PUNJAB INFORMATION TECHNOLOGY BOARD (PITB)

INVITATION TO BID

Punjab Information Technology Board (PITB), Government of the Punjab, invites bids for the Procurement of:

i. Data Entry Operators for Govt. Hospitals across Punjab.
ii. Hardware / IT Equipment and Furniture for PITB's Various Projects (IT Operations).

2. The procurement shall be completed in accordance with the Punjab Procurement Rules 2014, on Single Stage - Two Envelope Bidding Procedure.
3. The tender documents are 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 Documents are 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, placed at Reception of the PITB office, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, not later than **1200** Hours on last date of submission of bids i.e. **17th October, 2019**, and bids shall be opened at **1230** hours on the same date, 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, as per Rule-27 of PPRA Rules, 2014. 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-8833-C)

Tender Document

Tender No. 127092019-1

Provisioning of Services for Data Entry Operators for Govt. Hospitals Across Punjab Under Framework Contract.

Punjab Information Technology Board (PITB)

13th Floor, Arfa Software Technology Park (ASTP),

346-B, Ferozepur Road, Lahore, Pakistan

Phone: (+ 92) (42) (35880062), Fax: (+92) (42) (99232123)

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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.

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.

https://ppra.punjab.gov.pk/system/files/Punjab%20Procurement%20Rules%202014%20amended%20upto%2013-09-2017.pdf#overlay-context=downloads

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. All prospective bidders are required to collect a Challan Form from the Procurement Assistant, PITB at above given address; to submit an amount of Rs. 1,000/- in PITB's account. The deposit slip / Challan Form must accompany respective bid.

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, not later than **1200 hours** on last date of submission of bids i.e. **17th October, 2019,** 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 **1230 hours** on**, 17th October, 2019**. 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 services must be received in writing to the Purchaser till **02nd October, 2019**. Any query received after said date may not be entertained. All queries shall be responded to within due time. PITB will host a Pre-bid session at PITB premises (13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore) at **1200 hours** on **03rd October, 2019**.

The bidder shall submit bids which comply with the Bidding Document. Alternative bids and options 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

Shams ul Islam
Senior Programme Manager
Punjab Information Technology Board, Government of Punjab
11th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email: shahzad.anwer@pitb.gov.pk
Office Phone: 042-35880062 Ext: (1167)

M. Jahanzaib Khan
Assistant Director D&P
Punjab Information Technology Board, Government of Punjab
13th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email: Jahanzaib.khan@pitb.gov.pk
Office Phone: 042-35880062 Ext: (1391)

Secondary Contact

Ali Kheiri
Project Director (EGA)
Punjab Information Technology Board, Government of Punjab
11th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email: khurram.mushtaq@pitb.gov.pk
Office Phone: 042-35880062 Ext: (1167)

Muhammad Shaukat Qureshi
Joint Director (Procurement), PITB
Email: muhammad.qureshi@pitb.gov.pk
Office Phone: 042-35880062 Ext: (1371)
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 and letters) 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:

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

3.3 "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.

3.4 "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.

3.5 "Bidder/Bidder" means the interested Firm/Company/Supplier/Distributors that may provide services to any of the public/private sector organization under the contract and have registered for the relevant business thereof.

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

3.7 "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.

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

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

3.10 "Day" means calendar day.

3.11 "In writing" means communicated in written form e.g., by registered mail, e-mail / fax (followed by a formal registered mail), delivered with proof of receipt.

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

3.13 "Proposal" means the Technical Proposal and the Financial Proposal for the provision of the Services submitted by a bidder in response to this RFP.

3.14 "RFP" means Request for Proposals, including any amendments that may be made by the procuring agency for the selection of bidder.

3.15 "Prescribed" means prescribed in the Tender Document.

3.16 "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.

3.17 "SBD" means Standard Bidding Documents.

3.18 "Services" means the tasks to be performed by the bidder pursuant to the Contract made in accordance with the listed scope under Clause-6.

3.19 "TEC" means the Technical Evaluation Committee, constituted for the purpose of evaluating the technical proposals received.

3.20 "Training Session" means a period of time where the bidder provides instruction on a particular training for software application.

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

3.22 "DEO" means Data Entry Operator.

3.23 "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. Scope of work and Deliverables:

The required scope of work & specifications are given in **Annexure-A**

7. Tender Eligibility/Qualification Criteria

Eligible Bidder/Bidder is a Bidder/Bidder who:

7.1 Has a registered / incorporated company / firm in Pakistan with relevant business experience of last two (02) years.

7.2 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).

7.3 Has valid Registration of General Sales Tax (GST) & National Tax Number (NTN).

7.4 Has submitted bids for complete lots and relevant bid security.

7.5 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), failing which will cause rejection of the bid.

7.6 Conforms to the clause of “Responsiveness of Bid” given herein this tender document.

7.7 Goods and Services can only be supplied / sources / routed from origin” in “eligible” member countries.

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

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

8. Tender Cost

The Bidder 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 not eligible for this tender.

10. Examination of the Tender Document

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

11. Clarification of the Tender Document

The Bidder 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 Bidders 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 Bidder is allowed to bid for any or all lots separately.

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

13.3 The Tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Bidder 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.

13.4 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.

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

13.6 Technical Proposal Form (**Annexure-B**)

- 13.6.1 Undertaking (All terms & conditions and qualifications listed anywhere in this tender document have been satisfactorily vetted) (**Annexure-H**)
- 13.6.2 Covering letter duly signed and stamped by authorized representative. (**Annexure-E**)
- 13.6.3 Evidence of eligibility of the Bidder and the Goods / Services.
- 13.6.4 Evidence of conformity of the Goods / Services to the Tender Document.
- 13.6.5 List of firm's major national or international clientele for relevant experience.
- 13.6.6 Certificate of Company / Firm Registration / Incorporation under the laws of Pakistan.
- 13.6.7 Technical Brochures / Literature.
- 13.6.8 Submission of undertaking 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.
- 13.6.9 Valid Registration Certificate for Income Tax & Sales Tax
- 13.6.10 Power of Attorney, if an authorized representative is appointed (**Annexure-F**)

13.7 The Financial Proposal shall comprise the following:

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

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

13.7.3 Bid Security **(Earnest Money), as per provisions of the clause Bid Security of this document.**

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

Original Technical Tender for

Tender Name: [Name of Tender]

Tender No. **127092019-1**

Lot No.

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

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

Duplicate Technical Proposal for

Tender Name: [Name of Tender]

Tender No. **127092019-1**

Lot No.

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

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

13.11 The Bidder 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. **127092019-1**

Lot No.

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.12 The Bidder 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. **127092019-1**

Lot No.

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.13 The Bidder shall enclose soft copies of the Technical Proposal, including all Forms, Annexes, Schedules, 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, during office hours, up to due date and time.

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

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.

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).

15. Bid Security

15.1 The bid security amount has been calculated as per provisions of Rule-27 "Bid Security" of PPRA Rules, 2014 (i.e. not exceeding five percent of the estimated cost), the Bidder shall furnish the Bid Security (Earnest Money) as under:

15.1.1 For amounts as mentioned in below table :

Lot #	Description	Bid Security Amount (PKR)
1	Data Entry Operator (DEOs) Tertiary Care Hospitals.	1,200,000/-
2	Data Entry Operator (DEOs) Primary & Secondary Hospitals.	1,000,000/-

15.1.2 denominated in Pak Rupees;

15.1.3 separately against each Lot given in this tender document;

15.1.4 As part of financial bid envelope,

15.1.5 in the form of Demand Draft / Pay Order / Call Deposit Receipt in the name of the Purchaser;

15.1.6 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.

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 Bidder withdraws the Tender during the period of the Tender validity specified by the Bidder on the Tender Form; or

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

15.2.3 If the Bidder, 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 Bidder 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 Bidder 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 Bidder'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 Bidder agrees to extension of validity period of the Tender, the validity period of the Bid Security shall also be suitably extended. The Bidder may refuse extension of validity period of the Tender, without forfeiting the Bid security.

17. Modification / Withdrawal of the Tender

17.1 The Bidder 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 **1230 hours** on the last date of submission of bids i.e. **17th October, 2019**, in the presence of the Bidder(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 Bidder's name, modifications, withdrawal, security, attendance of the Bidder and such

other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.

18.3 No Bidder 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 Bidder(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:

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

20.1.2 meets the Technical Specifications for the Goods / the Services against each relevant LOT's;

20.1.3 meets the delivery period / point for the Goods / the Services against each relevant LOT's;

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

20.1.5 offers fixed price quotations for the Goods / the Services against each relevant LOT's, whereby no optional offer / bid or price is allowed against each relevant LOT's;

20.1.6 is accompanied by the required Bid Security as part of financial bid envelope against each relevant LOT's;

20.1.7 The original receipt of tender fee submitted, attached with technical bid envelope;

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

20.1.9 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 Goods / Services or limits the Purchaser's rights or the Bidder's obligations under the Contract.

20.3 The Tender determined as not substantially responsive shall not subsequently be made responsive by the Bidder 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 Bidder.

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 will be rejected.

The Eligible/Technically Qualified Bidders will be considered for further evaluation.

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

Category	Description	Points
Legal (Mandatory)	Valid Income Tax Registration *Registered for at least last two (02) years	Required
	Valid Sales Tax Registration (Status = Active with relevant authority)	Required
	Submission of undertaking 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.	Required
	Compliance to the scope mentioned in this tender document	Required
	In full compliance of the Execution Schedule and Delivery Period mentioned in tender document (Undertaking)	Required

Lot No. 01 & 02

Experience	Worth of projects of similar nature (i.e. Outsourcing of Human resource) in last three (03) years (Verifiable through relevant purchase orders / contracts) (Max Points 100)	50-65 million	50 Points
		65.1-80 million	75 Points
		80.1 million & above	100 Points
Financial Strength	Annual worth of Liquid Assets verifiable from last Audited report. (Max Points 100)	50-65 million	50 Points
		65.1-80 million	75 Points
		80.1 million & above	100 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)/Bidder(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)/Bidder(s) or their authorized representatives against each Lot shall be allowed to take part in the Financial Proposal(s) opening against their relevant Lot(s).

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)/Services 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, documents / by other than specified mode; or

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

24.2.4 bid not submitted separately against each Lot and relevant bid security is not submitted against each Lot separately; or;

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

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

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

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

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

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

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

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

24.2.13 the Bidder 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 Bidder 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 Bidder 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)/Bidder(s) as per clause-7 (Tender Eligibility) of this tender document fulfilling the qualification and technical evaluation criteria against each Lot will stand technically qualified.

25.2. At second step, technically qualified and successful bidder(s)/Bidder(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 against each Lot, 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 Bidder, 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 Bidder/The Contractor against each Lot, 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 LOT wise performance security (Separate for each LOT, if the bidder is successful for more than one LOTs) would be submitted by the Bidder;

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

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

27.1.5 denominated in Pak Rupees;

27.1.6 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 Bidder within thirty working days after the expiry of its validity on written request from 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.

II. General Conditions of Draft Contract

29. Contract:

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

30. Framework Contract Duration:

Framework Contract duration shall initially be for (1) one year and extendable for another two (02) years on yearly basis (if required), starting from the issuance of Letter of Acceptance. Extension of contract shall be based on provisioning of satisfactory services by the service provider, needs, and 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:

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.

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 / Service or any part thereof.

36. Execution Schedule:

Deployment of DEOs at Designated Hospitals (i.e. Tertiary care hospitals and Primary & Secondary hospitals) within one (01) week from the Issuance of LOA.

37. Payment:

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

37.2 The Contractor shall submit an Application for Payment (Invoice), 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 Services delivered, up to the date of the Application for Payment and subsequent to the period covered by the last

preceding Payment, if any.

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

37.4 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.

37.5 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 Acceptance Letter i.e. Letter of Acceptance (LOA) till completion of the signed contract in this regard.

37.6 Payments shall be made against successful delivery of services at end of each month as per actual.

37.7 The contractor shall submit attendance certificate of each DEOs duly signed by designated person by the purchaser for the purpose or other documentary evidence as the Purchaser may require.

38. 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.

39. Contract Amendment:

39.1 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.

39.2 The Contractor shall not execute any change until and unless the Purchaser has allowed the said change, by written order served on the Contractor.

39.3 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.

39.4 No variation in or modification in the contract shall be made, except by written amendment signed by both the Purchaser and the Contractor.

40. Assignment / Subcontract:

40.1 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.

40.2 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.

41. 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, 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, extend the Contractor's time for performance of its obligations under the Contract.

42. Liquidated Damages:

If the Contractor fails / delays in performance of any of the obligations / service provisioning, under the contract / violates any of the provisions of the Contract / commits breach of any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @10% of daily amount of the quoted cost of a resource (Data Entry Operator), will be charged per day per resource. Provided that the amount so deducted shall not exceed, in the aggregate, 10% of the Contract Price.

43. 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.

44. Forfeiture of Performance Security:

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

44.1.1 If the Contractor commits a default under the Contract;

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

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

44.1.4 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.

44.2 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.

44.3 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.

45. Termination for Default:

45.1 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, 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 Purchaser may allow in writing), after receipt of such notice.

45.2 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, Services / Works, similar to those undelivered, and the Contractor shall be liable to the Purchaser for any excess costs for such similar Services / Works. However, the Contractor shall continue performance of the Contract to the extent not terminated.

46. 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, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Contractor.

47. Termination for Convenience:

47.1 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. .

47.2 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 Services, the Purchaser may elect:

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

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

48. Force Majeure:

48.1 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.

48.2 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.

48.3 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.

48.4 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.

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

49. Dispute Resolution:

49.1 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.

49.2 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.

50. Statutes and Regulations:

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

50.2 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.

50.3 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.

51. 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.

52. 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.

53. The Client:

53.1 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.

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

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

54. Authorized Representative:

54.1 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.

54.2 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.

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

54.4 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.

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

55. 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.

56. Training:

56.1 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 supply of such Services to be supplied under the Contract.

56.2 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.

57. 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 online help, before the Goods are taken over by the Purchaser.

58. 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 per **Clause#15**, Separately against each lot; In the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser; 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 lot wise 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 support period or termination of services, or fulfillment of all obligations under the contract, **whichever is later.**
Delivery of services (Start of Operations)	Deployment of DEOs at Designated Hospitals within one (01) week from the Issuance of LOA**.**
Liquidated damages for failure / delay in supply / installation / configuration of Services / Works by the Contractor	If the Contractor fails / delays in performance of any of the obligations / service provisioning, under the contract / violates any of the provisions of the Contract / commits breach of any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @10% of daily amount of the quoted cost of a resource (Data Entry Operator), will be charged per day per resource. Provided that the amount so deducted shall not exceed, in the aggregate, 10% of the Contract Price.

ANNEXURE-A

Punjab Information Technology Board (PITB), (hereinafter referred to as "the Purchaser") invites / requests Proposals for Data Entry Operator Services.

Lot No. 01 (Tertiary Care Hospitals) (QTY: 240)

Pakistan especially Punjab has been hit by vector-borne diseases in 2011 and the years to follow. In 2011, Lahore had witnessed the biggest epidemic of Dengue Fever in the world. According to safe estimation as published by Health Department, Government of Punjab more than half a million individuals were affected by Dengue.

Moreover for Dengue epidemic, our geographical boundary is often hit by flood which results in spreading water borne diseases such as typhoid fever, cholera and Hepatitis A. Within the last decade our nation has witnessed flood almost every other year. The project proposes deployment of Centralized System to monitor, control, eliminate and ultimately eradicate communicable & epidemic-prone diseases.

Said Health Reporting System captures critical datasets from hospital beyond disease cases.

- Patient Registration
- Patient Consultation
- Patient Demographics

Aforementioned data enables Health Department to carry out analytics including but not limited to following:

- Representation on GIS Maps
- Timely Escalation and Intimations
- Historical Data of Patients
- District/Tehsil and UC wise Disease Trends
- Disease cluster alarms
- Citizen feedback Indices

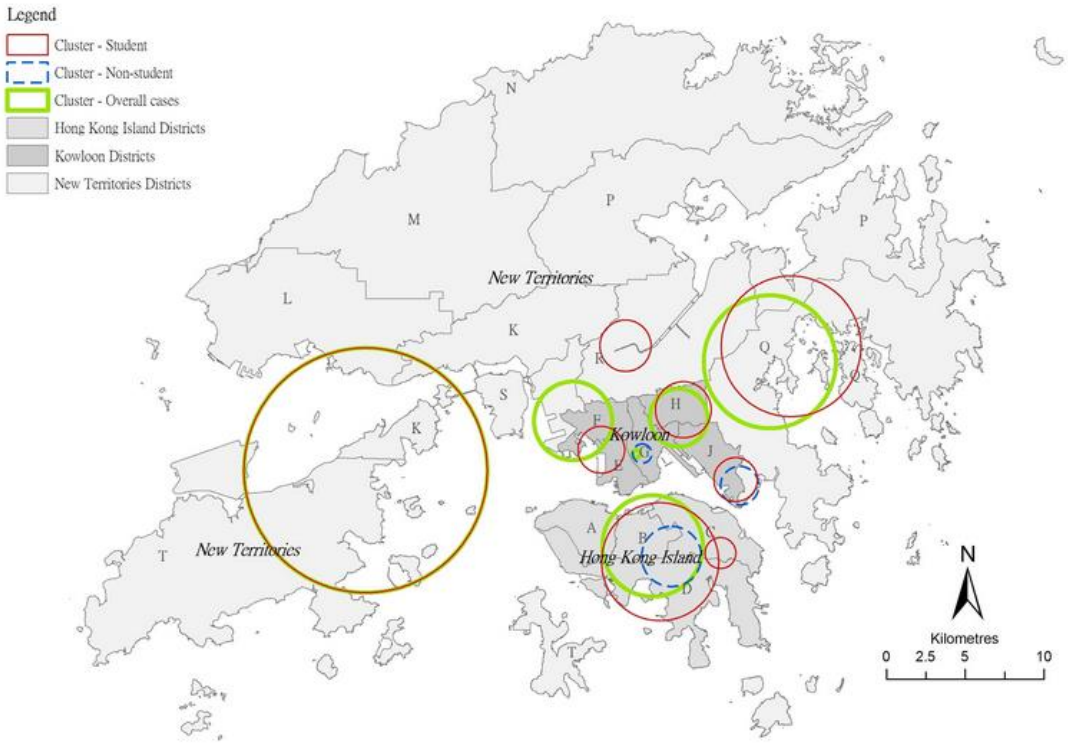
The proposal suggests mechanism to ensure adaptability at nominated health facilities. Data Entry Operators equipped with laptop and connectivity will be stationed at tertiary care hospitals. Aforementioned arrangement is subject to change in case specified by Secretary Health and Chairman PITB.

Disease Detection

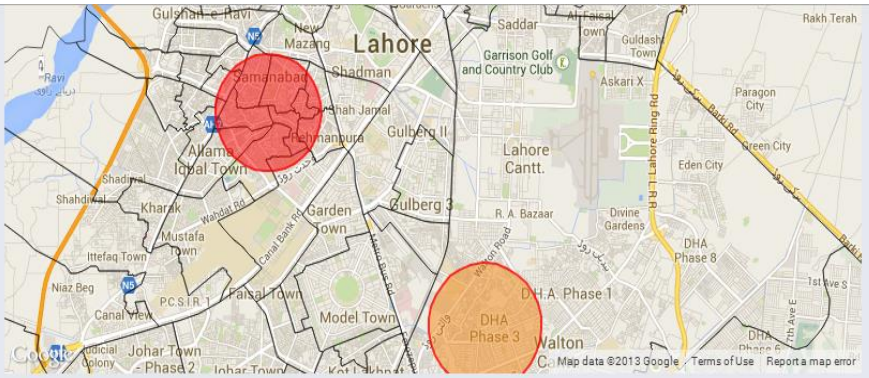
The document uses of leading software to analyze spatial, temporal and space-time data using the spatial, temporal or space time scan statistics. The analysis is aimed to provide output in following areas:

- Geographical surveillance of disease
- Dispersion of disease over time, space or space and time
- Disease cluster alarms
- Time periodic disease surveillance for early detection of disease outbreaks

Following are sample images as taken from SatScan.



-



Trend: Outbreak Warning

Day: 2013/11/24

09/01 2012/11/18 2013/02/04 2013/04/23 2013/07/10 2013/12/09

UC Numbers	UC Names	Expected Cases
10, 9,	Fruit Mandi, Qila Lachhman Singh,	1
103, 106, 93, 100, 101, 102, 107, 108, 115, 104, 111, 105, 92, 88,	Pakki Thatti, Samanabad, Bahawalpur House, Ichhra, New Samanabad, Shah Kamal, Rehman Pura, Gulshan, Muslim Town, Kashmir Block, Saidpur, Nawan Kot, Sodiwal, Gulgasht Colony,	1
152,	Cantonment,	1

-

The said system also outlines the use of Early Aberration Reporting System (EARS) as used by Centre of Disease Control and Prevention in United States. The use of open source application will ensure emergency response and preparedness based on the statistical analysis of data as captured from the hospitals regarding disease outbreak.

The system targets to ensure preparedness of community, individuals, healthcare officials and Government of Punjab to prevent, quickly respond and recover against disease outbreak emergencies.

Disease Outbreak Alerts

The data in the system is based on historical trends suggest broadcasting of public awareness messages/robot calls to the citizens across Punjab. The system produces the list of citizens per defined filter to be used to communicate with citizens. SMS/Robot Calls are sent out to citizens in this regard which are funded by another project of PITB named Citizen Contact Center.

WHO has been engaged in coordination with Health Department for capacity building and support regarding appropriate case response and putting necessary control measures in place. Disease Investigation Unit has been setup by Local Government and Community Development Department. Health Department has also setup Disease Surveillance Cell which reviews progress pertaining to DSS on weekly basis and issue Disease Bulletin (DSS SITREP).

Health department strives hard to transform their network of facilities across Punjab along the modern lines and introduce patient centric interventions. It is therefore, envisioned that consultants in multiple areas would be engaged right throughout the gestation of project to help Health Department replicate best practices within the province. These consultation may vary from hygiene practices, IT interventions, waste management and others.

Trainings

Comprehensive trainings of Hospital staff and/or other individuals will be carried out to ensure adoption of system. In-house sessions, conference calls and off site discussion forums have been used as medium of imparting trainings. Statistical officers as located in EDO office of every district play critical role, thus will be engaged to review data on regular basis.

Contract Goals:

To capture data pertaining to following focus areas:

- Patient Consultations
- Patient Registration
- Bibliographic Information

Location of the project.

Following list serves as a tentative location for the deployment of resources.

Note: The purchaser reserves exclusive right to increase or decrease number and location of hospitals.

HR Structure (Mandatory for Operations):

Resource	Job Description	Requirement	Responsibility
Project Site Manager	• Managing, leading and Supervising all activities • Attendance Verification • Liaison person between Purchaser and Service Provider	One for each Health Facility	Purchaser
Project Focal Person	• Managing and leading the data entry Operations • Liaison Person between teams • Monitoring and Reporting Progress • Coordination with all stakeholders • Providing status reports to stakeholders along with detailed evidence (if any) • Ensures resolution of internal as well as external issues	One focal person for entire Punjab.	Service Provider

	• Make sure the Quality of data as per requirements • Roster Planning • Make sure to arrange the Reliever on time		
Data Entry Operators (Qty: 240)	• Inserting accurate data on daily basis • Make sure the quality of Data • Escalate Issues or Discrepancies (if any) • Quality of data should be 99%	Based on hospital's need, Number could vary based on need	Service Provider

Operational Instructions:

- Data entry shift will be based on 8 hours and 7 days a week (Monday to Sunday/ rotation based). One day off in a week as per roster.
- Bidder will have to ensure availability of DEOs in morning, evening and night shift as and when required/specified by purchaser.
- In case of regular DEOs are not available (absent due to some reason), Bidder should arrange the Reliever DEO(s) from backup pool. A backup resource or reliever should be arrange to fill the seat if anyone absent due to some reason. No additional cost for the Reliever will be paid by purchaser.
- Data Entry Operator must have minimum Intermediate qualification, well versed with computer operations, preferably Diploma in Computer Application and efficient in typing and English (plus Hospital info training can be given).
- Minimum 2 hours backup of laptop battery.
- Bidder needs to ensure minimal 99% accuracy in the data reported from hospitals while entering data into the system. Bidder must devise quality assurance mechanism to be illustrated clearly in the proposal
- Any other transportation, Lodging and travelling expenses etc. will also be an obligation on part of contractor.
- Bidder will ensure that salaries of data entry operators will be as per Government of Punjab minimum salary rules and disburse in first week of every month.
- Daily Attendance should be share with the Purchaser on daily basis. All DEOs should be enrolled on biometric attendance system.

Responsibility Assignment Matrix:

R= Responsible I = Input required			
Activity	**Stakeholders**		
	PITB	**SHC&ME Department**	**Contractor**
Deployment of Human Resources	I		R
Training	R		I
Procurement / availability of hardware (Laptop)	I		R
Connectivity / Internet	I		R
Development of Software for data collection and entry	R	I	I
Implementation of Software			R
Table, Chair		R	
Electricity		R	
Quality of Data*	I		R

Hosting of Software Application	R		
Maintenance of software application	R		I
Maintenance and security of Hardware	I		R

*Note: Based on both paper based and digital data set as provided by respective hospitals.

Minimum Laptops Specification:

Processor	4th Generation Intel® Core™ i3 Processor 1.6GHz
Operating System	Windows 7/8/10
Memory	4 GB DDR3 On-board,
HHD	250 GB SATA SSD;
Battery & LCD Size	Battery 2-3 Hours, 15" Screen Size
Connectivity WLAN	LAN Built-in 10/100/1000 Gigabit Ethernet.(Microsoft Windows, Linux Supportive) Built-in WiFi 802.11 & Bluetooth supported
Ports	2 x USB 2.0 1 x USB 3.0
Power Adapter & External Mouse	Original Power Adapter and external optical Mouse

List of Locations:

Sr. No	District	Hospital
1	Bahawalpur	Bahawal Victoria Hospital, Circular Road, Bahawalpur
2	Bahawalpur	Government Civil Hospital, Bahawalpur
3	DG Khan	DHQ Teaching Hospital, DG Khan
4	Faisalabad	ALLIED HOSPITAL, JAIL ROAD, FAISALABAD
5	Faisalabad	Children Hospital, Faisalabad
6	Faisalabad	FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD
7	Faisalabad	DHQ Hospital, Mall Road, Faisalabad
8	Faisalabad	GOVERNMENT TEACHING HOSPITAL, GHULAM MUHAMMAD ABAD, FAISALABAD
9	Gujranwala	DHQ Teaching Hospital, Gujranwala
10	Gujranwala	WAZIRABAD INSTITUTE OF CARDIOLOGY, WAZIRABAD, GUJRANWALA
11	Gujrat	Aziz Bhatti Shaheed Hospital (DHQ), Bhimber Road, Gujrat
12	Lahore	Children Hospital, Lahore
13	Lahore	Government Kot Khawaja Saeed Teaching Hospital, Lahore
14	Lahore	Government Nawaz Sharif Teaching Hospital, Yakki Gate, Lahore
15	Lahore	Government Mian Munshi Teaching Hospital, Lahore
16	Lahore	Government Model Chest Clinic, Sir Ganga Ram Hospital, Lahore
17	Lahore	Lady Aitcheson Hospital, Lahore
18	Lahore	Government Said Mitha Teaching Hospital, Lahore
19	Lahore	Lahore General Hospital, Lahore
20	Lahore	Government Teaching Hospital, Mozang, Lahore
21	Lahore	Government Teaching Hospital, Shahdara, Lahore
22	Lahore	Jinnah Hospital,Lahore
23	Lahore	Punjab Dental Hospital, Lahore
24	Lahore	Lady Willingdon Hospital, Lahore

25	**Lahore**	PUNJAB INSTITUTE OF CARDIOLOGY, LAHORE
26	**Lahore**	Mayo Hospital, Lahore
27	**Lahore**	PUNJAB INSTITUTE OF MENTAL HEALTH, LAHORE
28	**Lahore**	PAKISTAN KIDNEY AND LIVER INSTITUTE & RESEARCH CENTER, LAHORE
29	**Lahore**	Shaikh Zayed Hospital, Lahore
30	**Lahore**	Services Hospital, Lahore
31	**Lahore**	Sir Ganga Ram Hospital, 17-Queen's Road, Lahore
32	**Multan**	Children Hospital, Multan
33	**Multan**	Nishtar Hospital, Nishtar Road, Multan
34	**Multan**	CIVIL HOSPITAL, MULTAN
35	**Multan**	Government Fatima Jinnah Gynaecology Hospital, Multan
36	**Multan**	MULTAN INSTITUTE OF CARDIOLOGY, MULTAN
37	**Multan**	MULTAN INSTITUTE OF KIDNEY DISEASES (MIKD), MULTAN
38	**Multan**	NISHTAR INSTITUTE OF DENTISTRY
39	**R.Y. Khan**	Shaikh Zayed Hospital, R. Y. Khan
40	**Rawalpindi**	Benazir Bhutto Hospital, Rawalpindi.
41	**Rawalpindi**	DHQ HOSPITAL, RAWALPINDI
42	**Rawalpindi**	Holy Family Hospital, Satellite Town, Rawalpindi
43	**Rawalpindi**	Rawalpindi Institute Of Cardiology, Rawalpindi
44	**Rawalpindi**	Government TB Sanatorium, Samli, Tehsil Murree
45	**Rawalpindi**	Rawalpindi Institute of Kidney Diseases, Rawalpindi
46	**Sahiwal**	DHQ Teaching Hospital, Sahiwal.
47	**Sahiwal**	Government Haji Abdul Qayyum Teaching Hospital, Sahiwal
48	**Sargodha**	DHQ TEACHING HOSPITAL, SARGODHA
49	**Sheikhupura**	DHQ TEACHING HOSPITAL, SHEIKHUPURA
50	**Sialkot**	Allama Iqbal Memorial Hospital, Sialkot
51	**Sialkot**	Government Sardar Begum Teaching Hospital, Sialkot

Note: Purchaser reserves the exclusive right to add OR remove hospitals mentioned in above list at its own directions.

Lot No. 02 (Primary & Secondary Hospitals) (QTY: 210)

Pakistan especially Punjab has been hit by vector-borne diseases in 2011 and the years to follow. In 2011, Lahore had witnessed the biggest epidemic of Dengue Fever in the world. According to safe estimation as published by Health Department, Government of Punjab more than half a million individuals were affected by Dengue.

Moreover for Dengue epidemic, our geographical boundary is often hit by flood which results in spreading water borne diseases such as typhoid fever, cholera and Hepatitis A. Within the last decade our nation has witnessed flood almost every other year. The project proposes deployment of Centralized System to monitor, control, eliminate and ultimately eradicate communicable & epidemic-prone diseases.

Said Health Reporting System captures critical datasets from hospital beyond disease cases.

- Patient Registration
- Patient Consultation
- Patient Demographics

Aforementioned data enables Health Department to carry out analytics including but not limited to following:

- Representation on GIS Maps
- Timely Escalation and Intimations
- Historical Data of Patients
- District/Tehsil and UC wise Disease Trends
- Disease cluster alarms
- Citizen feedback Indices

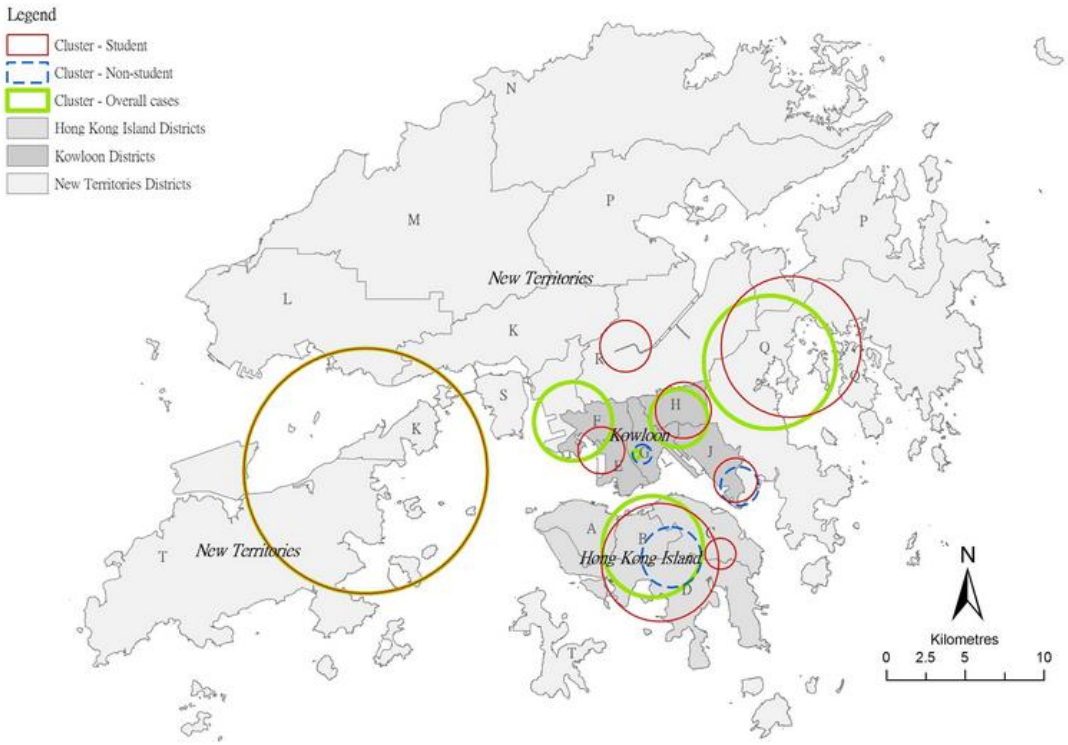
The proposal suggests mechanism to ensure adaptability at nominated health facilities. Data Entry Operators equipped with laptop and connectivity will be stationed at primary & secondary care hospitals. Aforementioned arrangement is subject to change in case specified by Secretary Health and Chairman PITB.

Disease Detection

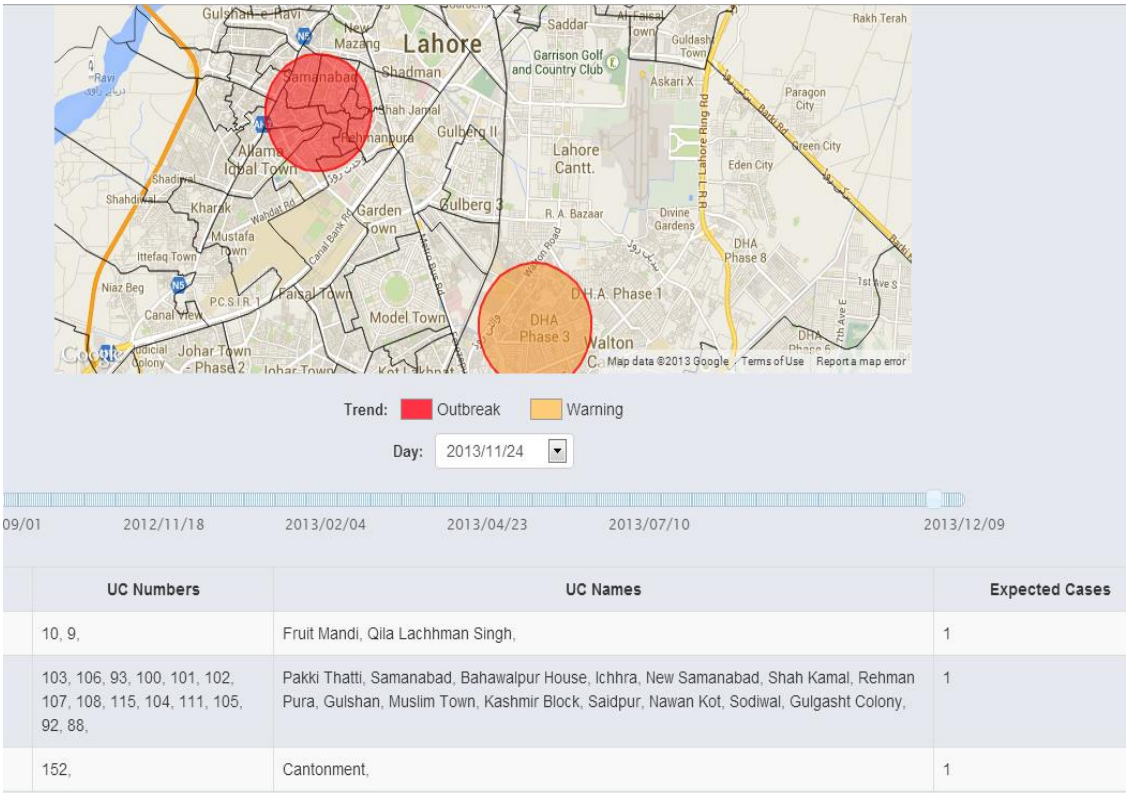
The document uses of leading software to analyze spatial, temporal and space-time data using the spatial, temporal or space time scan statistics. The analysis is aimed to provide output in following areas:

- Geographical surveillance of disease
- Dispersion of disease over time, space or space and time
- Disease cluster alarms
- Time periodic disease surveillance for early detection of disease outbreaks

Following are sample images as taken from SatScan.



-



	UC Numbers	UC Names	Expected Cases
	10, 9,	Fruit Mandi, Qila Lachhman Singh,	1
	103, 106, 93, 100, 101, 102, 107, 108, 115, 104, 111, 105, 92, 88,	Pakki Thatti, Samanabad, Bahawalpur House, Ichhra, New Samanabad, Shah Kamal, Rehman Pura, Gulshan, Muslim Town, Kashmir Block, Saidpur, Nawan Kot, Sodiwal, Gulgasht Colony,	1
	152,	Cantonment,	1

-

The said system also outlines the use of Early Aberration Reporting System (EARS) as used by Centre of Disease Control and Prevention in United States. The use of open source application will ensure emergency response and preparedness based on the statistical analysis of data as captured from the hospitals regarding disease outbreak.

The system targets to ensure preparedness of community, individuals, healthcare officials and Government of Punjab to prevent, quickly respond and recover against disease outbreak emergencies.

Disease Outbreak Alerts

The data in the system is based on historical trends suggest broadcasting of public awareness messages/robot calls to the citizens across Punjab. The system produces the list of citizens per defined filter to be used to communicate with citizens. SMS/Robot Calls are sent out to citizens in this regard which are funded by another project of PITB named Citizen Contact Center.

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Contract Goals:

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Location of the project.

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Project Focal Person	• Managing and leading the data entry Operations • Liaison Person between teams • Monitoring and Reporting Progress • Coordination with all stakeholders • Providing status reports to stakeholders along with detailed evidence (if any) • Ensures resolution of internal as well as external issues • Make sure the Quality of data as per requirements • Roster Planning • Make sure to arrange the Reliever on time	One focal person for entire Punjab.	Service Provider
Data Entry Operators (Qty: 210)	• Inserting accurate data on daily basis • Make sure the quality of Data • Escalate Issues or Discrepancies (if any) • Quality of data should be 99%	Based on hospital's need, Number could vary based on need	Service Provider

Operational Instructions:

- Data entry shift will be based on 8 hours and 7 days a week (Monday to Sunday/ rotation based). One day off in a week as per roster.
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Responsibility Assignment Matrix:

R= Responsible I = Input required			
Activity	**Stakeholders**		
	PITB	**SHC&ME & P&SHC Department**	**Contractor**
Deployment of Human Resources	I		R
Training	R		I
Procurement / availability of hardware (Laptop)	I		R
Connectivity / Internet	I		R
Development of Software for data collection and entry	R	I	I
Implementation of Software			R
Table, Chair		R	
Electricity		R	
Quality of Data*	I		R
Hosting of Software Application	R		
Maintenance of software application	R		I
Maintenance and security of Hardware	I		R

*Note: Based on both paper based and digital data set as provided by respective hospitals.

Minimum Laptops Specification:

Processor	4th Generation Intel® Core™ i3 Processor 1.6GHz
Operating System	Windows 7/8/10
Memory	4 GB DDR3 On-board,
HHD	250 GB SATA SSD;
Battery & LCD Size	Battery 2-3 Hours, 15" Screen Size
Connectivity WLAN	LAN Built-in 10/100/1000 Gigabit Ethernet.(Microsoft Windows, Linux Supportive) Built-in WiFi 802.11 & Bluetooth supported
Ports	2 x USB 2.0 1 x USB 3.0
Power Adapter & External Mouse	Original Power Adapter and external optical Mouse

List of Locations:

Sr. No.	District	Tehsil	Name of Health Facility
1	Attock		DHQ Hospital, Attock
2	Bhakkar		DHQ Hospital, Bhakkar
3	Chakwal		DHQ Hospital, Chakwal
4	Chiniot		DHQ Hospital, Chiniot
5	Hafizabad		DHQ Hospital, Hafizabad
6	Jhang		DHQ Hospital, Jhang
7	Jhelum		DHQ Hospital, Jhelum
8	Kasur		DHQ Hospital, Kasur
9	Khanewal		DHQ Hospital, Khanewal
10	Khushab		DHQ Hospital, Khushab
11	Lodhran		DHQ Hospital, Lodhran
12	M.B. Din		DHQ Hospital, M.B. Din
13	Mianwali		DHQ Hospital, Mianwali
14	Multan		DHQ Hospital, Multan
15	Muzaffargarh		DHQ Hospital, Muzaffargarh
16	Nankana Sahib		DHQ Hospital, Nankana Sahib
17	Narowal		DHQ Hospital, Narowal
18	Okara		DHQ Hospital, Okara
19	Pakpattan		DHQ Hospital, Pakpattan
20	Rajanpur		DHQ Hospital, Rajanpur
21	Sahiwal		DHQ Hospital, Sahiwal
22	Okara		DHQ Hospital, South City, Okara
23	T.T. Singh		DHQ Hospital, T.T. Singh
24	Vehari		DHQ Hospital, Vehari
25	Jhang	Jhang	Govt. City Hospital, Jhang
26	Faisalabad	Faisalabad	Govt. General Hospital, 22/RB
27	Faisalabad	Faisalabad	Govt. General Hospital, Samanabad
28	Lahore	Lahore	Govt. Hospital, Ghaziabad
29	Lahore	Lahore	Govt. Hospital, Mian Meer
30	Lahore	Lahore	Govt. Hospital, Samanabad
31	Lahore	Lahore	Govt. Hospital, Shahdara
32	Lahore	Lahore	Govt. Hospital, Sodiwal
33	Lahore	Lahore	IDH Hospital, Bilal Ganj
34	Chakwal	Talagang	THQ City Hospital, Talagang
35	Sialkot	Daska	THQ Civil Hospital, Daska
36	Jhang	18-Hazari	THQ Hospital, 18-Hazari
37	Sargodha	Sargodha	THQ Hospital, 46/SB
38	Sargodha	Sargodha	THQ Hospital, 90/SB
39	Bahawalpur	Ahmedpur East	THQ Hospital, Ahmedpur East
40	Jhang	Ahmedpur Sial	THQ Hospital, Ahmedpur Sial
41	Muzaffargarh	Ali Pur	THQ Hospital, Alipur
42	Pakpattan	Arifwala	THQ Hospital, Arifwala
43	Sargodha	Sargodha	THQ Hospital, Bhagtanwala
44	Sargodha	Bhalwal	THQ Hospital, Bhalwal
45	Sargodha	Bhera	THQ Hospital, Bhera
46	Chiniot	Bhowana	THQ Hospital, Bhowana
47	Vehari	Burewala	THQ Hospital, Burewala
48	Faisalabad	Chak Jhumra	THQ Hospital, Chak Jhumra
49	Sahiwal	Chichawatni	THQ Hospital, Chichawatni
50	Bahawalnagar	Chishtian	THQ Hospital, Chishtian
51	Chakwal	Choa Saiden Shah	THQ Hospital, Choa Saiden Shah
52	Layyah	Choubara	THQ Hospital, Choubara
53	Layyah	Layyah	THQ Hospital, Chowk Azam
54	Kasur	Chunian	THQ Hospital, Chunian

55	Bhakkar	Darya Khan	THQ Hospital, Darya Khan
56	Okara	Depal Pur	THQ Hospital, Depal Pur
57	Gujrat	Gujrat	THQ Hospital, Dinga
58	Lodhran	Dunya Pur	THQ Hospital, Dunya Pur
59	Attock	Fateh Jang	THQ Hospital, Fateh Jang
60	Sheikhupura	Ferozewala	THQ Hospital, Ferozewala
61	Bahawalnagar	Fort Abbas	THQ Hospital, Fort Abbas
62	T.T. Singh	Gojra	THQ Hospital, Gojra
63	Rawalpindi	Gujjar Khan	THQ Hospital, Gujjar Khan
64	Bahawalnagar	Haroonabad	THQ Hospital, Haroonabad
65	Bahawalpur	Hasilpur	THQ Hospital, Hasilpur
66	Attock	Hassan Abdal	THQ Hospital, Hassan Abdal
67	Okara	Okara	THQ Hospital, Haveli Lakhan
68	Attock	Hazro	THQ Hospital, Hazro
69	Mianwali	Isa Khel	THQ Hospital, Isa Khel
70	Khanewal	Jahanian	THQ Hospital, Jahanian
71	Multan	Jalalpur Pirwala	THQ Hospital, Jalalpur Pirwala
72	Rajanpur	Jampur	THQ Hospital, Jampur
73	Attock	Jand	THQ Hospital, Jand
74	Faisalabad	Jaranwala	THQ Hospital, Jaranwala
75	Muzaffargarh	Jatoi	THQ Hospital, Jatoi
76	Khanewal	Kabirwala	THQ Hospital, Kabirwala
77	Rawalpindi	Kahuta	THQ Hospital, Kahuta
78	Mianwali	Mianwali	THQ Hospital, Kalabagh
79	Chakwal	Kallar Kahar	THQ Hospital, Kallar Kahar
80	Rawalpindi	Kallar Sayedan	THQ Hospital, Kallar Sayedan
81	Bhakkar	Kallur Kot	THQ Hospital, Kallur Kot
82	T.T. Singh	Kamalia	THQ Hospital, Kamalia
83	Gujranwala	Kamoke	THQ Hospital, Kamoke
84	Lodhran	Karoor Pacca	THQ Hospital, Karoor Pacca
85	Layyah	Karor	THQ Hospital, Karor
86	Kasur	Kasur	THQ Hospital, Kasur
87	Bahawalpur	Khairpur Tamewali	THQ Hospital, Khairpur Tamewali
88	R.Y. Khan	Khanpur	THQ Hospital, Khanpur
89	Gujrat	Kharian	THQ Hospital, Kharian
90	Khushab	Khushab	THQ Hospital, Khushab
91	Muzaffargarh	Kot Addu	THQ Hospital, Kot Addu
92	D.G. Khan	Kot Chutta	THQ Hospital, Kot Chutta
93	Sargodha	Kot Momin	THQ Hospital, Kot Momin
94	Kasur	Kot Radha Kishan	THQ Hospital, Kot Radha Kishan
95	Sialkot	Kotli Loharan	THQ Hospital, Kotli Loharan
96	Rawalpindi	Kotli Sattian	THQ Hospital, Kotli Sattian
97	Gujrat	Gujrat	THQ Hospital, Kunjah
98	Chiniot	Lalian	THQ Hospital, Lalian
99	R.Y. Khan	Liaqatpur	THQ Hospital, Liaqatpur
100	Vehari	Mailsi	THQ Hospital, Mailsi
101	M.B. Din	Malakwal	THQ Hospital, Malakwal
102	Bhakkar	Mankera	THQ Hospital, Mankera
103	Khanewal	Mian Channu	THQ Hospital, Mian Channu
104	Multan	Multan	THQ Hospital, Mumtazabad
105	Sheikhupura	Muridke	THQ Hospital, Muridke
106	Rawalpindi	Murree	THQ Hospital, Murree
107	Khushab	Naushera	THQ Hospital, Naushera
108	Khushab	Noor Pur Thal	THQ Hospital, Noor Pur Thal
109	Gujranwala	Noshehra Virkan	THQ Hospital, Noshehra Virkan
110	Sialkot	Pasroor	THQ Hospital, Pasroor
111	Kasur	Pattoki	THQ Hospital, Pattoki
112	M.B. Din	Phalia	THQ Hospital, Phalia

113	Jhelum	Pind Dadan Khan	THQ Hospital, Pind Dadan Khan
114	Hafizabad	Pindi Bhattian	THQ Hospital, Pindi Bhattian
115	Attock	Pindi Gheb	THQ Hospital, Pindighen
116	Mianwali	Piplan	THQ Hospital, Piplan
117	Lahore	Lahore	THQ Hospital, Qila Gujar Singh
118	Khushab	Quaidabad	THQ Hospital, Quaidabad
119	Multan	Multan	THQ Hospital, Raheemabad
120	Rajanpur	Rojhan	THQ Hospital, Rojhan
121	Kasur	Kasur	THQ Hospital, Roshan Bheela
122	R.Y. Khan	Sadiqabad	THQ Hospital, Sadiqabad
123	Sheikhupura	Safdarabad	THQ Hospital, Safdarabad
124	Sargodha	Sargodha	THQ Hospital, Sahiwal
125	Sialkot	Sambrial	THQ Hospital, Sambrial
126	Faisalabad	Samundari	THQ Hospital, Samundari
127	Nankana Sahib	Sangla Hill	THQ Hospital, Sangla Hill
128	Gujrat	Sarai Alamgir	THQ Hospital, Sarai Alamgir
129	Multan	Multan	THQ Hospital, S-Block
130	Nankana Sahib	Shah Kot	THQ Hospital, Shahkot
131	Sargodha	Shahpur	THQ Hospital, Shahpur
132	Narowal	Shakargarh	THQ Hospital, Shakargarh
133	Sheikhupura	Sharaqpur	THQ Hospital, Sharaqpur
134	Jhang	Shorkot	THQ Hospital, Shorkot
135	Multan	Shujabad	THQ Hospital, Shujabad
136	Sargodha	Sillanwali	THQ Hospital, Sillanwali
137	Jhelum	Sohawa	THQ Hospital, Sohawa
138	Chakwal	Talagang	THQ Hospital, Talagang
139	Faisalabad	Tandlianwala	THQ Hospital, Tandlianwala
140	D.G. Khan	Taunsa	THQ Hospital, Taunsa Shareef
141	Rawalpindi	Taxila	THQ Hospital, Taxila
142	Gujranwala	Wazirabad	THQ Hospital, Wazirabad
143	Bahawalpur	Yazman	THQ Hospital, Yazman
144	Layyah	Layyah	THQ Level Hospital, Kot Sultan
145	Gujrat	Gujrat	THQ Level Hospital, Lalamusa
146	Layyah	Layyah	THQ Level Hospital, Trauma Center, Fatehpur
147	Gujrat	Gujrat	THQ Level Hospital, Trauma Center, Lalamusa
148	Layyah	Layyah	THQ Thal MNS Hospital

Note: Purchaser reserves the exclusive right to add OR remove hospitals mentioned in above list at its own directions.

FORMS & OTHER REQUIRED DOCUMENTS

ANNEXURE-B

Technical Proposal Submission Form

[Location, Date]

To _ (Name and address of 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 services 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-C

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To _ (Name and address of 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-D

Data Entry Services
Lot#01

Description	No of Units/QTY (1)	Unit Price/per month (Incl. all Taxes if applicable) Rs. (2)	Total Cost ***(Unit cost per month * Qty)*12months*** (Incl. all Taxes) Rs (3=1x2)*12
Data Entry Operators (8 hours Shift 24/7) (with laptop & internet connectivity)	240		
Total			**X**

Box X: AMOUNT HERE WILL DETERMINE THE LOWEST BID.

Notes to the Price Table:

1) Box X is the total Bid Price of a specific LOT.
2) Quantity/ Number of Data Entry Operators present figures for the purposes of evaluation only and does not bind purchaser for the purchase as listed
3) The bids shall be prepared on the units given in Table above.
4) DEOs will be engaged on the basis of Per Unit/Month Cost as per the requirement
5) Quantity of resources may be increased / decreased on need bases by the purchaser.
6) Payment against all above mentioned services will only be made on actual consumption basis.
7) All government notified fees, charges (if any) incurred to offer the aforementioned services shall be transferred as per actual to the Purchaser after prior approval from the Purchaser.

_____

In the capacity of

Duly authorized by

Signature of authorized person

Name & Official Seal:

Date _____ Place _____

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

Data Entry Services
Lot#02

Description	No of Units/QTY (1)	Unit Price/per month (Incl. all Taxes if applicable) Rs. (2)	Total Cost ***(Unit cost per month * Qty)*12months*** (Incl. all Taxes) Rs (3=1x2)*12
Data Entry Operators (8 hours Shift 24/7) (with laptop & internet connectivity)	210		
Total			**X**

Box X: AMOUNT HERE WILL DETERMINE THE LOWEST BID.

Notes to the Price Table:

1) Box X is the total Bid Price of a specific LOT.
2) Quantity/ Number of Data Entry Operators present figures for the purposes of evaluation only and does not bind purchaser for the purchase as listed
3) The bids shall be prepared on the units given in Table above.
4) DEOs will be engaged on the basis of Per Unit/Month Cost as per the requirement
5) Quantity of resources may be increased / decreased on need bases by the purchaser.
6) Payment against all above mentioned services will only be made on actual consumption basis.
7) All government notified fees, charges (if any) incurred to offer the aforementioned services shall be transferred as per actual to the Purchaser after prior approval from the Purchaser.

_____

In the capacity of

Duly authorized by

Signature of authorized person

Name & Official Seal:

Date _____ Place _____

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

ANNEXURE-E

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 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 services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the Purchase 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-F

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 _____ 2019

For _____

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

ANNEXURE-G

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 _____ 2019

Signature

(Company Seal)

_____

In the capacity of

Duly authorized to sign bids for and on behalf of:

ANNEXURE-H

PERFORMANCE SECURITY

Issuing Authority:
Date of Issuance:
Date of Expiry:

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to 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 before 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 _____day of 2019.

GUARANTOR

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____