PUNJAB INFORMATION TECHNOLOGY BOARD (PITB)

INVITATION TO BID

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

i. Hardware/IT Equipment under the Project titled "Automation of Directorate of Consumer Protection Council & Its Field Offices".
ii. Hardware/IT Equipment for Project titled "Hepatitis Prevention & Treatment Centers and Departments of Gastroenterology".
iii. Hardware/IT Equipment & Departmental Networking under the project titled "E-Filing & Office Automation System (e-FOAS)".
iv. Managed Printing Services and Data Entry Operators for Hospitals under Framework Contract.

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. **16th July, 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.

IPL-5587

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

Tender Document

Tender No. 325062019-1

PROVISIONING OF MANAGED PRINTING SERVICES AND DATA ENTRY OPERATORS FOR HOSPITALS 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)

URL: www.pitb.gov.pk

Table of Contents

1. Invitation to Bid....5
2. Bidding Details (Instructions to Bidders)....6
TERMS AND CONDITIONS OF THE TENDER....8
3. Definitions....8
4. Headings and Titles....9
5. Notice....9
6. Scope of work and Deliverables:....9
Location of the project:....12
7. Tender Eligibility/Qualification Criteria....13
8. Tender Cost....13
9. Joint Venture / Consortium....14
10. Examination of the Tender Document....14
11. Clarification of the Tender Document....14
12. Amendment of the Tender Document....14
13. Preparation / Submission of Tender....14
14. Tender Price....17
15. Bid Security....17
16. Tender Validity....18
17. Modification / Withdrawal of the Tender....18
18. Opening of the Tender....18
19. Clarification of the Tender....18
20. Determination of Responsiveness of the Bid (Tender)....18
21. Correction of errors / Amendment of Tender....19
22. TECHNICAL EVALUATION CRITERIA....19
23. FINANCIAL PROPOSAL EVALUATION....20
24. Rejection / Acceptance of the Bid....21
25. Award Criteria....22
26. Acceptance Letter....22
27. Performance Security....22
28. Redressal of grievances by the procuring agency....22
TERMS & CONDITIONS OF THE DRAFT CONTRACT....24
29. Contract:....28
30. Framework Contract Duration:....28
31. Contract Documents and Information:....28
32. Contract Language:....28
33. Standards:....28
34. Commercial Availability:....28
35. Patent Right:....28
36. Execution Schedule:....28
37. Payment:....29
38. Price:....29
39. Contract Amendment:....29
40. Assignment / Subcontract:....29
41. Extensions in time for performance of obligations under the Contract:....29
42. Liquidated Damages:....30
43. Blacklisting:....30
44. Forfeiture of Performance Security:....30
45. Termination for Default:....30
46. Termination for Insolvency:....31
47. Termination for Convenience:....31

48. Force Majeure: 31
49. Dispute Resolution: 32
50. Statutes and Regulations: 32
51. Taxes and Duties: 32
52. Contract Cost: 32
53. The Client: 32
54. Authorized Representative: 32
55. Waiver: 33
56. Training: 33
57. Documentation: 33
58. Special Stipulations: 34
ANNEXURE-B 35
ANNEXURE-C 36
ANNEXURE-F 40
ANNEXURE-G 42
ANNEXURE-H 43

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. **16th July, 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**, 16th July, 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 **30th June, 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 **1100 hours** on **04th July, 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

Shahzad Anwer
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: (1173)

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

Khurram Mushtaq
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: (1191)

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:

6.1 Punjab Information Technology Board (PITB), (hereinafter referred to as “the Purchaser”) invites / requests Proposals (hereinafter referred to as “the Tenders”) for provisioning of Managed Printing Services and Data Entry Operator services for Hospital Information Management System (hereinafter referred to as “the Services”).

Lot#1

The laser printers (toners, repair and maintenance), printing papers, thermal printers (repair and maintenance), rolls for printing registration slips, prescriptions, discharge slips, Diagnostics reports, Invoices, death certificate etc. at the hospital, would be provided by the vendor.

Description	Printing type
A4 (minimum 80 gm/sqm)	Laser Printing
Thermal Paper roll (Width = 80mm , GSM 55g , Length= 45m or above)	Thermal Printing

- Furthermore, two Resident Engineers must be deployed at each Hospital to manage and provide support for Printing Services including repair and maintenance of printers.
- All documentation of these REs and any other HR deployed by contractor to hospitals including Joining Letter should be provided to PITB upon their joining. Contractor will pay the salaries of this staff as per the Labor laws of the Government of Punjab.
- The number of printers to be placed in each hospital will be determined by Technical Team from PITB and the contractor will provide printing equipment requested by the Technical Team within 72 working hours.
- Any other transportation, lodging and travelling expenses etc. will also be an obligation on part of contractor within the district.
- The printing supplies will be provided to the hospitals on a timely basis and hospitals will have a supplies reserve at least of 3 weeks to ensure that even if supplies are interrupted due to unforeseen events, printing operations in hospitals are not.
- All printers to be provided by the contractor to sites must undergo a quality audit by the Technical Team PITB for that site to determine that printer and printing quality are reasonably good after which a Satisfactory Certificate for those printers will be issued.
- The Punjab Information Technology Board (PITB) also requires that the track records of printing which must be available throughout the year and can be furnished upon request.

- Final plan and quantity for deployment of printing points will be provided by the purchaser.
- The successful bidder will provide a dashboard to reflect daily stats of printing for monitoring purpose.

Lot#2

DATA ENTRY OPERATORS

A comprehensive, integrated information system designed to manage overall functioning of THQs and DHQs Hospitals in Punjab including patient care, hospital administration and the corresponding service. HIMS System covers the below mentioned key departments/sections at a Hospital. Having said that Data Entry operators shall be deployed at the same location, he / she will be responsible for the use of HIMS system and inserting the particular data / transactions into the system.

- Patient Registration
- Triage and Vitals
- Clinical Notes
- Lab Orders
- Prescription
- Pharmacy Automation
- Document Imaging and Machine Interfacing
- Medico-Legal Cases
- Mobile Access
- Departmental/Functional Categorization
- Appointment Scheduler
- Billing Module
- HR Profiling
- Attendance, leave management and Roster
- Inventory Control
- Procurement of Medicine/Equipment
- In Patient Record
- Blood Bank
- Asset and Maintenance Management
- Alerts Mechanism

Data Entry:

The project outlines the requirement of Data Entry Operators to be provisioned to hospitals (DHQs, THQs) or any other location at the discretion of the purchaser. Data entry operators as stationed at designated locations will be tasked to enter data into the system through internet while operating live HIMS system.

HR Structure (Mandatory for Operations):

Resource	Responsibility	Requirement
Project Manager	• Managing and leading the data entry Operations at facility level • Liaison Person between teams (Supervisor/DEOS) &Hospital • Resource Planning and Developing Schedules for Supervisors & Data Entry Operators	Minimum 1 Project Manager per 3 facilities

	• 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 • Interaction with the Supervisors for the availability of documents and clarification of the illegible / damaged / inconsistent documents.	
Supervisor	• Liaison person between Manager and DEOs • Managing the Data Entry Operators • Solving DEOs internal and external Issues • Make Sure the Quality of data as per requirements • Resolution of Problems with the documents and ensuring the correctness of data entered. • Resource Planning • To ensure the availability of DEOs within stipulated Times • Escalating Issues to Upper Management	Minimum 1 Supervisor per facility
Data Entry Operator	• Inserting accurate data on daily basis • Make sure the quality of Data • Escalate Issues or Discrepancy to Supervisor (if any) • Quality of data should be 99%	Based on hospital's need, Number could vary based on need

Note: No separate cost for any management and support position is to be charged to purchaser and the cost will be built in the quote of DEOs.

Operational Instructions:

- Data entry shift will be based on 8 hours and 7 days a week (Monday to Sunday / rotation based).
- Bidder will have to ensure availability of DEOs in morning, evening and night shifts as and when required / specified by purchaser. In case of regular DEOs are not available, Bidder should arrange the DEOs from backup pool.
- Daily Attendance should be share with the Purchaser on daily basis. All DEOs should be enrolled on biometric attendance system.
- Any change in HR, selected bidder should inform the Purchaser immediately.
- Daily, Weekly and Monthly progress report should be shared with the Purchaser for review.
- Selected bidder should ensure that every employee (DEOs, Supervisor, Team lead) have the identification cards.
- 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).
- Bidder needs to ensure minimal 99% accuracy in the data reported from hospitals while entering data into the system.
- Bidder should ensure that the provided hardware should be in good working and backup should be available.
- Bidder must devise quality assurance mechanism to be illustrated clearly in the proposal.
- Any other expense such as transportation, Lodging and travelling etc., will also be an obligation on part of contractor.
- Vendor is the sole responsible to pay the salaries of the staff (DEO, Supervisor, All management staff) as per Labor laws of the Government of Punjab.

Responsibility Assignment Matrix:

R= Responsible I = Input required			
Activity	**Stakeholders**		
	PITB	**Primary and Secondary Healthcare Department**	**Contractor**
Deployment of Human Resources	I		R
Training	R		I
Procurement / availability of hardware (Desktop/Laptop) for DEOs	I		R
Connectivity / Internet			R
Software for Data Entry	R		
Table, Chair, Electricity		R	
Quality of Data*	I	I	R
Maintenance and security of Hardware issued to vendor (if any)			R
Human Resource Backup			R

Note: Based on paper based data set as provided by respective hospitals.

Location of the project:

Following are the hospitals to be covered in this tender. Further purchaser have rights to include and exclude any hospital / facility. For both lots i.e. (**LOT#1 & LOT2).**

List of DHQs

District Head Quarters List (DHQs)	
Sr. No.	**Hospital name**
1	DHQ HOSPITAL OKARA.(South City, Revamping of Mother and Children Complex)
2	DHQ HOSPITAL NANKANA SAHIB
3	DHQ HOSPITAL SHEIKHUPURA
4	DHQ HOSPITAL CHINIOT
5	DHQ HOSPITAL TT SINGH
6	DHQ HOSPITAL JHANG
7	DHQ HOSPITAL PAKPATTAN
8	DHQ HOSPITAL KHANEWAL
9	DHQ HOSPITAL MIANWALI
10	DHQ HOSPITAL CHAKWAL
11	DHQ HOSPITAL KHUSHAB
12	DHQ HOSPITAL LAYYAH
13	DHQ HOSPITAL MUZAFFRGARH
14	DHQ HOSPITAL VEHARI
15	DHQ HOSPITAL RAJANPUR
16	DHQ HOSPITAL LODHRAN
17	DHQ HOSPITAL HAFIZABAD
18	DHQ HOSPITAL M.B. DIN
19	DHQ HOSPITAL. JEHLUM

List of THQs

Tehsil Head Quarters List (THQs)	
Sr. No.	**Hospital name**
1	THQ HOSPITAL GOJRA
2	THQ ARIFWALA
3	THQ CHICHAWATNI
4	THQ HOSPITAL MIANCHANNU
5	THQ HOSPITAL CHISHTIAN
6	THQ HOSPITAL HAZRO
7	THQ HOSPITAL Noor PUR THAL
8	THQ HOSPITAL KOT ADDU
9	THQ HOSPITAL BUREWALA
10	THQ HOSPITAL ISAKHEL
11	THQ HOSPITAL TAUNSA
12	THQ HOSPITAL AHMADPUR EAST
13	THQ HOSPITAL SHUJABAD
14	THQ HOSPITAL DASKA

Note: The Hospital/ Facility may be added or removed from above mentioned list on discretion of purchaser.

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 on legal stamp paper is mandatory), failing which will cause rejection of the bid.

7.6 Has the required relevant qualified personnel and enough strength to fulfill the requirement of assignment (CV's of DEOs, Project Manager, Supervisor / List of Names) for Lot # 2.

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

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

7.9 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 Ventures / Consortiums are also eligible for this tender as long as the joint venture complies with the following condition:

9.1 For organization specific qualification criteria, the lead / prime bidder and JV partner credentials are valid for evaluations.

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

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

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

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

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

10. Examination of the Tender Document

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

13.6.9 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. **325062019-1**

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. **325062019-1**

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. **325062019-1**

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. **325062019-1**

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	Managed Printing Services	1,000,000/-
2	Data Entry Operator (DEOs)	700,000/-

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. **16th July, 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, 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:

Lot # 1

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#01

Experience	Worth of projects of similar nature in last three (03) years (Verifiable through relevant purchase orders / contracts) (Max Points 100)	40-50 million	50 Points
		50.1-60 million	75 Points
		60.1 million & above	100 Points
Financial Strength	Annual worth of Liquid Assets verifiable from last Audited report. (Max Points 100)	40-50 million	50 Points
		50.1-60 million	75 Points
		60.1 million & above	100 Points

Lot#02

Experience	Worth of projects of similar nature in last three (03) years (Verifiable through relevant purchase orders / contracts) (Max Points 100)	20-30 million	50 Points
		30.1-40 million	75 Points
		40.1 million & above	100 Points
Financial Strength	Annual worth of Liquid Assets verifiable from last Audited report. (Max Points 100)	20-30 million	50 Points
		30.1-40 million	75 Points
		40.1 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.

TERMS & CONDITIONS OF THE DRAFT CONTRACT

DRAFT Contract for

PROVISIONING OF MANAGED PRINTING SERVICES AND DATA ENTRY OPERATORS FOR HOSPITALS UNDER FRAMEWORK CONTRACT

Between

Punjab Information Technology Board (PITB)

and

Successful Bidder/Contractor (_____)

Dated:

TABLE OF CONTENTS

I. Agreement
II. General Conditions of Contract
29. Contract
30. Contract Duration
31. Contract Documents and Information
32. Contract Language
33. Standards
34. Commercial Availability
35. Patent Right
36. Execution Schedule
37. Payment
38. Price
39. Contract Amendment
40. Assignment / Subcontract
41. Extensions in time for performance of obligations under the Contract
42. Liquidated Damages
43. Blacklisting
44. Forfeiture of Performance Security
45. Termination for Default
46. Termination for Insolvency
47. Termination for Convenience
48. Force Majeure
49. Dispute Resolution
50. Statutes and Regulations
51. Taxes and Duties
52. Contract Cost
53. The Clint
54. Authorized Representative
55. Waiver
56. Training
57. Documentation
58. Special Stipulations

I. Agreement

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

and

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

RECITALS

WHEREAS,

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

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

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

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

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

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

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

   a. The Tender Document
   b. Bidder's Proposal
   c. Terms and Conditions of the Contract
   d. Special Stipulations
   e. The Technical Specifications
   f. Tender Form
   g. Price Schedule
   h. Affidavit(s)
   i. Authorized Dealership / Agency Certificate
   j. Performance Security
   k. Service Level Agreement (SLA) (if required)
   l. Non-Disclosure Agreement (if required)

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

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

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

WITNESSES

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

II. General Conditions of Draft Contract

29. Contract:

The Purchaser shall, after receipt of the Performance Security from the successful 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:

The execution schedule is mentioned below:

Sr.#	Description	Execution Schedule/Delivery
1	Start of Managed Printing Services at Designated Hospitals **Lot#1**	Within 4 weeks from the Issuance of LOA
2	Deployment Of DEOs at Designated Hospitals **Lot# 2**	Within 4 weeks 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 (Lot # 2) 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:

Lot # 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, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @0.25% of the total Contract Price which is attributable to such part of the Services / the Works, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 10% of the Contract Price.

Lot # 2:

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)	1- Start of Managed Printing Services at Designated Hospitals within 4 weeks from the Issuance of LOA (**Lot#1)** 2-Deployment of DEOs at Designated Hospitals **w**ithin 4 weeks from the Issuance of LOA **(Lot# 2)**
Liquidated damages for failure / delay in supply / installation / configuration of Services / Works by the Contractor	**Lot # 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, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @0.25% of the total Contract Price which is attributable to such part of the Services / the Works, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 10% of the Contract Price **Lot # 2:** 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.

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

Financial Cost Sheet / Price Table

Lot #1

Managed Printing Services

Sr. No.	Item Description	Estimated Qty. for 1 year (1)	Unit rate (Incl. all applicable Taxes) (2)	Total Cost (Incl. Taxes) (3=1*2)
1	Managed Printing Services (Printer, Toner, Paper sized A4 80 gm/sqm, support services, repair & maintenance)	6,000,000 Papers	Per Paper=	
2	Managed Printing Services (Thermal Printer, Thermal Paper roll (Width = 80mm, GSM 55g , Length= 45m or above) support services, repair & maintenance)	100,000 Rolls	Per Roll=	
Total Bid Cost				**X**

NOTE:

a) X will determine the total bid cost for all items under each lot.

b) Prices must be quoted for all items.

c) The rates quoted shall be governed by "Framework Contract". The Purchaser reserves exclusive rights to decrease the quantities of Items mentioned above, at the unit rates quoted by the bidder.

d) Quantity/ Number of Services mentioned above are the base volume for the purpose of evaluation only and does not bind purchaser for the purchase as listed, which means Price quoted shall be for a base volume mentioned above. However, the purchaser reserves exclusive right to utilize the services in number less than, equal to or more than the above given base volume on the unit quoted rate.

Total Cost (in words) Rs. _____

Date _____

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

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

Lot # 2

Data Entry Services

ITEM	Qty	Per Resource/Month Cost (Inclusive Taxes)	TOTAL COST (Per Resource/Month Cost * Qty)*12 (Inclusive Taxes)
Data Entry Operators (8 Hrs Shift)	165		**X**

Box X: AMOUNT HERE WILL DETERMINE THE LOWEST BID

Notes to the Price Table:

1) X will determine the total bid cost for all items under each 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.
8) Data Entry Operators (8 Hrs Shift):
9) The Vendor should arrange DEOs for the Sunday's working.
10) Month is considered as 48 hours work week (4 weeks month).

_____

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 _____ 20__

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 _____ 20__

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 _____