PUNJAB INFORMATION TECHNOLOGY BOARD (PITB)

INVITATION TO BID

Punjab Information Technology Board (PITB), Government of the Punjab, invites bids for Procurement of Hardware / IT Equipment, Software Solution for Telemedicine and Video Conferencing Solution for Clustering of BHU's in five Districts of Punjab on Turnkey Basis.

2. The procurement shall be completed in accordance with the Punjab Procurement Rules 2014, on Single Stage - Two Envelope Bidding Procedure.

3. The tender document is available in the office of the undersigned & the same may be obtained subject to the payment of cost of printing and provision of the document which is Rs. 1000/-. Tender Document is also available at www.pitb.gov.pk and www.ppra.punjab.gov.pk and may be downloaded free of cost.

4. A single package containing Technical and Financial separate Bids, duly completed, signed, stamped, sealed and in complete conformity with Tender Document should be dropped, in the Tender Box No.1, placed at Reception of the PITB office, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, no later than 1500 Hours, within 15-days of first publication of this advertisement in national newspapers or uploading of relevant Tender Document on PITB & PPRA websites, whichever is later. The bids shall be opened at 1530 hours on last date for submission of bids, as per PPRA Rules, 2014.

5. All bids must be accompanied by Bid Security in complete conformity of the clause "Bid Security" of the prescribed tender document. Bids which are incomplete, not sealed, not signed and stamped, late or submitted by other than specified mode will not be considered.

6. Income/Sales tax registration certificate and other documents as mentioned in Tender Document must accompany the bids.

Note: PITB management may reject all bids or proposals at any time prior to the acceptance of a bid or proposal, as provided under Rule-35 of Punjab Procurement Rules, 2014.

Director (Development & Procurement)
Punjab Information Technology Board
13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road Lahore.
Ph: (042) 35880062, Fax (042) 99232123 Web: www.pitb.gov.pk

IPL-5851

Tender Document

Tender No. 117052016-1

PROCUREMENT OF HARDWARE/IT EQUIPMENT, SOFTWARE SOLUTION FOR TELEMEDICINE AND VIDEO CONFERENCING SOLUTION FOR CLUSTERING OF BHU'S IN FIVE DISTRICTS OF PUNJAB ON TURNKEY BASIS

Punjab Information Technology Board (PITB)

11th Floor, Arfa Software Technology Park (ASTP),

346-B, Ferozepur Road, Lahore, Pakistan

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URL: www.pitb.gov.pk

Table of Contents

1. Invitation to Bid 5
2. Bidding Details (Instructions to Bidders) 5
3. TERMS AND CONDITIONS OF THE TENDER 8
3. Definitions 8
4. Headings and Titles 9
5. Notice 9
6. Tender Scope 9
7. Tender Eligibility/Qualification Criteria 9
8. Tender Cost 10
9. Joint Venture / Consortium 10
10. Examination of the Tender Document 11
11. Clarification of the Tender Document 11
12. Amendment of the Tender Document 11
13. Preparation / Submission of Tender 11
14. Tender Price 14
15. Bid Security (Earnest Money) 14
16. Tender Validity 15
17. Modification / Withdrawal of the Tender 15
18. Opening of the Tender 15
19. Clarification of the Tender 15
20. Determination of Responsiveness of the Bid (Tender) 16
21. Correction of errors / Amendment of Tender 16
22. TECHNICAL EVALUATION CRITERIA 17
23. FINANCIAL PROPOSAL EVALUATION 19
24. Rejection / Acceptance of the Bid 19
25. Award Criteria 20
26. Acceptance Letter 20
27. Performance Security 20
28. Redressal of grievances by the procuring agency 21

TERMS & CONDITIONS OF THE CONTRACT 22

29. Contract 26
30. Contract Duration 26
31. Contract Documents and Information 26
32. Contract Language 26
33. Standards 26
34. Commercial Availability 26
35. Patent Right 26
36. Execution Schedule 27
37. Packing 27
38. Insurance 27
39. Labeling 27
40. Delivery 27
41. Operations and Maintenance 28
42. Installation and Implementation 28
43. Site Preparation 28
44. Safety 28

45. Test Equipment and Tools....29
46. Spare Parts and Support....29
47. Inspection and Testing....29
48. Taking-Over Certificate....30
49. Warranty....30
50. Ownership of Goods and Replaced Components....30
51. Defects Liability Expiry Certificate....31
52. Payment....31
53. Price....31
54. Contract Amendment....31
55. Assignment / Subcontract....32
56. Extensions in time for performance of obligations under the Contract....32
57. Liquidated Damages....32
58. Blacklisting....32
59. Forfeiture of Performance Security....32
60. Termination for Default....33
61. Termination for Insolvency....33
62. Termination for Convenience....33
63. Force Majeure....33
64. Dispute Resolution....34
65. Statutes and Regulations....34
66. Taxes and Duties....34
67. Contract Cost....34
68. The Client....34
69. Authorized Representative....35
70. Waiver....35
71. Training....35
72. Documentation....35
73. Special Stipulations....36
ANNEXURE-A: Technical Description....37
ANNEXURE-B....44
ANNEXURE-C....45
ANNEXURE-D....46
ANNEXURE-E....47
ANNEXURE-F....49
ANNEXURE-G....50
ANNEXURE-H....52
ANNEXURE-I....53
ANNEXURE-J....54
ANNEXURE-K: List of District & BHU's....55

Important Note:

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny. Tender titled: "Procurement of Hardware/IT Equipment, Software Solution for Telemedicine and Video Conferencing Solution for Clustering of BHU's in five Districts of Punjab on Turnkey Basis" to enhance outreach of Healthcare Services in Punjab refers to completion of scope as defined in the tender specifically (clause 6 and Annex A). By and large prospective engagement with the successful bidder includes, supply of equipment, installation/ deployment of equipment and other services related to the project.

Applicability of Punjab Procurement Rules, 2014

This Bidding Process will be governed under Punjab Procurement Rules, 2014, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project.

1. Invitation to Bid

1.1 PPRA Rules to be followed

Punjab Procurement Rules, 2014 will be strictly followed. These may be obtained from PPRA's website.

http://ppra.punjab.gov.pk/sites/ppra.pitb.gov.pk/files/Final%20Notified%20PPR-2014%20(ammended%20upto%2006.01.2016).pdf

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules, 2014.

1.2 Mode of Advertisement(s)

As per Rule 12(1&2), this Tender is being placed online at PPRA's website, as well as being advertised in print media.

As per Rule 12(2), this Tender is also placed online at the website of Purchaser. The tender document is available in the office of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore & the same may be obtained subject to the payment of cost of printing and provision of the document which is Rs. 1000/-. Tender Document is also available at **www.pitb.gov.pk** and **www.ppra.punjab.gov.pk** and may be downloaded free of cost.

1.3 Type of Open Competitive Bidding

As per Rule 38(2)(a), Single Stage - Two Envelope Bidding Procedure shall be followed. The said procedure is reproduced as follows:

(i) the bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals;

(ii) the envelopes shall be marked as "Financial Proposal" and "Technical Proposal";

(iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the procuring agency;

(iv) the procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements;

(v) during the technical evaluation no amendments in the technical proposal shall be permitted;

(vi) after the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;

(vii) the financial bids found technically nonresponsive shall be returned un-opened to the respective bidders; and

(viii) The lowest evaluated bidder shall be awarded the contract.

2. Bidding Details (Instructions to Bidders)

All bids must be accompanied by Bid Security (Earnest Money) as part of Financial bid and as per provisions of the clause "Bid Security" of this document in favor of **"Punjab Information Technology Board"**. The complete bids as per required under this tender document must be delivered into the Tender Box No.1, placed at reception of Punjab Information Technology Board, Lahore, not later than 1500 hours on last date of submission of bids i.e. **31st May, 2016,** late bids shall not be considered. The Technical bids shall be publicly opened in the Committee Room of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, at 1530 hours on **31st May, 2016.** In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

Queries of the Bidders (if any) for seeking clarifications regarding the specifications of the hardware /services must be received in writing to the Purchaser till **22nd May, 2016.** Any query received after said date may not be entertained. All queries shall be responded to within due time. PITB may host a Q&A session at PITB premises (13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore) if required. All Bidders shall be informed of the date and time in advance.

The bidder shall submit bids which comply with the Bidding Document. Alternative bids shall not be considered. The attention of bidders is drawn to the provisions of this tender document Clause regarding **"Determination of Responsiveness of Bid" and "Rejection / Acceptance of the Tender"** for making their bids substantially responsive to the requirements of the Bidding Document.

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost except arising from increase in quantity by the Bidder on the demand and approval of the Purchaser will be permitted throughout the period of completion of the contract.

The Bidder should be fully and completely responsible for all the deliveries and deliverables to the Purchaser.

The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:

Primary Contact

Muhammad Irfan Chaudary
Programme Manager
Email: irfan.chaudhary@pitb.gov.pk
11th Floor, Arfa Software Technology Park, 346-B,
Main Ferozepur Road, Lahore, Pakistan.

Secondary Contact

Muhammad Shaukat Qureshi
Procurement Manager
Email: muhammad.qureshi@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e-mail) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.

The Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

Failure to supply required items/services within the specified time period will invoke penalty as specified in this document.

TERMS AND CONDITIONS OF THE TENDER

3. Definitions

In this document, unless there is anything repugnant in the subject or context:

3.1 "Authorized Representative" means any representative appointed, from time to time, by the Client, the Purchaser or the Contractor.

3.2 “Availability and Reliability” means the probability that a component shall be operationally ready to perform its function when called upon at any point in time.

3.3 "Client" means the Project lead of technical wing of the Purchaser for whose’ particular project the Goods/Services have been procured or any other person, duly appointed in writing, by the Client, for the time being or from time to time, to act as Client for the purposes of the Contract.

3.4 “Bidder/Tenderer” means the interested Firm/Company/Supplier/Distributors that may provide or provides the I.T related hardware/equipment etc. and related services to any of the public/private sector organization under the contract and have registered for the relevant business thereof.

3.5 "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.

3.6 "Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.

3.7 "Contractor / Vendor" means the Tenderer whose bid has been accepted and awarded Letter of Acceptance for a specific item followed by the signing of Contract.

3.8 "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

3.9 "Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract which is properly apportion-able to the Goods or Services in question.

3.10 "Defects Liability Expiry Certificate" means the certificate to be issued by the Client to the Contractor, in accordance with the Contract.

3.11 "Day" means calendar day.

3.12 "Defects Liability Period" means the warranty period following the taking over, during which the Contractor is responsible for making good, any defects and damages in Goods and Services provided under the Contract.

3.13 "Force majeure shall mean any event, act or other circumstances not being an event, act or circumstances under the control of the purchaser or of the contractor. Non-availability of materials/supplies or of import license or of export permit shall not constitute Force majeure.

3.14 "Goods" means hardware, equipment, machinery, and/or other materials which the Contractor is required to supply to the Purchaser under the Contract.

3.15 "Person" includes individual, association of persons, firm, company, corporation, institution and organization, etc., having legal capacity.

3.16 "Prescribed" means prescribed in the Tender Document.

3.17 "Purchaser" means the Punjab Information Technology Board (PITB) or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser for the purposes of the Contract.

3.18 "Origin" shall be considered to be the place where the Goods are produced or from where the Services are provided. Goods are produced when, through manufacturing, processing or assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The origin of Goods and Services is distinct from the nationality of the Contractor.

3.19 "Services" means installation, configuration, deployment, commissioning, testing, training, support, after sale service, etc. of Goods and other such obligations which the Contractor is required to provide to the Purchaser under the Contract and as defined in Clause 6 and Annexure – A.

3.20 "Taking-Over Certificate" means the certificate to be issued by the Client to the Contractor, in accordance with the Contract.

3.21 "Works" means work to be done by the Contractor under the Contract.

3.22 "Eligible" is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan

4. Headings and Titles

In this document, headings and titles shall not be construed to be part thereof or be taken into consideration in the interpretation of the document and words importing the singular only shall also include the plural and vice versa where the context so requires.

5. Notice

5.1 In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Contractor, the Purchaser and the Client, the same shall be:

5.1.1 in writing;

5.1.2 issued within reasonable time;

5.1.3 served by sending the same by courier or registered post to their principal office in Pakistan or such other address as they shall notify for the purpose; and

5.1.4 The words "notify", "certify", "order", "consent", "approve", "instruct", shall be construed accordingly.

6. Tender Scope

6.1 PITB (hereinafter referred to as "the Purchaser") invites / requests Proposals (hereinafter referred to as "the Tenders") for supply and installation of Equipment for Clustering of BHU's to enhance outreach of Healthcare Services (hereinafter referred to as "the Goods"), and Installation, configuration, deployment, commissioning, training, testing, after-sale support, of said Goods and provision of Software Solution for Electronic Medical Record (EMR), Video Conferencing, Medicine and Equipment Record (Pharmacy) and Laboratory (hereinafter referred to as "the Services").

6.2 Complete Set of hardware/IT Equipment and Software Solution shall be delivered and deployed at relevant BHU as per Annexure-K.

6.3 Detailed items pertaining to scope are mentioned in Annex-A, compliance to Hardware/IT Equipment and Software Solution is absolutely essential.

7. Tender Eligibility/Qualification Criteria

7.1 Eligible Bidder/Tenderer is a Bidder/Tenderer who:

7.1.1 has a registered/incorporated company/firm in Pakistan with relevant three (3) years of experience;

7.1.2 Must be registered with Tax Authorities as per prevailing latest tax rules (Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate);

7.1.3 must be authorized partner / reseller of the principal / manufacturer for required hardware/equipment/software solution;

7.1.4 has valid Registration of General Sales Tax (GST) & National Tax Number (NTN);

7.1.5 has submitted bid for complete items and relevant bid security.

7.1.6 Must have ICT/relevant experience from last three years.

7.1.7 Must be involved in relevant hardware manufacturing, software development and implementation or sales or supply business of equipment for setting up Video Conference Facility and related hardware/equipment.

7.1.8 has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper is mandatory), failing which will cause rejection of the bid;

7.1.9 The bidder / tenderer must ensure the availability of parts and services for next three years of the quoted Brand / Model / Solution.

7.1.10 has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment.

7.1.11 Conforms to the clause of "Responsiveness of Bid" given herein this tender document.

7.1.12 Goods and Services can only be supplied / sourced / routed from "origin" in "eligible" member countries.

a. "Eligible" is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan.

b. "Origin" shall be considered to be the place where the Goods are produced or from which the Services are provided. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

Note: Verifiable documentary proof for all above requirements is a mandatory requirement, noncompliance will lead to disqualification.

8. Tender Cost

The Tenderer shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Purchaser shall in no case be responsible / liable for those costs / expenses.

9. Joint Venture / Consortium

Joint Venture / Consortium are also eligible for this tender, as long as the joint venture complies with the following conditions:

9.1 For organization specific qualification criteria only the lead / prime bidder credentials are valid for evaluations.

9.2 The Tenderers may form a joint venture. An Agreement Deed to that effect, legally executed and signed by all the partners shall be submitted with the bid.

9.3 One partner of formulated joint venture will be designated the lead / prime partner and would be get into legal contract with Purchaser and would be liable to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners. A power of attorney to that effect, legally executed, signed by all the partners shall be submitted with the Tender/bid.

9.4 There must be at least one locally registered company (Partner) of good repute, with relevant experience and proven track record, in the joint venture.

9.5 All the partners shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The Tender, and in case of successfully qualifying both technical and financial evaluation, the Contract Deed, to that effect, shall be signed by the lead partner.

9.6 Partners other than the lead / prime would also be bound by the terms and conditions of the contract.

10. Examination of the Tender Document

The Tenderer is expected to examine the Tender Document, including all instructions and terms and conditions.

11. Clarification of the Tender Document

The Tenderer may require further information or clarification of the Tender Document, within 05 (five) calendar days of issuance of tender in writing. The clarification and its replies will be shared with all prospective bidders.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact given herein this document, all queries should be communicated via the Primary Contact and in writing (e.g. e-mail & letter) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

12. Amendment of the Tender Document

12.1 The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s).

12.2 The Purchaser shall notify the amendment(s) in writing to the prospective Tenderers as per Punjab Procurement Rules, 2014.

12.3 The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender as per Rule-25(4) of Punjab Procurement Rules, 2014.

13. Preparation / Submission of Tender

13.1 The Tender and all documents relating to the Tender, exchanged between the Tenderer and the Purchaser, shall be in English. Any printed literature furnished by the Tenderer in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Tender.

13.2 The Tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Charts, Drawings, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Tenderer or his Authorized Representative. In case of copies, signed and stamped photocopies may be submitted. If volume of the bid contains various set(s) of documents the same must be properly numbered and tagged in binding shape.

13.3 The Tender shall be in two parts i.e. the technical proposal and the financial proposal. Each proposal shall be in two sets i.e. the original and the copy. In the event of any discrepancy between the original and the duplicate, the original shall govern.

13.4 Technical Proposal shall comprise the following, **without quoting the price**:

13.5 Technical Proposal Form (**Annexure-C**)

13.6.1 Undertaking (All terms & conditions and qualifications listed anywhere in this tender document have been satisfactorily vetted) and Affidavit (Integrity Pact) (**Annexure-H&I**)

13.6.2 Covering letter duly signed and stamped by authorized representative. (**Annexure-F**)

13.6.3 Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan

13.6.4 Authorized Certificate / document from the principal / manufacturer.

13.6.5 Evidence of eligibility of the Tenderer and the Goods / Services.

13.6.6 Evidence of conformity of the Goods / the Services to the Tender Document

13.6.7 Undertaking and Evidence that the quoted Goods are genuine, brand new, non-refurbished, un-altered in any way, of the most recent / current model, imported through proper channel, and incorporate all recent improvements in design and materials

13.6.8 Details of Warranty and After-Sale Service

13.6.9 Technical Brochures / Literature

13.6.10 List of firm's major international and national clientele

13.6.11 Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan.

13.6.12 The Contractor's financial capacity to mobilize and sustain the Supply of Hardware/Equipment and Services is imperative. In the Proposal, the Bidder is required to provide information on its financial status. This requirement can be met by submission of one of the following: 1) audited financial statements for the last three (03) years, supported by audit letters, 2) certified financial statements for the last three (03) years, supported by tax returns duly signed and stamped by authorized representative.

13.6.13 The statement must be signed by the authorized representative of the Bidder

13.6.14 Valid Registration Certificate for Income Tax & Sales Tax

13.6.15 Income Tax & Sales Tax Returns for the last three (3) tax years

13.6.16 Power of Attorney, if an authorized representative is appointed (**Annexure-G**)

13.7 The Financial Proposal shall comprise the following:

13.7.1 Financial Proposal Form (**Annexure-D**)

13.7.2 Price Schedule (**Annexure-E**)

13.7.3 Bid Security**, as per provisions of the clause Bid Security of this document**

13.8 The Tenderer shall seal the Original Technical Proposal in an envelope duly marked as under:

Original Technical Tender for

Tender Name: [Name of Tender]

Tender No. **117052016-1**

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Tenderer]
[Address of the Tenderer]
[Phone No. of the Tenderer]

13.9 The Tenderer shall seal the Duplicate Technical Tender in an envelope duly marked as under:

Duplicate Technical Proposal for
Tender Name. [Name of Tender]
Tender No. **117052016-1**

[Name of the Purchaser]
[Address of the Purchaser]

[Name of the Tenderer]
[Address of the Tenderer]
[Phone No. of the Tenderer]

13.10 The Tenderer shall follow the same process for the Financial Tender.

13.11 The Tenderer shall again seal the sealed envelopes of Original Technical Proposal and the Original Financial Proposal in an outer envelope, duly marking the envelope as under:

Original Tender for
Tender Name. [Name of Tender]
Tender No. **117052016-1**
Strictly Confidential

[Name of the Purchaser]
[Address of the Purchaser]

[Name of the Tenderer]
[Address of the Tenderer]
[Phone No. of the Tenderer]

13.12 The Tenderer shall again seal the sealed envelopes of Duplicate Technical Proposal and the Duplicate Financial Proposal in an outer envelope, duly marking the envelope as under:

Duplicate Tender for

Tender Name. [Name of Tender]

Tender No. **117052016-1**

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Tenderer]

[Address of the Tenderer]

[Phone No. of the Tenderer]

13.13 The Tenderer shall enclose soft copies of the Technical Proposal, including all Forms, Annexes, Schedules, Charts, Drawings, Documents, Brochures, Literature, etc., in the form of MS Word Documents, MS Excel Worksheets and Scanned images, with the hard copies.

13.14 The Tender shall be dropped in the prescribed Tender Box placed at the Reception of the Purchaser's office, not later than 1500 hours on last date of submission of bids. No late bid shall be accepted.

13.15 This is made obligatory to affix authorized signatures with official seal on all original and duplicate (copies) documents, annexures, copies, certificates, brochures, literature, drawings, letters, forms and all relevant documents as part of the bids submitted by the tenderer.

14. Tender Price

14.1 The quoted price shall be:

14.1.1 in Pak Rupees;

14.1.2 inclusive of all taxes, duties, levies, insurance, freight, etc.;

14.1.3 best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;

14.1.4 including all charges up to the delivery point at Punjab Government Office(s) in Punjab (if required).

14.2 If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.

14.3 Where no prices are entered against any item(s), the price of that item shall be deemed be free of charge, and no separate payment shall be made for that item(s).

14.4 In case of locally produced Equipment/Service, the price shall include all customs duties and sales and other taxes already paid or payable on the components and raw materials used in the manufacture or assembly of the item. In case of Contract of imported Equipment/Services offered Ex-Warehouse/Off-the-Shelf from within the Purchaser's country, import duties and sales and other taxes already paid shall be shown separately (if required by the Purchaser).

15. Bid Security (Earnest Money)

15.1 The Tenderer shall furnish the Bid Security (Earnest Money) as under:

15.1.1 for an amount of PKR 100,000/- (Rupees one hundred thousand only);

15.1.2 denominated in Pak Rupees;

15.1.3 As part of financial bid envelope, failing which will cause rejection of bid;

15.1.4 In the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser;

15.1.5 have a minimum validity period of one hundred twenty (120) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.

15.2 The Bid Security shall be forfeited by the Purchaser, on the occurrence of any / all of the following conditions:

15.2.1 If the Tenderer withdraws the Tender during the period of the Tender validity specified by the Tenderer on the Tender Form; or

15.2.2 If the Tenderer does not accept the corrections of his Total Tender Price; or

15.2.3 If the Tenderer, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

15.3 The Bid security shall be returned to the technically unsuccessful Tenderer with unopened/sealed financial bid while the unsuccessful bidders of financial bid opening procedure will be returned the Bid Security only. The Bid Security shall be returned to the successful Tenderer upon furnishing of the Performance Security.

16. Tender Validity

The Tender shall have a minimum validity period of ninety (90) days from the last date for submission of the Tender. The Purchaser may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing. If the Tenderer agrees to extension of validity period of the Tender, the validity period of the Bid Security shall also be suitably extended. The Tenderer may refuse extension of validity period of the Tender, without forfeiting the Bid security.

17. Modification / Withdrawal of the Tender

17.1 The Tenderer may, by written notice served on the Purchaser, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.

17.2 The Tender, withdrawn after the deadline for submission of the Tender and prior to the expiration of the period of the Tender validity, shall result in forfeiture of the Bid Security.

18. Opening of the Tender

18.1 Tenders (Technical Bids) shall be opened at 1530 hours on the last date of submission of bids i.e. **31st May, 2016** in the presence of the Tenderer(s) for which they shall ensure their presence without further invitation, as per provision of Rule-30 of PPRA Rules, 2014. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

18.2 The Tenderer's name, modifications, withdrawal, security, attendance of the Tenderer and such other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.

18.3 No tenderer or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during tender opening meeting at given time and location.

19. Clarification of the Tender

The Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Tenderer(s). No change in the price or substance of the Tender shall be sought, offered or permitted except as required

to confirm the corrections of arithmetical errors discovered in the Tender. Acceptance of any such correction is sole discretion of the purchaser.

20. Determination of Responsiveness of the Bid (Tender)

20.1 The Purchaser shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. A substantially responsive Tender is one which:

2.1.1 meets the eligibility criteria given herein this tender document/ the Goods / the Services;

2.1.2 meets the Technical Specifications for the Goods / the Services

2.1.3 meets the delivery period / point for the Goods / the Services

2.1.4 in compliance with the rate and limit of liquidated damages;

2.1.5 offers fixed price quotations for the Goods / the Services , whereby no optional offer / bid or price is allowed;

2.1.6 is accompanied by the required Bid Security as part of financial bid envelope;

2.1.7 In compliance with the Preparation/Submission of Tender in a manner prescribed in this tender document clause-13;

2.1.8 Conforms to all terms and conditions of the Tender Document, without material deviation or reservation.

20.2 A material deviation or reservation is one which affects the scope, quality or performance of the Services / Goods or limits the Purchaser's rights or the Tenderer's obligations under the Contract.

20.3 The Tender determined as not substantially responsive shall not subsequently be made responsive by the Tenderer by correction or withdrawal of the material deviation or reservation.

21. Correction of errors / Amendment of Tender

21.1 The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:

21.1.1 if there is a discrepancy between the amount in figures and the amount in words for the Total Tender Price entered in the Tender Form, the amount which tallies with the Total Tender Price entered in the Price Schedule, shall govern.

21.1.2 if there is a discrepancy between the unit rate and the total price entered in the price Schedule, resulting from incorrect multiplication of the unit rate by the quantity, the unit rate as quoted shall govern and the total price shall be corrected, unless there is an obvious and gross misplacement of the decimal point in the unit rate, in which case the total price as quoted shall govern and the unit rate shall be corrected.

21.1.3 if there is a discrepancy in the actual sum of the itemized total prices and the total tender price quoted in the Price Schedule, the actual sum of the itemized total prices shall govern.

21.2 The Tender price as determined after arithmetic corrections shall be termed as the Corrected Total Tender Price which shall be binding upon the Tenderer.

21.3 Adjustment shall be based on corrected Tender Prices. The price determined after making such adjustments shall be termed as Evaluated Total Tender Price.

21.4 No credit shall be given for offering delivery period earlier than the specified period.

22. TECHNICAL EVALUATION CRITERIA

PASS MARKS: A technically eligible bidder, based on conditions listed in this document, not meeting the 70% pass marks limit will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned back. All bidders scoring greater than or equal to 70% of the marks will be accepted in technical proposal, and their financial bids will be opened.

PROVISO: Provided that if NONE or ONLY ONE (single) bidder exceeds the 70% pass mark, then the Purchaser SHALL decrease the Pass Mark limit to 60%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 60%.

If Pass Marks are decreased to 60%, then ALL bidders with scores greater than or equal to 60% shall be considered EQUALLY as approved in the Technical Evaluation, and their Financial Bids shall be opened.

The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria will be eligible for further processing.

The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities for supply and maintenance / warranty services will be rejected.

The technical proposals shall be evaluated by the technical evaluation committee in the light of following evaluation criteria:

Category	Description	Points
Legal (Mandatory)	Certificate of Company /Firm Registration / Incorporation under the laws of Pakistan.	Mandatory
	Valid Income Tax Registration	Mandatory
	Valid General Sales Tax Registration (Status = Active with FBR)	Mandatory
	Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or private Sector Organization anywhere in Pakistan.	Mandatory
	In full compliance of the Tender Scope/Scope of Work, Execution Schedule and Delivery Period mentioned in tender document (Undertaking)	Mandatory
	Must be authorized partner / reseller of the principal or manufacturer of Required IT Equipment / Software requirements Mentioned in Annexure A	Mandatory
	Compliance of given technical specifications/terms according to the Tender Document & defined scope.	Mandatory

Total Marks: 400

Category	Description	Point	
Financial Strength / Experience	**Annual Turnover (Max 50 Points)**	**5-10 million**	**10 Points**
		11-15 million	**20 Points**
		16 million and above	**50 Points**
	Projects of Similar Nature (Max Points 50) Each project should be worth of Min 2.5 Million	**3 Million & Below**	**15 Points**
		4– 6 Million	**30 Points**
		7 Million & Above	**50 Points**
	Projects with Government (Max 50 Points)	**5 Million & Below**	**15 Points**
		6 – 10 Million	**30 Points**
		11 Million & Above	**50 Points**
Technical (Quality Human Resource, Professional Backup Support)	**Total No. of full time employees (Max. 50 Points)**	**1-10**	**10 Points**
		11-20	**20 Points**
		21-30	**30 Points**
		31-40	**40 Points**
		41 & Above	**50 Points**
Presentation & Demo	**Solution Presentation & Demo with Proof of Concept**	**200 Points**	

Note: Verifiable documentary proof for all above requirements and criteria points are mandatory requirement and marks will be awarded on the basis of these verifiable proofs.

23. FINANCIAL PROPOSAL EVALUATION

23.1 Technically qualified/successful bidder(s)/Tenderer(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the Purchaser accordingly. The technically Eligible/Successful Bidder(s)/Tenderer(s) or their authorized representatives shall be allowed to take part in the Financial Proposal(s) opening.

23.2 Financial Proposal evaluation will be conducted under the Punjab Procurement Rules, 2014. The Price evaluation will include all duties, taxes and expenses etc. In case of any exemption of duties and taxes made by the Government in favor of the Purchaser, the contractor shall be bound to adjust the same in the Financial Proposal.

23.2.1 In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.

23.2.2 In evaluation of the price of an imported item, the price will be determined and considered inclusive of the customs and other import duties etc.;

23.2.3 In evaluation of the price of articles/goods/services which are subject to excise duty, sales tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.

23.3 The Purchaser will not be responsible for any erroneous calculation of taxes and all differences

arising out as above shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Govt. at any time during execution/evaluation period will be dealt with mutual consent.

24. Rejection / Acceptance of the Bid

24.1 The Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s) without any change in unit prices or other terms and conditions at the time of order placement. The Purchaser may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Purchaser shall upon request, communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the bidders. However, bidders shall be promptly informed about the rejection of the bids, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

24.2 The Tender shall be rejected if it is:

24.2.1 substantially non-responsive in a manner prescribed in this tender document clause-20; or

24.2.2 submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or

24.2.3 incomplete, partial, conditional, alternative, late; or

24.2.4 relevant bid security is not submitted;

24.2.5 subjected to interlineations / cuttings / corrections / erasures / overwriting; or

24.2.6 the Tenderer refuses to accept the corrected Total Tender Price; or

24.2.7 the Tenderer has conflict of interest with the Purchaser; or

24.2.8 the Tenderer tries to influence the Tender evaluation / Contract award; or

24.2.9 the Tenderer engages in corrupt or fraudulent practices in competing for the Contract award;

24.2.10 the Tenderer fails to meet all the requirements of Tender Eligibility / Qualification Criteria (Clause-7);

24.2.11 the Tenderer fails to meet the evaluation criteria requirements (clause-22);

24.2.12 the tenderer has been blacklisted by any public or private sector organization;

24.2.13 the tenderer has been served any legal notices or displeasure letters by any public sector organization on serious failures to provide satisfactory services;

24.2.14 the tenderer has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.

24.2.15 there is any discrepancy between bidding documents and bidder's proposal i.e. any non-conformity or inconsistency or informality or irregularity in the submitted bid.

24.2.16 the Tenderer submits any financial conditions as part of its bid which are not in conformity with tender document.

24.2.17 Non-submission of verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements.

24.2.18 If the rates quoted by vender are not workable or on higher side etc.

25. Award Criteria

25.1. At first step, eligible bidder(s)/tenderer(s) as per clause-7 (Tender Eligibility) of this tender document fulfilling the qualification and technical evaluation criteria will stand technically qualified.

25.2. At second step, technically qualified and successful bidder(s)/tenderer(s) will be evaluated in the light of all Pre-Conditions, necessary requisites and shall be selected on lowest cost quoted as per rules and fulfilling all codal formalities, irrespective of their score in the previous step.

26. Acceptance Letter

As per provisions of Rule (55) of Punjab Procurement Rules 2014, the Purchaser shall issue the Acceptance Letter to the successful Tenderer, at least after 10 days of announcement of bid evaluation reports (Ref. Rule-37 of PPRA Rules, 2014) and prior to the expiry of the original validity period or extended validity period of the Tender, which shall constitute a contract, until execution of the formal Contract.

27. Performance Security

27.1 The successful Tenderer/The Contractor shall furnish Performance Security as under:

27.1.1 within twenty eight (28) days of the receipt of the Acceptance Letter from the Purchaser;

27.1.2 in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document;

27.1.3 for a sum equivalent to 10% of the contract value;

27.1.4 denominated in Pak Rupees;

27.1.5 have a minimum validity period until the date of expiry of warranty period, support period or termination of services, or fulfillment of all obligations under the contract, whichever is later. No other shape or form of performance security shall be acceptable with any validity less than the prescribed time period.

27.2 The Performance Security shall be payable to the Purchaser, on occurrence of any / all of the following conditions:

27.2.1 If the Contractor commits a default under the Contract;

27.2.2 If the Contractor fails to fulfill the obligations under the Contract;

27.2.3 If the Contractor violates any of the terms and conditions of the Contract.

27.3 The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the Tenderer within thirty working days after the expiry of its validity on written request from the Contractor.

27.4 In case the Contractor fails to furnish Performance security in the shape of bank guarantee within the stipulated period given under Letter of Acceptance and subsequent formal contract, or till end of the currency of the said contract, the amount of bank guarantee, as required, shall be deducted from the amount payable to the Contractor.

28. Redressal of grievances by the procuring agency

28.1 The Purchaser has constituted a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

28.2 Any bidder feeling aggrieved by any act of the Purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than ten days after the announcement of the bid evaluation report.

28.3 The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

28.4 Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

28.5 Any bidder not satisfied with the decision of the committee of the Purchaser may lodge an appeal in the relevant court of jurisdiction.

TERMS & CONDITIONS OF THE CONTRACT

Contract Title:

[Name of Contractor]

Dated:

TABLE OF CONTENTS

I. Agreement

II. General Conditions of Contract

29. Contract
30. Contract Duration
31. Contract Documents and Information
32. Contract Language
33. Standards
34. Commercial Availability
35. Patent Right
36. Execution Schedule
37. Packing
38. Insurance
39. Labeling
40. Delivery
41. Installation and Implementation
42. Site Preparation
43. Safety
44. Test Equipment and Tools
45. Spare Parts and Support
46. Inspection and Testing
47. Taking-Over Certificate
48. Warranty
49. Ownership of Goods and Replaced Components
50. Defects Liability Expiry Certificate
51. Payment
52. Price
53. Contract Amendment
54. Assignment / Subcontract
55. Extensions in time for performance of obligations under the Contract
56. Liquidated Damages
57. Blacklisting
58. Forfeiture of Performance Security
59. Termination for Default
60. Termination for Insolvency
61. Termination for Convenience
62. Force Majeure
63. Dispute Resolution
64. Statutes and Regulations
65. Taxes and Duties
66. Contract Cost
67. The Client
68. Authorized Representative
69. Waiver
70. Training
71. Documentation

III. Technical Specifications

This CONTRACT AGREEMENT (this "Contract") made as of the **[day]** of **[month]**, **[year]**, between **[full legal name of the Purchaser]** (the "Purchaser"), on the one part,

and

[full legal name of Contractor], on the other part severally liable to the Purchaser for all of the Contractor's obligations under this Contract and is deemed to be included in any reference to the term "the Contractor."

RECITALS

WHEREAS,

(a) The Government through the Purchaser intends to spend a part of its budget / funds for making eligible payments under this contract. Payments made under this contract will be subject, in all respects, to the terms and conditions of the Contract in lieu of the consulting services as described in the contract.

(b) The Purchaser has requested the Contractor to provide certain supply of Goods/Services as described in Tender Document; and

(c) The Contractor, having represented to the Purchaser that it has the required professional skills, and personnel and technical resources, has agreed to provide such services on the terms and conditions set forth in this Contract.

NOW THEREFORE, the Parties to this Contract agree as follows:

1. The Contractor hereby covenants with the Purchaser to supply the Goods and provide the Services and to remedy defects / damage therein, at the time and in the manner, in conformity in all respects with the provisions of the Contract, in consideration of the payments to be made by the Purchaser to the Contractor.

2. The Purchaser hereby covenants with the Contractor to pay the Contractor, the Contract Price or such other sum as may become payable, at the times and in the manner, in conformity in all respects with the provisions of the Contract, in consideration of supply of the Goods and provision of the Services and remedying of defects / damage therein.

3. The following shall be deemed to form and be read and construct as part of this Contract:

   a. The Tender Document
   b. Bidder's Proposal
   c. Terms and Conditions of the Contract
   d. Special Stipulations
   e. The Technical Specifications
   f. Tender Form
   g. Price Schedule
   h. Affidavit(s)
   i. Authorized Dealership / Agency Certificate

j. Performance Security

k. Service Level Agreement (SLA) (Required) ,(Brief Components of SLA mentioned in Annexure –B)

l. Non-Disclosure Agreement

4. This Contract shall prevail over all other documents. In the event of any discrepancy / inconsistency within the Contract, the above Documents shall prevail in the order listed above.

IN WITNESS whereof the Parties hereto have caused this Contract to be executed in accordance with the laws of **Pakistan** as of the day, month and year first indicated above.

For **[full legal name of the Purchaser]:**	For **[full legal name of the Contractor]:**
Signature	Signature
Name	Name
Witnessed By:	Witnessed By:

WITNESSES

Signature _____	Signature _____
CNIC # _____	CNIC # _____
Name _____	Name _____
Designation_____	Designation _____
Address _____	Address _____

II. General Conditions of Draft Contract

29. Contract

The Purchaser shall, after receipt of the Performance Security from the successful Tenderer, send the Contract provided in the Tender Document, to the successful Tenderer. Within three working days of the receipt of such Contract, the Tenderer shall sign and date the Contract and return it to the Purchaser.

30. Contract Duration

The hardware will have the standard warranty of One (01) year. Whereas, the Support and Maintenance Contract duration shall be for the period of Two (02) years starting from the installation of the devices. Furthermore, the contract is extendable for another year based on provisioning of satisfactory services by the service provider and needs, requirements and approved budgetary provisions of the Purchaser.

31. Contract Documents and Information

The Contractor shall not, without the Purchaser's prior written consent, make use of the Contract, or any provision thereof, or any document(s), specifications, drawing(s), pattern(s), sample(s) or information furnished by or on behalf of the Purchaser in connection therewith, except for purposes of performing the Contract or disclose the same to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

32. Contract Language

The Contract and all documents relating to the Contract, exchanged between the Contractor and the Purchaser, shall be in English. The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

33. Standards

The Goods supplied and the Services provided under this Contract shall conform to the authoritative latest industry standards.

34. Commercial Availability

34.1 The Services supplied under this Contract shall be commercially available at the time of signing of the contract. Commercial availability means that such Services shall have been rendered / delivered under two separate contracts by service provider globally / locally.

34.2 The Goods supplied under this Contract shall be commercially available at the time of signing of the contract. Commercial availability means that such Goods shall have been sold, installed and operationalized in more than two installations initiated under two separate contracts by manufacturer globally / locally

35. Patent Right

The Contractor shall indemnify and hold the Purchaser harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods / the Service or any part thereof.

36. Execution Schedule

Delivery of Hardware & Development of Software Solution for EMR, Video Conference, Medicine & Equipment (Pharmacy) Record and Labs	Within Six (06) weeks from the issuance of LOA.
Installation of Devices	Within Six to Twelve (06 – 12) weeks from issuance of LOA i. All equipment for mentioned BHU's must be installed and operational within Six to Twelve (06 – 12) weeks from Issuance of LOA
Training of Staff & MO	Six to Twelve (06 – 12) weeks from issuance of LOA Staff to be trained at each mention BHU, Staff will be trained at the time of deployment of Equipment/Hardware & Software for Video Conferencing at each BHU

37. Packing

The Contractor shall provide such packing of the Goods as is sufficient to prevent their damage or deterioration during storage / transit to their final destination as indicated in the Contract. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination and withstand, without limitation, rough handling, exposure to extreme temperatures, salt and precipitation at all points in storage / transit. The Contractor shall arrange and pay for the packing of the Goods to the place of destination as specified in the Contract, and the cost thereof shall be included in the Contract Price.

38. Insurance

The Contractor may provide such insurance of the Goods as is sufficient to protect against their damage or deterioration during storage / transit to their final destination as indicated in the Contract. The Contractor shall arrange and pay for the insurance of the Goods to the place of destination as specified in the Contract, and the cost thereof shall be included in the Contract Price.

39. Labeling

The Goods supplied under the Contract, shall be clearly labeled so as to correspond with the delivered documentation, with proper labeling scheme provided by the Client. All networking equipment, cables, connectors, ports, boxes shall be clearly labeled. Govt. of the Punjab and PITB Logo to be embedded/embossed on the Devices at the Time of Installation at Each Location.

40. Delivery

40.1 The Contractor shall indicate his delivery approach clearly specifying the requirements for packing, shipping and unpacking of deliverable hardware with any associated/relevant software and its documentation. The approach shall address shipment of deliverables to the designated (installation) site(s). The approach shall also specify any special shipping constraints such as custom requirements, security requirements, access arrangement or loading dock requirements. The Contractor shall deliver the Goods at designated Locations (BHU's)/Government Office(s) in Punjab, as specified by the Purchaser at the time of delivery.

40.2 The Goods shall remain at the risk and under the physical custody of the Contractor until the delivery, testing and taking over of the Goods is completed.

40.3 The Contractor shall ensure that the Goods shall be delivered complete to enable the testing and training to proceed without interruption. If it shall appear to the Client that the Goods

have been or are likely to be delayed by reason of incomplete delivery or for any other reasons, he may require the Contractor at the expense of the Contractor to dispatch the missing items of the Goods or suitable replacements thereof to the site of delivery by the fastest available means including air freight.

40.4 The Contractor shall include in the Tender a detailed logistics plan which shall include support details for transportation, mobilization and personnel scheduling during project implementation and the warranty period. The Contractor shall provide maintenance, supply and procurement support necessary for Client to maintain all system, at the contracted performance and reliability level. The Contractor shall arrange and pay for the transport of the Goods to the place of destination as specified in the Contract.

41. Operations and Maintenance

The Contractor shall be responsible for the continuous operational capability and maintenance of the entire system, 24/7, without disruption to either service or performance, during the warranty period.

42. Installation and Implementation

42.1 The Contractor shall ensure that the implementation design conforms to an open standard by which new services can be added without disruption to existing services.

42.2 The Contractor shall ensure that the implementation is fault tolerant. This is accomplished by supplying a set of programs and procedures that allow the system recovery or roll back when a fault is detected.

42.3 The Contractor shall provide a document stating step-by-step procedures for installation and disaster recovery to the Purchaser.

42.4 The Contractor shall provide all the recent patches and updates for Firmware/Hardware, on a reliable media, with proper labeling, during the installation to the Purchaser.

42.5 The Contractor shall configure the system for high availability and reliability, of all hardware and software.

42.6 The Contractor shall submit detailed and complete installation, transition and cutover plan for the new system, installation procedures for the new components specifying equipment checkout, installation constraints, operational cutover, maintenance prior to Client acceptance and if special security and/or access arrangements are required.

43. Site Preparation

43.1 The Contractor shall be responsible to survey the site, prepare the site, determine power, air conditioning and floor space requirements, identify and install, if necessary, any special /additional power and air conditioning requirements, for the proposed equipment, if any.

43.2 The Purchaser and the Client shall facilitate the Contractor in discharge of the above responsibilities.

44. Safety

44.1 The Contractor shall be responsible for the embedding of safety features in the inherent design of the equipment, for elimination of identified hazards, including but not limited to high voltage, electromagnetic radiation, sharp points and edges, etc., and reduction of associated risk to personnel and equipment.

44.2 The Contractor shall be responsible for the addition of bilingual warnings and caution notices, where hazards cannot be eliminated or risks cannot be reduced.

44.3 The Contractor shall be responsible for the protection of the power sources, controls, and critical components of the redundant systems and subsystems by shielding or physical separation when possible.

45. Test Equipment and Tools

The Contractor shall evaluate the existing facilities and abilities of the Client to accomplish corrective and preventive maintenance and support and identify additional skills, test equipment and tools required to maintain and support the new equipment. Such test equipment and tools shall be state of the art in design aimed at providing an efficient, systematic and cost effective repair operation for all replaceable components.

46. Spare Parts and Support

46.1 The Contractor shall ensure that the Goods provided by the Contractor, under the Contract are standard and of exact nature, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

46.2 The Contractor shall further ensure that the Goods provided by the Contractor, under the Contract shall have no defect, arising from design, materials, installation, configuration, or from any act or omission of the Contractor that may develop under normal use of the provided Goods.

46.3 The Contractor shall maintain sufficient backup stock of spare parts and tools locally at sites, for the maintenance of the supplied Goods, during the warranty period.

46.4 The Contractor shall ensure availability of spare parts and technical assistance for all components for three (3) years, without major changes, after the completion of final acceptance.

46.5 Support and Maintenance of Installed System(s) as whole will be governed by the Service Level Agreement (SLA), draft of which with brief components are attached at Annexure-B and will be finalized at the time of contracting.

46.6 The Contractor shall give six (6) months advance notice on any discontinued part(s) with a suggestion for appropriate alternatives failing which will cause forfeiture of Performance Security.

46.7 The Contractor shall also identify and provide the following:

46.7.1 items (repairable spares, parts and consumable supplies) that are needed to maintain design performance, reliability and availability standards prescribed in the Technical Specifications.

46.7.2 critical items, whose failure would cause a system failure;

46.7.3 items of high cost and/or long lead time (over thirty working days);

46.7.4 items whose design reliability is such that normal stock replenishment would not justify maintaining a level of the item in stock.

47. Inspection and Testing

47.1 The Client shall inspect and test the Goods supplied, the Services provided or the Works carried out, under the Contract, to verify their conformity to the Technical Specifications.

47.2 The inspections and tests shall be conducted at the premises of the Contractor / at the final destination. Where conducted at the premises of the Contractor, the Contractor shall provide all-reasonable facilities and assistance, including access to drawings, production data and online verification from official web site of the Manufacture, to the inspectors, at no charge to the Purchaser.

47.3 The Purchaser may reject the Goods, the Services or the Works if they fail to conform to the Technical Specifications, in any test(s) or inspection(s) and the Contractor shall either replace the rejected Goods, Services or Works or make all alterations necessary to meet the Technical Specifications, within three working days, free of cost to the Purchaser.

47.4 The Purchaser's post-delivery right to inspect, test and, where necessary, reject the Goods shall in no way be limited or waived by reason of pre-delivery inspection, testing or passing of the Goods.

47.5 Nothing contained in this document shall, in any way, release the Contractor from any

Warranty or other obligations under the Contract.

48. Taking-Over Certificate

48.1 The Contractor shall, by written notice served on the Client with a copy to the Purchaser, apply for a Taking-Over Certificate.

48.2 The Client shall, within seven days of receipt of Contractor's application, either issue the Taking-Over Certificate to the Contractor with a copy to the Purchaser, stating the date of successful inspection / testing of the Goods or any portion thereof, for their intended purposes; or reject the application giving the reasons and specifying the work required to be done by the Contractor to enable the Taking-Over Certificate to be issued.

48.3 Nothing contained in this document shall, in any way, release the Contractor from any Warranty or other obligations under the Contract.

49. Warranty

49.1 The Contractor shall warrant to the Purchaser that the Goods/Services supplied by the Contractor, under the Contract are genuine, brand new, non- refurbished, un-altered in any way, of the most recent or current model, imported through proper channel, and incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

49.2 The Contractor shall further warrant that the Goods/Services supplied by the Contractor, under the Contract shall have no defect, arising from design, materials, workmanship or from any act or omission of the Contractor that may develop under normal use of the supplied Goods/Services.

49.3 The Contractor must have an adequate mechanism (including proper service and support facilities) for meeting the service level outlined in this document.

49.4 The Contractor shall provide Manufacturer’s warranty for minimum one (01) year (hereinafter referred as Warranty Period) for each item after the issue of Taking-over Certificate in respect of Goods, the Services and the Works, or any portion thereof, as the case may be, which will include:

49.4.1 Free on site repair of defective / damaged parts Within 24 hours in major cities and Within 48 hours outside major cities across Punjab

49.4.2 Free on site replacement of defective / damaged Goods Within 48 hours in major as well as in outside the major cities across Punjab

49.5 The Contractor shall clearly mention Terms and Conditions of service agreements for the Goods supplied after the expiry of initial warranty period. In case of International Warranties, the local authorized dealers shall mention their service and warranty setup, details of qualified engineers, etc.

49.6 The Warranty Period shall start from the date of installation / configuration / deployment of the Goods on site.

49.7 The Client shall, by written notice served on the Contractor with a copy to the Purchaser, promptly indicate any claim(s) arising under the warranty.

49.8 The Contractor shall, within the prescribed time period, after receipt of such notice, repair or replace the defective / damaged Goods or parts thereof on site, without any cost to the Purchaser.

49.9 The end user licenses, end user warranties and end user contracting support services shall be in the name of Purchaser, for the Goods supplied, the Services provided and the Works done, under the Contract.

50. Ownership of Goods and Replaced Components

Goods to be supplied to the Purchaser, pursuant to the Contract, shall become the property of the Purchaser when the Goods are taken over by the Purchaser. Defective components to be replaced by the Contractor, pursuant to the Contract, shall become the property of the Contractor as and where it lies.

51. Defects Liability Expiry Certificate

51.1 The Contractor shall, after expiry of the warranty period, by written notice served on the Client with a copy to the Purchaser, apply for a Defects Liability Expiry Certificate.

51.2 The Client shall, within seven days of receipt of such notice, either issue the Defects Liability Expiry Certificate to the Contractor with a copy to the Purchaser, stating the date of expiry of the Warranty Period for all the Goods supplied and fulfillment of all obligations by the Contractor, under the Contract; or reject the application giving the reasons and specifying the work required to be done by the Contractor to enable the Defects Liability Expiry Certificate to be issued.

52. Payment

52.1 The Contractor shall provide all necessary supporting documents along with invoice.

52.2 The Contractor shall submit an Application for Payment, to the Purchaser. The Application for Payment shall: be accompanied by such invoices, receipts or other documentary evidence as the Purchaser may require; state the amount claimed; and set forth in detail, in the order of the Price Schedule, particulars of the Goods/Services delivered, up to the date of the Application for Payment and subsequent to the period covered by the last preceding Payment, if any.

52.3 The Purchaser shall get verified the details of Goods/Services delivered against the invoice from the concerned Technical Team of PITB and Payment shall be made on complete delivery of hardware after issuance of satisfactory certificate by concerned Technical Team PITB, as per details given in relevant Letter of Acceptance.

52.4 The Purchaser shall pay the amount verified within thirty (30) days. Payment shall not be made in advance and against partial deliveries. The Purchaser shall make payment for the Goods/Services provided to the Contractor, as per Government policy, in Pak Rupees, through treasury cheque.

52.5 The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. In case the Contractor fails to submit bank guarantee with extended validity period for such period(s) as the contract performance may be extended, an amount equal to 10% of total contract value shall be deducted from the payments to be made against the contract.

52.6 All payments shall be subject to any and all taxes, duties and levies applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Acceptance (LOA) till termination of the signed contract in this regard.

52.7 Payments against Service Level Agreement (SLA)/Support & Maintenance will be made on monthly basis.

53. Price

The Contractor shall not charge prices for the Goods supplied, the Services provided and for other obligations discharged, under the Contract, varying from the prices quoted by the Contractor in the Price Schedule.

54. Contract Amendment

54.1 The Purchaser may at any time, by written notice served to the Contractor, alter or amend the contract for any identified need/requirement in the light of prevailing rules and regulations.

54.2 The Contractor shall not execute any Change until and unless the Purchaser has allowed the said Change, by written order served on the Contractor with a copy to the Client.

54.3 The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change.

54.4 No variation in or modification in the Contract shall be made, except by written amendment

signed by both the Purchaser and the Contractor.

55. Assignment / Subcontract

55.1 The Contractor shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Purchaser's prior written consent.

55.2 The Contractor shall guarantee that any and all assignees / subcontractors of the Contractor shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.

56. Extensions in time for performance of obligations under the Contract

If the Contractor encounters conditions impeding timely performance of any of the obligations, under the Contract, at any time, the Contractor shall, by written notice served on the Purchaser with a copy to the Client, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Purchaser shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Contractor with a copy to the Client, extend the Contractor's time for performance of its obligations under the Contract.

57. Liquidated Damages

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @0.25% of the total Contract Price which is attributable to such part of the Goods / the Services / the Works, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the Contract Price.

57. Blacklisting

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract or found to have engaged in corrupt or fraudulent practices in competing for the award of contract or during the execution of the contract, the Purchaser may without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders in public sector, as per provision of Punjab Procurement Rules, 2014 and PITB Procurement Regulations and Guidelines.

58. Forfeiture of Performance Security

59.1 The Performance Security shall be forfeited by the Purchaser, on occurrence of any / all of the following conditions:

59.1.1. If the Contractor commits a default under the Contract;

59.1.2. If the Contractor fails to fulfill any of the obligations under the Contract;

59.1.3. If the Contractor violates any of the terms and conditions of the Contract.

59.2 The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. In case the Contractor fails to submit bank guarantee with extended validity period for such period(s) as the contract performance may be extended, an amount equal to 10% of total contract value shall be deducted from the payments to be made against the contract.

59.3 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and

conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Contractor.

59.4 Failure to supply required items/services within the specified time period will invoke penalty as specified in this document. In addition to that, Performance Security amount will be forfeited and the company will not be allowed to participate in future tenders as well.

60. Termination for Default

60.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Contractor. Provided that the termination of the Contract shall be resorted to only if the Contractor does not cure its failure / delay, within fifteen working days (or such longer period as the Client may allow in writing), after receipt of such notice.

60.2 If the Purchaser terminates the Contract for default, in whole or in part, the Purchaser may procure, upon such terms and conditions and in such manner as it deems appropriate, Goods / Services / Works, similar to those undelivered, and the Contractor shall be liable to the Purchaser for any excess costs for such similar Goods / Services / Works. However, the Contractor shall continue performance of the Contract to the extent not terminated.

61. Termination for Insolvency

If the Contractor becomes bankrupt or otherwise insolvent, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Contractor.

62. Termination for Convenience

62.1 Any of the parties may, at any time, by written notice served on the other party with a copy to the Client, terminate the Contract, in whole or in part, for its convenience, without any compensation to the other party.

62.2 The Goods and the Services which are complete or to be completed by the Contractor, within thirty working days after the receipt of such notice, shall be accepted by the Purchaser. For the remaining Goods / Services, the Purchaser may elect:

62.2.1 to have any portion thereof completed and delivered; and/or

62.2.2 to cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods, Services, Works and materials / parts previously procured by the Contractor for the purpose of the Contract, together with a reasonable allowance for overhead & profit.

63. Force Majeure

63.1 For the purpose of this contract “Force Majeure” means an event which is beyond the reasonable control of a party and which makes a party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes, but is not limited to, War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. In all disputes between the parties as to matters arising pursuant to this Contract, the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

63.2 The Contractor shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.

63.3 If a Force Majeure situation arises, The Contractor shall, by written notice served on The Purchaser, indicate such condition and the cause thereof. Unless otherwise directed by The Purchaser in writing, The Contractor shall continue to perform under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

63.4 Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.

63.5 Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

64. Dispute Resolution

64.1 The Purchaser and the Contractor shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

64.2 If, after thirty working days, from the commencement of such informal negotiations, the Purchaser and the Contractor have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

65. Statutes and Regulations

65.1 The Contract shall be governed by and interpreted in accordance with the laws of Pakistan.

65.2 The Contractor shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Purchaser indemnified against all penalties and liability of any kind for breach of any of the same.

65.3 The Courts at Lahore shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

66. Taxes and Duties

The Contractor shall be entirely responsible for all taxes, duties and other such levies imposed make inquiries on income tax / sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.

67. Contract Cost

The Contractor shall bear all costs / expenses associated with the preparation of the Contract and the Purchaser shall in no case be responsible / liable for those costs / expenses. The successful bidder shall provide legal stamp papers of relevant value according to Govt. rules and regulations for signing of the formal contract.

68. The Client

68.1 The Client shall only carry out such duties and exercise such authority as specified in the Contract. The Client shall have no authority to relieve the Contractor of any of his obligations under the Contract, except as expressly stated in the Contract.

68.2 The Contractor shall proceed with the decisions, instructions or approvals given by the Client in accordance with these Conditions.

68.3 The Client shall conform to all the relevant clauses of this Tender Document to carry out all responsibilities assigned thereto in a timely manner.

69. Authorized Representative

69.1 The Purchaser, the Client or the Contractor may, at their exclusive discretion, appoint their Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to, signing on their behalf to legally bind them, and may, at any time, revoke such delegation.

69.2 The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Purchaser, the Client or the Contractor.

69.3 Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.

69.4 Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.

69.5 Notwithstanding Clause 69.2, any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.

69.6 If the Contractor questions any decision or instruction of the Authorized Representative of the Purchaser / the Client, the Contractor may refer the matter to the Purchaser / the Client who shall confirm, reverse or vary such decision or instruction.

70. Waiver

Failure of either party to insist upon strict performance of the obligations of the other party, under the Contract, shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

71. Training

71.1 The Contractor shall arrange and undertake a comprehensive training program for the staff nominated by the Purchaser / the Client to ensure that they shall acquire a good working knowledge of the operation, and general maintenance of the Goods / Services to be supplied under the Contract.

71.2 In case of non-compliance with instructions, non-cooperation or other difficulties experienced by the Contractor with regard to any of these personnel, the Contractor shall apprise the Purchaser / Client and proceed to implement suitable remedial measures after consultation with them.

72. Documentation

The Contractor shall furnish the user documentation, the operation manuals, and service manuals for each appropriate unit of the supplied Goods and other information pertaining to the performance of the Goods, in hard copy format, in soft copy format and in the form of on-line help, before the Goods are taken over by the Purchaser.

73. Special Stipulations

SCHEDULE-A, SPECIAL STIPULATIONS	
For ease of Reference, certain special stipulations are as under:	
Bid Security (Earnest Money)	The Contractor shall furnish the Bid Security (earnest Money) as under: In the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser; for an amount of PKR 100,000/- (Rupees one hundred thousand only); denominated in Pak Rupees; Have a minimum validity period of one hundred and twenty (120) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.
Performance Security	The successful Contractor shall furnish Performance Security as under: within twenty eight (28) days of the receipt of the Acceptance Letter from the Purchaser; in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document; for a sum equivalent to 10% of the total contract value; denominated in Pak Rupees; Have a minimum validity period until the date of expiry of warranty period, support period or termination of services, or fulfillment of all obligations under the contract, **whichever is later.**
Delivery of Hardware & Development of Software Solution for EMR, Video Conference, Medicine & Equipment (Pharmacy) Record and Labs Record	Within Six (06) weeks from the issuance of LOA.
Installation of Devices	Within six to twelve (06 – 12) weeks from issuance of LOA i. All equipment for mentioned BHU's must be installed and operational within six to twelve (06 – 12) weeks from Issuance of LOA
Training of Staff & MO	Within six to twelve (06 – 12) weeks from issuance of LOA Staff to be trained at each mentioned BHU, Staff will be trained at the time of deployment of Equipment/Hardware for Video Conferencing.
Liquidated damages for failure / delay in supply / installation / configuration of Goods / Services / Works by the Contractor	If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @0.25% of the total Contract Price which is attributable to such part of the Goods / the Services / the Works, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the Contract Price.

ANNEXURE-A:

Technical Specifications of Hardware/IT Equipment, Brief Implementation Scope, Software Solution and Other Requirement

PITB intends to implement "IT Intervention for Health Sector Reforms" across Punjab province in various Health units at BHU level. Each facility would consist of one laptop connected to Portable HD Camera/Webcam, LED, Printer, and Hardware (Satellite Dish & Satellite Router) for Radio Wireless/Satellite Based Connectivity/Fiber and UPS for Power Backup.

There will be 5 Clusters in Each District and each cluster would be of two BHU facilities connected via Video Conference Facility. The purpose of clustering is to Improve Healthcare Service delivery in two ways. Firstly, through Physical presence of already posted doctor at each of the two BHU's of a cluster on alternate days and secondly, through connecting the two BHU's through a video link and providing service to BHU remotely even if a doctor is physically present at other BHU of same cluster.

Five districts will be selected and five cluster in each district and in total there will be 50 BHU's facilities. At each BHU with vacant post of MO shall be clustered with nearby BHU with post of MO filled. The MO (Medical Officer) of that nearby BHU will be assigned as the cluster in-charge of the two BHU's. The MO will spend alternate days at each BHU.

Complete EMR Solution, Software for Pharmacy (Medicine & Inventory Record), Laboratory Software and Software for Video Conferencing Facility will also be required, wherein two facilities will be linked via Video Conference Facility in each cluster.

Minimum Functionalities of Software Solution
EMR (Electronic Medical Record)
Patient Registration
• **New patient registration by Health Nutrition Supervisor or Doctor (Medical Officer)** • **Accessibility through unique medical record number** • **Multiple search criteria such as CNIC, MR#, Name, Mobile No. etc.** • **Update patient demographics** • **Patient Details like Blood Pressure, Temperature, Weight, Pulse and Height**
Telemedicine
• **Peer to peer web RTC based video calling (Patient/Assistant-Doctor Encounter)** • **High Quality video** • **Ability to make a video call from both ends** • **Text Chat Enabled** • **EMR & video consultancy simultaneously**
Patient Charting

• **Efficient prescription interface**
  ○ **Patient Complaints**
  ○ **Doctor's Notes (SOAP)**
  ○ **Diagnosis (with disease codes)**
  ○ **Medication (Standardized Drug DB)**
  ○ **Test & Procedures (with CPTs)**
• **Quick prescription writing**
• **Pre-defined & Customizable Templates**
• **Print Electronic Prescription**
• **Patient Referrals**

Patient Medical History
• **Patient visit history** • **Patient vitals with graphical presentation** • **Patient diagnostics & treatments**
Pharmacy Dispensing & Other Record
• **Pharmacist can view list of prescribed medicines** • **Direct Medicine dispensing from prescription order** • **Periodic summary of dispensed medicines** • **Record of Stock in and Stock Out**
Statistical Reports
• **Patient Visit Report** • **Medicine Issued Report** • **Other Reports Required**

Minimum Software Specifications/Requirements:

- **Support and Maintenance will be governed by SLA (Service Level Agreement)**
- **Software will be governed with SRS (Software Requirement Specifications) briefly given below**

- The Application Software shall have appropriate administrative features / options for Users with role-based access to various features especially user management, role management etc.
- The Application Software should provide proper audit trail for any change made in the data.
- The software should be capable of storing the IP addresses, date and time stamp and other identities of the user modifying the information in the system.
- The system should maintain proper logs of any changes made in the data. System shall be implemented in such way that all critical transactions are stored with the logged-in user name that has performed that transaction.
- The Application Software should have provisions for proper validation checks to minimize data entry mistakes so that garbage data is not stored in the database.
- Application Software should ensure accuracy and consistency of data in database and reports.

Web Portal

Responsibility Matrix/Access control

- Management of application user and usability rights. The access level can be segregated but not limited to in Admin access, Province wise access, District wise access, Tehsil wise access and Site/Health Facility wise access.

System should allow to define / create common settings like

- BHU and its Category

Reports

- Filters Required
  - District
  - Tehsil
  - Facility Type
  - Facility Name
  - Patients Checked
  - Medicine Issued
  - Date Range
  - Any Other, if required at any time

Other Requirements:

- Contractor will share Software Development Kit (SDK) (If any)
- Sample codes for each compatible development languages
- Contractor will be required to share API's from time to time
- Vendor will share source code with PITB team and technical documentation
- Vendor will have joint custody arrangement of source code with PITB of above application along with Database Design and any documentation involved
- System will have the provision to enroll Staff/MO at each BHU as an ongoing process
- Auto and scheduled update of transactional history in centralized databases
- Backend monitoring system will be customizable and flexible enough to cater time-to-time client requirements
- Proprietary/non-proprietary encryption support during client/server communication
- The vendor will be responsible for complete customization of both client and server side applications
- System should be able to support at least 100 concurrent users & Sessions
- System shall provide a Unique User Id and shall provide necessary feature for user management including password management for each BHU staff.
- Application's Technical Documentation / Manual for usage of the controls, design and operations.
- Comprehensive onsite training will be provided to all users on installed system(s) at each BHU.
- Health Department, Govt. of the Punjab and PITB, Govt. of the Punjab Logo to be inprint on the IT Equipment/Hardware.
- Vendor will also provide User Manuals/Documents for using device at each location
- Contractor shall also share technical or any other documentation of Software with PITB Team
- Contractor will provide 2MB Internet Bandwidth or Higher (If Required) for each BHU
- System should also show Active/Inactive Sites and Bandwidth Usage at each Location

HARDWARE/IT EQUIPMENT: There are no Lots, Vendor will have to bid for all items mentioned below

Item # 1: Laptop		
Quantity	50(Fifty)	
Brands	Dell, HP, Fujitsu, Lenovo or equivalent	
Sr.#	**Item**	**Description (Minimum Requirements)**
1	Processor	Intel Core i3 or higher
2	Mother Board	Intel chipset or higher
3	Memory	4 GB DDR3 or higher
4	Hard Disk Drive	Min 500 GB or higher
5	Super Drive Internal	CD+/-RW and 8X DVD RW 16X DVD R or higher, compatible with Microsoft Windows and Linux
6	Video/Display Card	Integrated
7	Sound Card	Integrated
8	Network Adapter	Onboard 10/100/1000 base-T Gigabit Ethernet card (Microsoft Windows, Linux Supportive),
9	LCD Display	14”-15” SXGA TFT Active Matrix Display or Higher
10	Integrated I/O Interfaces	2 X USB 2.0 Ports, 1+RJ45 Jack for Ethernet, External VGA Port, Card Reader Slot
11	Wireless LAN	Wireless 802.11 abgn 54Mbps or higher, Microsoft Windows, Hat Linux Supportive
12	Batteries & Power Adapter	Li-ion pack with estimated 3 -5 hours backup or higher
13	PC Cards Slot	One type I and II/pointing device
14	Mouse & Key Board & Carry Case/Bag	Standard Keyboard and Integrated Touch Pad, External Mouse with 2.0 USB, Standard Carry Case/Bag
15	Camera	Built in 720P or higher

NOTE:

1- 1 Year Parts and Labor warranty for all components on site, as mentioned under clause regarding “Warranty” of this document

2- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.

3- Please mention the country of origin / manufacturing / assembly of the quoted brand / model

Item # 2: Portable HD Camera/Webcam		
Quantity		**50 (Fifty)**
S#	**ITEM**	**Description**
1	Minimum Technical Requirement	At least 5.0 Mega pixels resolution or Higher, Image Capture: 2560*1920, Lens: High Quality 5 layers glass lens, Built-in Microphone (Working distance: 1-2ft), Auto face tracking, USB 2.0, Focus ranger, White balance: Automatic/manual, Expose control: Automatic/manual Supports Windows
NO TE:		
1- 1 Year Parts and Labor warranty for all components on site, as mentioned under clause- regarding "Warranty" of this document		
2- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.		
3- Please mention the country of origin / manufacturing / assembly of the quoted brand / model		

Item # 3: Laser Jet Printer		
Quantity		**50(Fifty)**
S#	**ITEM**	**Description**
Brands		Dell, HP, Samsung or equivalent
1	Minimum Technical Requirement	**Print Technology:** LaserJet **Print Speed:** Up to 19 ppm **Resolution:** Up to 600 x 600 x 2 dpi (1200 dpi effective output) **Duty Cycle:** 5000 pages monthly or Higher
NO TE:		
1- 1 Year Parts and Labor warranty for all components on site, as mentioned under clause- regarding "Warranty" of this document		
2- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.		
3- Please mention the country of origin / manufacturing / assembly of the quoted brand /model		

Item # 4: Requisite Hardware for Radio Wireless/Satellite Based Connectivity/ Fiber		
Quantity		**50(Fifty)**
S#	**ITEM**	**Description**
1	Minimum Technical Requirement	Requisite Hardware for Radio Wireless/Satellite Based Connectivity/ Fiber, This includes 74 CM Dish, Frequency (GHz) Rx 19.50 – 20.20GHZ Tx 29.50-30.00 GHz, Power Handling: 6W and other related accessories Satellite Router: IPV4 Ready At least 2MB Internet Bandwidth. All/significant part of facility needs to have internet access via Indoor Access Points Necessary cabling will be required.
NO TE:		
1- 1 Year Parts and Labor warranty for all components on site, as mentioned under clause- regarding “Warranty” of this document		
2- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.		
3- Please mention the country of origin / manufacturing / assembly of the quoted brand / model		

Item # 5: UPS for Electricity Backup		
Quantity		**50(Fifty)**
S#	**ITEM**	**Description**
1	Minimum Technical Requirement	700 Watts UPS for Electricity Backup of at least 1 hour to run LED screen, Laser Printer, Satellite Dish, and Router, With Internal dry batteries, with other standard features. Complete deployment and installation.
NO TE:		
1- 1 Year Parts and Labor warranty for all components on site, as mentioned under clause-48 regarding “Warranty” of this document		
2- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.		
3- Please mention the country of origin / manufacturing / assembly of the quoted brand / model		

Item # 6: 17" or Higher LED Screen		
Quantity: 50		
Sr. #	**ITEM**	**DESCRIPTION**
1	Type & Size	LED, Minimum 17" LED to be connected with Laptop as procured in Sr. No. 1 (Pricing Table). This includes Wall Mount Kit & connecting cable.
2	Inputs & Outputs	VGA & Audio Out
NOTE:		
1- 1 Year Parts and Labor warranty for all components on site, as mentioned under clause-48 regarding "Warranty" of this document		
2- In case of International Warranties, the local authorized dealers should mention their service and warranty setup, details of qualified engineers, etc.		
3- Please mention the country of origin / manufacturing / assembly of the quoted brand / model		

ANNEXURE-B: Brief Components of Service Level Agreement (SLA)

Sr.#	Description	Service Level
1	Free on site repair of defective / damaged parts	• Within 24 hours in major cities across Punjab • Within 48 hours outside major cities across Punjab • If there is any delay in the service level, 1 % penalty from SLA amount will be charged on daily basis for delay in service
2	Free on site replacement of defective / damaged Goods	• Within 48 hours in major as well as in outside the major cities across Punjab • If there is any delay in the service level, 1 % penalty from SLA Amount will be charged on daily basis for delay in service
3	Web Portal & Software Solution (server side) should be operational 24/7	• 98% up-time • If due to some software issues, server is down then 1 % penalty will be charged on daily basis for delay in service
4	2 MB CIR Connectivity per BHU	• 98% up-time • Bandwidth should be available at all times • If Bandwidth is not available at all BHU's or service is down, then penalty will be charged as per details mentioned below

- To comply the SLA terms, Contractor will have to ensure 10% extra availability of total contracted stock at all points of time for uninterrupted operations. However, Contractor will have to determine suitable stock level beyond minimum 10% on their own. These refer to draft components only (Subject to change).

- Complaint Management System will be used by focal persons of hospitals and the Contractor. Response time will be monitored accordingly. If required, Contractor will also develop web portal or mechanism for Complaint Management.

The Contractor shall ensure availability of At least 2MB Internet Bandwidth per facility. Services 24x7x50 at a level to be at least 98% uptime every month/ uptime of services being available is calculated as follows.

Availability:

$$\frac{\text{[(Total activated bandwidth/location per month) - (Non-Operational bandwidth/location per month)] x 100}}{\text{(Total activated bandwidth per month)}}$$

Service Availability in each calendar month measured as a Percentage *	Percentage of Penalty per month for the deduction from SLA invoice
98.00% or greater	0%
95.00% to 97.99%	5%
91.00% to 94.99%	10%
87.00% to 90.99%	15%
83.00% to 86.99%	20%
79.00% to 82.99%	25%
Below 79%	30%

FORMS & OTHER REQUIRED DOCUMENTS

ANNEXURE-C

Technical Proposal Submission Form

[Location, Date]

To _(Name and address of Client / Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(insert title of assignment)_ in accordance with your Request for Proposal/Tender Document No._____ dated _(insert date)_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of _____related to the assignment.

We also confirm that the Government of Pakistan / Punjab has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

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

We remain,

Yours sincerely,

Authorized Signature (Original)

(In full and initials)

Name and Designation of Signatory

Name of Firm

Address

ANNEXURE-D

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To _(Name and address of Client / Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(Insert title of assignment)_ in accordance with your Request for Proposal No._____ dated _(insert date)_ and our Technical Proposal. Our attached Financial Proposal is for the sum of _(insert amount in words and figures)_. This amount is inclusive of all taxes.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in _____ of the Proposal Data Sheet.

We also declare that the Government of Pakistan / Punjab has not declared us or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

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

Signed

In the capacity of:

Duly authorized to sign the proposal on behalf of the Applicant.

Date:

ANNEXURE-E

Price Schedule/ Financial Cost Sheet for complete items

Capital Cost - Table X						
Sr. No.	**Item Description**	**No. of units**	**Price per Unit (Excluding Tax) PKR**	**Tax Amount per unit (PKR)**	**Price per unit (Incl. Tax) PKR**	**Total Cost (No. of units * Per unit price incl. taxes)**
1	Laptop Corei3 or Higher	**50**				
2	Portable 5.0MP HD Camera/Webcam or Higher	**50**				
3	Laser Jet Printer	**50**				
4	Requisite Hardware for Radio Wireless/Satellite Based Connectivity/ Fiber, This includes 74CMDish, IPV4 Ready Satellite Router and Cabling Required, Hardware should support At least 2MB Internet Bandwidth. All/significant part of facility needs to have internet access via Indoor Access Points	**50**				
5	700 Watts UPS for Electricity Backup, At least 1 hours backup to run LED screen, Printer, Router and Dish	**50**				
6	17" or Higher LED to be connected with laptop as procured in Sr No 1. This includes connecting cable.	**50**				
Recurring Cost - Table Y						
7	Recurring Cost: At least 2MB Internet Bandwidth. All/significant part of facility needs to have internet access via Indoor Access Points, Necessary cabling will be required. Mentioned cost for 23 Months for 50 BHU's					
8	Recurring Cost: Software Rental (Mention Cost for					

	23 Months for 50 BHU's)					
9	SLA (Including Software Support and Maintenance of Hardware) This Includes Software Support, Maintenance of IT Equipment/Hardware deployed at each site; Mention Cost for 23 Months for 50 BHU's					
Total Bid Price						**X+Y**

NOTES:

(i) X+Y will determine the total bid cost for all items.

(ii) As estimated 50 BHU's will be selected to Install the equipment at each location, in Five Districts of Punjab

(iii) Prices must be quoted for all items.

(iv) Hardware quoted must be legally imported in Pakistan after paying all taxes.

(v) The Purchaser reserves exclusive rights to increase / decrease the quantities of the Hardware / IT Equipment mentioned vide this tender document.

(vi) For one month, price for Internet Service and Software Support, Rental and SLA will not be charged by the Contractor after the Go Live of Video Conferencing Solution at each BHU.

(vii) PITB will not bear any license fee for hardware and software.

Total Cost (in words) Rs. _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

ANNEXURE-F

Format for Covering Letter

To

(Name and address of Purchaser)

Sub: _____.

Dear Sir,

a) Having examined the tender document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said items / Services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

b) We undertake, if our proposal is accepted, to provide the items/services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the client Department / Office.

c) We agree to abide by this proposal for the period of ____ days (as per requirement of the project) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

d) We agree to execute a contract in the form to be communicated by the _(insert name of the Purchaser)_, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.

e) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.

f) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in biding.

_____

Authorized Signatures with Official Seal

ANNEXURE-G

INSTRUCTION FOR PREPARATION OF POWER OF ATTORNEY

a) To be executed by an authorized representative of the bidder.

b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

c) Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

d) In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Format of Power-of-Attorney

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

ANNEXURE-H

UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 20__

Signature

(Company Seal)

_____

In the capacity of

Duly authorized to sign bids for and on behalf of:

ANNEXURE-I

(To be submitted on legal stamp paper)

AFFIDAVIT

(Integrity Pact)

We _(Name of the bidder / supplier)_ being the first duly sworn on oath submit, that Mr. / Ms. _____ (if participating through agent / representative) is the agent / representative duly authorized by _(Name of the bidder company)_ hereinafter called the Contractor to submit the attached bid to the _(Name of the Purchaser)_. Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the _(Name of the Purchaser)_ any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

[The Seller/Supplier/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with the Purchaser and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty / support.

[The Seller/Supplier/Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty / support. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to the Purchaser under any law, contract or other instrument, be voidable at the option of the Purchaser.

Notwithstanding any rights and remedies exercised by the Purchaser in this regard, [the Seller/Supplier/Contractor] agrees to indemnify the Purchaser for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to the Purchaser in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Seller/Supplier/Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from the Purchaser.

_____
Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

_____ Notary Public

ANNEXURE-J

PERFORMANCE SECURITY

Issuing Authority:
Date of Issuance:
Date of Expiry:
Claim Lodgment Date: (Must be one month later than the expiry date)

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to supply the Goods and render the Services against Tender Name. _____, Tender No._____ (hereinafter called "the Contract") for the Contract Value of PKR (in figures _____) (in words _____).

AND WHEREAS it has been stipulated in the Tender Document that the successful Contractor shall furnish Performance Security, within twenty eight (28) days of the receipt of the Acceptance Letter (Letter of Acceptance) from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per this format, for a sum equivalent to Rs._____(10% of the contract value) valid from the date of issue until all obligations have been fulfilled in accordance with the Contract;

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures _____) (in words _____) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor commits a default under the Contract;
2. If the Contractor fails to fulfill any of the obligations under the Contract;
3. If the Contractor violates any of the provisions of the Contract.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to _____ or until expiry of warranties / support period or all obligations have been fulfilled in accordance with the Contract, **whichever is later**.

Date this _____.

GUARANTOR

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

ANNEXURE-K

OKARA

Cluster Number	BHU Facility Code	BHU Name	Travelling distance between the two BHUs in KM
1	393110	BHU 21/GD	4
	393113	24/GD	
2	393140	Murdani	15
	393132	Fatah Pur	
3	393352	Rukan Pura	8
	393325	Fiaz Abad	
4	393338	Mehnat Darshan	4
	393341	Niki Mani Ki	
5	393201	1/1RA	5
	393360	Dars Dhalyana	

SARGODHA

Cluster Number	BHU Facility Code	BHU Name	Travelling distance between the two BHUs
1	184075	BHU Bakkhar Bar	10
	184087	BHU Kot Bhai Khan	
2	184007	BHU 10/ML	5
	184006	BHU 8/ML	
3	184072	BHU Shah Nikdar	10
	184314	BHU 163/NB	
4	184093	BHU Mubharay Khan	12
	184080	BHU Gul Da KOT	
5	184489	BHU Talib Wala	5
	184032	BHU Syed Nao	

JHELUM

Cluster Number	BHU Facility Code	BHU Name	Travelling distance between the two BHUs
1	173019	BHU Dharyala Jalip	15KM
	173025	BHU Sauwal	
2	173021	BHU Haranpur	80KM
	173020	BHU Golpur	
3	173031	BHU Banth	15KM
	173039	BHU Panchour	
4	173023	BHU Pinanwal	3KM
	173024	BHU Pindi Said Pur	
5	173006	BHU Darapur	15KM
	173005	BHU Chottala	

ATTOCK

Cluster Number	BHU Facility Code	BHU Name	Travelling distance between the two BHUs in KM
1	171036	Kot Fateh Khan	15 K.M
	171037	Lund	
2	171035	Kanial	35 K.M
	171030	Dhurnal	
3	171057	Jangla	18 K.M
	171058	Khaour	
4	171109	Kamrial	10 K.M
	171060	Malhowala	
5	171045	Jabba	25 K.M
	171043	Dakhnair	

BAHAWALPUR

Cluster Number	BHU Facility Code	BHU Name	Travelling distance between the two BHUs in KM
1	312302	Chak No. 68/F	20
	312304	Chak Katora	
2	312303	Chak No. 90/F	20
	312305	Chak No. 15/F	
3	312207	Chak No. 8/DNB	15
	312201	Chak No. 1/DNB	
4	312504	Karampur	20
	312503	Jhandani	
5	312308	Chak No. 88/F	20
	312306	Chak No. 153/M	