



SINDH INTEGRATED EMERGENCY AND HEALTH  
SERVICES  
TENDER DOCUMENTS

SECURITY GUARD  
SERVICES



# **Tender Documents – T17/2022**

## **SECURITY GUARD SERVICES**

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## TENDER NOTICE

**SINDH INTEGRATED EMERGENCY & HEALTH  
 SERVICES**


### TENDER NOTICE

Sindh Integrated Emergency & Health Services (SIEHS), a not for profit organization incorporated under Section 42 of Companies Act, 2017, is providing ambulatory and health services to the public in Sindh province. The Following tenders are advertised and relevant information & guidelines are available in each relevant tender document at company website

<http://siehs.org/tender-documents/>

- Tender # 16 /2022- Staff Transportation service
- Tender # 17 /2022- Security Guard Services
- Tender # 18 /2022- Outsources Staff (Tea boys, Janitors, Technicians and Supervisors)
- Tender# 19/2022- Maintenance of communication towers and wireless base radios
- Tender # 20/2022 - Life insurance of employees

#### Supply Chain Department

Sindh Integrated Emergency & Health Services ,  
 Plot No. 43-15 / K, Block 6, P.E.C.H.S, Karachi, Pakistan,  
 UAN: +92-21-111-111-823 Ext: 2006 / 2022  
[www.siehs.org](http://www.siehs.org)

**سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز**


### ٹینڈر نوٹس

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز (SIEHS)، کمپنیز ایکٹ 2017 کے سیکشن 42 کے تحت شامل ایک غیر منافع بخش تنظیم، جو صوبہ سندھ میں عوام کو ایمبولینٹری اور صحت کی خدمات فراہم کر رہی ہے۔ درج ذیل ٹینڈرز کی تشہیر کی جاتی ہے اور متعلقہ معلومات سائٹ کی ویب پر دستیاب ہیں۔

<http://siehs.org/tender-documents/> سائٹ

• ٹینڈر #16/2022- اسٹاف ٹرانسپورٹیشن سروس

• ٹینڈر #17/2022- سیکیورٹی گارڈ سروسز

• ٹینڈر #18/2022- آؤٹ سورس اسٹاف (ٹی بوائز جنیٹرز، ٹیکنیشن اور سپروائزر)

• ٹینڈر #19/2022- کمیونیکیشن ٹاورز اور وائرلیس بیس ریڈیوز کی دیکھ بھال

• ٹینڈر #20/2022- ملازمین کی زندگی کی بیمہ پولیسی

مندرجہ ذیل سائٹ پر رابطہ کریں

Supply Chain Department

Sindh Integrated Emergency & Health Services

Plot No. 43-15 / K, Block 6, P.E.C.H.S, Karachi, Pakistan

UAN: +92-21-111-111-823 Ext: 2006 / 2022

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### ٹینڈر نوٹس

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز (SIEHS)، ایک غیر منافع بخش ادارو آھی جنهن کي کمپنیز ایکٹ 2017 جي سیکشن 42 تحت شامل کیو ویو آھی، سندھ صوبی ۾ عوام کی صحت جون ایمبولینٹری خدمتون فراہم کر رہی آھی. جیسا پنهنجي کم کی وسعت لئیں جو آغاز کر چکی آھی. جنهن لاء ہیٹ نئل ٹینڈر اشتہار لئنا ویو آھن ۽ جنهن بابت لاڳاپیل معلومات ۽ ہدایتون موجود آھن وڈیک تفصیل ۽ ٹینڈر دستاویز کمپنی جي ویب سائٹ تي موجود آھن <http://siehs.org/tender-documents>

• ٹینڈر # 16 / 2022 - اسٹاف ٹرانسپورٹ سروس

• ٹینڈر # 17 / 2022 - سیکیورٹی گارڈ سروسز

• ٹینڈر # 18 / 2022 - آؤٹ سورس اسٹاف (ٹی بوائز، جنیٹرز، ٹیکنیشن ۽ سپروائزر)

• ٹینڈر # 19 / 2022 - کمیونیکیشن ٹاورز ۽ وائرلیس بیس ریڈیوز جي مار سنیل

• ٹینڈر # 20 / 2022 - ملازمین جي لائف انشورنس

سبلائی جین ڈپارٹمنٹ

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز

پلاٹ نمبر 43-15/K، بلاک 6، P.E.C.H.S، کراچی، پاکستان

UAN: +92-21-111-111-823 Ext: 2006 / 2022

[www.siehs.org](http://www.siehs.org)

## COMPANY INTRODUCTION

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Sindh Integrated Emergency and Health Services (SIEHS), is a section 42 not-for-profit company formed in collaboration with the Government of Sindh. This service is a realization of Government of Sindh's commitment to strengthen the primary healthcare structure in Sindh through a public-private arrangement ensuring delivery of timely, effective, patient-focused ambulance and holistic healthcare services, free-of-cost.

SIEHS under its ambit operates and manages Pakistan's first and only ISO 9001:2015 certified ambulance service called Sindh Rescue and Medical Service (SRMS). SRMS operates according to international protocols, and is equipped with advanced medical equipment, life-saving drugs and qualified paramedics and nurses, providing immediate pre-hospital emergency care to those suffering with acute health trauma. The quality emergency services are available to all those who need it, across the social spectrum.

Our TeleHealth and Tele Medicine platform is designed to support health care solutions and capacity building across the general health continuum, free-of-charge. With 24/7 access to doctors, clinical psychologists and healthcare experts, supported by updated algorithms for common diseases and on-going pandemic, we ensure that people in need receive timely diagnostic and counselling services, anytime. Our state-of-the-art call center allows callers to access coordinated advice and counselling services from across Pakistan, by dialing "1123".

SIEHS invites sealed bids on single stage two envelopes procedure for the provision of security guards (armed and unarmed) services from well reputed companies registered with federal / provincial tax authorities

## INVITATION TO BID

Sindh Integrated Emergency and Health Services (SIEHS), invites the sealed bids for provision of Security Guard Services (Armed & Unarmed Guards) from APSSA registered well-reputed companies available on List of Active Tax Payers" of FBR (for Income Tax) & SRB (For Sales Tax) websites.

Tender fee	Rs. 1,000/- (Rupees one thousand rupees only) Non-Refundable
Bidding procedure	Single Stage – Two Envelope Procedure
Bid security	2% of the total bid value.
Last date of tender purchasing	14 September
Deadline for submission of bids	15 Sep 2022 at 11:00 am in SIEHS Head office (address above)
Bid opening date and time	15 Sep 2022 at 11:30 am in SIEHS Head office (address above)

1. Bidding documents are available on the websites of Sindh Integrated Emergency and Health Services (SIEHS), (<http://siehs.org/tender-documents>) bidder is required to enclose Pay Order / Demand Draft for the tender fee (Rs. 1,000/-) with their bid, which must be issued by a scheduled bank within the tender purchasing dates.
2. SIEHS may issue the clarifications or amendments in respect of the bidding documents which will be uploaded on the website, SIEHS will not be responsible of any confusion or misunderstanding in this regard.
3. In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted / opened on next working day at the given time and venue.
4. SIEHS reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended 2022).
5. No tender shall be sold on the date of opening of bid.

## SCOPE OF WORK

- Escort Service Provider will provide the Services at the Premises for the Term as mentioned in Annexure 1 hereto (the "Services").
- Services shall be provided in conformity with the requirements specified in Annexure 1.
- All operations, treatments, applications or other works carried out as part of the Services shall at all times be supervised by qualified personnel acceptable to and approved by the Customer.
- Service Provider shall be required to provide the following, as may be required by the Customer:

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- documentation detailing the procedures to be carried out by the Service Provider as part of the Services;
  - any other documentation or information requested by the Customer.
- All necessary equipment / materials and security guards required to provide the Services hereunder shall be procured and provided by the Service Provider.
  - All the arms and other related equipment/ items required for carrying out security duties are responsibility of service provider.
  - Pick and drop, Boarding and Lodging, Uniforms, Lunch/Dinner/Breakfast / Medical Aid / Insurance will be the responsibility of Service Provider

### **Annexure - 1**

#### **1. LOCATIONS OF STAFF TO BE DEPLOYED:**

##### **Zone 1 & 2**

1. The SIEHS, Head Office, Plot No. 43 – 15 / K, Block 6, PECHS, Karachi
2. Satellite office: H # 202 / 2-C block 2 PECHS Karachi.
3. Johar Station: House # C-14/1 Rock hills road Gulistan-e-Jauhar Block-1, Karachi.
4. Binqasim Station: Plot # 20, Ismail Jokhio Goth, Dak khana District Malir, Karachi.
5. North Nazimabad Station: House # C-8, Block R, Scheme 2, North Nazimabad Karachi.
6. PECHS Station: House # 134 Block-B, SMCHS Karachi
7. Korangi Station: F-36/3, Sector # 31-E Lucknow Housing Society Korangi, Karachi.

##### **Zone 3**

8. Thatta Station: Near Peeds Ward Civil Hospital Makli Distt: Thatta.
9. Garho Station: Plot # 243/244 Sind Shahbaz Rice Mills Main Road Mir Pur Sakro Garho, Near Al-Asif Sugar Mill
10. Sujawal Station: Civil Hospital Sujawal Distt: Sujawal
11. Mirpur Bathoro Station: Civil Hospital Mirpur Bathoro Distt: Sujawal
12. Hyderabad: Civil Hospital Hyderabad

#### **2. STAFF TO BE DEPLOYED**

The Service Provider shall deploy security staff on and from the premises mentioned.

The Numbers of guards and locations may vary as per client's demand

##### **Head Office**

- a. Armed Guards – 12 Hours (Morning) at HO (One each)
- b. Unarmed Guards – 12 Hours (2 each Morning / Night).

- c. Total Guards = 5 (1 Armed & 4 Unarmed).

**Satellite Office**

- a. Armed Guard-12 Hours (Morning) (One)
- b. Un-Armed-12 Hours (Night) (One)

**Zone 1 & 2**

- a. Armed Guards – 12 Hours (Morning / Night) at all station (One each)
- b. Total Guards = 10 (Armed Guards)

**Zone 3**

- a. Armed Guards – 12 Hours (Morning / Night) at all station.
  - b. Total Guards = 9 (Armed Guards)
2. Thatta Station: 02 Armed Guards – 12 Hours (Morning) & 01 Armed Guard (night)
  3. Garho Station: 02 Armed Guards – 12 Hours (1 each Morning / Night)
  4. Sujawal Station: 02 Armed Guards – 12 Hours (1 each Morning / Night)
  5. Mirpur Bathoro: Station 02 Armed Guards – 12 Hours (1 each Morning / Night)

As per requirement Ex-Forces trained security guards may also will be deployed at various districts as per need.

**Scope for Expansion**

SIEHS is expanding ambulance stations in 22 districts of Sindh in 40 different locations in next one year.

1. Every station will have two armed guards with 12 hours shift (Morning / Night)
2. Total 80 Guards may be deployed in addition to above requirement and SIEHS may add / remove as per requirement.
3. Guards can be relocated anywhere within district/city.

**3. DUTIES OF SERVICE PROVIDER**


Service provider shall ensure that:

- a) The Services performed by Service Provider based on a 7 days working week; or as decided by the Company from time to time, and communicated to Service Provider.



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- b) Service Provider Employees utilized for the provision of the Services are suitably qualified and trained to perform the Services; in complete discharge of their responsibilities under the terms of agreement.
- c) Security Guard must change after every 12 hours after completing the shift.
- d) Service provider ensure that Guard should be on location with the maintained and tested weapons.
- e) Service provider should submit weapon tested report quarterly and solely responsible must test their arms.
- f) Service provider must provide arms renewal license timely.
- g) Security Guard should be remain calm and have patience during duty timings. Age limit is 30-50 (beyond this age exception would by allowed for deployment with mutual consent, based on the physical appearance and understand the security procedures)
- h) Security Guard should not be drugs (Alcohol, betel quid etc.) addicted.
- i) Security Guard should not left station unattended. In case of any emergency Guard has to report station supervisor or company representative and service provider will ensure immediate replacement.
- j) If Security Guard left station without any alternate resource, it will be count as absent and penalty will be impose. Replacement of guard required in one hour after intimation
- k) Service provider ensure that unnecessary usage of mobile should prohibited during duty hours of security guard.
- l) Service Provider should ensure randomly visit by their Supervisor of each locations and discuss the gaps with Client Field Security Officer and concerned representative.
- m) Security Guard should be well discipline to maintain and manage the team in the wear of assigned uniform with Belt and safety shoes (No Shalwar Kamiz).
- n) Security Guard should be literate enough to read or write Urdu and aware with the rules and regulations of security. SGs should be trained enough to handle any untoward situation and their weapons as expected by Security Personnel.
- o) During the tenure of this Agreement, Security Guard devote the time, attention and skills required for the proper performance of Services to the Company in terms of the said contract.

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- p) In the course of the performance of the Services, the Service Provider Employees comply with all reasonable requests of the Service Provider, subject to ultimate direction and control being retained by company.
- q) Service Provider Employees promptly notify the Company of any matter coming to their knowledge which could have a material effect on the business or affairs of the Company;
- r) The Service Provider Employees comply with any regulations provided to Service Provider under clause herein below.
- s) Service Provider shall be responsible for compliance and obligations with all the relevant Labor Laws including but not restricted to Education Cess, EOBI, Social Security, Form 'C' premises registrations and Inspections of all premises. Service Provider shall fully keep the Company indemnified and harmless in this regard.
- t) Service Provider employees will undertake to provide required basic training, which is mandatory for fulfill the job requirement from time to time.
- u) Service Provider will be responsible to maintain and organize complete record/bio-data recent two photographs and at least two written references of their employees in their personal files.
- v) Service Provider will be responsible to verify the references provided by the candidate through written confirmation from reference at the time of hiring;
- w) Service Provider will issue proper Deployment Letter to the Company/Client. Also ensure to avoid continue replacement.

Service Provider shall provide proof that the verifications of relevant documents are must be done and inform to the Company accordingly:

- Educational documents
- Previous employer's certificate
- 2 written References with contact Nos. and valid address of the reference
- Date of expiry of CNIC
- Verification of CNIC by NADRA
- Police verification and clearance must provide at the time of replacement

Its contractual obligation, Service Provider shall ensure that its employees are insured with a reputed Insurance Company in Pakistan under the group insurance scheme against any bodily injury or death, individually or collectively for all times during the period of contract. Further agrees to present such documents on demand for inspection to the Company.

The service provider shall submit periodic fitness report of provided arms in use of deputed staff at Company's locations.

The service provider will be required to be engaged in the provision of Services throughout the year (365 days) without any break and discontinuation.

**4. OUT OF SCOPE:**

The security guards are meant for guarding of premises. They will not be employed for:

- a. To perform duties.
- b. To perform duties in Civil / plain clothes
- c. Watering of lawn, flower pots and maintenance of premises.
- d. washing and cleaning of car / area.
- e. To shift luggage / stores from one place to another.
- f. Any task which distracts the guard from his main security duty.

**NOTICES**

Any notice, request, instruction or other document to be given hereunder shall be delivered or sent by courier/ hand delivery or by fax to the address or telephone number of the other Party at the address set out herein below (or such other address or numbers as may be notified from time to time) in writing. Where sent by courier/ hand delivery, any such notice or other document shall be deemed to have been received and delivered as per the receipt and acknowledgment of delivery. Where sent by fax, any such notice or other document shall be deemed to be delivered on the same day as it was sent.

**PAYMENT**

Payment will be made on monthly basis within 10 days subject to submission of correct invoices.


**BIDDING PROCEDURE**

Bids should be submitted in accordance with instructions and bidding procedure shared in this document. Bids are invited as per Single Stage – Two Envelope Procedure in accordance with rule sub rule 2 of rule 46 of the Sindh Public Procurement Rules, 2010 (Amended 2022).

**INSTRUCTIONS TO BIDDERS**

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1. Bidder must read all the contents of IFB/NIT as well as Bidding Document and understand all the requirements.
2. Bidder must ensure that the Bid Form is filled in all respect, without any confusion.
3. The Bid Form(s) shall be inserted in the Financial Proposal. However, a copy of the same shall be inserted in the Technical Proposal after hiding the amount.

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4. Bid Security shall be inserted in the Financial Proposal. However, a copy of the same shall be inserted in the Technical Proposal after hiding the amount.
5. There should not be any over-writing, double writing, crossed, additional conditions.
6. Rates are to be quoted clearly in digits as well as in words.
7. Each document/paper submitted by the bidder shall be signed/stamped by the bidder on the face of document.
8. Bids shall be submitted in accordance with Single stage – Two Envelope Procedure.
9. Bidder shall prepare two separate envelopes for Technical as well as Financial Proposal.
10. Bidder shall examine the Bid Evaluation Criteria and insert appropriate document in the Technical / Financial Proposal accordingly.
11. Bidder(s) must write the “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” on the face of relevant sealed envelopes containing relevant bid/offer in it.
12. Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, without tender fee, bids received after specific date and time and bids of Black Listed firms shall be treated as rejected / non-responsive.

#### **ELIGIBILITY CRITERIA FOR BIDDERS**

1. Bidder which meets the following eligibility criteria / mandatory requirements would be declared responsive for further evaluation as per the Evaluation Criteria specified in this bidding document.
2. Verifiable documentary proof for all following requirements is a mandatory requirement, noncompliance will lead to disqualification.
3. Bidder shall complete all the terms & conditions of this Bidding Document.
4. Bidder able to enclose the documents as per the list of required bidding document.
5. Companies must be available on List of Active Tax Payers” of FBR (for Income Tax) and SRB (For Sales Tax) websites.
6. The bidder must have at least 5 years of experience in the relevant field.
7. Details of turn-over (Including in terms of Rupees) of at least last three years.
8. Registration with NTN/ FBR / SRB.
9. Affidavit that firm has never been blacklisted
10. Tender Fee of Rs. 1,000 in shape of Pay order should be in favor of Sindh Integrated Emergency and Health Services.

#### **LIST OF DOCUMENTS TO BE ENCLOSED: -**

1. Bidder(s) must ensure that the following documents are enclosed with the **Technical Proposal**.
2. Complete Bidding Document, duly signed and stamped on its each/every page as acceptance of all terms & conditions;
3. Pay Order of Rs.1,000/- in favor of Sindh Integrated Emergency and Health Services (NTN: 4979065)
4. Copy of Pay Order in respect of Bid Security after hiding the amount
5. Attested copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax;

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6. Attested copy of CNIC of signatory of the Bid Form;
7. Audited Financial Statement of the bidder for last three years;
8. Complete details of turn-over of at least last three years duly supported with the documentary evidence;
9. Affidavit on stamp paper duly notarized to the effect that the bidding company is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government.
10. Affidavits duly notarized to the effect that the bidder has submitted the correct and complete information along with the bid/offer. If any document/information is found forged/engineered /fake/bogus at any stage, the bidder may be declared as Blacklisted in accordance with law and the performance guarantee and payment, if any may be forfeited.
11. Valid documentary evidence in support of evaluation and qualification criteria.

Bidder(s) must ensure that the following documents are enclosed with the **Financial Proposal**

1. Bid Security of required amount and form.
2. Bid form(s) duly filled in all respect clearly quote the price.
3. Once again note that bidder must ensure that the Bid Form is filled in all respect, without any confusion, there should not be any over-writing, double writing, crossed, additional conditions and Rates are quoted clearly in digits as well as in words.
4. Bidder(s) must understand that all payments / transaction shall be made in Pakistani Rupees (PKR) only.


Bidder(s) must work carefully and gross rates to be quoted, including all applicable taxes and also incorporate the impact of Sales Tax. SIEHS shall made payments after deduction of all applicable taxes including Income Tax & SST / GST and other taxes, if any

### **CLARIFICATION / QUERIES ON TENDERING DOCUMENTS**

A prospective bidder requiring any clarification(s) may notify to SIEHS in writing via email address provided in the bid data sheet duly referring the title of the tender in email subject. The concerned officer will respond to any request for clarification within 03 calendar days, provided they are received at least five calendar days prior to the date of opening of bid. Clarification response will be shared with all prospective bidders that have deposited the tender fee.

### **BID PRICE**

1. The price / bid offer quoted should be firm, final and clearly written / typed without any ambiguity.
2. The bid price should include all the government taxes, as per prevailing taxation rates of provincial / federal / local governments etc. (e.g., SST/GST, Income Tax, Withholding Tax etc.).
3. If there is no mention of taxes or calculation error, the offered/quoted price will be considered as inclusive of all prevailing taxes/duties. The benefit of exemption from or reduction in the Income Tax / SST / GST or other taxes during the contract period shall be passed on to SIEHS.

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- The bidder shall deem to have obtained all related information as to the requirements thereto which may affect the bid offer / price if required.

### **VALIDITY OF BIDS**

Bids shall remain valid for ninety (90) days w.e.f. date of opening of Technical Proposals. The bids without or less than Ninety (90) days validity will be rejected.

### **LANGUAGE OF BIDS:**

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 in English. Supporting documents and printed literature furnished by the bidder may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case for purposes of interpretation of the Bid, the translated version shall prevail.

### **BID SECURITY / EARNEST MONEY**


- The bid must be accompanied by a bid security in shape of a DD/Pay Order of 2% of the total contract value in favor of "Sindh Integrated Emergency and Health Services" on account of Earnest Money/Bid Bond (refundable) valid for a period of 28 days beyond the bid validity date. For unsuccessful parties the earnest money will be refunded within a period one month after the finalization of successful bidder.
- The Bid Security shall be attached with the Financial Proposal. No interest will be paid on Bid Security. Photocopy of the Bid Security shall be attached with the Technical Proposal after hiding the amount.
- Any bid not accompanied by an acceptable bid security shall be rejected by the SIEHS as non-responsive.
- The bid security / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of bid security whichever is earlier.
- The bid security of the successful contractor will be returned only when the bidder furnishes the required Performance Security and signed relevant contract agreement. The successful bidder can adjust the Bid Security towards Performance Guarantee, in this situation, the successful bidder shall submit the balance amount on account of Performance Guarantee.

### **ACCEPTANCE / REJECTION OF BID**

A bid determined as non-responsive will be rejected and will not be made responsive by the bidder by correction of the non-conformity.

The bid shall be rejected if:

- It is substantially non-responsive in a manner prescribed in this tender document.
- It is against the Pakistani Laws, Rules, Regulations, Policies, Permits, Codes etc.
- Bidder has conflict of interest with the SIEHS.

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4. Bidder engages in corrupt or fraudulent practices in competing for Contract award.
5. Bidder tries to influence the bid evaluation / Contract award.
6. Bid submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or
7. Unsigned, incomplete, partial, ambiguous, conditional, alternative, late
8. Any bidder encloses the financial bid within the technical bid, the same shall be rejected, as bids are invited according to the Single Stage – Two Envelope Procedure
9. Qualified by vague and indefinite expression such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly
10. Without verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements; or
11. Bidder fails to meet all the requirements of Tender Eligibility / Qualification Criteria
12. Bids submitted for partial / limited services / items as specified in the Format for Quoting the Rates / Schedule of Requirements / BoQ
13. Bid submitted with shorter bid validity period
14. Bidder fails to meet the minimum evaluation criteria requirements
15. Bid not accompanied by the Bid Security (Earnest Money) of required amount and form
16. Bidder refuses to accept the corrected Total Bid Amount / Price
17. The Bidder has been blacklisted by any public or private sector organization
18. Bidder has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations
19. Black Listed firms will not be considered and will be rejected.

### **FORFEITURE OF BID SECURITY**

The bid security / earnest money may be forfeited / confiscated:

1. A bidder requests to withdraw his or its bid after opening but within the bid validity period
2. Successful bidder fails to furnish performance security
3. Successful bidder fails to sign the contract
4. A bidder does not accept the correction of the quoted amount following the correction of arithmetic errors.
5. A bidder has been found black listed by any agency of Federal or Provincial Government.
6. In case of the bidder Company fails to provide the satisfactory services / goods / works.

### **CANCELLATION OF BIDDING PROCESS**

SIEHS procurement committee:

1. May cancel the bidding process at any time prior to the acceptance of a bid or proposal.
2. Shall incur no liability towards the bidders.
3. Shall intimate the cancellation of bidding process immediately and upload a notice on the company website followed by prompt return of bid security.
4. Shall, upon request by any of the bidders, communicate to such bidder, grounds for the cancellation of bidding process, but is not required to justify such grounds.

## **AMENDMENT OF TENDER DOCUMENT**

- a. At any time prior to the deadline for submission of bids, SIEHS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by issuing an note to the provided email address shared by the bidder.
- b. Any amendments thus issued shall form eternal part of the tender document. To offer bidders a reasonable timeframe for preparing revised bids, the SIEHS may at its discretion extend the deadline for submission of bids.

## **PERIOD OF CONTRACT**

Initially contract shall be signed for a period of eight months (08 months), however, contract can be extended with mutual agreement for a period of further one year (12 months). The contract may further be renewed for next year on mutual consent of both the parties on annual basis, maximum up to three years (subject to the satisfactory performance). The bidder is bound to provide services for extended contract period. Upon signing of agreement with successful bidder, the filled bidding documents will be part of agreement. The price for 2<sup>nd</sup> and 3<sup>rd</sup> year (if renewed) cannot be more than the annual CPI published by the State Bank of Pakistan and is subject to mutual agreement.


## **DEADLINE FOR SUBMISSION OF BID**

Bids must be received at the identified address no later than the time and date specified in the Bid Data Sheet. Any claim against the bids received late shall not be considered at any stage. Bidders are advised in their own interest to take all precautionary measures for delivery of sealed bids before the deadline for submission of bid.

## **Single Stage – Two Envelope Procedure.**

1. Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal
2. Envelopes shall be marked as “FINANCIAL PROPOSAL” and TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion
3. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
4. Envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of SIEHS without being opened.
5. SIEHS shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements. No amendments in the technical proposal shall be permitted during the technical evaluation.
6. Financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance.
7. Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.



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8. The technical bid should contain all the relevant information and desired enclosures in the prescribed format. The financial Bid should contain only Financial Proposal and Bid Security. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.
9. Technical / Financial Bids should be submitted in sealed envelope. The inner and outer envelopes shall:
  - i. Be addressed to the SIEHS at the address given in the bidding documents
  - ii. Opened or e-mailed or faxed or telexed bids will not be accepted.
  - iii. Any bid received by the SIEHS after the date and time of tender opening will be rejected and returned as unopened to sender / bidder.
  - iv. Bids qualified by such vague and indefinite expression such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly.
  - v. Bidder shall comply with all Pakistani Laws, permits, codes and regulation applicable to the bidder’s performance of services. Bid against the Government Rules and Policies, Conditional Bid, Ambiguous Bid or incomplete Bid and Bid without Bid Security will be rejected. No supplementary or revised offer after the opening of bids shall be entertained.
  - vi. In case of announcement of Public Holiday or any unfavorable circumstance, the bids will be opened on next working day. Other terms and conditions, venue and time for drop and opening will remain unchanged.
  - vii. In case of discrepancies between the Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.
  - viii. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified in the bid document.

### **3-B POST BID SUBMISSION**

#### **OPENING OF BID**

1. The date for opening of bids and the last date for the submission of bids shall be as given in the bidding documents and in the tender advertisement. In case, the two dates are different, the date and time, given in the bidding documents shall apply.
2. In case of the date of opening of tender declared as Public Holiday by the Government of Sindh or Federal Government or non-working day due to any reason, the next official working day shall be deemed to be the date for submission and opening of tenders/bids/offers, accordingly. The time and venue shall remain same.
3. All bids shall be opened publicly in the presence of all the bidders, or their representatives, who may choose to be present in person, at the time and place announced in the invitation to bid.
4. The Procurement committee shall read aloud the name of the bidder and total amount of each bid, and of any alternative bids if they have been permitted, shall be read aloud and recorded when opened.
5. All bidders in attendance shall sign an attendance sheet.
6. All bids submitted after the time prescribed as well as those not opened and read out at bid opening, due to any procedural flaw, shall not be considered, and shall be returned without being opened.

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7. The envelope marked Financial Proposal shall be retained unopened in the custody of SIEHS.
8. After the evaluation and approval of the technical proposal, the Financial Proposals shall be opened of the technically accepted / qualified bids having the minimum qualifying points / marks of 70% or more, at a time, date and venue announced and communicated to the bidders in advance.
9. The opening of Financial Proposal may be extended by the SIEHS, however, same shall be informed through email by SIEHS, but the bids shall be opened within the bid validity period.

### **EVALUATION OF BIDS**

1. All bids shall be evaluated in accordance with the evaluation criteria and other terms and conditions set forth in the bidding documents.
2. A bid once opened in accordance with the prescribed procedure shall be subject to only those rules, regulations and policies that are in force at the time of issuance of notice for invitation of bids.
3. Bids/Offers including Technical Proposal/Financial Proposals of only eligible bidders to be evaluated by the Committee constituted by the SIEHS for the purpose.
4. The Committee may seek the clarification from the bidder in writing or oral as the case may be, in case of committee deemed fit, however any clarification shall not be changing the sanctity of original bid.
5. The Bids/Offers shall be evaluated conformity the requirements of terms & conditions of the bidding document based on the record / documentary evidence submitted by the bidder.

### **ANNOUNCEMENT OF BID EVALUATION REPORT**

1. Procurement committee shall announce the results of bid evaluation in the form of a report giving reasons for acceptance or rejection of bids.
2. The report shall be uploaded on SIEHS website and intimated to all the bidders through email at least three (3) working days prior to the award of contract.

### **BID EVALUATION CRITERIA**

#### **TECHNICAL EVALUATION – 60 Marks**

THE BIDS SHALL BE EVALUATED ON MOST ADVANTAGEOUS BID BASIS. The bidder which attains the highest combined weighted technical and financial score according to the following criteria shall be selected.

1. The Bids shall be evaluated on complete Lot / Group / Package basis reflected in the Bid Form / Price Schedule. Bids for partial / limited item(s) shall not be considered and rejected.
2. The following merit point system for weighing evaluation factors / criteria will be applied for technical proposals.
3. Bidders achieving minimum 70% overall points / marks will be considered only for further process besides minimum compliance of 30% points/marks is mandatory in all clauses. Documentary evidence must be attached in support of your claim.


4. Only those Financial Proposals will be announced / considered which were technically qualified by the Committee.

Sr. #	Description	Requirements	Allocated Marks
<b>Technical Evaluation Criteria - 60 marks</b>			
1	Copy of registration certificate from Employees Old Age Benefit Institution (EOBI)	Documentary proof	5
2	Copy of registration certificate from Sindh Employees Social Security Institution (SESSI)		5
3	Copy of registration certificate from All Pakistan Security Agencies Association		5
4	Registration / Clearance letter from concerned authority (Home Department)		5
5	Company Existence / Experience of handling security service contacts <ul style="list-style-type: none"> <li>• 9 and above years' experience = 10 points</li> <li>• 5 to 8 years' experience = 5 points</li> <li>• Below 5 years = not acceptable</li> </ul>		10
6	Weapons license attested copies <ul style="list-style-type: none"> <li>• Semi-automatic 222 or 223 or 5.56 bore – 1 mark for 5 license (max 5 marks)</li> <li>• Semi-automatic MP5 or 0.32 bore / .30 bore – 1 mark for 5 license (max 5 marks)</li> </ul>		10
7	Experience of handling security service contacts (currently active) in Sindh excluding Karachi <ul style="list-style-type: none"> <li>• 2.5 points for each project– maximum 10 marks</li> </ul>		10
8	Satisfaction letter from at least 4 end users of reputable institutions for providing 20 guards or above <ul style="list-style-type: none"> <li>• 2.5 marks for each client – maximum 10 marks</li> </ul>		10

Qualified bidder will require 70% marks

### **FINANCIAL EVALUATION – 40 Marks**

SIEHS shall not be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Government at any time during execution / evaluation period shall be passed to SIEHS.

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Technically qualified/successful bidder(s)/Tenderer(s) shall be eligible for Financial Proposal(s). The Financial bids shall be opened in the presence of the Bidders at the scheduled date, time and venue communicated in advance.

Sr. #	Description	Requirements	Allocated Marks
<b>Financial Evaluation Criteria - 40 marks</b>			
1	Valid Sindh Sales Tax / Sindh Revenue Board SRB certificate	Documentary proof	05
2	Valid copy of Professional Tax certificate		05
3	Average Annual turnover during last 3 fiscal years 10 Million – 100 Million (5 Marks) 101 Million and above (10 Marks)		10
4	Lowest quoted price		20

For the purposes of determining the best advantageous bid, facts other than price such as previous performances, previous experience, OEM Authorization, quality assurance, expertise, financial soundness and such other details, SIEHS at its discretion, may consider appropriate will be taken into consideration.

#### **CLARIFICATIONS / CORRECTIONS OF BID**

To assist in the examination, evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response will be in writing via email and no change in the price or substance of the bid will be permitted.

Arithmetical errors will be rectified on the following basis:

1. If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected.
2. If the bidder does not accept the corrected amount of bid, his bid will be rejected and his bid security will be forfeited.

#### **PENALTY**

Penalty of per day charges per security guard will be deducted in case of security guard does not report for duty or reports late. The company is liable to replace or provide alternative guard in case of absence of the deputed guard or his unavailability. Penalty amount is calculated based on per guard payment divided by 30 days.

## **PERFORMANCE SECURITY**

The Successful bidder shall submit the Performance Security / Guarantee in the amount specified in the Bid Data Sheet in the shape of Pay Order or Demand Draft or a Bank Guarantee in favor of SIEHS issued by a scheduled bank in Pakistan valid for a period of thirty (30) days beyond the date of completion / expiry of the contract. No interest will be paid on Performance security.

## **REFUND OF PERFORMANCE SECURITY**

The Performance Security / Guarantee shall be returned after expiry of contract and settlement of all claims. This amount will be returned to the supplier after satisfactory completion note from SIEHS.

## **FORFEITURE OF PERFORMANCE SECURITY**

1. In the event of failure to provide items/services as per Contract Agreement / Work Order within the stipulated period, the performance security may be forfeited.
2. In that event, acquiring of the said items/services may be taken from the next lowest bidder vide the same work order at contractor's risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said contractor or from any sum due of which may become due to the contractors.
3. If any equipment / instrument or property of SIEHS or its representative / landlord / donor/ is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the contractor.

## **APPLICABLE LAW**

The Contract shall be governed by the Laws of Pakistan and the Courts of Karachi - Pakistan shall have exclusive jurisdiction.

## **ARBITRATION**

Any difference or dispute or liability of whatsoever nature arising out of the contract or in any way relating to the contract or to its construction or fulfillment should be settled as far as possible, amicably between the SIEHS and the bidder company. Should the parties fail to come to an amicable settlement the same shall be referred to the award of Arbitrators to be nominated one each by the SIEHS and the bidder company within fifteen (15) days of notice from either side or in the case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing prior to proceeding with the arbitration. The decision of the Arbitrators or the Umpire, as the case may be, shall be final and binding on both the parties. The arbitration shall take place at Karachi, under Pakistani Law of Arbitration.



### **RIGHT TO VARY QUANTITIES AND SPLIT ORDER**

SIEHS reserves the right to increase and/or decrease the number of guards (s) originally specified in the Format for Quoting the Rates / Schedule of Requirements / BoQ without any change in unit price or other terms and conditions during the contract period.

### **TERMINATION & CANCELATION OF CONTRACT:**

If the bidder company fails to provide the satisfactory services, the SIEHS shall be entitled at his option to cancel the contract and recover the damages besides forfeiture of Performance Guarantee. The SIEHS shall not be liable to any risks and costs whatsoever in consequence of such cancellation of the contract.

### **REDRESSAL OF GRIEVANCES BY THE PROCURING AGENCY:**

Redressal of Grievances & settlement of dispute will be as per Rule 30 & 31 of SPPRA Rule-2010 (Amended 2022).

### **COST OF TENDERING**

The bidder shall bear all costs associated with the preparation and submission of its documents, while SIEHS in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

### **COST OF STAMP DUTY**


0.35% or notified by the Government of Sindh, will be paid by successful bidder as stamp duty.

### **THIRD PARTY SERVICES:**

If required, will be the responsibility of the bidder. Sindh Integrated Emergency and Health Services will not be a party to any such agreement between the bidder and any of its vendors, sub-contractor, if so.

### **CANCELLATION OF CONTRACT**

If the successful bidder fails to provide the satisfactory services, the SIEHS shall be entitled with the option to cancel the contract and recover the damages besides forfeiture of Performance Guarantee. SIEHS shall not be liable to any risks and costs whatsoever in consequence of such cancellation of the contract.

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## TENDER TIMELINES

The estimated timing for the key milestones in the tender process is as follows:

Steps	Time line	Start Date	End Date
Tender advertisement published in the newspapers		30 Aug 2022	-
Tender collection by interested bidders	From the date of tender publishing till before opening of bids	31 Aug 2022	14 Sep 2022
Addressing of queries from bidders	From the date of tender publishing till 05 calendar days to the bid submission date	31 Aug 2022	10 Sep 2022
Bid submission by vendors	Maximum by 11:00 am	15 Sep 2022	
Technical proposal opening by Procurement committee	11:30 am	15 Sep 2022	
Technical proposal evaluation by tendering committee	2 working days	15 Sep 2022	16 Sep 2022
Financial bid opening by Procurement committee (only technically qualified bidders)	After technical evaluation completion @ 11:00 am	19 Sep 2022	
Comparative analysis of financial proposals along with clarification of queries if any	2 working days	20 Sep 2022	21 Sep 2022
Internal approvals and project award with Letter of intent	2 working days	22 Sep 2022	23 Sep 2022
Provision of contract	1 working day	26 Sep 2022	27 Sep 2022

\*Timeline is estimated and may change based on technical complexities. For any changes of dates, bidders will be informed via email on their provided correspondence email id.

<b>BID DATA SHEET</b>	
Company name	Sindh Integrated Emergency & Health Services (SIEHS)
Postal address	Plot No. 43-15/K, Block 6, P.E.C.H.S, Karachi, Pakistan.
Procurement Focal person	Attention to : Mr. Muhammad Taha Khan
Email address	<a href="mailto:procurement@siehs.org">procurement@siehs.org</a>
Contact number	021-111-111-823, Ext 2005
Pricing mechanism	The price shall be fixed during the contract period.
Bid security	Amount of bid security should be 2% of the total bid price
Bid validity	Bid validity period shall be 90 days after opening of technical proposal

Deadline for bid submission	15 Sep 2022, 11:00 am
Date, Time and Place of Bid opening of technical proposal	15 Sep 2022 at 11:30 am in SIEHS Head office (address above)
Date, Time and Place of Bid opening of commercial proposal	19 Sep 2022 at 3:00 pm in SIEHS Head Office
Performance Security	5% of the total contract value as per agreed timeline for completion of project. This amount will be returned to the supplier once the satisfactory report received from SIEHS



**CONTACT DETAILS OF THE BIDDER**

Name of the Company	
Company NTN	
Company GST No.	
Provincial sales tax numbers (SST)	
Office Address	
Name of the authorized contact person for tender project	
Email address for tender query correspondence	
Telephone No with extension if any	
Mobile No.	
Signature of Authorized Person (Name & Designation)	
Company stamp if available	

**SPPRA INTEGRITY PACT (To be signed with bidder awarded the contract)**

**BID FORM / PRICE SCHEDULE**

**PROVISION OF SECURITY SERVICES**  
 (To be submitted on Official Company Letterhead duly Signed & Stamp)

Item Description	Qty.	Salary	Service Charges	Tax on Service Charges	Total
Armed Guard					
Unarmed Guard					
Armed Guard (Ex-forces)					
Unarmed Guard (Ex-forces)					

- The Current Charges are based on Minimum Wages fixed by Government @ \_\_\_\_\_/- per month. If during the contract period Minimum Wages are increased by Government, the financial impact will be borne by the Customer upon receipt of notification from Service Provider.
- The above rates are inclusive of all taxes (WHT/SRB/GST)/duties/delivery charges etc.
- Above rates are inclusive of all requirements mentioned SOW
- Validity of Offer: 90 Days from date of tender opening

Signature and date: \_\_\_\_\_

Name: \_\_\_\_\_

CNIC: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Stamp: \_\_\_\_\_