quality healthcare
 7. Integrate teleconsultation into existing clinical records system and workflows
 8. Vulnerability Assessment and Penetration Testing (VAPT) conducted within the last 6 months, with a complete test report available.
 9. Cloud hosting services must be HIPAA compliant.
 10. End-to-end data encryption required both at rest and in transit.
 11. Chat, audio, and video calling capabilities with real-time sharing of images, documentation, and historical medical records.
 12. Integrated decision support system for patient triage at the doctor's end.
 13. Dedicated doctor notes section within the platform.
 14. Internet bandwidth visibility for patients.
 15. Language toggle feature between English and Urdu.

- **Data Entry and Patient Management Services:**

- Contracted services for digitization of patient records, virtual appointment management, and report generation.
- The Electronic Health Record (EHR) system should be capable of digitising patient records, providing a patient-facing application, and providing reports with live dashboard analytics to MoNHSRC.

- **Infrastructure and Operational Model**

- **Infrastructure Provision (By the Ministry):**

- The Ministry will provide physical infrastructure (building, electricity, basic utilities) at NIRFC.

- **Service Operation (By Selected Telemedicine Firm):**

The hired company will manage day-to-day telemedicine operations including:

0. Deployment of medical & technical staff.
1. Operation of the teleconsultation platform.
2. Coordination with pharmacies/distributors, logistics, and patient support.
3. Maintenance of service quality, performance monitoring, and reporting.
4. Operation of helpline and telemedicine software
5. Management of nurses and doctors in rotations and shifts for catering to the medical services.
- 6.

- **Service Operation (By Selected Telemedicine Firm):**

The hired company will manage day-to-day telemedicine operations including:

- Deployment of medical & technical staff.
- Operation of the teleconsultation platform.
- Coordination with pharmacies, logistics, and patient support.
- Maintenance of service quality, performance monitoring, and reporting.

Telemedicine Services and Impact

National Research Institute for Fertility Care (NRIFC) provides integrated telemedicine services aligned with the Ministry of National Health Services, Regulations and Coordination's objectives

of improving access, continuity of care, and digital health equity in urban areas:

- **General & Specialist Consultations**

Remote access to qualified general physicians and specialists (e.g., Internal Medicine, Pediatrics, Dermatology) to reduce patient load on tertiary care hospitals.

- **Chronic Disease Management**

Monitoring and follow-up services for non-communicable diseases such as diabetes, hypertension, and asthma, ensuring compliance and early intervention.

- **Maternal & Child Health (MNCH)**

Virtual antenatal care, and child health monitoring aligned with national maternal health and neonatal safety priorities.

- **Mental Health Support**

Remote psychological counseling and mental wellness sessions to address growing urban mental health needs, in line with MoNHSRC's mental health agenda.

- **e-Prescriptions & Continuity of Care**

Secure electronic prescriptions integrated with registered pharmacies to ensure timely home delivery of medicines under regulatory oversight.

- **Lab & Diagnostic Referrals**

Call center managed referrals for lab and radiological diagnostics to MoNHSRC-accredited facilities for streamlined diagnosis and reporting.

Addressing Key Healthcare Challenges

Telemedicine services in Karachi, particularly through the NRIFC initiative, aim to strengthen the health system by tackling core challenges through scalable digital solutions. The approach is aligned with national health priorities and urban healthcare demands.

9. Expanding Access to Quality Healthcare

- Provides equitable access to medical consultations in underserved urban and peri-urban communities.
- Reduces physical barriers by enabling patients to consult qualified doctors remotely.

10. Reducing Overburden on Tertiary Hospitals

- Channels routine cases to telemedicine centers, thereby optimizing hospital resources.
- Enhances the efficiency of the healthcare system by filtering non-emergency consultations.

11. Strengthening Maternal and Child Health (MNCH) Services

- Offers antenatal care, and postnatal follow-ups.
- Supports early identification of high-risk pregnancies, aligned with national MNCH targets.

12. Managing Chronic and Non-Communicable Diseases (NCDs)

- Facilitates early detection, monitoring, and virtual management of NCDs such as diabetes, hypertension, and asthma.
- Reduces the economic burden of chronic disease treatment on the health system.

13. Enhancing Mental Health Support

- Integrates mental health services within telemedicine to offer confidential psychological counseling.
- Promotes mental well-being as part of comprehensive healthcare.

14. Ensuring Safe and Regulated Pharmaceutical Access

- Links e-prescriptions to MoNHSRC-verified pharmacies for home delivery of medicines.
- Ensures quality control and curbs the use of counterfeit or unregulated drugs.

15. Building a Digitally Skilled Health Workforce

- Empowers Lady Health Workers (LHWs), medical staff, and IT professionals with digital healthcare training.
- Improves community-based service delivery through technology-supported capacity building.

16. Promoting Data-Driven Decision Making

- Utilizes digital records for real-time health monitoring and reporting.
- Enhances disease surveillance and public health response in coordination with national systems.

4. Deliverables

- Operational telemedicine platform fully functional within 30 of contract award.
- Monthly performance reports.
- Training manuals and session reports.
- Patient satisfaction and quality audit reports every quarter.

5. Financial Proposal Proposed Amendment

- Financial proposals to be made against fixed patient volumes set by the MoNHSRC (e.g.

200,000 teleconsultations per year).

- As the proposal is for a turnkey solution (Software , Hardware , Doctors , Pharmacy , Equipment and Delivery) , so financial proposals should be of a lump sum quotation as per the guidelines of MoNHSRC

6. Eligibility Criteria

- Legally registered company/entity with experience in digital health or telemedicine.
- Minimum [e.g., 3-5] years of proven experience in managing similar projects.
- Valid licenses of deployed medical staff from respective medical councils.
- Demonstrated capacity to deploy and manage technology solutions.
- Strong financial standing and tax compliance (attach audited financials).
- Experience in executing a minimum of three projects federal/provincials governments within the past five years
- Experience in implementing telemedicine projects with/in collaboration with the Ministry of National Health Services Regulations & Coordination.
- Experience of deploying AI agents in poor connectivity environments
- Experience deploying AI to guide clinical decision making
- Experience of deploying AI enabled telemedicine models in poor connectivity environments
- Experience deploying AI to guide clinical decision making within a telemedicine solution
- Experience in digitising 13 or more government healthcare facilities, providing reference projects
- Experience in developing patient-facing health record systems.
- Minimum 5 years of proven experience in managing similar projects with a proven track record of at least 4 million consultations.
- Experience of providing telemedicine services actively to 1000 institutions/private entities.
- Demonstrated capacity to deploy and manage technology solutions including mobile application and 24/7 active helpline along with a network of e-clinics nationwide as well as a community health care worker module.
- Strong financial standing and tax compliance (attach audited financials) for at least 3 years.
- Proven track record of empowering (LHWs) with digital healthcare training providing active community-based digital healthcare service delivery
- Proven experience of providing digital healthcare services for the provision of MNCH, Mental health and NCD's.
- Experience of managing a comprehensive end-to-end Pharmacy POS system including rider tracking functionality with at least 2 active supply chain enabled warehouses.
- Experience of delivering integrated home-based healthcare services through their telemedicine platform for at least 6 months or more.
- Experience of actively running a 24/7 telehealth helpline for a minimum of 3 years.

