



No: SO (PM&I) / CLOUD BASED MOBILE SRM
WITH BACK OFFICE SERVICES/ TENDER /2017-18
SINDH HEALTH DEPARTMENT
GOVERNMENT OF SINDH

Dated: 16th January, 2018

TENDER NOTICE

1. The Health Department, Government of Sindh received an allocation from the Public Funds in Pak rupees towards the cost of ADP for the year 2017-18. It is intended that part of the proceeds of this allocated fund will be applied to eligible payments under the contract for "Cloud Based Mobile Stakeholder Management Services System with Back Office and human resource support" under the ADP Scheme (839), Automation of Sindh Health Department.
2. The Health Department now invites sealed bids in accordance with SPP Rule 46(2) "Single Stage - Two Envelope procedures" from well reputed principal vendors registered with Sales Tax (SRB) and Income Tax Department for the bidding of "Cloud Based Mobile Stakeholder Management Services System with Back Office and human resource support" under the ADP Scheme (839) "Automation of Sindh Health Department"
3. The Bidding Document containing specification, terms and conditions including other details can be obtained from the office of "Section Officer (PM&I), 3rd Floor, Tughlaq House, Sindh Secretariat Building No. 02, Kamal Atta Turk Road Karachi, from **Date of Publication upto 13-02-2018** during official working hours, against the tender fee amount of Rs. 2,000/- in the shape of Pay Order/ Demand Draft in the name of Secretary Sindh Health Department.
4. The bidders are required to submit their sealed tender documents/Bids (technical & financial) in separate envelopes on or before **14-02-2018 at 3:00 P.M** at the office of **Additional Secretary (PM&I) Health Department, 3rd Floor, Tughlaq House, Sindh Secretariat Building No.02, Kamal Atta Turk Road Karachi.**
5. Only Technical bids/ proposals will be opened on **14-02-2018 at 3:30 PM** before the procurement committee in the presence of bidders/ their representative of the firms at the above mentioned office.
6. The rates shall be quoted in Pak rupees and should be inclusive of GST, SRB (where applicable), Income Tax etc. GST will be deducted at source at the prescribed rates. The further details are enclosed in the bidding documents.

7. The Bid Security of 1% of the quoted price must be submitted along with bids on bid submission date in the shape of Pay Order/ Demand Draft in the name of "**Secretary Sindh Health Department**". The bid validity period is (90) days as per SPPRA Rules 2010 (Amended 2017).
8. A pre-bid conference/ meeting will be held for all interested bidders on **30-01-2018 at 03:00 PM** at the office of Additional Secretary (PM&I), Health Department, 3rd Floor, Tughlaq House, Sindh Secretariat Building No.02, Kamal Atta Turk Road Karachi
9. In case of public Holiday, the bids shall be submitted and opened as per given schedule on the next working day.
10. The bidding documents can also be download from SPPRA website (www.spprasindh.gov.pk) but the bidder must submit the tender fee in prescribed manner along with technical bid.
11. Procurement Committee reserves the right to accept or reject any or all bids prior to award/acceptance of contract as per relevant provisions of SPPRA Rules 2010 (Amended 2017).


SECTION OFFICER (PM&I)
SINDH HEALTH DEPARTMENT
FOR SECRETARY TO GOVERNMENT OF SINDH



GOVERNMENT OF SINDH
HEALTH DEPARTMENT

NOTIFICATION

No.SO (PM&I) Health./Pro-Committee/AHD/2017:- In pursuance of Rule-07 of the Sindh Public Procurement Rules, 2010 (Amended 2017) a Procurement Committee comprising of following Officers for Procurement of Computer Hardware, Software, Machinery/Equipment, furniture/fixture and related services for the ADP Scheme “Automation of Sindh Health Department” Health Department, Govt. of Sindh for the year 2017-18, is constituted as under:-

1- Additional Secretary (PM&I), Health Department, GoS	Chairman
2- Representative of IT Department, GoS	Member
3- Section Officer (PM&I) Health Department, GoS	Member/ Secretary

Function & Responsibilities of the Committee

- Preparing bidding documents;
- Carrying out technical as well as financial evaluation of the bids;
- Preparing evaluation reports as provided in Rule-45;
- Making recommendations for the award of contract to the competent authority; and
- Performing any function ancillary and incidental to the above.

- DR. FAZLULLAH PECHUHO-
SECRETARY TO GOVT. OF SINDH

No.SO (PM&I) Health./Pro-Committee/AHD/2017

dated 10th October - 2017

Copy forwarded for information & necessary action to:

1. All Members of Committee.
2. The P.S. to Minister, Health Department, Govt. of Sindh, Karachi.
3. The P.S to Secretary, Health Department, Govt. of Sindh, Karachi
4. Office Order File

SECTION OFFICER (PM&I)



NO.HD(P&E)3-2(427)/2014
GOVERNMENT OF SINDH
HEALTH DEPARTMENT
(Procurement, Monitoring and Inspection Cell)

NOTIFICATION

No. HD(P&E)3-2(427)/2014: In supersession to this department's notification of even number dated: 10-04-2017 and in pursuance of Rule 31 of the Sindh Public Procurement Rules, 2010, the Govt. of Sindh, Health Department, re-constituted Complaint Redressal Committee (CRC), comprising of the following officers for scrutinizing the complaints of aggrieved bidders against tender invited by Health Institutions / Hospitals / Programs / Projects in Sindh.

01	Secretary Health, Govt. of Sindh.	Chairman
02	Representative from Accountant General Sindh	Member
03	Independent expert from relevant field concerning (to be nominated by the Head of Procuring Agency)	Member
04	Deputy Secretary (PM&I)	Member Secretary
05	Deputy Secretary (General)	Member

TORs

- To scrutinize the complaints from the aggrieved bidders and decide the cases strictly in accordance with SPP Rules 2010


SECRETARY HEALTH

No. HD(P&E)3-2(427)/2014:

Karachi, dated 31st May, 2017

C.C to:

- The Director General Health Services Sindh Hyderabad
- The District Health Officers (All)
- The Medical Superintendents (All)
- The P.S. to Chief Secretary Sindh, Karachi.
- The Managing Director, Sindh Public Procurement Regulatory Authority, Karachi.
- The Special Secretary/Adl. Secretary (Admin/Development/Public Health) Health Department.
- The Chairman & all members of the Committee.
- The P.S. to Secretary Health.


(NAVEED AHMED SOOMRO)
SECTION OFFICER (PM&I)

4	Strengthening of Mortuary facilities at all Teaching & Major Hospitals in Sindh	On need basis	N/A	109.731	-----	ADP	One Stage Two Envelope Bidding Procedure	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter
5	Purchase of Equipment/Plant & Machinery, Furniture under regular SNE	On need basis	N/A	19.495	-----	Regular Budget	Single Stage Two Envelope	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter
6	Purchase of Medical Equipments, Furniture & Fixture etc for Establishment of 300 Bedded Maternal & Child Health Institute Shaheed Benazirabad	On need basis	N/A	507.978	-----	PSDP	Single Stage Two Envelope	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter
7	Automation of Sindh Health Department	On need basis	N/A	1244.278	-----	ADP	Single Stage Two Envelope	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter


 SECTION OFFICER (PM&I)

20/01/2018

Dawn

INF-KRY: 331/18

Note: THIS NOTICE

Sukkur Municipal Corporation



**SINDH HEALTH DEPARTMENT
GOVERNMENT OF SINDH**

NO: SO(PM&I)/CLOUD BASED MOBILE SRM WITH BACK OFFICE SERVICES/TENDER/2017-18

DATED: 16th January, 2018

TENDER NOTICE

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INF-KRY: No. 325/18

Say No to Corruption

ہم دہشگردی کے خلاف متحد ہیں۔

**SECTION OFFICER (PM&I)
SINDH HEALTH DEPARTMENT
FOR SECRETARY TO GOVERNMENT OF SINDH**

سندھ هیلت دپارٽمینٽ

گورنمينت آف سندھ



ٽينڊر نوٽيس

No.SO(PM&I)/CLOUD BASED MOBILE SRM WITH BACK OFFICE SERVICES/TENDER/2017-18 تاريخ 16 جنوري 2018

19/01/18

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موڪل

تو

- صحت کاتي حڪومت سندھ کي پبلڪ فنڊز مان پاڪ روپين ۾ ADP براه سال 2017-18 جي ڏس ۾ رقم ملي آهي. انهي جو ارادو آهي تہ ان رقم جي هڪ حصي کي ڪلائوڊ بيسڊ موبائيل اسٽيڪ هولڊر مينجمنٽ سروسز سسٽم وٽ بيڪ آفيس اينڊ هيومن ريسورس سپورٽ انڊر دي ADP اسڪيم (839) آٽوميشن آف سندھ هيلت دپارٽمينٽ جي ڏس ۾ تحت اهل ادارن تي خرچ ڪيو وڃي.
- صحت کاتي پاران مهربند واڪ SPP رول (2) 46 سنگل اسٽيج - ٽو اينويٽو پي پروسيجرس تحت سڀني اهل پرنسپل وينڊرز رجسٽرڊ ساڻ سيلز ٽيڪس (SRB) ۽ انڪر ٽيڪس دپارٽمينٽ براه بڊنگ ڪلائوڊ بيسڊ موبائيل اسٽيڪ هولڊر مينجمنٽ سروسز سسٽم وٽ بيڪ آفيس اينڊ هيومن ريسورس سپورٽ انڊر دي ADP اسڪيم (839) آٽوميشن آف سندھ هيلت دپارٽمينٽ واسطي گهراڻي ٿي.
- واڪ ڪاغذات مشتمل اسپيسيفڪيشن شرطن ۽ ضابطن بشمول ٻئي تفصيل جي حاصل ڪري سگهجن ٿا آفيس آف سيڪشن آفيسر (PM&I) 3 ماڻ تعلق هائوس سندھ سيڪريٽريٽ بلڊنگ نمبر 2 ڪمال انا ٽرڪ روڊ ڪراچي وٽان اشاعت جي تاريخ کان 2018-02-13 تائين آفيس وقت جي دوران ٽينڊر في 2000 روپيا بصورت بي آرڊر / ڊمانڊ ڊرافٽ بحق سيڪريٽري سندھ هيلت دپارٽمينٽ حاصل ڪري سگهجن ٿا.
- بدرس کي گزارش آهي تہ پنهنجا مهربند ٽينڊر ڪاغذات / واڪ (ٽيڪنيڪل ۽ فنانشل) الڳ لئافن ۾ تي يا اڳ ۾ 2018-02-14 تي 3.00 وڳي تائين آفيس آف ايڊيشنل سيڪريٽري (PM&I) هيلت دپارٽمينٽ 3 ماڻ تعلق هائوس سندھ سيڪريٽريٽ بلڊنگ نمبر 02 ڪمال انا ٽرڪ روڊ ڪراچي ۾ سمع ڪرائين.
- صرف ٽيڪنيڪل واڪ / اڇون 2018-02-14 تي 3.30 وڳي پروڪيورمينٽ ڪميٽي اڳيان بدرس / سندن موجودگي جي خواهشمند نمائندن سامهون مٿين آفيس ۾ کوليائيندا.
- اڳهه پاڪستاني روپين ۾ ڏيڻ گهرجن ۽ انهن ۾ جي ايس ٽي (جي سي لاڳو هجي) انڪر ٽيڪس وغيره شامل هجي. GST مقرر اڳهن تي ايت سروسز ڪاٿيو ويندو وڌيڪ تفصيل واڪ ڪاغذن ۾ ڏيکاريل آهي.
- واڪ ضمانت 1% ڪوٽڊ رقم جي واڪن سان واڪ جمع ڪرائڻ وقت بصورت ٻي آرڊر / ڊمانڊ ڊرافٽ بحق سيڪريٽري سندھ هيلت دپارٽمينٽ جمع ڪرايا وڃن واڪ موٽر رهڻ جو مدو (90) ڏينهن هوندو SPPRA رولز 2010 (ترميم ٿيل 2017) جي مطابق.
- پري بڊ ڪانفرنس / ميٽنگ سڀني دلچسپي رکندڙ بدرس واسطي 30-01-2018 تي 3.00 وڳي آفيس آف دي ايڊيشنل سيڪريٽري (PM&I) هيلت دپارٽمينٽ ايت ٿرڊ فلور تعلق هائوس سندھ سيڪريٽريٽ بلڊنگ نمبر 2 ڪمال انا ٽرڪ روڊ ڪراچي ۾ ٿيندي.
- ٽينڊر ڪلڻ جي تاريخ تي حڪومت پاران عام موڪل ڪرڻ / اعلان ڪرڻ جي صورت ۾ ٽينڊر ايندڙ ڪم واري ڏينهن تي ساڳي وقت تي موڪليا/ کوليائيندا.
- پروڪيورمينٽ ڪميٽي SPPRA رولز 2010 مطابق ڪانٽريڪٽ ڏيڻ کان اڳ ڪنهن به سبب ڄاڻائڻ کان سواءِ ڪوبه واڪ قبول يا رد يا سمورا واڪ رد ڪرڻ جو حق رکي ٿي.
- واڪ ڪاغذات SPPRA ويب سائٽ www.pprasindh.gov.pk تان ڊائون لوڊ ڪري سگهجن ٿا پر بابر کي لازمي ٽينڊر في مقرر طريقي جي مطابق ساڻ ٽيڪنيڪل واڪ جي جمع ڪرائڻي پوندي.

سيڪشن آفيسر (PM&I)

سندھ هيلت دپارٽمينٽ

فار سيڪريٽري تو گورنمينٽ آف سندھ

INF/KRY/No.325/18



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SO(PM&I)/CLOUD BASED MOBILE SRM WITH BACK OFFICE
SERVICES/TENDER/2017-18

سندھ ہیلتھ ڈیپارٹمنٹ
گورنمنٹ آف سندھ
مورخہ 16 جنوری 2018

ٹینڈر نوٹس

1- محکمہ صحت، حکومت سندھ کو اسے ڈی پی براے سال 2017-18 کے اخراجات کی مد میں بیلگ فنڈ سے پاکستانی روپے میں مختص کردہ رقم موصول ہوئی ہے۔ ارادہ ہے کہ اس مختص کردہ فنڈ کی یافت کے کچھ حصے کو اسے ڈی پی اے اسکیم (839)، آؤٹیشن آف سندھ ہیلتھ ڈیپارٹمنٹ کے تحت "کلاؤڈ میز موہائل اسٹیک ہولڈر مینجمنٹ سروس سسٹم" سے بیک آفس اینڈ ہوسٹنگ سروسز کے کنٹریکٹ کے تحت کی جانے والی ادائیگیوں پر خرچ کیا جائے۔

2- چنانچہ محکمہ صحت SPP رول (2) 46 "ایک مرحلہ دولفان طریق کار" کی مطابقت میں سٹریٹجک (SRB) اور آئی ٹی کے ڈیپارٹمنٹ میں رجسٹرڈ ایجنسی ساکھ کے حالی پر نیل وینڈرز سے اسے ڈی پی اے اسکیم (839)، آؤٹیشن آف سندھ ہیلتھ ڈیپارٹمنٹ کے تحت "کلاؤڈ میز موہائل اسٹیک ہولڈر مینجمنٹ سروسز سسٹم" سے بیک آفس اینڈ ہوسٹنگ سروسز کے کنٹریکٹ کے لیے سربمہر پیشکشیں طلب کرتا ہے۔

3- تصریحات، شرائط و ضوابط بشمول دیگر تفصیلات پر مشتمل بڈنگ دستاویزات دفتر "سیکشن آفیسر (PM&I)، تیسری منزل، تعلق ہاؤس، سندھ سیکرٹریٹ بلڈنگ نمبر 2، کمال اتارک روڈ کراچی سے تاریخ اشاعت ہذا سے 13.02.2018 تک دوران دفتر کی اوقات میں 2,000/- روپے بشکل پے آرڈر / ڈیمانڈ ڈرافٹ بنام سیکرٹری، سندھ ہیلتھ ڈیپارٹمنٹ کی ٹینڈر فیس کے عوض حاصل کی جاسکتی ہیں۔

4- پیشکش دہندگان کو چاہئے کہ اپنی سربمہر ٹینڈر دستاویزات / پیشکشیں (ٹیکنیکل اور فنانشل) جداگانہ لفافوں میں 14.02.2018 سے پہلے 3:00 بجے تک یا قبل ازیں دفتر پرنسپل سیکرٹری (PM&I) ہیلتھ ڈیپارٹمنٹ، تیسری منزل، تعلق ہاؤس، سندھ سیکرٹریٹ بلڈنگ نمبر 02 کمال اتارک روڈ کراچی میں جمع کرا دیں۔

5- مورخہ 14.02.2018 سے پہلے 3:30 بجے پر ویکورمنٹ کمیٹی کے سامنے اور پیشکش دہندگان / افرمز کے مجاز کردہ نمائندوں کی موجودگی میں مذکورہ بالا پتہ پر صرف ٹیکنیکل پروپوزل کو کھولی جائیگی۔

6- نرخ پاکستانی روپے میں پیش کئے جائیں اور ان میں SRB، GST (جہاں قابل اطلاق ہو)، اگم ٹیکس وغیرہ شامل ہونا چاہئیں۔ GST رارج شرح سے بڑھ کر نہیں لیا جائیگا۔ دیگر تفصیلات بڈنگ دستاویزات کے ساتھ منسلک ہیں۔

7- پیشکش کی کل لاگت کی 1% بڈ سیکورٹی کا پیشکش جمع کرانے کی تاریخ پر پیشکش کے ساتھ بشکل پے آرڈر / ڈیمانڈ ڈرافٹ بنام "سیکرٹری، سندھ ہیلتھ ڈیپارٹمنٹ" کا منسلک کیا جانا لازمی ہے۔ SPPRA رول 2010 (ترمیم شدہ 2017) کے مطابق پیشکش مندرجہ ذیل کی مدت (90) دن ہے۔

8- پری بڈ کانفرنس / میٹنگ دلچسپی رکھنے والے تمام پیشکش دہندگان کیلئے 30.01.2018 سے پہلے 03:00 بجے دفتر پرنسپل سیکرٹری (PM&I)، ہیلتھ ڈیپارٹمنٹ، تیسری منزل، تعلق ہاؤس، سندھ سیکرٹریٹ بلڈنگ نمبر 02، کمال اتارک روڈ کراچی میں منعقد ہوگی۔

9- عام تعطیل ہونے کی صورت میں پیشکشیں دیے گئے شیڈول کے مطابق اگلے یوم کار پر جمع کرائی اور کھولی جائیگی۔

10- بڈنگ دستاویزات SPPRA ویب سائٹ (www.pprasin.gov.pk) سے ڈاؤن لوڈ بھی کی جاسکتی ہیں لیکن پیشکش دہندہ کیلئے ٹیکنیکل پیشکش کے ساتھ مقررہ طریق کار پر ٹینڈر فیس جمع کرنا لازمی ہے۔

11- پروکورمنٹ کمیٹی SPPRA رول 2010 (ترمیم شدہ 2017) کے متعلقہ مندرجات کی رو سے کنٹریکٹ تفویض کئے جانے / قبول کئے جانے سے قبل کوئی یا تمام پیشکشیں قبول یا مسترد کرنے کا حق محفوظ رکھتی ہے۔

سیکشن آفیسر (PM&I)
سندھ ہیلتھ ڈیپارٹمنٹ
برائے سیکرٹری، حکومت سندھ

INF-KRY-325/18
بمردہشت گردی کے خلاف متحد ہیں

SAY NO TO
CORRUPTION

ذات کے حصول کے دوران
ذاتی کاموں کی فہرست اور لیٹر
جس میں
کی ثبوت اور اجران کی جانب
ت کرنا ہوگا۔
بہ ایم کی جائیں
میں کام اور حورائیں چھوڑا۔
% ایک لسٹ نہیں رہی۔
ات / معلومات بالکل صحیح اور
م کیا جائے۔
نسل ایڈریس۔
نی پر وفا عمل فرما کر کرنی ہوگی۔
ہوگا۔
یڈٹ سرٹیفکیٹ۔
دیگر پیشکش زیر غور نہیں لائی
جاری کردہ ترسیمات 2013
نے کا حق حاصل ہے۔
کی مکمل تفصیلات دیتے ہوئے
ورت میں اس طرح کی تقیین
ٹوانجینئر
سال ڈویژن
پورواقی سکھر
8 3

• Instructions to Bidders (ITB)

PART ONE (FIXED)

BIDDING DOCUMENT
For
“CLOUD BASED MOBILE
STAKEHOLDER MANAGEMENT
SERVICES SYSTEM WITH BACK
OFFICE AND HUMAN RESOURCES
SUPPORT”
SINDH HEALTH DEPARTMENT
GOVERNMENT OF SINDH

- General Conditions of Contract (GCC)

RECEIPT

Issued to M/s. _____

Rs. _____ (Non-Refundable Non-Transferable)

Pay order / Demand Draft No. _____ Date _____

SECTION OFFICER (PM&I)
Sindh Health Department
Government of Sindh

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Part One - Section I.

Instructions to Bidders

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Instructions to Bidders

A. Introduction

1. Source of Funds

1.1 The Procuring agency has received /applied for loan/grant federal/provincial/local government funds from the source(s) indicated in the bidding data in various currencies towards the cost of the project /schemes specified in the bidding data and it is intended that part of the proceeds of this loan/grant/funds/ will be applied to eligible payments under the contract for which these bidding documents are issued.

1.2 Payment by the Fund will be made only at the request of the Procuring agency and upon approval by the Government of Sindh, and in case of a project will be subject in all respect to the terms and conditions of the agreement. The Project Agreement prohibits a withdrawal from the allocated fund account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Federal Government/ Sindh Government, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Procuring agency shall derive any rights from the Project Agreement or have any claim to the allocated fund proceeds.

2. Eligible Bidders

2.1 This Invitation for Bids is open to all suppliers from eligible source as defined in the SPP Rules, 2010 and its Bidding Documents except as provided hereinafter.

2.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring agency to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation for Bids.

2.3 Government-owned enterprises in the Province of Sindh may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government of Sindh.

2.4 Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by the any government organization in accordance with sub clause 34.1

3. Eligible Goods & Services

3.1 All goods and related services to be supplied under the contract shall have their origin in eligible source countries, defined in the SPP Rules 2010 and its Bidding Documents, and all expenditures made under the contract will be limited to such goods and services.

3.2 For purposes of this clause, “origin” means the place where the goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

3.3 The origin of goods and services is distinct from the nationality of the Bidder.

4. Cost of Bidding

4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring agency named in the Bid Data Sheet, hereinafter referred to as “the Procuring agency,” will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. The Bidding Documents

5. Content of Bidding Documents

5.1 **The bidding documents include:**

- (a) Instructions to Bidders (ITB)
- (b) Bid Data Sheet
- (c) General Conditions of Contract (GCC)
- (d) Special Conditions of Contract (SCC)
- (e) Schedule of Requirements
- (f) Technical Specifications
- (g) Bid Form and Price Schedules
- (h) Bid Security Form
- (i) Contract Form
- (j) Performance Security Form
- (k) Manufacturer’s Authorization Form

5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in the rejection of its bid.

6. Clarification of Bidding Documents

6.1 A interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives no later than three working days prior to the deadline for the submission of bids prescribed in the Bid Data Sheet. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding documents.

7. Amendment of Bidding Documents

7.1 At any time prior to the deadline for submission of bids, the Procuring agency, for any reason, whether at its own initiative or in response to a clarification requested by an interested Bidder, may modify the bidding documents by amendment.

7.2 All interested bidders that have received the bidding documents will be notified of the amendment in writing, and will be binding on them.

7.3 In order to allow interested bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.

C. Preparation of Bids

8. Language of Bid

8.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bid Data Sheet, in which case, for purposes of interpretation of the Bid, the translation shall govern.

9. Documents Comprising the Bid

9.1 The bid prepared by the Bidder shall comprise the following components:

- (a) a Bid Form and a Price Schedule completed in accordance with ITB Clauses 10, 11, and 12;
- (b) documentary evidence established in accordance with ITB

Clause 13 that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;

(c) documentary evidence established in accordance with ITB Clause 14 that the goods and ancillary services to be supplied by the Bidder are eligible goods and services and conform to the bidding documents; and

(d) bid security furnished in accordance with ITB Clause 15.

10. Bid Form

10.1 The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity, and prices.

11. Bid Prices

11.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the goods it proposes to supply under the contract.

11.2 Prices indicated on the Price Schedule shall be delivered duty paid (DDP) prices. The price of other (incidental) services, if any, listed in the Bid Data Sheet will be entered separately.

11.3 The Bidder's separation of price components in accordance with ITB Clause 11.2 above will be solely for the purpose of facilitating the comparison of bids by the Procuring agency and will not in any way limit the Procuring agency's right to contract on any of the terms offered.

11.5 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A bid submitted with an adjustable price quotation will be treated as nonresponsive and will be rejected, pursuant to ITB Clause 24. If, however, in accordance with the Bid Data Sheet, prices quoted by the Bidder shall be subject to adjustment during the performance of the contract, a bid submitted with a fixed price quotation will not be rejected, but the price adjustment would be treated as zero.

12. Bid Currencies

12.1 Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.

13. Documents Establishing Bidder's Eligibility and Qualification

13.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted

13.2 The documentary evidence of the Bidder's eligibility to bid shall establish to the Procuring agency's satisfaction that the Bidder, at the time of submission of its bid, is from an eligible country as defined under ITB Clause 2.

13.3 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Procuring agency's satisfaction:

- (a) that, in the case of a Bidder offering to supply goods under the contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods' Manufacturer or producer to supply the goods in the Procuring agency's country;
- (b) that the Bidder has the financial, technical, and production capability necessary to perform the contract;
- (c) that, in the case of a Bidder not doing business within the Procuring agency's country, the Bidder is or will be (if awarded the contract) represented by an Agent in that country equipped, and able to carry out the Supplier's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and
- (d) that the Bidder meets the qualification criteria listed in the Bid Data Sheet.

14. Documents Establishing Goods' Eligibility and Conformity to Bidding Documents

14.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services which the Bidder proposes to supply under the contract.

14.2 The documentary evidence of the eligibility of the goods and services shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.

14.3 The documentary evidence of conformity of the goods and services to the bidding documents may be in the form of literature, drawings, and data, and shall consist of:

- (a) a detailed description of the essential technical and performance characteristics of the goods;

(b) a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period to be specified in the Bid Data Sheet, following commencement of the use of the goods by the Procuring agency; and

(c) an item-by-item commentary on the Procuring Agency's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

14.4 For purposes of the commentary to be furnished pursuant to ITB Clause 14.3(c) above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procuring agency in its Technical Specifications, are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names, and/or catalogue numbers in its bid, provided that it demonstrates to the Procuring agency's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

15. Bid Security

15.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, a bid security in the amount specified in the Bid Data Sheet.

15.2 The bid security is required to protect the Procuring agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB Clause 15.7.

15.3 The bid security shall be in Pak. Rupees and shall be in one of the following forms:

- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring agency's country, in the form provided in the bidding documents or another form acceptable to the Procuring agency and valid for ninety (90) days beyond the validity of the bid; or
- (b) irrevocable en cashable on-demand Bank call-deposit.

15.4 Any bid not secured in accordance with ITB Clauses 15.1 and 15.3 will be rejected by the Procuring agency as nonresponsive, pursuant to ITB Clause 24.

15.5 Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by the Procuring agency pursuant to ITB Clause 16.

15.6 The successful Bidder's bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 32, and furnishing the performance security, pursuant to ITB Clause 33.

15.7 The bid security may be forfeited:

(a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b) in the case of a successful Bidder, if the Bidder fails:

(i) to sign the contract in accordance with ITB Clause 32; or

(ii) to furnish performance security in accordance with

ITB Clause 33.

16.Period of Validity of Bids

16.1 Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Procuring agency, pursuant to ITB Clause 19. A bid valid for a shorter period shall be rejected by the Procuring agency as nonresponsive.

16.2 In exceptional circumstances, the Procuring agency may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under ITB Clause 15 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

17.Format and Signing of Bid

17.1 The Bidder shall prepare an original copy of the bid indicated in the Bid Data Sheet, clearly marked "ORIGINAL BID" as appropriate.

17.2 The original copy of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a

person or persons duly authorized to bind the Bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.

17.3 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

17.4 The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid, and to contract execution if the Bidder is awarded the contract.

D. Submission of Bids

18. Sealing and Marking of Bids

18.1 The Bidder shall seal the original bid in separate envelopes, duly marking the envelopes as "ORIGINAL". The envelopes shall then be sealed in an outer envelope.

18.2 The inner and outer envelopes shall:

(a) be addressed to the Procuring agency at the address given in the Bid Data Sheet; and

(b) bear the Project name indicated in the Bid Data Sheet, the Invitation for Bids (IFB) title and number indicated in the Bid Data Sheet, and a statement: "DO NOT OPEN BEFORE," to be completed with the time and the date specified in the Bid Data Sheet, pursuant to ITB Clause 2.2.

18.3 The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

18.4 If the outer envelope is not sealed and marked as required by ITB Clause 18.2, the Procuring agency will assume no responsibility for the bid's misplacement or premature opening.

19. Deadline for Submission of Bids

19.1 Bids must be received by the Procuring agency at the address specified under ITB Clause 18.2 no later than the time and date specified in the Bid Data Sheet.

19.2 The Procuring agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 7, in which case all rights and obligations of the Procuring agency and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

20.Late Bids

20.1 Any bid received by the Procuring agency after the deadline for submission of bids prescribed by the Procuring agency pursuant to ITB Clause 19 will be rejected and returned unopened to the Bidder.

21.Modification and Withdrawal of Bids

21.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Procuring agency prior to the deadline prescribed for submission of bids.

21.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of ITB Clause 18. by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

21.3 No bid may be modified after the deadline for submission of bids.

21.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security, pursuant to the ITB Clause 15.7.

E. Opening and Evaluation of Bids**22.Opening of Bids by the Procuring agency**

22.1 The Procuring agency will open all bids in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register evidencing their attendance.

22.2 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Procuring agency, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 20.

22.3 Bids (and modifications sent pursuant to ITB Clause 21.2) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

22.4 The Procuring agency will prepare minutes of the bid opening.

23. Clarification of Bids

23.1 During evaluation of the bids, the Procuring agency may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

24. Preliminary Examination

24.1 The Procuring agency will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

24.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

24.3 The Procuring agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

24.4 Prior to the detailed evaluation, pursuant to ITB Clause 25 the Procuring agency will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning Bid Security (ITB Clause 15), Applicable Law (GCC Clause 30), and Taxes and Duties (GCC Clause 32), will be deemed to be a material deviation. The Procuring agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

**25.Evaluation and
Comparison of Bids**

24.5 If a bid is not substantially responsive, it will be rejected by the Procuring agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

25.1 The Procuring agency will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to ITB Clause 24.

25.2 The Procuring agency's evaluation of a bid will be on delivered duty paid (DDP) price inclusive of prevailing duties and will exclude any allowance for price adjustment during the period of execution of the contract, if provided in the bid.

25.3 The Procuring agency's evaluation of a bid will take into account, in addition to the bid price quoted in accordance with ITB Clause 11.2, one or more of the following factors as specified in the Bid Data Sheet, and quantified in ITB Clause 25.4:

- (a) incidental costs
- (b) delivery schedule offered in the bid;
- (c) deviations in payment schedule from that specified in the Special Conditions of Contract;
- (d) the cost of components, mandatory spare parts, and service;
- (e) the availability Procuring agency of spare parts and aftersales services for the equipment offered in the bid;
- (f) the projected operating and maintenance costs during the life of the equipment;
- (g) the performance and productivity of the equipment offered; and/or
- (h) other specific criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.

25.4 For factors retained in the Bid Data Sheet pursuant to ITB 25.3, one or more of the following quantification methods will be applied, as detailed in the Bid Data Sheet:

- (a) Incidental costs provided by the bidder will be added by Procuring agency to the delivered duty paid (DDP) price at the final destination.

(b) *Delivery schedule.*

(i) The Procuring agency requires that the goods under the Invitation for Bids shall be delivered at the time specified in the Schedule of Requirements which will be treated as the base, a delivery “adjustment” will be calculated for bids by applying a percentage, specified in the Bid Data Sheet, of the DDP price for each week of delay beyond the base, and this will be added to the bid price for evaluation. No credit shall be given to early delivery.

Or(ii) The goods covered under this invitation are required to be delivered (shipped) within an acceptable range of weeks specified in the Schedule of Requirement. No credit will be given to earlier deliveries, and bids offering delivery beyond this range will be treated as nonresponsive. Within this acceptable range, an adjustment per week, as specified in the Bid Data Sheet, will be added for evaluation to the bid price of bids offering deliveries later than the earliest delivery period specified in the Schedule of Requirements.

Or(iii) The goods covered under this invitation are required to be delivered in partial shipments, as specified in the Schedule of Requirements. Bids offering deliveries earlier or later than the specified deliveries will be adjusted in the evaluation by adding to the bid price a factor equal to a percentage, specified in the Bid Data Sheet, of DDP price per week of variation from the specified delivery schedule.

(c) *Deviation in payment schedule.*

(i) Bidders shall state their bid price for the payment schedule outlined in the SCC. Bids will be evaluated on the basis of this base price. Bidders are, however, permitted to state an alternative payment schedule and indicate the reduction in bid price they wish to offer for such alternative payment schedule. The Procuring agency may consider the alternative payment schedule offered by the selected Bidder.

Or(ii) The SCC stipulates the payment schedule offered by

the Procuring agency. If a bid deviates from the schedule and if such deviation is considered acceptable to the Procuring agency, the bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the bid as compared with those stipulated in this invitation, at the rate per annum specified in the Bid Data Sheet.

(d) *Cost of spare parts.*

(i) The list of items and quantities of major assemblies, components, and selected spare parts, likely to be required during the initial period of operation specified in the Bid Data Sheet, is annexed to the Technical Specifications. The total cost of these items, at the unit prices quoted in each bid, will be added to the bid price.

Or

(ii) The Procuring agency will draw up a list of high-usage and high-value items of components and spare parts, along with estimated quantities of usage in the initial period of operation specified in the Bid Data Sheet. The total cost of these items and quantities will be computed from spare parts unit prices submitted by the Bidder and added to the bid price.

Or

(iii) The Procuring agency will estimate the cost of spare parts usage in the initial period of operation specified in the Bid Data Sheet, based on information furnished by each Bidder, as well as on past experience of the Procuring agency or other procuring agencies in similar situations. Such costs shall be added to the bid price for evaluation.

(e) *Spare parts and after sales service facilities in the Procuring agency's country.*

The cost to the Procuring agency of establishing the minimum service facilities and parts inventories, as outlined in the Bid Data Sheet or elsewhere in the bidding documents, if quoted separately, shall be added to the bid price.

(f) *Operating and maintenance costs.*

Since the operating and maintenance costs of the goods under procurement form a major part of the life cycle cost of the equipment, these costs will be evaluated in accordance with the criteria specified in the Bid Data Sheet or in the Technical Specifications.

(g) *Performance and productivity of the equipment.*

(i) Bidders shall state the guaranteed performance or efficiency in response to the Technical Specification. For each drop in the performance or efficiency below the norm of 100, an adjustment for an amount specified in the Bid Data Sheet will be added to the bid price, representing the capitalized cost of additional operating costs over the life of the plant, using the methodology specified in the Bid Data Sheet or in the Technical Specifications.

Or

(ii) Goods offered shall have a minimum productivity specified under the relevant provision in the Technical Specifications to be considered responsive. Evaluation shall be based on the cost per unit of the actual productivity of goods offered in the bid, and adjustment will be added to the bid price using the methodology specified in the Bid Data Sheet or in the Technical Specifications.

(h) *Specific additional criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.*

The relevant evaluation method shall be detailed in the Bid Data Sheet and/or in the Technical Specifications.

25.4 Alternative Merit Point System:

The following merit point system for weighing evaluation factors can be applied if none of the evaluation methods listed in 25.4 above has been retained in the Bid Data Sheet. The number of points allocated to each factor shall be specified in the Bid Data Sheet.

[In the Bid Data Sheet, choose from the range of]

Evaluated price of the goods	60 to 90
Cost of common list spare parts	0 to 20
Technical features, and maintenance and operating costs	0 to 20
Availability of service and spare parts	0 to 20
Standardization	0 to 20
Total	100

The bid scoring the highest number of points will be deemed to be the lowest evaluated bid.

26. Contacting the Procuring agency

26.1 Subject to ITB Clause 23, no Bidder shall contact the Procuring agency on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Procuring agency, it should do so in writing.

26.2 Any effort by a Bidder to influence the Procuring agency in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

27. Post-qualification

27.1 In the absence of prequalification, the Procuring agency will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB Clause 13.3.

27.2 The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 13.3, as well as such other information as the Procuring agency deems necessary and appropriate.

27.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Procuring agency will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

28. Award Criteria

28.1 Subject to ITB Clause 30, the Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid or on Package basis, provided further that the Bidders

is determined to be qualified to perform the contract satisfactorily

- 29. Procuring agency's Right to Vary Quantities at Time of Award**
- 29.1 The Procuring agency reserves the right at the time of contract award to increase or decrease, by the percentage indicated in the Bid Data Sheet, the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.
- 30. Procuring agency's Right to Accept any Bid and to Reject any or All Bids**
- 30.1 The Procuring agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency's action.
- 31. Notification of Award**
- 31.1 Prior to the expiration of the period of bid validity, the Procuring agency will notify the successful Bidder in writing by registered letter or by cable, to be confirmed in writing by registered letter, that its bid has been accepted.
- 31.2 The notification of award will constitute the formation of the Contract.
- 31.3 Upon the successful Bidder's furnishing of the performance security pursuant to ITB Clause 33, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 15.
- 32. Signing of Contract**
- 32.1 At the same time as the Procuring agency notifies the successful Bidder that its bid has been accepted, the Procuring agency will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- 32.2 Within thirty (30) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.
- 33. Performance Security**
- 33.1 Within twenty (20) days of the receipt of notification of award from the Procuring agency, the successful Bidder shall furnish the performance security of Three Percent (3%) in accordance with the Conditions of Contract, in the Performance Security Form provided in the bidding documents, or in another form acceptable to the Procuring agency.
- 33.2 Failure of the successful Bidder to comply with the requirement of ITB Clause 32 or ITB Clause 33.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid

security, in which event the Procuring agency may make the award to the next lowest evaluated Bidder or call for new bids.

34. Corrupt or Fraudulent Practices

34.1 The Government of Sindh requires that Procuring agency's (including beneficiaries of donor agencies' loans), as well as Bidders/Suppliers/Contractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the SPPRA, in accordance with the SPP Act, 2010 and Rules made thereunder:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

(i) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

(ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring agency, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial noncompetitive levels and to deprive the Procuring agency of the benefits of free and open competition;

(b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

(c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Government-financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Government-financed contract.

34.2 Furthermore, Bidders shall be aware of the provision stated in sub-clause 5.4 and sub-clause 24.1 of the General Conditions of Contract.

Part One - Section II.

General Conditions of Contract

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General Conditions of Contract

1. Definitions 1.1 In this Contract, the following terms shall be interpreted as indicated:

(a) "The Contract" means the agreement entered into between the Procuring agency and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

(b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.

(c) "The Goods" means all of the equipment, machinery, and/or other materials which the Supplier is required to supply to the Procuring agency under the Contract.

(d) "The Services" means that services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.

(e) "GCC" mean the General Conditions of Contract contained in this section.

(f) "SCC" means the Special Conditions of Contract.

(g) "The Procuring agency" means the organization purchasing the Goods, as named in SCC.

(h) "The Procuring agency's country" is the country named in SCC.

(i) "The Supplier" means the individual or firm supplying the Goods and Services under this Contract.

(j) "The Project Site," where applicable, means the place or places named in SCC.

(k) "Day" means calendar day.

2. Application 2.1 These General Conditions shall apply to the extent that they are

not superseded by provisions of other parts of the Contract.

3. Country of Origin

3.1 All Goods and Services supplied under the Contract shall have their origin in the countries and territories eligible under the rules and further elaborated in the SCC.

3.2 For purposes of this Clause, “origin” means the place where the Goods were mined, grown, or produced, or from which the Services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

3.3 The origin of Goods and Services is distinct from the nationality of the Supplier.

4. The Goods

4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods’ country of origin. Such standards shall be the latest issued by the concerned institution.

5. Use of Contract Documents and Information; Inspection and Audit by the Government

5.1 The Supplier shall not, without the Procuring agency’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring agency in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only sofar as may be necessary for purposes of such performance.

5.2 The Supplier shall not, without the Procuring agency’s prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of performing the Contract.

5.3 Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of the Procuring agency and shall be returned (all copies) to the Procuring agency on completion of the Supplier’s performance under the Contract if so required by the Procuring agency.

5.4 The Supplier shall permit the Procuring agency to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the procuring agency, if so required.

6. Patent Rights

6.1 The Supplier shall indemnify the Procuring agency against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring agency's country.

7. Performance Security

7.1 Within twenty (20) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring agency the performance security in the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

7.3 The performance security shall be denominated in the currency of the Contract acceptable to the Procuring agency and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring agency's country, in the form provided in the bidding documents or another form acceptable to the Procuring agency; or

(b) a cashier's or certified check.

7.4 The performance security will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

8. Inspections and Tests

8.1 The Procuring agency or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring agency. SCC and the Technical Specifications shall specify what inspections and tests the Procuring agency requires and where they are to be conducted. The Procuring agency shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

8.2 The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery, and/or at

the Goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring agency.

8.3 Should any inspected or tested Goods fail to conform to the Specifications, the Procuring agency may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Procuring agency.

8.4 The Procuring agency's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the Procuring agency's country shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Procuring agency or its representative prior to the Goods' shipment from the country of origin.

8.5 Nothing in GCC Clause 8 shall in any way release the Supplier from any warranty or other obligations under this Contract.

9. Packing

9.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the Procuring agency.

10. Delivery and Documents

10.1 Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping and/or other documents to be furnished by the Supplier are specified in SCC.

10.2 Documents to be submitted by the Supplier are specified in SCC.

11. Insurance

11.1 The Goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after having been delivered, hence insurance coverage is sellers responsibility.

12. Transportation

12.1 The Supplier is required under the Contact to transport the Goods to a specified place of destination within the Procuring agency's country, transport to such place of destination in the Procuring agency's country, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier, and related costs shall be included in the Contract Price.

13. Incidental Services

13.1 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) Performance or supervision of on-site assembly and/or start-up of the supplied Goods;
- (b) Furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- (d) Performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
- (e) Training of the Procuring agency's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.

13.2 Prices charged by the Supplier for incidental services, if not included in the Contract Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged for other parties by the Supplier for similar services.

14. Spare Parts

14.1 As specified in SCC, the Supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:

(a) such spare parts as the Procuring agency may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the Contract; and

(b) In the event of termination of production of the spare parts:

(i) Advance notification to the Procuring agency of the pending termination, in sufficient time to permit the Procuring agency to procure needed requirements; and

(ii) Following such termination, furnishing at no cost to the Procuring agency, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the Procuring agency's specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The Procuring agency shall promptly notify the Supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the Supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective Goods or parts thereof, without costs to the Procuring agency.

15.5 If the Supplier, having been notified, fails to remedy the defect(s)

within the period specified in SCC, within a reasonable period, the Procuring agency may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Procuring agency may have against the Supplier under the Contract.

16.Payment

16.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC.

16.2 The Supplier's request(s) for payment shall be made to the Procuring agency in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 10, and upon fulfillment of other obligations stipulated in the Contract.

16.3 Payments shall be made promptly by the Procuring agency, but in no case later than sixty (60) days after submission of an invoice or claim by the Supplier.

16.4 The currency of payment is Pak. Rupees.

17.Prices

17.1 Prices charged by the Supplier for Goods delivered and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in SCC or in the Procuring agency's request for bid validity extension, as the case may be.

18.Change Orders 18.1 The Procuring agency may at any time, by a written order given to the Supplier pursuant to GCC Clause 31, make changes within the general scope of the Contract in any one or more of the following:

(a) Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Procuring agency;

(b) The method of shipment or packing;

(c) The place of delivery; and/or

(d) The Services to be provided by the Supplier.

18.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be

made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Procuring agency's change order.

- 19. Contract Amendments** 19.1 Subject to GCC Clause 18, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
- 20. Assignment** 20.1 The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring agency's prior written consent.
- 21. Sub Contracts** 21.1 The Supplier shall notify the Procuring agency in writing of all subcontracts awarded under this Contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the Supplier from any liability or obligation under the Contract.
- 21.2 Subcontracts must comply with the provisions of GCC Clause 3.
- 22. Delays in the Supplier's Performance** 22.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring agency in the Schedule of Requirements.
- 22.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Procuring agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Procuring agency shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.
- 22.3 Except as provided under GCC Clause 25, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 23, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of liquidated damages.
- 23. Liquidated Damages** 23.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or

all of the Goods or to perform the Services within the period(s) specified in the Contract, the Procuring agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring agency may consider termination of the Contract pursuant to GCC Clause 24.

24. Termination for Default

24.1 The Procuring agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- (a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring agency pursuant to GCC Clause 22; or
- (b) if the Supplier fails to perform any other obligation(s) under the Contract.
- (c) if the Supplier, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

24.2 In the event the Procuring agency terminates the Contract in whole or in part, pursuant to GCC Clause 24.1, the Procuring agency may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those

undelivered, and the Supplier shall be liable to the Procuring agency for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22, 23, and 24, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

25.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

25.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Procuring agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring agency in writing, the Supplier shall continue to perform its obligations 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.

26. Termination for Insolvency

26.1 The Procuring agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring agency.

27. Termination For Convenience

27.1 The Procuring agency, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring agency's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

27.2 The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Procuring agency at the

Contract terms and prices. For the remaining Goods, the Procuring agency may elect:

(a) To have any portion completed and delivered at the Contract terms and prices; and/or

(b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

28.Resolution of Disputes

28.1 The Procuring agency and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

28.2 If, after thirty (30) days from the commencement of such informal negotiations, the Procuring agency and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed manner and/or arbitration.

29.Governing Language

29.1 The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

30.Applicable Law

30.1 The Contract shall be interpreted in accordance with the laws of the Procuring agency's country, unless otherwise specified in SCC.

31.Notices

31.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC.

31.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

32. Taxes and Duties

32.1 Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Procuring agency.

Sindh Public Procurement Regulatory Authority

Bidding Documents

For

Procurement of Services

PART TWO (PROCUREMENT SPECIFIC PROVISIONS)

- Invitation for Bids (IFB)
- Bid Data Sheet (BDS)
- Special Conditions of Contract (SCC)
- Schedule of Requirements
- Technical Specifications
- Sample Form
- Eligibility

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No: SO (PM&I) / CLOUD BASED MOBILE SRM
WITH BACK OFFICE SERVICES/ TENDER /2017-18
SINDH HEALTH DEPARTMENT
GOVERNMENT OF SINDH

Dated: 16th January, 2018

TENDER NOTICE

1. The Health Department, Government of Sindh has received an allocation from the Public Funds in Pak rupees towards the cost of ADP for the year 2017-18. It is intended that part of the proceeds of this allocated fund will be applied to eligible payments under the contract for “Cloud Based Mobile Stakeholder Management Services System with Back Office and Human Resource Support” under the ADP Scheme (839), Automation of Sindh Health Department.
2. The Health Department now invites sealed bids in accordance with SPP Rule 46(2) “**Single Stage – Two Envelope procedures**” from well reputed and original manufacturers or their authorized dealers / distributors registered with Sales Tax (SRB’) and Income Tax Department for the bidding of Cloud Based Mobile Stakeholder Management Services System with Back Office and Human Resource Support” under the ADP Scheme (839) “Automation of Sindh Health Department”
3. The Bidding Document containing specification, terms and conditions including other details can be obtained from the office of “Section Officer (PM&I), 3rd Floor, Tughlaq House, Sindh Secretariat Building No. 02, Kamal Atta Turk Road Karachi, from **Date of Publication upto 13-02-2018** during official working hours, against the tender fee amount of Rs. 2,000/- in the shape of Pay Order/ Demand Draft in the name of Secretary Sindh Health Department.
4. The bidders are required to submit their sealed tender documents/Bids (technical & financial) in separate envelopes on or before **14-02-2018 at 3:00 P.M** at the office of Additional Secretary (PM&I) Health Department, 3rd Floor, Tughlaq House, Sindh Secretariat Building No.02, Kamal Atta Turk Road Karachi.
5. Only Technical bids/ proposals will be opened on **14-02-2018 at 3:30 PM** before the procurement committee in the presence of bidders/ their representative of the firms at the above mentioned office.
6. The rates shall be quoted in Pak rupees and should be inclusive of GST, SRB (where applicable), Income Tax etc. GST will be deducted at source at the prescribed rates. The further details are enclosed in the bidding documents.
7. The Bid Security of 1% of the quoted price must be submitted along with bids on bid

[CLOUD BASED MOBILE STAKEHOLDER RELATIONSHIP MANAGEMENT SYSTEM WITH MANAGED
BACK OFFICE SERVICES]

submission date in the shape of Pay Order/ Demand Draft in the name of "**Secretary Sindh Health Department**". The bid validity period is (90) days as per SPPRA Rules 2010 (Amended 2017).

8. A pre-bid conference/ meeting will be held for all interested bidders on 30-01-2018 at 03:00 PM at the office of Additional Secretary (PM&I), Health Department, 3rd Floor, Tughlaq House, Sindh Secretariat Building No.02, Kamal Atta Turk Road Karachi
9. In case of public Holiday, the bids shall be submitted and opened as per given schedule on the next working day.
10. The bidding documents can also be download from SPPRA website (www.spprasindh.gov.pk) but the bidder must submit the tender fee in prescribed manner along with technical bid.
11. Procurement Committee reserves the right to accept or reject any or all bids prior to award/acceptance of contract as per relevant provisions of SPPRA Rules 2010 (Amended 2017).

SECTION OFFICER (PM&I)
SINDH HEALTH DEPARTMENT
FOR SECRETARY TO GOVERNMENT OF SINDH

BID EVALUATION

By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:

1. That it has the required experience, sufficient workload justifiable number of human resources, technical know-how, local secure & reliable hosting and readily available software service to be configured for Health Department for the project scope of work; and
2. That it has financial capability to perform the Contract.
3. That the Bidding Firm should not be blacklisted in any institution as per SPPRA rules

By submission of documentary evidence in its bid, the Bidder MUST establish to the Purchaser's satisfaction:

1. that it is properly registered with SECP (for Private Limited Companies), FBR for Income Tax and Sales Tax, &SRB which is in good standing with all relevant departments of Province/Country;
2. that it has delivered similar projects with Public & Private sector.
3. that it must submit MOU with relevant third parties, dependent, like hosting services providers to ensure that prior alignments are established for smooth delivery of the services.

EVALUATION CRITERIA

Following are the components which will be evaluated through specific criteria for each. Bidders can submit proposals against all or any of the components. Technical as well as financial proposals should be submitted. Financial proposals for each of the components should be sealed in separate envelop so that only those component financials will be opened for which the bidder has qualified.

S.No	Description
1	Cloud Based Mobile Stakeholder Services System with Back Office & Human Resources support for the defined (in this document) categories & number of stockholders.

**TECHNICAL EVALUATION CRITERIA FOR CLOUD BASED
MOBILE STAKEHOLDER SERVICES SYSTEM WITH
BACK OFFICE & HUMAN RESOURCES SUPPORT**

S#	Evaluation Parameter for proposal		Quantity Description				Marks		
1.	Company Profile		All companies should have at least 50 professionals, presence in Sindh, Sales tax and Income tax registration numbers.				100 Marks		
	a) Period since Firm is in Cloud Based CRM business. (Submit Contract Copies)		From 1 to 2 years.		40				
			From 3 to 5 years.		60				
			Above 5 years.		100				
2.	Financial Soundness /Status						200 Marks		
	Annual Turnover of last three (3) years (Attach copies of the Audited Accounts)	20 Marks		40 Marks		60 Marks		80 Marks	
		10 – 30 Million		30 – 60 Million		60 – 90 Million		90 Million & Above	
			10 Mrks.		20 Mrks.		30 Mrks.		40 Mrks.
		FY 15-16 FY 14-15 FY 13-14	06 Mrks. 04 Mrks.	FY 15-16 FY 14-15 FY 13-14	12 Mrks. 08 Mrks.	FY 15-16 FY 14-15 FY 13-14	18 Mrks. 12 Mrks.	FY 15-16 FY 14-15 FY 13-14	24 Mrks. 16 Mrks.
3.	Project Specific Experience		03 Projects				300 Marks		
	Number of Relevant Cloud Based Mobile Stakeholder Management System with Back Office projects with value of services above 100 Million (Submit invoices / work award /contracts copy)		For each Relevant Cloud Based Mobile Stakeholder Services System with Back Office & Human Resource support project				50		
			For each project having value of services more than 100 Million				50		
4.	Technical Solution						400 Marks		
			a. Presentation of Vision, Concept & Implementation as envisioned in the PC1				100		

		b. Start of service timeline	100
		c. Live demo of off the shelf features as detailed in this document and envisioned as mentioned in PC1	200

Each participating company must score at least 50% in each category. Successful bidder must obtain at least 70% to qualify.

Bid Data Sheet

Introduction	
ITB 1.1	Name of Procuring Agency: SINDH HEALTH DEPARTMENT, Government of Sindh.
ITB 1.1	TITLE: "CLOUD BASED MOBILE STAKEHOLDER RELATIONSHIP SERVICES SYSTEM WITH MANAGED BACK OFFICE & HUMAN RESOURCES SUPPORT".
ITB 1.1	Name of Contract: "CLOUD BASED MOBILE STAKEHOLDER RELATIONSHIP SERVICES SYSTEM WITH MANAGED BACK OFFICE & HUMAN RESOURCES SUPPORT", At SINDH HEALTH DEPARTMENT.
ITB 4.1	Name of Procuring agency. SINDH HEALTH DEPARTMENT, Government of Sindh.
ITB 6.1	Procuring agency's address, telephone, telex, and facsimile numbers: Section Officer (PM&I) SINDH HEALTH DEPARTMENT, 3rd Floor Tughlaq House, Sindh Secretariat Building No.2, Kamal Atta Turk Road, Karachi.
ITB 8.1	Language of the bid. English
Bid Price and Currency	
ITB 11.2	The price quoted shall be: In addition to delivered duty paid (DDP) price PKR.
ITB 11.5	The price shall be fixed as per each service component
Preparation and Submission of Bids	
ITB 13.3 (d)	Qualification requirements. Requirement for a minimum level of experience in a similar type of goods for which the Invitation for Bids is issued. And also meet the requirement.

ITB 14.3 (b)	Spare parts required for <i>[number]</i> of years of operation. Yes
ITB 15.1	Amount of bid security. One (1%) percent of the bid amount.
ITB 16.1	Bid validity period: The validity should be Ninety (90) days.
ITB 17.1	Number of copies. One Original Set
ITB 18.2 (a)	Address for bid submission: SO(PM&I) SINDH HEALTH DEPARTMENT, Government of Sindh, 3rd Floor Tughlaq House, Sindh Secretariat Building No.2, Kamal Atta Turk Road, Karachi.
ITB 18.2 (b)	IFB title and number:
ITB 19.1	Deadline for bid submission 14-02-2018, 03:00 pm
ITB 22.1	Time, date, and place for bid opening. on 14-02-2018 at 3.30 pm in the room of Section Officer (PM&I) HEALTH DEPARTMENT, 3rd Floor Tughlaq House, Sindh Secretariat Building No.2, Kamal Atta Turk Road, Karachi.
Bid Evaluation	
ITB 25.3	Criteria for bid evaluation. criteria listed in ITB Clause 25.3 (e.g., 25.3 (b) and (c)), and in the reference under ITB 25.4 below. Retain only the evaluation method to apply and the relevant parameters corresponding to the retained <i>criteria (e.g., 25.4 (b) (i) and (c) (ii)).</i>
ITB 25.4 (a)	One option only.
ITB 25.4 (b)	Delivery schedule. Relevant parameters in accordance with option selected:

<p>Option (i)</p>	<p>adjustment expressed as a percentage,</p>
<p>Option (ii)</p>	<p>or</p> <p>adjustment expressed in an amount in the currency of bid evaluation,</p>
<p>Option (iii)</p>	<p>or</p> <p>adjustment expressed as a percentage</p> <p><i>[A rate of one-half (0.5) percent per week is a reasonable figure. The percentage of liquidated damages specified in SCC should be higher.]</i></p>
<p>ITB 25.4 (c) (ii)</p>	<p>Deviation in payment schedule.</p> <p>Annual interest rate.</p>
<p>ITB 25.4 (d)</p>	<p>Cost of spare parts. N/A</p> <p><i>[Specify the applicable method—(i), (ii), or (iii)—and factors (e.g., number of years) and reference to the Appendix to the Technical Specifications, as required.]</i></p>
<p>ITB 25.4 (e)</p>	<p>Spare parts and after sales service facilities in the Procuring agency's country:</p> <p>After sales service facilities according to requirement required.</p>
<p>ITB 25.4 (f)</p>	<p>Operating and maintenance costs. N/A</p> <p>Factors for calculation of the life cycle cost:</p> <p>(i) number of years for life cycle <i>[it is recommended that the life cycle period should not exceed the usual period before a planned major overhaul of the goods];</i></p> <p>(ii) operating costs <i>[e.g., fuel and/or other input, unit cost, and annual and</i></p>

	<p><i>total operational requirements</i>];</p> <p>(iii) <i>maintenance costs [e.g., spare parts—without duplication of above Clause 25.4(d) requirements—and/or other inputs]</i>; and</p> <p>(iv) rate, as a percentage, to be used to discount all annual future costs calculated under (ii) and (iii) above to present value.</p> <p>or</p> <p>Reference to the methodology specified in the Technical Specifications or elsewhere in the bidding documents. 0.05%</p>
ITB 25.4 (g)	Performance and productivity of equipment: required
ITB 25.4 (h)	Details on the evaluation method or reference to the Technical Specifications: According to criteria mentioned
ITB 25.4 Alternative	Specify the evaluation factors. According to criteria mentioned
Contract Award	
	Percentage for quantity increase or decrease. (15) percent

Section III. Special Conditions of Contract

Part Two - Section III. Special Conditions of Contract

Table of Clauses

1. DEFINITIONS (GCC CLAUSE 1).....

2. COUNTRY OF ORIGIN (GCC CLAUSE 3).....

3. PERFORMANCE SECURITY (GCC CLAUSE 7).....

4. INSPECTIONS AND TESTS (GCC CLAUSE 8).....

5. PACKING (GCC CLAUSE 9).....

6. DELIVERY AND DOCUMENTS (GCC CLAUSE 10).....

7. INSURANCE (GCC CLAUSE 11).....

8. INCIDENTAL SERVICES (GCC CLAUSE 13).....

9. SPARE PARTS (GCC CLAUSE 14).....

10. WARRANTY (GCC CLAUSE 15).....

11. PAYMENT (GCC CLAUSE 16)

12. PRICES (GCC CLAUSE 17).....

13. LIQUIDATED DAMAGES (GCC CLAUSE 23).....

14. RESOLUTION OF DISPUTES (GCC CLAUSE 28).....

15. GOVERNING LANGUAGE (GCC CLAUSE 29).....

17. NOTICES (GCC CLAUSE 31).....

Part Two - Section III. Special Conditions of Contract

Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

[Instructions for completing the Special Conditions of Contract are provided, as needed, in the notes in italics mentioned for the relevant SCC. Where sample provisions are furnished, they are only illustrative of the provisions that the Procuring agency should draft specifically for each procurement.]

1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring agency is: **SINDH HEALTH DEPARTMENT**

GCC 1.1 (h)—The Procuring agency's country is: Islamic Republic of Pakistan

GCC 1.1 (i)—The Supplier is:

Sample Provision

GCC 1.1 (j)—The Project Site is:

2. Country of Origin (GCC Clause 3)²

All countries and territories as indicated in Part Two Section VI of the bidding documents, "Eligibility for the Provisions of Goods, Works, and Services in Government-Financed Procurement".

3. Performance Security (GCC Clause 7)

GCC 7.1—The amount of performance security, as a percentage of the Contract Price, shall be Three Percent (3%) : *[Three (3) to ten (10) percent of the Contract Price would be reasonable; it should not exceed ten (10) percent in any case.]*

[The following provision should be used in the case of Goods having warranty obligations.]

GCC 7.4—After delivery and acceptance of the Goods, the performance security shall be reduced to two (2) percent of the Contract Price to cover the Supplier's warranty obligations in accordance with Clause GCC 15.2.

4. Inspections and Tests (GCC Clause 8)

GCC 8.6—Inspection and tests prior to shipment of Goods and at final acceptance are as follows:

5. Packing (GCC Clause 9)

Sample provision

GCC 9.3—The following SCC shall supplement GCC Clause 9.2:

6. Delivery and Documents (GCC Clause 10)

Sample provision (DDP terms)

GCC 10.3—Upon shipment, the Supplier shall notify the Procuring agency the full details of the shipment, including Contract number, description of Goods, quantity and usual transport document. The Supplier shall mail the following documents to the Procuring agency:

- (i) copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;
- (ii) original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;
- (iii) copies of the packing list identifying contents of each package;
- (iv) insurance certificate;
- (v) Manufacturer's or Supplier's warranty certificate;
- (vi) inspection certificate, issued by the nominated inspection agency, and the Supplier's factory inspection report; and
- (vii) certificate of origin.

7. Insurance (GCC Clause 11)

GCC 11.1— The Goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after having been delivered, hence insurance coverage is sellers responsibility. Since the Insurance is seller's responsibility they may arrange appropriate coverage.

8. Incidental Services (GCC Clause 13)

GCC 13.1—Incidental services to be provided are:

[Selected services covered under GCC Clause 13 and/or other should be specified with the desired features. The price quoted in the bid price or agreed with the selected Supplier shall be included in the Contract Price.]

9. Spare Parts (GCC Clause 14)

GCC 14.1—Additional spare parts requirements are:

Sample provision

GCC 14.1—Supplier shall carry sufficient inventories to assure ex-stock Repair & Replacement of consumable spares for the Goods. Other spare parts and components shall be supplied as promptly as possible, but in any case within six (6) months of placing the order and opening the letter of credit.

10. Warranty (GCC Clause 15)

Sample provision

GCC 15.2—In partial modification of the provisions, the warranty period shall be 12 Months of operation or 12 months from date of acceptance of the Goods or (12) months from the date of shipment, whichever occurs earlier. The Supplier shall, in addition, comply with the performance and/or consumption guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall, at its discretion, either:

(a) make such changes, modifications, and/or additions to the Goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with SCC 4,

or

(b) pay liquidated damages to the Procuring agency with respect to the failure to meet the contractual guarantees. The rate of these liquidated damages shall be (3%).

[The rate should be higher than the adjustment rate used in the bid evaluation under ITB 25.4 (f) or (g).]

GCC 15.4 & 15.5—The period for correction of defects in the warranty period is: 6 Months

11. Payment (GCC Clause 16)

Sample provision

GCC 16.1—The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

Payment for Goods supplied:

Payment shall be made in Pak. Rupees in the following manner:

(i) 100% of the Contract Price on complete delivery of store within thirty (30) days on submission of claim supported by acceptance certificate from procuring agency declaring Goods have been delivered and that all contracted services have been performed.

12. Prices (GCC Clause 17)

Sample provision

GCC 17.1—Prices shall be adjusted in accordance with provisions in the Attachment to SCC.

[To be inserted only if price is subject to adjustment.]

13. Liquidated Damages (GCC Clause 23)

GCC 23.1—Applicable rate:

Maximum deduction:

(0.5) percent per week, percent of the Contract Price.

14. Resolution of Disputes (GCC Clause 28)

GCC 28.3—The dispute resolution mechanism to be applied pursuant to GCC Clause 28.2 shall be as follows:

In the case of a dispute between the Procuring agency and the Supplier, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Procuring agency's country.

15. Governing Language (GCC Clause 29)

GCC 29.1—The Governing Language shall be:

16. Applicable Law (GCC Clause 30)

GCC 30.1-The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan which includes the following legislation:

**The Employment of Children (ECA) Act 1991 The Bonded
Labor System (Abolition) Act of 1992 The Factories Act
1934**

17. Notices (GCC Clause 31)

GCC 31.1 —Procuring agency's address for notice purposes:
—Supplier's address for notice purposes:

Section IV. Schedule of Requirements

SCHEDULE OF REQUIREMENTS

The required solution should be able to provide the following key services to The Health Department, Government of Sindh, conceived as an eHealth.

Sr #	Service
1	Prevention through awareness
2	Medical Guidance with workflows
3	Live Stakeholder Profiling with workflows
4	Issues Collection, Tracking & Resolution with workflows
5	Monitoring & Evaluation of Outreach teams & District staff with workflows
6	Digital Citizen Medical Record Keeping with workflows
7	Birth Registration with workflows
8	Integrated Dashboard
9	Stakeholders connectivity provisioning for the Health Department for all stakeholder types across 29 districts of Sindh
10	Back Office Services with Human Resource support satisfying the vision of this project as detailed in the approved PC1 of the ADP Scheme No 839.

**“CLOUD BASED MOBILE STAKEHOLDER RELATIONSHIP SERVICES
SYSTEM WITH MANAGED BACK OFFICE & HUMAN RESOURCE
SUPPORT”**

Below is the sheet to be filled in for all the 10 main services briefly list above corresponding to all types of stakeholders for the respective use in each of the district.

District	Provision of Cloud Based Mobile Stakeholder Services System with Back Office & Human Resource Support		
	Monthly Charge (PKR)	Yearly Charge (PKR)	Total for 3 Years (PKR)
Badin			
Dadu			
Ghotki			
Hyderabad			
Jacobabad			
Jamshoro			
Karachi			
Kashmore			
Khairpur			
Larkana			
Matiari			
Mirpur Khas			
Mithi			
Naushehro Feroze			
Nawabshah / Shaheed Benzairabad			
Qambar Shaddadkot			
Sanghar			
Shikarpur			

Sujawal			
Sukkur			
Tando Allahyar			
Tando Muhammad Khan			
Tharparkar			
Thatta			
Umerkot			
Total			

Earnest Money Amount(1%)

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on package basis. Technically qualified vendor with the lowest package total and meeting the specifications will be considered best evaluated bid.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

Section V. Technical Specifications

“CLOUD BASED MOBILE STAKEHOLDER RELATIONSHIP MANAGEMENT SYSTEM WITH MANAGED BACK OFFICE SERVICES”

The provision of high quality healthcare services to citizens of Sindh is the top priority for the Health Department, Government of Sindh. Under the TIBBI initiative, The Health Department aims to uplift healthcare service delivery standards by identifying health services management issues and making improvements in the department’s operations.

Currently, to deliver healthcare services in Sindh, the Health Department leverages a variety of stakeholders widely distributed across the province. These 42+ million stakeholders include:

1. Citizens
2. Vaccinators
3. Community Midwives (CMW)
4. Lady Health Workers (LHW)
5. Lady Health Supervisors (LHS)
6. Doctors
7. Taluka Health Coordinators
8. Assistant District Coordinators
9. District Coordinators
10. District Health Officers (DHOs)
11. Programme Managers

To ensure that a high standard of healthcare services is delivered, these stakeholders need to be effectively monitored on both an individual and collective basis despite their distributed locations. Strong relationships between the stakeholders and the Health Department also need to be built and nurtured in order to realize maximum benefit from healthcare initiatives being executed. The Department envisions TIBBI to be a communication, operations and technology platform to engage directly in real-time in a data driven manner through mobile with existing and potential end stakeholders of the Health Department, Government of Sindh.

An off the shelf Cloud-based Mobile Stakeholder Management System administered by Back-Office is required to enable a sustainable collection of both information and issues to form a stakeholder centric view of health. The Cloud-based Mobile Stakeholder Management System administered by a Back-Office will be a turnkey managed services solution having operational and administrative responsibilities with the service provider and to be governed and controlled by the Health Department, Government of Sindh.

The off the shelf Cloud-based Mobile Stakeholder Relationship Management System will ensure appropriate mobile escalation with real-time performance measurement of relevant stakeholders. The off the shelf Cloud-based Mobile Stakeholder Relationship Management System will serve as an information system for escalation management, image building, workforce management and business intelligence. An amalgamation of all these will be referred to as TIBBI.

The Health Department aims to target the following stakeholders in each district, details are given below:

District	Tehsil	Union Councils	Targeted Stakeholders	
Badin	5	46	LHWs: 1133 Vaccinators: 135 District Administration: 140 CMWs: 83 Doctors: 184	Dispensers: 84 Nurses: 28 Technicians: 128 Other Staff: 640 Citizens: 1,136,044
Dadu	4	52	LHWs: 1164 Vaccinators: 90 District Administration: 156 CMWs: 246 Doctors: 151	Dispensers: 77 Nurses: 26 Technicians: 140 Other Staff: 638 Citizens: 1,688,811
Ghotki	5	42	LHWs: 753 Vaccinators: 74 District Administration: 144 CMWs: 28 Doctors: 83	Dispensers: 55 Nurses: 36 Technicians: 127 Other Staff: 497 Citizens: 970, 549
Hyderabad	4	52	LHWs: 1193 Vaccinators: 155 District Administration: 235 CMWs: 0 Doctors: 1112	Dispensers: 219 Nurses: 294 Technicians: 683 Other Staff: 2517 Citizens: 1,565,000
Jacobabad	3	40	LHWs: 634 Vaccinators: 76 District Administration: 10 CMWs: 10 Doctors: 134	Dispensers: 57 Nurses: 25 Technicians: 10 Other Staff: 383 Citizens: 1,425,572

Jamshoro	4	28	LHWs: 509 Vaccinators: 63 District Administration: 21 CMWs: 34 Doctors: 160	Dispensers: 77 Nurses: 49 Technicians: 106 Other Staff: 474 Citizens: 1,176,969
Karachi	18	178	LHWs: 3232 Vaccinators: 415 District Administration: 1436 CMWs: 97 Doctors: 2183	Dispensers: 482 Nurses: 1501 Technicians: 1436 Other Staff: 4733 Citizens: 18,215, 631
Kashmore	3	37	LHWs: 539 Vaccinators: 74 District Administration: 144 CMWs: 34 Doctors: 83	Dispensers: 55 Nurses: 36 Technicians: 127 Other Staff: 497 Citizens: 662, 462
Khairpur	8	76	LHWs: 1700 Vaccinators: 155 District Administration: 235 CMWs: 35 Doctors: 1112	Dispensers: 219 Nurses: 294 Technicians: 683 Other Staff: 2517 Citizens: 1,546,587
Larkana	4	44	LHWs: 1079 Vaccinators: 90 District Administration: 156 CMWs: 108 Doctors: 151	Dispensers: 77 Nurses: 26 Technicians: 140 Other Staff: 638 Citizens: 1,927,066
Matiari	3	19	LHWs: 502 Vaccinators: 74 District Administration: 144 CMWs: 26 Doctors: 83	Dispensers: 55 Nurses: 36 Technicians: 127 Other Staff: 497 Citizens: 515,331
Mirpur Khas	7	41	LHWs: 995 Vaccinators: 76 District Administration: 10 CMWs: 10 Doctors: 134	Dispensers: 57 Nurses: 25 Technicians: 10 Other Staff: 383 Citizens: 1,569,030
Mithi	1	--	LHWs: 0 Vaccinators: 51 District Administration: 144	Dispensers: 70 Nurses: 14 Technicians: 132

			CMWs: 36 Doctors: 280	Other Staff: 1186 Citizens: 44,200
Naushehro Feroze	5	51	LHWs: 1435 Vaccinators: 58 District Administration: 124 CMWs: 188 Doctors: 79	Dispensers: 42 Nurses: 31 Technicians: 116 Other Staff: 452 Citizens: 1,087,571
Nawabshah / Shaheed Benzairabad	4	51	LHWs: 1284 Vaccinators: 93 District Administration: 124 CMWs: 72 Doctors: 250	Dispensers: 154 Nurses: 93 Technicians: 297 Other Staff: 1138 Citizens: 1,071,533
Qambar Shahdadkot	7	40	LHWs: 895 Vaccinators: 58 District Administration: 23 CMWs: 20 Doctors: 126	Dispensers: 46 Nurses: 31 Technicians: 19 Other Staff: 436 Citizens: 1,487,770
Sanghar	6	55	LHWs: 1210 Vaccinators: 51 District Administration: 19 CMWs: 31 Doctors: 119	Dispensers: 39 Nurses: 46 Technicians: 28 Other Staff: 467 Citizens: 1,453,028
Shikarpur	4	51	LHWs: 895 Vaccinators: 42 District Administration: 14 CMWs: 47 Doctors: 109	Dispensers: 37 Nurses: 26 Technicians: 48 Other Staff: 484 Citizens: 1,347,414
Sujawal	4	30	LHWs: 232 Vaccinators: 58 District Administration: 23 CMWs: 0 Doctors: 126	Dispensers: 46 Nurses: 31 Technicians: 19 Other Staff: 436 Citizens: 1,113,194
Sukkur	5	46	LHWs: 1200 Vaccinators: 67 District Administration: 138 CMWs: 50 Doctors: 79	Dispensers: 54 Nurses: 33 Technicians: 125 Other Staff: 437 Citizens: 890,438

Tando Allahyar	3	19	LHWs: 592 Vaccinators: 74 District Administration: 124 CMWs: 21 Doctors: 83	Dispensers: 48 Nurses: 28 Technicians: 127 Other Staff: 497 Citizens: 908,373
Tando Muhammad Khan	3	16	LHWs: 431 Vaccinators: 118 District Administration: 74 CMWs: 19 Doctors: 57	Dispensers: 23 Nurses: 19 Technicians: 87 Other Staff: 264 Citizens: 550,000
Tharparkar	4	44	LHWs: 674 Vaccinators: 73 District Administration: 137 CMWs: 0 Doctors: 68	Dispensers: 38 Nurses: 33 Technicians: 127 Other Staff: 427 Citizens: 970, 549
Thatta	9	55	LHWs: 410 Vaccinators: 47 District Administration: 149 CMWs: 39 Doctors: 73	Dispensers: 61 Nurses: 28 Technicians: 127 Other Staff: 462 Citizens: 914,291
Umerkot	7	27	LHWs: 582 Vaccinators: 58 District Administration: 173 CMWs: 65 Doctors: 146	Dispensers: 42 Nurses: 38 Technicians: 19 Other Staff: 487 Citizens: 1,213,194

The Technical Specifications for Cloud Based Mobile Stakeholder Relationship Management System shall include an off the shelf Cloud Based Mobile Stakeholder Relationship Management System which will be utilized by the Health Department, Government of Sindh. The off the shelf Cloud-based Mobile Stakeholder Management System should enable easy communication and a collaborative approach to enhancing stakeholder experience through personalized experience management tools and techniques with in-built quality management, in a sustainable and long-term manner to meet both the present and future needs of the Health Department, Government of Sindh.

The requirements for Managed Back Office Services shall include a Back-Office setup equipped with domain knowledge, operational expertise and analysis abilities to monitor internal & external stakeholders of the Health Department. The Human Resource will sufficient enough to justify the workload with respect to the volume of work as consolidated defined as the main services their back office work, interaction and expert human input and operations and the stakeholders types and number of users across the province of Sindh. Back-Office services should be provided using specialized

software infrastructure, stakeholder experience management tools and techniques enabling the Health Department to make best use of the Cloud-based Mobile Stakeholder Relationship Services System and meet the current and future needs of the Health Department.

Contractor to fill out the following matrix for the Cloud Based Mobile Stakeholder Management System with Back Office Services being proposed. If a feature is available, say 'Y', 'N' for not available & 'C' for customizable.

Module	Functionality	Availability (A/NA/Customizable)
General	Cloud-based Mobile Stakeholder Management System with no software installation required	
	Simply, easy & intuitive user interface - attach screenshots	
	Secure, SSL encrypted	
	Multi-level secure login	
	Multi-layer enterprise-wide permissioning & administration model by module & function	
	Multiple admin user accounts	
	Anywhere remote access	
	IP based restrict access option	
	Multi-department support	
	Enable & support collaborations with other departments & entities	
	Configuration based	
	Support individual health department stakeholders	
	Enable & support individual user platform accounts	
Cloud Based Mobile Stakeholder	Enable mobile stakeholder interaction	
	Receive stakeholder requests	
	Respond to stakeholder requests	

Management System	Support for English and Urdu	
	Track & manage stakeholder requests	
	Maintain stakeholder requests log	
	Highlight pending stakeholder requests	
	Categorize stakeholder requests	
	Stakeholders incentive management capability	
	Dynamic category creation	
	Intelligent processing	
	Multi-language processing ability	
	Automatic stakeholder request handling with integration option	
	Discontinue interaction option for unidentified stakeholders	
	Closed or open request option	
	Initiation & handling of complex individual or cluster-wise stakeholder interactions	
	Parallel interaction capability	
	Structuring templates option	
	Step based capability	
	Stakeholder error correction	
	Intelligent e-mail alert generation	
	Stakeholder import option	
	Multi-option away mode	
Multi department glance view		
Live status bar		
Ability to send highly targeted communications to select stakeholder groups		

	Escalation management	
	40,000 escalation routing support	
	Multi-level time tracking per route support	
	Ability to record and archive all stakeholder activities	
	Ability to create, track & close escalations	
	Ability to attach, send & receive electronic media	
	Multi priority support	
	Filter escalations by various data points	
	Live stakeholder attribute synchronization	
	Multi source stakeholder data gathering support	
	Ability to integrate with legacy Health Department systems	
Analytics	Import existing data from paper documents, MS Word, MS Excel, MS Access, flat file	
	Manage redundancy & invalidity	
	Filter, sort & cluster organize	
	Create records & collect data for new stakeholders	
	Edit & update stakeholder data automatically & manually	
	Smart data point substitution	
	Multi location capability plus analysis	
	Segmentation option	
	Smart filtering by date, name & location	
	Multi-data point instant search capability	
	Distributed work load balancing	
	Instantaneous statistical reporting	

	On demand multi-variant visual reporting	
	Stakeholder interaction reporting	
Dashboards	Live hierarchal stack ranked performance	
	By department	
	By geography	
	Smart highlight capability to highlight pain points	
Back-Office Services	Manage stakeholder interactions	
	Create stakeholder management book	
	Develop stakeholder calendar	
	Data trend analysis capability	
	Monitor day-to-day interactions	
	Ongoing-maintenance: update & edit stakeholders	
	Data modeling and standardization capability	
	Develop & manage stakeholder escalation workflows	
	Escalate to relevant authority based on dual combination decision points	
	Monitor & update escalation upon activity	
	Dual point stakeholder efficiency calculation	
	Hierarchical stakeholder efficiency calculation	
	Develop & manage efficiency algorithm	
	Develop & manage ranking algorithm	
	Train officers & non-officers on platform usage	
Monitor officers & non-officers on platform usage		

	Highlight & report non-compliance	
	Develop & manage stakeholder data gathering strategy with ongoing enhancement	
	Strategically analyze operations & develop insights	
	Fuse marketing & operational expertise	
	Create internal & external stakeholder marketing & branding strategy & collateral	
Workflow Engine	Provision of workflow configuration and deployment.	
Human Resource Interaction	Provision of Domain Expert Human Resource mainly in the domain of technical service and the medical service for instant advice and valuable information like facility/doctor/medicine availability.	
Platform Capabilities	Stakeholder Connectivity	
	Prevention through awareness	
	Medical Guidance	
	Live Stakeholder Profiling	
	Issues Collection, Tracking & Resolution	
	Monitoring & Evaluation of Outreach teams & District staff	
	Digital Citizen Medical Record Keeping	
	Birth Registration	
	Integrated Dashboard	

Validation of the above will be done in a live system demonstration.

SAMPLE FORMS

Technical & Financial Proposal Submission Form

[Location, Date]

To: [Name and address]

Dear Sirs:

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

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

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

We remain,

[CLOUD BASED MOBILE STAKEHOLDER RELATIONSHIP MANAGEMENT SYSTEM WITH MANAGED BACK OFFICE SERVICES]

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Bid Security Form

Whereas *[name of the Bidder]* (hereinafter called “the Bidder”) has submitted its bid dated *[date of submission of bid]* for the supply of *[name and/or description of the goods]* (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called “the Bank”), are bound unto *[name of Procuring agency]* (hereinafter called “the Procuring agency”) in the sum of for which payment well and truly to be made to the said Procuring agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring agency during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form, if required; or (b) fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring agency up to the above amount upon receipt of its first written demand, without the Procuring agency having to substantiate its demand, provided that in its demand the Procuring agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including Ninety (90) days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

[Signature]

3. Contract Form

THIS AGREEMENT made the _____ day of _____ 20____ between *[name of Procuring Agency]* of *[country of Procuring agency]* (hereinafter called “the Procuring agency”) of the one part and *[name of Supplier]* of *[city and country of Supplier]* (hereinafter called “the Supplier”) of the other part:

WHEREAS the Procuring agency invited bids for certain goods and ancillary services, viz., *[brief description of goods and services]* and has accepted a bid by the Supplier for the supply of those goods and services in the sum of *[contract price in words and figures]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.: (a) the Bid Form and the Price Schedule submitted by the Bidder; (b) the Schedule of Requirements; (c) the Technical Specifications; (d) the General Conditions of Contract; (e) the Special Conditions of Contract; and (f) the Procuring agency’s Notification of Award.
3. In consideration of the payments to be made by the Procuring agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring agency to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring agency hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Procuring agency)

Signed, sealed, delivered by _____ the _____ (for the Supplier)

4. Performance Security Form

To: *[name of Procuring agency]*

WHEREAS *[name of Supplier]* (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. *[Reference number of the contract]* dated _____ 20____ to supply *[description of goods and services]* (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of Three Percent (3%) *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 20_____.

Signature and seal of the Guarantors

[Name of bank or financial institution]

[Address]

[Date]

5. Bank Guarantee for Advance Payment

To: *[name of procuring agency]*

[Name of Contract]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends Clause 16 of the General Conditions of Contract to provide for advance payment, *[name and address of Supplier]* (hereinafter called "the Supplier") shall deposit with the Procuring agency a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institution]*, as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring agency on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between the Procuring agency and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[date]*.

Yours truly,

Signature and seal of the Guarantors

[Name of bank or financial institution]

[Address]

[Date]

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6. Manufacturer's Authorization Form

[See Clause 13.3 (a) of the Instructions to Bidders.]

To: *[name of the Procuring agency]*

WHEREAS *[name of the Manufacturer]* who are established and reputable manufacturers of *[Name and/or description of the goods]* having factories at *[address of factory]*

Do hereby authorize *[name and address of Agent]* to submit a bid, and subsequently negotiate and sign the Contract with you against IFB No. *[Reference of the Invitation to Bid]* for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per Clause 15 of the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Bids.

[Signature for and on behalf of Manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer. It should be included by the Bidder in its bid.

(INTEGRITY PACT)

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS. 10.00 MILLION OR MORE

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

..... [name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoS through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS, except that which has been expressly declared pursuant hereto.

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

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

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

Name of Buyer:

Name of Seller/Supplier:

Signature:

Signature:

[Seal]

[Seal]



GOVERNMENT OF SINDH
HEALTH DEPARTMENT

ANNUAL PROCUREMENT PLAN (REVISED)
(Works, Goods & Services)
Financial year 2017-18

Sr. No.	Description of Procurement	Quantity (Where applicable)	Estimated Unit cost (where applicable)	Estimated total cost	Funds allocated	Source of funds (ADP/Non ADP)	Proposed Procurement Method	Timing of procurements				Remarks
								1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	
1	Provision of 200 Dialysis Facilities in all Districts of Sindh	On need basis	N/A	642.921	-----	ADP	Two Stage Bidding Procedure	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter	
2	Provision for purchase of Microscopic Endoscopy Cell Vizio in all teaching hospitals in Sindh	-	N/A	300.000	-----	ADP	Two Stage Bidding Procedure	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter	
3	Strengthening of Physiotherapy Department at all Teaching Hospitals of Sindh	On need basis	N/A	202.984	-----	ADP	One Stage Two Envelope Bidding Procedure	--	To be initiated in 2 nd quarter	To be continued in 3 rd quarter	To be completed in 4 th quarter	