

**Government of Pakistan**  
**Ministry of National Health Services, Regulations & Coordination**  
**ISLAMABAD**



**TENDER DOCUMENT**

**FOR**

**“RENOVATION / CONSTRUCTION AND INFRASTRUCTURE FOR ESTABLISHMENT OF  
TELEMEDICINE CENTER AT ISOLATION HOSPITAL AND INFECTIOUS TREATMENT CENTER.  
(IHITC)” - ISLAMABAD**

**RFP Reference No: 1-25/2025/NHSRC**

**Date of Issuance: 08<sup>TH</sup> AUGUST 2025**

**Bid Submission Deadline: 25<sup>TH</sup> AUGUST 10:00 AM**

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**Ministry of National Health Services, Regulations & Coordination**

**Islamabad**

**TENDER NOTICE**

Tender NO: 1-25/2025/NHSRC: M/o NHSR&C invites sealed bids for “RENOVATION / CONSTRUCTION AND INFRASTRUCTURE FOR ESTABLISHMENT OF TELEMEDICINE CENTER AT IHITC ISLAMABAD” as per Rule 36 (a) of PPRA Rule, 2004 (Single Stage Two Envelope). Bid document containing detailed terms & conditions can be obtained from office of undersigned & available on website (nhsr.gov.pk) & EPADS (Sealed Bid in hardcopies must be delivered to this office and soft copy on or before 25<sup>th</sup> Aug, 2025 at 10:00 am/EPADs as well, which will be opened on the same day at 10:30 AM in the presence of bidders or their representatives. After the evaluation of Technical Bids the Financial Bids of technically qualified bidders will be opened only. Ministry of NHSR&C reserve the right to accept/ cancel/ reject any or all proposals, as per PPRA Rule, 2024.

**Project Director (Telemedicine)**

**3rd Floor, Pak Secretariat, Kohsar Block, Islamabad**

## INSTRUCTION TO BID

<b>1. Scope of Bid</b>	1.1	The Ministry of National Health Services, Regulations, & Coordination (M/o NHR&C) Islamabad, invites bids from the eligible interested bidders for the <i>Renovation UPGRADATION AND ESTABLISHMENT OF TELEMEDICINE CENTER AT ISOLATION HOSPITAL AND INFECTIOUS TREATMENT CENTER. (IHITC)</i> (as specified in the Bid Data Sheet) described in the Schedule of Requirements. The name and identification number of the procurement has been provided in the Bid Data Sheet and in the Special Conditions of Contract (SCC).
	1.2	The terms “writing” and “days” wherever appearing in the bidding documents shall mean any type written, or printed communication, including e-mail, telex, cable and facsimile transmission, and “day” means calendar day. Singular also means plural.
<b>2. Eligibility</b>	2.1	Any firm if disqualified, cross debarred, or blacklisted by any public sector organization or is involved in litigation on account of disqualification/blacklisting at the time of submission of bid shall be ineligible to bid for the instant procurement.
	2.2	This Invitation for Bids is open to all eligible bidders for supply of Goods described in the Bid Data Sheet and Schedule of Requirement.
<b>3. Qualifications of the Bidder</b>	3.1	<p>The Bidder shall provide documentary evidence to establish to the Procuring Agency’s satisfaction that:</p> <ul style="list-style-type: none"> <li>i. The Bidder has the financial, technical, and production capability necessary to perform the Contract, meets the qualification criteria specified in the Bid Data Sheet, and has a successful performance history in accordance with criteria specified in the Bid Data Sheet. The bidder shall as part of its bid update any information submitted with its Invitation for Bids</li> <li>ii. In case the bidder is not manufacturer, a certificate from the manufacturer (national or international) of its being valid authorized agent of the manufacturer up to the finalization of the contract would be submitted along with the bid.</li> <li>iii. In the case of a foreign Bidder who is not doing business within the Procuring Agency’s country (or for other reasons cannot itself carry out service/maintenance obligations), if awarded the Contract the Bidder’s contractual obligations of warranty, after sales service, and maintenance shall be, carried out by its authorized local agent possessing sufficient / satisfactory ability to carry out the Bidder’s warranty obligations prescribed in the Conditions of Contract</li> </ul>
<b>4. Documents Establishing Conformity to Bidding Documents</b>	4.1	<p>The documentary evidence of conformity to the Bidding Documents may be in the form of literature, drawings and data and shall consist of:</p> <ul style="list-style-type: none"> <li>i. any other procurement-specific documentation requirement if mentioned in the Bid Data Sheet.</li> </ul>

<p><b>5. Fraud and Corruption</b></p>	<p>5.1</p>	<p>Under Rule 2(f) of the Federal Government’s Public Procurement Rules (PPR) 2004, the bidders (manufacturers, authorized agents, suppliers and contractors and their sub-contractors) are required to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of the above Rule, “corrupt and fraudulent practices” in respect of procurement process, shall be either one or any combination of the practices including:</p> <p>(i) “coercive practices” which means any impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;</p> <p>(ii) “collusive practices” which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;</p> <p>(iii) “corrupt practices” which means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;</p> <p>(iv) “fraudulent practices” which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit Orto avoid an obligation; and</p> <p>(v) “obstructive practices” which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;</p>
	<p>5.2</p>	<p>the Procuring Agency will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt or fraudulent practices in competing for the contract in question</p>
	<p>5.3</p>	<p>the Procuring Agency will sanction a firm or individual, including declaring ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it, at any time, determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, the contract; and</p>
	<p>5.4</p>	<p>the Procuring Agency will have the right to require that a provision be included in bidding documents requiring bidders, suppliers and contractors and their sub-contractors to permit the Procuring Agency to inspect their accounts and records and other documents relating to the bid submission and contract performance and to have them audited by auditors appointed by the Procuring Agency</p>
	<p>5.5</p>	<p>Furthermore, bidders shall be aware of the provision stated in Sub-Clauses 5.4 and 22.1 of the General Conditions of Contract</p>
	<p>5.6</p>	<p>Indulgence in corruption and fraudulent practices is liable to result in rejection of Bids, cancellation of contracts, debarring and blacklisting of the Bidder, for a stated or indefinite period of time</p>
<p><b>6. Bidding for Selective Items</b></p>	<p>6.1</p>	<p>A Bidder is authorized to bid for all the items mentioned in the Schedule of Requirements provided it fulfills the prerequisite for that item(s). no single costing is required share lump sum costing</p>

		However, bid for partial quantities of any single item in the Schedule of Requirement is not allowed. The bid for more than one item shall be for the whole quantity of those items as required in the Schedule of Requirement.
<b>7. One Bid per Bidder</b>	7.1	Each bidder shall submit only one bid (package) having either single or multiple items. A bidder who submits or participates in more than one bid will be disqualified.
<b>8. Cost of Bidding</b>	8.1	The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring Agency will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
<b>9. Applicable Bidding Procedure</b>	9.1	<b>The bidding procedure shall be single stage two envelop as provided under Rule 36 (b) of PPR 2004, reproduced at ITB 9.2.</b> Bidders are advised also to refer to the Bid Data Sheet to confirm the bidding procedure applicable in the instant bidding process.
	9.2	The “Single stage – Two Envelop bidding procedure” is explained below: <ul style="list-style-type: none"> <li><i>i. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;</i></li> <li><i>ii. the envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;</i></li> <li><i>iii. initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;</i></li> <li><i>iv. the envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of Procuring Agency without being opened;</i></li> <li><i>v. the procuring agency shall evaluate the technical proposal, without reference to the price and reject any proposal which do not conform to the specified requirements;</i></li> <li><i>vi. during the technical evaluation no amendments in the technical proposal shall be permitted;</i></li> <li><i>vii. the financial proposals of bids shall be opened publicly at a time, date and venue to be announced and communicated to the Bidders in advance;</i></li> <li><i>viii. after the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non- responsive shall be returned unopened to the respective bidders; and</i></li> <li><i>ix. the bid found to be the most advantageous bid shall be accepted.</i></li> </ul>

#### **B. The Bidding Documents**

<b>10. Content of Bidding Documents</b>	10.1	The Bidding Documents are those stated below and should be read in conjunction with any addendum issued in accordance with ITB Clause 12. <ul style="list-style-type: none"> <li><i>i. Invitation for Bids (IFB)</i></li> <li><i>ii. Instructions to Bidders (ITB)</i></li> <li><i>iii. Bid Data Sheet (BDS)</i></li> <li><i>iv. General Conditions of Contract (GCC)/</i></li> <li><i>v. Special Conditions of Contract (SCC)</i></li> </ul>
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		<ul style="list-style-type: none"> <li>vi. Schedule of Requirements (including list of goods with quantities and delivery time)</li> <li>vii. Technical Specifications</li> <li>viii. Bid Forms (including Contract Agreement, manufacturer's authorization, and sample format of all securities)</li> </ul>
	10.2	The "Invitation for Bids" is not a formal part of the Bidding Documents and is included as a reference only. In case of discrepancies between the Invitation for Bids and the Bidding Documents listed in 10.1 above, the Bidding Documents shall take precedence.
	10.3	The bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or any bid not substantially responsive to the Bidding Documents requirement shall be at the Bidder's risk and may result in the rejection of its bid.
<b>11. Clarification of Bidding Documents</b>	11.1	A prospective bidder requiring any clarification of the Bidding Documents shall contact the Procuring Agency soon after issuance of the bidding document, but ten days prior to the closing date of bid submission, in writing or by cable (for these ITB, the term "cable" is deemed to include electronic mail, telex, or facsimile) at the Procuring Agency's address indicated in the Bid Data Sheet.
	11.2	The Procuring Agency will respond in writing to any request for clarification received within seven (7) calendar days of the receipt of the letter or prior to the deadline of submission of bids.
	11.3	The Procuring Agency's response shall be sent to all prospective Bidders separately who have downloaded the Bidding Documents, including a description of the inquiry but without identifying its source.
<b>12. Amendment of Bidding Documents</b>	12.1	At any time prior to the deadline for submission of bids, the Procuring Agency may amend in the Bidding Documents by issuing Addenda.
	12.2	Any addendum so issued shall be part of the Bidding Documents and shall be communicated vis EPAD to all the bidders along with change in submission time if necessitate. All Bidders so conveyed the change shall be required to immediately acknowledge receipt of the information and shall be presumed to have included the amendment while formulating the bid or have modified their bids accordingly.

**C. Preparation of Bids**

<b>13. Language of Bids</b>	13.1	All correspondences, communications, associated with preparation of Bids, clarifications, amendments, submissions shall be written in the language as stipulated in the Bid Data Sheet. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the bid language, in which case, for purposes of interpretation of the Bid, the said translation shall take precedence.
<b>14. Documents Constituting the Bid</b>	14.1	<p>The Bid shall constitute the following documents:</p> <ul style="list-style-type: none"> <li>i. Original form of bid security in accordance with the provisions of ITB Sub-Clause 18 (Bid Security);</li> <li>ii. Written power of attorney authorizing the signatory of the bid to commit the Bidder;</li> </ul>

		<ul style="list-style-type: none"> <li>iii. Documentary evidence establishing to the Procuring Agency's satisfaction, and in accordance with ITB Clause 3.1 that the Bidder is qualified to perform the Contract if its bid is accepted.;</li> <li>iv. Certificate to the effect that the bidder himself and their authorized agent (if any) are not disqualified, cross debarred, or blacklisted in accordance with ITB Clause 5.1.</li> <li>v. Current litigation information.</li> <li>vi. Any other documentation as stipulated in the Bid Data Sheet.</li> </ul>
<b>15. Bid Form</b>	15.1	The Bidder shall complete the Bid Form and the Price Schedule provided in the Bidding Documents.
<b>16. Bid Price</b>	16.1	Prices shall be quoted on Delivered at Place (DAP) term of INCOTERMS-2020 basis in Pak Rupee where the seller bears all risks and costs involved in bringing the goods to the named place of destination or to the agreed point within that place. For purpose of comparison of the bids quoted in different currencies the price shall be converted in Pak Rupees and the rate of exchange shall be the selling rate prevailing on the date of opening of financial bids as notified by the State Bank of Pakistan on that day. DAP (includes insurance and customs clearance if applicable) to place / destination identified in the Bid Data Sheet.
	16.2	Prices shall also be quoted as specified in each Price Schedule included in Section VIII, Sample Forms. The disaggregation of price components is required solely for the purpose of facilitating the comparison of bids by the Procuring Agency. This shall not in any way limit the Procuring Agency's right to contract on any of the terms offered.
	16.3	The terms DAP, EXW, CPT, CFR, etc., shall be governed by the rules prescribed in the INCOTERMS-2020 published by the International Chamber of Commerce, Paris subject to the INCOTERMS not in contradiction to the local financial regulations.
	16.4	The Bidder's separation of price components in accordance with ITB Clause 16.2 above will be solely for the purpose of facilitating the comparison of bids by the Procuring Agency and will not in any way limit the Procuring Agency's right to contract on any of the terms offered. <b>However lump sum price for the complete services and supplies are required only.</b>
	16.5	Unless otherwise specified in the Bid Data Sheet, prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. Pursuant to Sub-Clause 14.1 above, and if so indicated in the Bid Data Sheet, bids are being invited for one or more items, or for individual Contracts (lots). Each item offered must comprise the full quantity required under that item. Bidders wishing to offer any price reduction for the award of more than one Contract shall specify in their bid the price reductions applicable to each package or, alternatively, to individual Contracts within the package. Price reductions may be submitted as an amount or a percentage to be applied to the bid prices.
	16.6	Form prescribed for quoting of prices is to be filled in very carefully, preferably typed. Any alteration/ correction must be initialed. Every page is to be signed and stamped at the bottom. Serial number of the quoted item may be marked with red/yellow marker.

	16.7	The Bidder should quote the prices of goods according to the technical specifications as provided in Section VI of this document. The technical specifications of goods, different from the required specifications, shall straightway be rejected.
	16.8	The Bidder is required to offer a competitive price. All prices must include the taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties.
	16.9	The benefit of exemption from or reduction in the taxes and duties shall be passed on to the Procuring Agency
	16.10	Prices offered should be for the entire quantity of an item demanded in the Schedule of Requirement; partial quantity offers shall straightaway be rejected. Conditional offer shall also be considered as non-responsive Bid
	16.11	While making a price quote, trend/ inflation in the rates of goods and services in the local and international markets should be kept in mind. No request for increase in price due to market fluctuation in the cost of goods and services shall be entertained.
<b>17. Period of Validity of Bids</b>	17.1	Bids shall remain valid for the period stipulated in the Bid Data Sheet which will commence from the date of opening of technical bids. Any bid valid for a shorter period shall be rejected.
	17.2	In exceptional circumstances, prior to expiry of the original bid validity period, the Procuring Agency may request the Bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiture of its bid security. A Bidder agreeing to the request will not be required or permitted to modify its bid except to the extent of bid validity and bid security only.
<b>18. Bid Security</b>	18.1	The Bidder shall furnish, as part of its bid, a bid security as specified in the Bid Data Sheet and schedule of requirement. The amount of the Bid Security shall be as stipulated in the Bid Data Sheet in Pak Rupees.
	18.2	The bid security shall remain valid for a period of 30 days beyond the validity period for the bid, and beyond any extension subsequently requested.
	18.3	The bid security shall, at the Bidder's option, be in the form of either Pay Order / Bank Draft.
	18.4	Any bid not accompanied by an acceptable bid security shall be rejected by the Procuring Agency being non-responsive.
	18.5	The bid securities of technically non-responsive Bidders will be returned along with their financial bids soon after announcement of financial bids. However, bid securities to the unsuccessful bidders will be returned as promptly as possible after award of contracts to the successful bidders.
	18.6	The bid security of the successful Bidder will be returned when the Bidder has signed the Contract and furnished the required performance security/ guaranty
	18.7	The bid security may be forfeited: <ul style="list-style-type: none"> <li>i. if the Bidder withdraws after opening of its bid, except as provided in ITB Sub-Clauses 17.2 or</li> <li>ii. in the case of a successful bidder, if the Bidder fails within the specified time limit to:</li> </ul>

		<p>a) sign the contract; or</p> <p>b) furnish the required performance security/ guaranty.</p>
<b>19. Format and Signing of Bid</b>	19.1	The Bidder shall prepare an original and the number of copies/sets of the bid indicated in the Bid Data Sheet, clearly marking each one as "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall govern
	19.2	The original and all copies of the bid, each consisting of the documents listed in ITB Sub-Clause 10.1, shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to sign the Bid. The later authorization shall be indicated by written power of attorney, which pursuant to ITB Sub-Clause 10.1 shall accompany the bid.
	19.3	Any interlineations, erasures, or overwriting to correct errors made by the Bidder should be initialed by the person or persons signing the bid.
	19.4	The Bid shall be accompanied by the original receipt for payment made for the purchase of the bidding document. In an event where the Bidder has downloaded the bidding document from the web site, he will be required to submit /exhibit the original payment receipt at the time of opening of the bids failing which his bid will not be accepted.

#### **D. Submission of Bids**

<b>20. Sealing and Marking of Bids</b>	20.1	<p>Bidders may submit their bids by hand or through registered post which should reach to the Procuring Agency within the given time. The bid received after the stipulated time shall stand rejected without any legal liability on the Procuring Agency.</p> <p>i. The Bidder shall enclose the original and each copy of the bid, in separate sealed envelopes, duly marking the envelopes as "ORIGINAL" and "COPY". The envelopes containing the original and copies shall then be enclosed in another envelope.</p> <p>ii. The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion. Similarly, the Bidder shall seal the proposals/ bids in separate envelopes. The envelopes shall then be sealed in an outer envelope.</p>
	20.2	<p>The inner and outer envelopes shall:</p> <p>i. bear the name and address of the Bidder;</p> <p>ii. be addressed to the Procuring Agency at the address given in the Bid Data Sheet;</p> <p>iii. Clearly mark inner envelopes separately as Financial and Technical Bids</p> <p>iv. bear the specific identification of this bidding process indicated in the Bid Data Sheet, the Invitation for Bids (IFB) title and number indicated in the Bid Data Sheet; and</p> <p>v. bear a statement "DO NOT OPEN BEFORE [date and time]" to be completed with the time and date specified in the Bid Data Sheet in accordance with ITB Sub-clause 21.1.</p>

	20.3	If the outer envelope is not sealed and marked as required by ITB Sub-Clause 20.1 the Procuring Agency will assume no responsibility for the misplacement or premature opening of the bid
	20.4	In case the Bidder is bidding for more than one item, they will have to prepare separate price schedule for each item, seal them in separate envelopes with naming of items. Envelops of each individual items will further be sealed in one envelope marked as "Financial Proposal". This arrangement will enable the Procuring Agency to return bid related to any item of any Bidder unopened in case the bid is declared as ineligible or non-responsive
<b>21. Deadline for Submission of Bids</b>	21.1	Bids must be received by the Procuring Agency at the address, date and time as specified in the Bid Data Sheet
<b>22. Withdrawal of Bids</b>	22.1	Once a bid is submitted, it cannot be withdrawn.

#### **E. Opening and Evaluation of Bids**

<b>23. Bid Opening</b>	23.1	All bids received, shall be opened by the Procuring Agency publicly in the presence of the Bidders or their representatives who choose to be present on the date, time and venue stipulated in the IFB and Bid Data Sheet.
	23.2	The bids shall be opened in accordance with the procedure specified in Bid Data Sheet
	23.3	Only the authorized representative of each participated Bidder shall sign an attendance sheet.
	23.4	The Procuring Agency shall open one Bid at a time and read out aloud its contents which may include name of the Bidder and items bided for. The Procuring Agency may choose to announce any other details which it deems appropriate if not in conflict with the PPR-2004, specifically Rule 28 (Opening of Bids)
	23.5	Bids that are not opened and read out at bid opening shall not be considered further for bid evaluation irrespective of the circumstances.
	23.6	The Procuring Agency shall have the minutes of the Bid opening (technical and when applicable financial) recorded.
	23.7	The financial bid of the non-responsive bidder shall be returned unopened.
	23.8	The financial bids with Bid Security being non-responsive shall be returned unannounced to the Bidders.
<b>24. Clarification of Bids</b>	24.1	During evaluation of the bids, the Procuring Agency may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted. Except to correct arithmetic errors, identified by the Procuring Agency in the evaluation of the bids, in accordance with ITB Sub-Clause 27.1
<b>25. Confidentiality</b>	25.1	Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of a Contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the notification of Contract award is made.

	25.2	Any effort by the bidder to influence the Procuring Agency in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid. Canvassing by any Bidder at any stage of the bid evaluation is strictly prohibited. Any infringement thereto shall lead to rejection of the bid
	25.3	From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Procuring Agency on any matter related to its bid or intends to bring additional information to the notice of the Procuring Agency, it may do so in writing.
<b>26 Examination of Bids and Determination of Responsiveness</b>	26.1	The Procuring Agency shall examine the bids to ascertain as to whether they are complete, free of any computational errors, all required sureties have been attached, all documents have been properly signed, and the bids are generally in order. In case the bidding process is conducted through pre-qualified bidders, the Procuring Agency shall ensure that bidding documents have been issued to the pre-qualified bidders only and each bid received is from a pre-qualified Bidder.
	26.2	The Procuring Agency may waive any minor informality, nonconformity, or irregularity in a bid which does not impact the substance of the bid and constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
	26.3	<p>or to the detailed evaluation, the Procuring Agency shall determine whether each bid is of acceptable quality, complete, and substantially responsive to the Bidding Documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditionality, or reservations. A material deviation, exception, objection, conditionality, or reservation is one that:</p> <ul style="list-style-type: none"> <li>i. changes the substance of the bid</li> <li>ii. limits in any substantial way the scope, quality or performance of the products and related Services;</li> <li>iii. limits, in any substantial way that is inconsistent with the Bidding Documents, the Procuring Agency's rights or the successful Bidder's obligations under the Contract; and</li> <li>iv. The acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.</li> </ul>
	26.4	If a bid is not substantially responsive, it shall be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The Procuring Agency's determination of a bid's responsiveness is to be based on the content of the bid itself.
<b>27. Correction of Errors</b>	27.1	<p>the financial bids the arithmetical errors shall be rectified on the following basis.</p> <ul style="list-style-type: none"> <li>a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.</li> <li>b. If the Bidder does not accept the correction of the errors, its bid to the specific product(s) shall be rejected, and its Bid Security to the relevant product(s) shall be forfeited.</li> </ul>

		c. If there is a discrepancy between words and figures, the amount in words shall prevail.
<b>28. Evaluation of Bids</b>	28.1	The Procuring Agency shall evaluate and compare the bids that have been determined to be substantially responsive in accordance with ITB Clause 26 above.
	28.2	All bids shall be evaluated in accordance with the Evaluation Criteria and other terms and conditions set forth in the bidding documents
	28.3	For the purposes of comparison of bids quoted in different currencies, the price shall be converted into Pak Rupees. The rate of exchange shall be the selling rate, prevailing on the date of opening of bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day.
<b>29.Domestic Preference</b>	29.1	Domestic preference in terms of allowable price differentiation is not applicable in this invitation for bid as national manufacturers are exempted from WHO prequalification requirement for requested products. In case where the lowest evaluated bid prices of a national as well as international manufacturers for any single product are equal upon full evaluation, preference will be given to the local manufacturer.
<b>30. Qualification of Bidder</b>	30.1	The Procuring Agency, at any stage of the procurement proceedings, having credible reasons for or prima facie evidence of any defect in Bidder's capacities may require the Bidder to provide information concerning their professional, technical, financial, legal or managerial competence. Such clarification shall form part of the records of that procurement proceeding
	30.2	The Procuring Agency shall disqualify a Bidder if it finds, at any time, that the information submitted by it concerning its qualification as Bidder is false, fake and materially incorrect.
<b>31 Announcement of Evaluation Report</b>	31.1	Based on the procedure adopted for the respective procurement, the procuring agency shall announce the result of bid evaluation, as required by Rule 35 of the PPR-2004, in the form of final evaluation report giving justification for acceptance or rejection of bids at least fifteen days prior to the award of procurement contract
	31.2	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 within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report, as required by rule 48(3) of PPR 2004. However, as per Rule 48 (5) of the PPR-2004, in case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report.

#### **F. Award of Contract**

<b>32 Award of Contract</b>	32.1	The Procuring Agency will award the Contract to the Bidder whose bid has been determined to be the lowest evaluated bid ( <b>lump sum cost</b> ), within the original or extended period of bid validity
<b>33. Procuring Agency's Right to Vary Quantities at</b>	33.1	The Procuring Agency reserves the right to increase or decrease the quantities of the goods being procured to the extent as specified in the Bid Data Sheet at the time of Contract award. The qualified bidder shall be bound to supply the

<b>Time of Award</b>		requisite quantity and specifications as per approved evaluated rate and without any change in terms and conditions of the bidding document
<b>34. Notification of Award</b>	34.1	Prior to the expiration of the period of bid validity, the Procuring Agency will notify the successful Bidder in writing by registered letter/ email, that its bid has been accepted.
	34.2	The notification of award will constitute the formation of the Contract between the Procuring Agency and the successful Bidder
	34.3	The enforcement of the Contract shall be governed by Rule 44 of the PPR 2004
	34.4	Upon the successful Bidder's furnishing of the signed Contract Form and performance security/ guaranty pursuant to ITB Clause 37, the Procuring Agency will immediately execute the contract.
<b>35. Limitation on Negotiations</b>	35.1	There shall be no negotiation on price.
<b>36. Performance Guarantee</b>	<b>36.1</b>	<b>On the date of signing of Contract, the successful Bidder shall furnish a Performance Guarantee @ 05% of Total Value, in the form and manner prescribed by the Procuring Agency as specified in the Bid Data Sheet.</b>
	36.2	The Bid Security submitted by the bidder at the time of submitting its bid shall be returned to the successful Bidder upon submission of Performance Guarantee
	36.3	Failure to provide a Performance Guarantee by the Bidder is a sufficient ground for annulment of the award, forfeiture of Bid Security, and debarment from future participation. In such event the Procuring Agency may award the contract to the next lowest evaluated bidder or call for new bid.
<b>37. Signing of Contract</b>	37.1	The contract with the successful bidder shall be executed as per call letter for contract execution.
	37.2	The Contract shall become effective from the date of affixation of signature by the Procuring Agency and the successful Bidder on the Contract document.

### **Bid Data Sheet**

#### **Evaluation Stage-1 (Mandatory Criteria)**

The bidder who fully complies with the following mandatory criteria will be eligible for further technical evaluation. Missing of any one eligibility criteria item/ document/ information will stand disqualify the bidder.

<b>Sr. No</b>	<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Remarks</b>
1.	A bid security equivalent to PKR 1,000,000 of the total bid value must be submitted in the form of a Pay Order or Bank Draft issued by any scheduled bank in Pakistan, made in favor of the Project Director. The original bid security should be included with the financial bid, while a copy with the value concealed must be provided with the technical bid.			
2.	Certificate of Incorporation – any relevant authority			

ITB Ref	Description	Detail
ITB Clause 1.1	Bid title and reference number	<i>Procurement of "RENOVATION UPGRADATION AND ESTABLISHMENT OF TELEMEDICINE CENTER AT ISOLATION HOSPITAL AND INFECTIOUS TREATMENT CENTER. (IHITC) by the Ministry of National Health Services, Regulations &amp; Coordination, Government of Pakistan, Islamabad</i> RFP Reference No: 1-25/2025/NHSRC
ITB Clause 2	Eligibility	As per ITB Clause 2 and Evaluation Criteria
ITB Clause 3.1	Qualifications of Bidder	See Bid Forms 3(A) and 4
ITB Clause 4.1	Documents Establishing Conformity to Bidding Documents	See list of documents at ITB 4.1
ITB Clause 9.1	Applicable bidding procedure	<b>Single Stage – Two Envelop bidding procedure will be adopted as per Rule 36(b) of PPR-2004</b>
ITB Clause 11.1	Clarification of Bidding Documents	As per procedure given in the ITB Clause 11. The contact person for correspondence will be: Project Director, +92-51-9204117 Email: mnhsr1@gmail.com
ITB Clause 13.1	Language of bid	English
ITB Clause 16.1	Delivered at Place	3 <sup>rd</sup> Floor Kohsar Block, secretariat Islamabad Ministry of national health services, regulations and coordination.
ITB Clause 16.5	Bid Price	Pak Rupees. In case Bids quoted in different currencies, the price shall be converted into Pak Rupees and the rate of exchange shall be the selling rate prevailing on the date of opening of financial bids as notified by the State Bank of Pakistan on that day. Use Price Schedule given in the Bid Form 5(A) & 5 (B)
ITB Clause 16.6	Bid Price	Bidder must quote final DAP based price for the full quantities requested
ITB Clause 17.1	Bid validity period	120 Days from the date of opening of bids
ITB Clause 18.1	Amount of bid security	PKR1,000,000.00 (Detail at schedule of requirement)
ITB Clause 19.1	Number of bid copies	Original Uploaded on EPAD and One copy shall be submitted Project Director, Telemedicine P&D Wing, Ministry of National Health Services, Regulations & Coordination, Kohsar Block, 3rd Floor, Pakistan Secretariat, Islamabad Phone: +92-51-9204117
ITB Clause 20.2 (iv)	Marking of the Bids	Reference No: 1-25/2025/NHSRC, <i>RENOVATION UPGRADATION AND ESTABLISHMENT OF</i>

		TELEMEDICINE CENTER AT ISOLATION HOSPITAL AND INFECTIOUS TREATMENT CENTER. (IHITC)  by the Ministry of National Health Services, Regulations & Coordination, Islamabad
ITB Clause 21.1	Deadline for Submission of Bids	25 <sup>th</sup> Aug, 2025, at 11:00 am
ITB Clause 23.1	Date, time and venue of opening of technical bids	25 <sup>th</sup> Aug, 2025 at 11:30 am Venue: Committee Room, Ministry of National Health Services, Regulations & Coordination, Kohsar Block, 3rd Floor, Pakistan Secretariat, Islamabad
ITB Clause 33	Right to Vary Quantities at Time of Award	According to available financial resources at the time of issuing purchase order and signing of contract
ITB Clause 36 & SCC Clause 5	Performance Guaranty	Equivalent to 5% of the Contract amount

Sr. No	Description	Yes	No	Remarks
3.	Valid NTN & Sales Tax Registration (STRN), Proof of Active Taxpayer Status (FBR ATL)  Firm Category : C-4, CE-08, CE -09, CE- 010, EE-01  EE-10, EE-04-EE06, EE07, EE11, EE-08, EE-11 (iii)			
4.	PEC Registration for the construction and Renovation			
5.	100% conformity of relevant quoted product with required specifications			
6.	Sample of relevant quoted product, submitted by the bidder, meet the legal as well as technical requirement of the bid			
7.	Local manufacturers and/or authorized agents of foreign manufacturers must provide following proof/ certificates: a. National Taxpayer Number (NTN), b. General Sales Tax (GST), c. Annual Taxpayer List (ATL)			
8.	Provision of an Affidavit on legal paper of PKR. 100/- (one hundred only) that the firm has not been blacklisted in any public sector department			
9.	Provision of an affidavit that the firm/ manufacturer/ authorized agent has not provided the same item (s) below the quoted rate to any other public sector department (inflationary impact can be considered)			

<b>Sr. No</b>	<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Remarks</b>
10.	Any other document/ information/ factor considered by the committee (to be called on need basis)			

## Evaluation stage-2 (Technical Evaluation Criteria)

The following documents/ information shall form the evaluation criteria to determine the fitness of the bidder to produce / supply quality products:

		<b>Total marks 70 Qualifying Marks: 50</b>		
<b>Sr. No</b>	<b>Description</b>	<b>Total Scoring /Point</b>	<b>Benchmarking</b>	<b>Obtained / Scoring points</b>
1	Similar Government/Call Center Renovation Projects x 3 with completion certificate	12	3 projects or more = 12 2 projects = 06 1 Projects =0 below 1 projects =0	
2	Similar hospital renovation/ construction projects (live operational interface constraints) x3 with job completion certificates	8	5 projects = 8 4 projects = 6 3 Projects =4 below 4 projects =0	
3	Work order for supply & repairing for similar government projects x 3	12	Supply 03 Repairing 3 Total 12 points Supply 02 Repairing 02 Total 05 points Below 2 – nil	
4	3D model submission of purposed interior and exterior before and after 10 areas minimum with multiple renders	06		
5	Site Visit Certificate Attached	08	Visit certificate =10	
6	Warranty & After-Sales Support Plan	2	Plan=2	
7	Compliance Sheet Attached	2	Sheet=2	
8	Own workshop in KHI with necessary machine. Must attach proofs	10	Location & Machine =10	
9	Quality of Technical Proposal & Past References	2	References=2	
10	Financial Soundness (audit reports/bank cert.) last three years	08	150 Million =2	
		<b>70</b>		

Bidders who qualify the technical evaluation shall be eligible to consider them further to compete. The financial bids of only technically qualifying bidders will be opened in the presence of qualified bidders; however, financial bids of unqualified bidders will be returned being unopened. Bid security on PKR 1,000,000 in the shape of Pay Order / Bank Draft from any scheduled bank of Pakistan in favor of Project Director must be provided along with the financial bid.

# 1. **SCOPE OF WORK**

## 1. Overview

The Ministry of National Health Services, Regulation & Coordination (MoNHSR&C) invites proposals for the RENOVATION UPGRADATION AND ESTABLISHMENT OF TELEMEDICINE CENTER AT ISOLATION HOSPITAL AND INFECTIOUS TREATMENT CENTER (IHITC) – ISLAMABAD

- **IHITC – ISLAMABAD** – KURI ROAD OPPOSITE ZONG HEADQUARTERS CHAKSHAHZAD ISLAMABAD

The objective is to transform the facility into fully operational call center under the telehealth initiative, on **turnkey basis**.

## 2. Key Components of Work

The scope includes (but is not limited to):

### A. **Civil & Interior Works**

- Dismantling of existing internal structures where needed
- Construction of partitions and wall
- Construction management rooms
- Installation of ceramic tiles, wall paint, acoustic panels
- Washroom refurbishment and plumbing adjustments
- Entrance ramp and waterproofing where applicable
- Mosque repairing
- Joining of multiple blocks
- landscaping

### B. **Electrical & Power**

- Complete rewiring with UPS-supported circuits
- Power sockets, lighting, circuit breakers
- UPS system installation for backup power
- Load testing and power distribution balancing.
- Wiring and sockets for power at furniture
- Generator load testing

### C. **Furniture & Fixtures**

- Modular call center workstations
- Modular call center monitoring room
- Executive and ergonomic chairs
- Reception desks, conference tables
- Cabinets and storage units

### D. **HVAC**

- Installation of air conditioning units (1.5 ton to 4 ton as per need)
- Ventilation for server room and operator bays

### **E. IT & Networking**

- Passive LAN infrastructure (Cat 6 or above)
- Patch panels, switches, routers, Wi-Fi APs
- Server rack installation
- Wall-mounted TVs/monitors
- Site-wide structured cabling with tagged points

### **F. Appliances**

- Fridge, microwave, deep freezer, LED TVs (50"/75")
- Water dispensers, stoves, printers
- CCTV Cameras
- Projectors in monitoring room
- Ac standing and split
- Water pump and router motor
- UPS
- Commercial Stove

### **G. Branding & Signage**

- External and internal MoNHSRC- Telemedicine compliant branding
- Directional signs, safety instructions, and helpline display panels

### **H. Warranty & SLA**

- **Minimum 1-year warranty** for all installed items
- **10-year warranty** for passive LAN infrastructure
- 24-hour SLA for hardware replacement and fault resolution
- Repairs and maintenance service – 03 months (not for breakages/fire or accidental cases)

## **2. General Instructions**

- The selected bidder must manage **procurement, delivery, installation, testing, and commissioning.**
- Any deviation or unavailability of items must be communicated in writing and approved in advance.
- Failure to provide all items as per the lot will result in bid rejection.

### **3. TERMS, CONDITIONS AND INSTRUCTIONS FOR THE BIDDERS**

(Please Read Carefully)

#### **1. Procurement Method**

The procurement shall be carried out under **PPRA Rule 36(b): Single Stage – Two Envelope Procedure**, through the **Electronic Procurement & Auction System (EPADS)**.

Bidders must upload:

- **Technical Proposal** – Clearly marked, must not include any financials 70 marks
- **Financial Proposal** – Submitted as a separate document, sealed digitally 30 marks- LUMP SUM COST IS REQUIRED INCLUDING ALL SERVICES AND SUPPLIES INCLUDING ALL TAXES AND DUTIES OR ANY OTHER EXPENSE,

All submissions must be made **online via the EPADS Portal**.

#### **2. Submission Deadline**

- **Deadline:** BEFORE 25-08-25
- **Time:** [10:00 AM]

The system will **not accept late bids**. Ensure upload completion well before the deadline to avoid disqualification.

#### **3. Bid Format**

- Upload documents in **PDF format**, properly labeled.
- All documents must be **signed, stamped**, and formatted with **sequential page numbers**.
- Bidders must ensure **no financial information is included** in the technical proposal.
- Eligibility criteria is above 70 Marks in total.
- Collaborations and JVs not applicable.
- Quantity of tender services may increase or decrease.

#### **4. Proposal Validity**

All proposals must remain valid upto 120 days after submission. Bids with shorter validity will be rejected.

#### **5. Currency & Taxes**

- All quoted prices must be in **Pakistani Rupees (PKR)**.
- A lump-sum quoted amount is required for tender including all services and supplies with taxes or any other charges.
- Prices must be **inclusive of all applicable taxes, duties, delivery, installation, and testing charges**.
- If tax exemption is claimed, attach the relevant **FBR exemption certificate**.

## 6. Mandatory Site Visit and Workshop

- Bidders must **visit the site** before submitting proposals.
- A **Site Visit Certificate** must be signed and uploaded with the Technical Proposal.
- Must have vendor-owned workshops in Islamabad with complete woodworking machinery of their own i.e CNC cutting/ edge banders/high end panel saws/ multi-functional machinery.

## 4. Documents Required

All documents listed below must be scanned, signed, and uploaded to the EPADS portal. Incomplete documentation may lead to disqualification.

### A. Mandatory Documents (Eligibility Criteria)

2. **Company Profile** – With relevant contact details and business overview
3. **Certificate of Incorporation** – any relevant authority
4. **Valid NTN & Sales Tax Registration (STRN)**
5. **Proof of Active Taxpayer Status (FBR ATL)**
6. **Bank Account Maintenance Certificate** (issued within last 90 days)
7. **Audited Financial Statements** – For the last 3 fiscal years
8. **Bid Security** – PKR 1,000,000 in the form of a Pay Order or Demand Draft (scanned original)
9. **Affidavit on Stamp Paper** (PKR 200 or above) confirming:
  - a. The bidder is not blacklisted
  - b. All submitted information is accurate

### B. Technical Proposal Requirements

1. **Detailed Work Plan & Timeline** – Specific to IHITC
2. **Technical Compliance Sheet** – Matching BoQ specifications, LUMP SUM COST REQUIRED
3. **List of Relevant Completed Projects** – With client references
4. **Photographs or Proof of Similar Work** – Especially call centers, renovation, or ICT installations
5. **Manufacturer Authorization Certificates** – For all branded equipment
6. **Warranty & Support Plan** – Minimum 1 year for all components
7. **Team CVs** – Project Manager, Electrical Engineer, IT Lead, and Supervisor
8. **Site Visit Certificate** – Signed by designated focal person(s) at locations
9. **Must have prior experience of working and completing health care facilities.**
10. **Architect and interior designer of more than 15 years of relevant experience with client reference required.** Must attach CVS.

### C. Financial Proposal Requirements

1. **Filled BoQ** – With unit prices, brand/model where applicable- LUMP SUM COST REQUIRED
2. **Grand Total** – Inclusive of all taxes, delivery, installation, testing
3. **Tax Breakdown** – Income tax, GST, etc.
4. **Price Validity Confirmation** – Must state validity upto 120 days after submission

## 5. **BID SUBMISSION INSTRUCTIONS**

### 1. **Submission Platform**

- All bids must be submitted **through the EPADS Portal** (Electronic Procurement & Auction System) before & on 25<sup>th</sup> August 2025.
- Submission in hard copy at ministry of health P&D Wing 3<sup>rd</sup> Floor Kohsar Block, Pak Secretariat, Islamabad.

Attention to: Mr. Ahmed Nauman Deputy Director P& D

- Bidders must register and upload documents in accordance with the portal's guidelines.

### 2. **Submission Deadline**

- **Last Date to Submit Bids:** before 25<sup>th</sup> Aug 2025
- **Time:** Insert Time, e.g., 10:00 AM PST

**Note:** EPADS will automatically lock submissions at the specified time. Late entries will not be accepted.

### 3. **Format & File Requirements**

- Technical and Financial proposals must be uploaded as **separate documents**, clearly titled:
  - Technical Proposal – [Firm Name]
  - Financial Proposal – [Firm Name]
- All documents must be in a single **PDF format file**, signed and stamped.
- All pages should be **numbered sequentially**.
- Uploaded files must match the structure outlined in the “Documents Required” section.

### 4. **Bid Opening**

- Only the **technical proposals** will be opened initially by the committee via EPADS.
- Financial proposals of only **technically qualified bidders** will be opened on a separate notified date.

#### **Important notes.**

- **Failure to submit mandatory documents (e.g. bid security, compliance sheet, own workshops evidence, site visit certificate etc) may result in disqualification, regardless of marks.**
- **Proof of all evaluation criteria documents must be attached, signed and stamped. Wage or unsatisfactory proofs will result in disqualification.**
- **Any evaluation requirement not meeting the minimum number will be considered non-responsive and marked nil. For example, submitting 04 instead of 05 proofs for similar hospital renovation/construction projects will be considered non-responsive.**

### **A. Financial Evaluation (Total 30 Marks).**

- Lowest evaluated bid among technically qualified firms will receive 30 marks.
- Others will be awarded proportionally using the formula:
  - $\text{Score} = (\text{Lowest Price}/\text{Bidder's Price}) \times 30$

## B. Final Score Weightage

Component	Weightage
Technical Proposal	70%
Financial Proposal	30%

The bidder with the **highest combined score** will be selected for award, subject to full compliance with all terms and successful verification of documentation.

Lump-sum quotation is required for complete services and supplies for Karachi call center, appliances, infrastructure/renovation, furniture etc.

## 6. DISQUALIFICATION & CAUSES FOR REJECTION

Bidders may be **disqualified at any stage** of the evaluation process if any of the following are found:

### 1. Grounds for Rejection (Administrative)

- Submission of **incomplete or unsigned** proposal documents
- Failure to upload the **Bid Security** (PKR 1,000,000 in the prescribed format)
- **Late submission** or failure to upload via EPADS before the deadline
- Inclusion of **financial information in the technical proposal**
- Failure to upload **separate technical and financial proposals**
- **Conditional bids** or bids with unclear terms or alternative pricing
- Failure to **quote for the complete lot** (partial bids are not allowed)
- Wage or unsatisfactory proofs on evaluation criteria
- Or other reasons mentioned above.

### 2. Grounds for Disqualification (Legal/Regulatory)

- The bidder is **blacklisted, under litigation**, or involved in fraud/misconduct
- The bidder is **not registered** on the FBR Active Taxpayer List (ATL)
- The bidder has no **valid NTN or STRN**
- The bidder fails to provide a **Site Visit Certificate**
- The bidder fails to attach **manufacturer authorization** where required
- **False or misleading documentation** or claims during submission
- Frivolous or obstructive clarification attempts to disrupt the procedure shall be treated as non-compliance and may result in disqualification.

### "Evaluation-Based Disqualification

- Failure to score the minimum **50 out of 70** in the technical evaluation
- Non-compliance with critical specifications (even if scoring minimum marks)
- Lack of proof of experience or poor documentation in support of claims

### 3. Other Administrative Disqualifiers

- Altered or manipulated documents
- Unsolicited modifications or emails after submission

- Uploading corrupt or unreadable files on EPADS

**Note:** The Ministry reserves the right to **cancel, annul, or re-tender** the process without assigning any reason, as per PPRA Rule 33.

## **7. SUPPLY, DELIVERY & COMPLETION TERMS**

### **1. Delivery Timeline**

The successful bidder shall ensure that the **entire scope of work** is completed within:

#### **4 Weeks (28 Calendar Days)**

From the date of **signing the contract or issuance of Purchase Order (whichever is earlier)**

Delays beyond this period shall be subject to penalties as outlined in Section 9.

### **2. Delivery Locations**

Renovation and installation will be conducted at the following site:

- **IHITC ISLAMABAD**

Site access will be provided by designated focal persons upon contract award.

### **3. Scope of Delivery**

The vendor shall deliver, install, test, and commission:

- All civil works, electrical wiring, and HVAC systems
- Furniture, fixtures, and branded office equipment
- IT networkings and appliances
- Branding, signage, and minor fittings
- All glass, aluminum and MS work
- Documentation including warranties, manuals, and training handover
- Not limited to, BOQ will be required with site visit certificate.

### **4. Installation & Commissioning**

- All equipment and materials must be **new, genuine, and under manufacturer warranty**
- Installation must be supervised and documented via **joint inspection reports**
- Final acceptance shall only be granted upon:
  - Functional readiness of the site
  - Joint site inspection
  - Submission of final compliance checklist and commissioning certificate

### **5. Packaging & Handling**

- All items must be delivered in **original, sealed packaging** with **brand labeling**
- Damaged or refurbished items will be rejected outright
- Transportation and handling to be arranged solely by the vendor

## **8. WARRANTY, PENALTY & SUPPORT TERMS**

### **1. Warranty Requirements**

- All installed items must carry a **minimum one (1) year warranty** from the date of commissioning.
- Passive LAN infrastructure (network cabling and patch panels) must be covered by a **10-year manufacturer-backed warranty**.
- Warranty documents (OEM certificates, warranty cards, etc.) must be submitted at the time of handover.

### **2. Technical Support & Replacement**

- The bidder must provide **on-site technical support** for all major equipment within **24 hours** of any reported fault for next three months after completion.
- Any defective or non-functional equipment must be **replaced or repaired at the vendor's expense** within the warranty period.
- **24-hour SLA (Service Level Agreement)** for equipment replacement must be observed during the defect liability period.

### **3. Penalties for Delay**

In the event of a delay beyond the agreed 12-week timeline, the following penalties shall apply:

<b>Delay Period</b>	<b>Penalty Imposed</b>
1 to 5 Calendar Days	0.5% of contract value/day
6 to 10 Calendar Days	1.0% of contract value/day
11 to 20 Calendar Days	1.5% of contract value/day
More than 20 Days	Contract Termination + Forfeiture of Bid Security

**Note:** Penalties are cumulative and capped at 10% of the total contract value unless justified and extended by MoNHSRC in writing.

**Delays due to change in plan, direction or advice from MOH will be relaxed.**

## **4. DISPUTE RESOLUTION & ARBITRATION**

### **1. Grievance Redressal Committee (GRC)**

In case of any grievance during or after the procurement process, the bidder may file a formal complaint addressed to the:

#### **Grievance Redressal Committee**

Ministry of National Health Services, Regulation & Coordination (MoNHSR&C)  
3<sup>rd</sup> Floor Kohsar Block Secretariat, ISLAMABAD

- The GRC will review and respond to complaints in accordance with **Rule 48 of PPRA Rules, 2004**.
- The grievance must be submitted within **ten (05) calendar days** of the cause of concern.
- Or you can email on [msnhsr@gmail.com](mailto:msnhsr@gmail.com)

### **2. Arbitration**

In the event that disputes cannot be resolved through the GRC, both parties agree to resolve the matter through arbitration:

- Arbitration shall be conducted under the **Arbitration Act, 1940 (Pakistan)** or any subsequent legislation enacted for this purpose.
- The venue of arbitration shall be **Islamabad**.
- The decision of the appointed arbitrator(s) shall be **final and binding** on both parties.
- Each party shall bear its own legal costs unless otherwise awarded by the arbitrator.

## **9. BIDDER DECLARATION**

All bidders must submit the following declaration as part of their technical proposal, printed on company letterhead and signed by an authorized representative:

### **Bidder Undertaking / Declaration**

We, the undersigned, hereby confirm that:

1. We have read and understood all the terms, conditions, instructions, and specifications outlined in this RFP.
2. We agree to abide by all applicable procurement rules, timelines, and submission procedures, including EPADS digital submission.
3. We confirm that our bid is valid upto 120 days after submission, and we will not withdraw or modify our bid during this period.
4. We undertake to supply and install all items on a **turnkey basis**, covering both sites as per the provided BoQ.
5. We certify that we are **not blacklisted**, nor involved in any litigation with public sector organizations in Pakistan.
6. The information provided in our proposal is accurate to the best of our knowledge, and any misrepresentation may result in disqualification.
7. We accept the right of the Procuring Agency to reject any or all bids without assigning any reason as per Rule 33 of PPRA 2004.

For any queries email at: [mnhsrcl@gmail.com](mailto:mnhsrcl@gmail.com) or

Write to Project Director Telemedicine Government of Pakistan Ministry national health services. Regulations and coordination. 3<sup>rd</sup> floor Kohsar block secretariat, Islamabad.

# BID FORMS



Signed:  
Dated:  
Official Stamp:

Attachment<sup>3</sup>: Original receipt for the purchase of the bidding documents.

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<sup>3</sup>The Attachment must be made with the Bid Cover Sheet.

*Bid Ref No.*

*Date of the Opening of Bids*

*Name of the Contract :{ Add name e.g Supply of Contraceptives etc}*

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

Dear Sir/Madam,

Having examined the bidding documents including Addenda Nos. *[insert numbers& Date of individual Addendum]*, the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the Goods under the above-named Contract in full conformity with the said bidding documents and at the rates/unit prices described in the price schedule or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.

We undertake, if our bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the schedule of requirements.

If our bid is accepted, we undertake to provide a performance security/guaranty in the form, in the amounts, and within the times specified in the bidding documents.

We agree to abide by this bid, for the Bid Validity Period specified in the Bid Data Sheet and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

We confirm that we comply with the eligibility requirements as per ITB clauses 18 &19 of the bidding documents.

Dated this *[insert: number]*day of *[insert: month]*, *[insert: year]*.

Signed:

In the capacity of *[insert: title or position]*

Duly authorized to sign this bid for and on behalf of *[insert: name of Bidder]*

**BID FORM 3 Affidavit**

**On Rs. 100/- Judicial Paper**

I/We, the undersigned solemnly state that:

- 1) We have read the contents of the Bidding Document and have fully understood it.
- 2) The Bid being submitted by the undersigned complies with the requirements enunciated in the bidding documents.
- 3) The Goods that we propose to supply under this contract are eligible goods within the meaning of Clause 2 of the ITB.
- 4) The undersigned are also eligible Bidders within the meaning of Clause 2 of the ITB.
- 5) The undersigned are solvent and competent to undertake the subject contract under the Laws of Pakistan.
- 6) The undersigned have not paid nor have agreed to pay, any Commissions or Gratuities to any official or agent related to this bid or award or contract.
- 7) The undersigned are not blacklisted or facing debarment from any Government, or its organization or project.
- 8) That the prices offered are not more than trade price.
- 9) I / We, further undertake that the price(s) given is/are reasonable and not offered less than the quoted one(s) to any Government/Autonomous/District Government institutions during the current financial year. If any difference detected, our firm is bound to refund the difference in price.

I/We affirm that the contents of this affidavit are correct to the best of our knowledge and belief.

Signature: -----

Designation: -----

Date: -----

Official Stamp

SUMMARY

**PROJECT RENOVATION - CONSTRUCTION & INFRASTRUCTURE FOR ESTABLISHMENT OF  
TELEMEDICINE CENTER AT IHITC ISLAMABAD**

**TELEMEDICINE - MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS &  
COORDINATION ISLAMABAD**

**ALL SERVICES INCLUDES, FURNITURE, CABINETS, WIRING, NETWORKING, CIVIL, IRON & ALMUNIUUM  
WORK, INTERIOR DESIGN ETC**

**40 DOCTORS EACH SHIFT - HALL  
50 CALL CENTER AGENT EACH SHIFT - HALL  
10 CALL CENTER FLOOR MANAGER(s) - HALL  
10 DOCTORS FLOOR MANAGER (s) - HALL  
04 EXECUTIVE ROOM(s) -  
01 COMMON ROOM  
01 IT STAFF ROOM  
01 SERVER ROOM  
01 STORE ROOM  
OFFICE STAFF ROOM - HALL  
KITCHEN  
CAFATERIA  
TOILETS - M & F  
GENERAL REPAIRING & ALTERATIONS  
EXECUTIVE ROOM WITH METTING AREA AND WAITING ROOMS  
2 WAITING ROOM FOR GUESTS  
BOARDROOM/MEETING ROOM FOR 10 PEOPLE  
Complete repair/maintainance of Mosque**

**THIS SCOPE OF WORK INCLUDES RENOVATION OF EXISTING FACILTY (FOR TELEMEDICINE USE ONLY),  
CIVIL  
FOR NOT OPERATIONAL FACILITIES, CONSTRUCTION, PURCHASING OF ALL REQUIRED OFFICE  
SUPPLIES,  
ELECTRIC SUPPLIES INCLUDING GENERATORS, AIR CONDITIONERS, UPS AND ETC AND INTERIOR  
DESIGN**

**lump sum cost is requied for complete services and supplies, including taxesm  
duties or any other additional charges.**

<b>Services</b>
<b>Civil - MS - SS - Aluminium - plumbing - paint - electricity - Tiles - Interior Desing - landscaping - ETC</b>
<b>Office Supplies</b>
<b>Supply &amp; Fixing</b>

## SERVICES

	Description	Unit	Qty
1	<b>General Civil Work</b>		
a	Supply and fixing masonry wall 6"block and 1" plaster both side	Sft	300
b	Masonry wall dismantling and debris move out side	Sft	800
b	Water proofing for wall seam (aqua or equivalent )	Sft	3000
c	All existing sewerage lines dismental and replace	sft	4500
d	exisiting pavers removing, floor leveling and reinstallation	sft	6000
e	pre fabricated structure wall cutting for joining two areas	Sft	1500
f	making pre fabricated structure wall and roof	sft	3000
g	water proofing on roof	sft	3000

Complete renovation/repair Mosque

<b>2</b>	<b>Plumbing work</b>		
a	Supply and fixing bathroom tap	Nos	120
b	supply muslim showers	Nos	30
c	Supply shower (porta)	Nos	20
d	bathroom comodes supply and fixing	Nos	15
e	fixing 2inch main sewage line	SFT	3000
f	opening all main chambers		
<b>3</b>	<b>MS work</b>		
a	MS main gate 23'x12'	Job	1
	making guard post with fiber glass shade and MS frame	sft	300
<b>6</b>	<b>Interior work</b>		
A	Supply and fixing wall paneling as per design with the use of MDF ,solid wood ply and finish with polish	Sft	1200
	providing and fixing 6mm mirorr on 12mm MDF	Sft	900
	providing and fixing roller blind	sft	1000
B	repairing and refixing suspended ceiling	Sft	8000
C	Supply and fixing planters as per design	Nos	50
<b>7</b>	<b>Landscaping and outdoor work</b>		
A	Natural grass and plantation	Sft	7560
B	Outdoor benches	Nos	10
C	plants	Nos	500
<b>5</b>	<b>Aluminum and glass work</b>		
A	Supply and fixing 5mm glass tampered	Sft	410
<b>7</b>	<b>Electric , A/C , UPS , Generator &amp; CCTV</b>		
A	supply pakistan cables 7/44	coil	60

B	supply pakistan cables 7/64	Nos	40
C	supply electric tape red and black both are equal	roll	10
	Supply electric switch board	nos	300
	Supply clipsal breakers 32 apm	nos	40
	Supply clipsal breakers 10amp	nos	20
	Supply Tai clip	box	5
	Supply copper pipe 1/4	coil	10
	Supply copper pipe 1/2	coil	10
	Supply electric and ups labour	Job	1
	Supply A/c labour	Job	1
	Supply DB box	Nos	6
	supply PVC conduit pipe 3/4"	Nos	50
	change over 4	Nos	8
	ac repairing	nos	50
	supply main DB and repair provisional DBs	Job	1
	providing and fixing 20 CCTV cameras night vision 60 hours backup complete with all respect	Job	1

### Networking work

Provision, installation, and commissioning of complete networking infrastructure for a call center workstation on a per person basis. This includes:	nos	160
Laying of CAT-6 UTP cable from the Server Room to the respective agent's desk (average length ~30 meters).		
Termination of cable at both ends with proper RJ-45 connectors.		
Installation of one Dual Faceplate with Back Box on the table (1 x Network Port + 1 x Telephone Port).		
Supply and installation of I/O modules (1 for data, 1 for voice).		
Patch panel termination at the server/network rack.		

Providing 1 x Patch Cord (3ft) for workstation and 1 x Patch Cord (5ft) for server room side.		
Labeling and testing of the complete line with network tester.		
Telephone cable laying from PBX/server room to user desk, properly concealed or in surface casing as per site condition.		
All necessary accessories and consumables included (casing, clips, connectors, ties, etc.).		
Complete job including material, labor, and testing on a per person basis.		

## OFFICE SUPPLIES

<b>Electronic item</b>			
a	Supply Fridge	Nos	1
b	Supply microwave	Nos	2
c	Supply deep freezer	Nos	1
d	Supply water dispenser	Nos	6
e	Supply electric gesser		10
f	Laundy Area-repair		
g	Supply Stove large	Nos	2
<b>Furniture</b>			
a	Supply and fixing cabinet 18” depth laminated MDF (alnoor)	Sft	2500
b	Supply and fixing work stations laminated MDF top 4’x2’ and 14 gauge MS frame including mobile box	Nos	160
c	supply nest table	nos	20

d	Supply and fixing executive table polish finish as per design 8'x 30"	Nos	12
e	Supply hydraulic chair for work station (boss or charister)	Nos	180
f	Supply hydraulic chair for manager (boss or chorister)	Nos	25
g	Supply and fixing UPVC door complete with all respect 30"x 84"	Nos	50
h	supply sofa sitting with center table (diff designs 30 person)		
i	Supply and fixing door lock	Nos	49
j	Supply canteen chairs (boss or equivalent )	Nos	160
k	Supply canteen tables for 4 persons (boss or equivalent )	Nos	50
l	supply for person out door table with chair and sun shade	nos	1
m	supply 2 sitter sofa lather finish	nos	20
	<b>Lights/Fixtures &amp; interior Design</b>		
b	2'x2' led light	Nos	80
c	Supply cielling fan	Nos	25
d	Supply wall light	Nos	50
e	Supply Main back light Logo	Nos	2

f	Supply digital Signage	Nos	4
g	Supply Projector	Nos	1
h	Supply bio metric attendance system	Nos	1
i	Supply Card tap door entrance	Nos	1
j			
k	Supply fire extinguisher	Nos	8
l	Supply rob light (100 meter)	Roll	10
n	SERVER ROOM RACKS	Nos	2
o	UPS complete set up 5KVA	Nos	15
p	Supply Printers	Nos	6
<b>General ITEMS</b>			
a	Supply large dustbin	Nos	20
b	SS smooking bins	Nos	3
c	Supply liquid soap containers	Nos	15
d	Supply broom	Nos	10
e	fire extinguisher	nos	20
f	Thumb print attendance machines	Nos	2
G	electric kettel	nos	7