



SINDH INTEGRATED EMERGENCY AND HEALTH
SERVICES
TENDER DOCUMENTS

OUTSOURCED
STAFF



Tender Documents – T18/2022
**OUTSOURCED STAFF (JANITORS, TEA BOYS,
TECHNICIANS AND SUPERVISORS)**

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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

سنڌ انٽيگريٽيڊ ايمرجنسي اينڊ هيلٿ سروسز


ٽينڊر نوٽس

سنڌ انٽيگريٽيڊ ايمرجنسي اينڊ هيلٿ سروسز (SIEHS)، ڪمپني ايڪٽ 2017ء جي سڪشن 42ء تحت شامل ايڪٽ غير منافع بخش تنظيم، جو صوبو سنڌ ۾ عوام کي امبوليٽري اور صحت کي خدمات فراهم ڪري رهيو آهي۔ درج ذيل ٽينڊر جي تشريح ڪي جاتي ۽ اور متعلقہ معلومات ڪمپني کي ويب پر سٽياب هيٺ۔

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

• ٽينڊر # 16/2022- اسٽاف ٽرانسپورٽيشن سروس

• ٽينڊر # 17/2022- سيڪيورٽي گارڊ سروسز

• ٽينڊر # 18/2022- آؤٽ سورس اسٽاف (ٽي بوائز جنيٽرز، ٽيڪنيڪيشن اور سپروائيزر)

• ٽينڊر # 19/2022- ڪميونيڪيشن ٽاورز اور وائرليس بيس ريڊيوز کي ڏيکيه بھال

• ٽينڊر # 20/2022- ملازمين کي زندگي کي بيمه پوليٽسي

مندرجه ذيل پيٽه پرابطه ڪري

Supply Chain Department

Sindh Integrated Emergency & Health Services

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

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سنڌ انٽيگريٽيڊ ايمرجنسي اينڊ هيلٿ سروسز


ٽينڊر نوٽيس

سنڌ انٽيگريٽيڊ ايمرجنسي اينڊ هيلٿ سروسز (SIEHS)، هڪ غير منافع بخش ادارو آهي جنهن کي ڪمپني ايڪٽ 2017 جي سڪشن 42 تحت شامل ڪيو ويو آهي، سنڌ صوبي ۾ عوام کي صحت جون امبوليٽري خدمتون فراهم ڪري رهيو آهي. جيڪا پنهنجي ڪم کي وسعت ڏيڻ جو آغاز ڪري چڪي آهي. جنهن لاءِ هيلٿ ڏنل ٽينڊر اشتهار ڏنا ويا آهن ۽ جنهن بابت لاڳاپيل معلومات ۽ هدايتون موجود آهن وڌيڪ تفصيل ۽ ٽينڊر دستاويز ڪمپني جي ويب سائيت تي موجود آهن <http://siehs.org/tender-documents>

• ٽينڊر # 16 / 2022 - اسٽاف ٽرانسپورٽ سروس

• ٽينڊر # 17 / 2022 - سيڪيورٽي گارڊ سروسز

• ٽينڊر # 18 / 2022 - آؤٽ سورس اسٽاف (ٽي بوائي، جانيٽر، ٽيڪنيڪيشن ۽ سپروائيزر)

• ٽينڊر # 19 / 2022 - ڪميونيڪيشن ٽاورز ۽ وائرليس بيس ريڊيوز جي سار سنڀال

• ٽينڊر # 20 / 2022 - ملازمين جي لائف انشورنس

سپلائي چين ڊپارٽمينٽ

سنڌ انٽيگريٽيڊ ايمرجنسي اينڊ هيلٿ سروسز

پلاٽ نمبر 43-15/K، بلاڪ 6، P.E.C.H.S، ڪراچي، پاڪستان

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

www.siehs.org

COMPANY INTRODUCTION

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 outsourced 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 Outsourced Services (Janitors, Tea boys, Technicians and Supervisors) from SECP 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	14th September 2022
Deadline for submission of bids	15th September 2022, 1:00 pm
Bid opening date and time	15th September 2022, 1:30 pm

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

- a) The Services are performed by Service Provider Employees on the basis of a 6 days working week; or as decided by the Company from time to time, and communicated to Service Provider.
- b) Service Provider Employees utilize for the provision of the Services are suitably qualified and trained to perform the Services; in complete discharge of their responsibilities;
- c) During the tenure of this Agreement, Service Provider Employees devote the time, attention and skill required for the proper performance of Services to the Company in terms of the said contract;

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- d) 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;
- e) Service Provider Employees comply with all applicable laws, rules and regulations.
- f) All Services are carried out with all reasonable skill and care;
- g) Service Provider and 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;
- h) The Service Provider Employees comply with any regulations provided to Service Provider under clause herein below; and
- i) Service Provider shall be responsible for minimum wage compliance and obligations with all the relevant Labor Laws including but not restricted to Education, 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;
- j) Service Provider employees will undertake to provide service training and development as specified from time to time
- k) 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.
- l) Service Provider will be responsible to verify the references provided by the candidate through written confirmation from reference at the time of hiring
- m) Service Provider will ensure to issue proper Appointment Letter to their employees and inform the Company accordingly.
- n) The representatives of the Company may conduct surprise visit(s) to the Service Provider's office(s) at any time.
- o) Service Provider shall be exclusively responsible for paying the salary and other emoluments and providing the benefits to which each Service Provider Employee is entitled under his contract with Service Provider. For the sake of clarity, it is specifically provided that the Company shall not be liable to any Service Provider Employee for any salary or emoluments, or for the reimbursement of any expenses, or for any other amount on any other account. Exclusively Service Provider shall deal with all claims made by Service Provider Employees. Service Provider shall be liable for observance of all the labor laws and payment of benefits with regard to labor laws to the Service Provider Employees. In case if the same is required to be made by the Company, the Service Provider should undertake to reimburse the Company with regard to the same or authorize deductions from payments due to the Service Provider.
- p) Service Provider shall ensure that the verifications of relevant documents to be done and inform the Company accordingly:

- Educational record of the respective contractual (if any)
- 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
- EOBI / SESSI payments record every month

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

LOCATIONS:

Head Office, 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 / CTD: House # 134 Block-B, SMCHS Karachi
7. Korangi: F-36/3, Sector # 31-E Lucknow Housing Society Korangi, Karachi.


Zone 3

1. Thatta Station: Near Peeds Ward Civil Hospital Makli Distt: Thatta.
2. Garho Station: Plot # 243/244 Sind Shahbaz Rice Mills Main Road Mir Pur Sakro Garho, Near Al-Asif Sugar Mill
3. Sujawal Station: Civil Hospital Sujawal Distt: Sujawal
4. Mirpur Bathoro Station: Civil Hospital Mirpur Bathoro Distt: Sujawal
5. Hyderabad Station: Civil Hospital Hyderabad.

STAFF/JANITORS DEPLOYMENT

TEA BOYS:

1. HO: 02 Tea boys required for First floor and 01 Tea boy for Second Floor required in shift (Morning = 3, Evening = 1, Night = 1), Total = 5 and 1 Supervisor in Morning shift
2. Satellite Office: 01 Tea boy required in Morning Shift.
3. CTD: 01 Tea boy required in Morning Shift. (As when required)
4. Stations (Zone I & II): 01 Tea Boy per station in General Shift Total=5
5. Zone-III and Hyderabad:
 - a. 01 Tea Boy per station in General Shift

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b. 01 Tea Boy at C & C & Thatta station in Evening Shift, Total=6

JANITORIAL:

1. HO: 01 JS required for each floor in Morning shift and one Female and 01 JS (Evening and Night Shift), Total = 6
2. Satellite Office: 01 JS required in Morning Shift.
3. CTD: 01 JS required in Morning Shift. (As when required)
4. Stations (Zone I & II): 1 JS per station in General Shift Total=5
5. Stations (Zone-III and Hyderabad)
 - a. 1 JS per station in General Shift & 01 JS at C & C and Thatta station in Evening Shift, Total=5

MULTI SKILL TECHNICIAN:

1. 3 at Head Office (Morning, Evening and Night shift)
2. 1 at Head Office (Morning Shift & also when required in emergency 24/7). This person must have their own bike for mobility towards our Karachi Stations). Fuel of bike will be borne by service provider

SUPERVISOR

The Service Provider shall provide a qualified and experienced Supervisor based in Karachi to look after the satisfactory provisioning of janitorial and tea boy at Head Office in the light of the terms and conditions of the contract on full time basis. He shall be representative of the Service Provider coordinate and interact with the management of the Company.

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 one tea boy and one Janitorial staff with 8 hours shift 8.00 AM to 4.00 PM.
2. Total 80 support staff may be deployed and SIEHS may add / remove as per requirement.

Support staff can be relocated anywhere within district/city

STAFF

The Service Provider shall provide trained male/female janitors and tea boys with proper uniforms and label cards showing their identity for satisfactory performance of services as per the terms and conditions of the contract and provide list of such staff showing names, designation and addresses to the Company.

TIMINGS

The Service Provider shall provide the services at the SIEHS designated locations covering the prescribed timings or as per convenience of the Company.

- Morning Shift: 8:00 AM to 4.00 PM
- Evening Shift: 3: 00 PM to 11.00 PM
- Night Shift: 11:00 PM to 8.00 AM

COMPLAINT OFFICE

The Service Provider shall have a well-defined system of complaint registration and all complaints shall be dealt promptly and resolved immediately.

MACHINE AND TOOLS


Floor scrubbing machines, anti-septic spray machines, vacuum machines, etc. shall be made available by the Service Provider (Quarterly)

RESPONSIBILITIES OF JANITORIAL STAFF

The services includes but not limited to following:

- i. Dusting of furniture and fixture on daily basis
- ii. Sweeping and cleaning of all staff rooms, training rooms, lobbies, terraces etc on daily basis
- iii. Cleaning, washing of toilets including commode, urinals, wash basins by using proper insecticides material on daily basis
- iv. Disposal of all liter/garbage from the office on daily basis
- v. Cleaning of curtains, walls and windows
- vi. Wet and dry moping of floors on daily basis
- vii. Cleaning of drains, sewerage line (this doesn't include major break down), as and when required basis.
- viii. Washing/cleaning of all tiles/marbles as and when required basis
- ix. Removal of rubbish/waste garbage to the nearest dumping point on daily basis
- x. Making and serving tea/coffee etc.
- xi. Serving of lunch to staff/guests
- xii. Washing of utensils.
- xiii. Deep cleaning will be made on weekend at HO and Stations.
- xiv. Any other routine office service will also be part of contract e.g. loading of office stuff, in-house event arrangements etc.
- xv. Provide one uniform set with shoes on yearly basis.
- xvi. Janitorial and tea boy must come with neat and clean uniform.
- xvii. Vendor will provide hairnet and gloves to tea boys.

TECHNICAL STAFF REQUIREMENT

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- One technician will perform duty in shift A (7am to 3 pm).
- One technicians will perform duty in shift B (3 pm to 11 pm).
- One technician will perform duty in shift C (11 pm to 7 am).
- In case of any Technician Absent, Service Provide is responsible to deploy the alternate technician on site.

RESPONSIBILITIES OF SERVICE PROVIDER

- Implement weekly/ monthly checklists of all technical SOPs.
- Ensure operational serviceability of all technical equipment.
- Service Provider will provided all safety equipment and uniform.

RESPONSIBILITIES OF SERVICE CLIENT

- Client representative will assign the all type of R&M work of Technical maintenance as per schedule and check list.
- Attend the complaints through the team of Technicians for all Business Units.
- Control material issuances, equipment, and supplies.
- Client will provide all tools and equipment for carry out the execution of repair and maintenance jobs.

RESPONSIBILITIES – TECHNICIANS (Electrician cum carpenter or plumber)

- Carry out all technical maintenance work in respective shifts including but not limited;
- Keep round of building on daily basis and update to Manager Facility / AM Admin Services.
- All types of Electric wiring work with all safety measures with subject to prior approval from Manager Facility / AM Admin Services.
- Ensure all critical areas has been locked and tagged (Electrical Panel and others)
- Provide Technical support to the IT department (i.e. placing communication cables, etc.)
- All type of sanitary / plumbing jobs in case of malfunctioning of the plumbing fittings.
- Wiring work for installation of new telephone connections.
- Installation of new power extension inside premises of Head Office.
- Replacement / repairing of door locks and other associated carpentry work.
- Installation & Cleaning / fitting of bracket fans, sockets and pedestal fans.
- Timely generator operative in case of power outage from K Electric and maintain record of load shedding.
- Maintain log file of Diesel consumption and timely filling of diesel tank and cleanliness as well.
- Operation of dirty and sweet water pump and acknowledgement of water level in main tank on daily basis.
- Fixing & cleaning of Bulb energy saver & down light etc.
- In case of an emergency any Technician will be called for rectification 24 x 7

All Service Provider Employees assigned to the Company for the provision of Services in execution of this agreement shall be subject to the approval of the Company. If for any reason the Company does not approve any Service Provider Employee, Service Provider shall immediately ensure that a replacement is sent to the Company such that the provision of Services is not disrupted or delayed.

Service Provider shall be required to be engaged in the provision of Services during the Company's normal office hours. However, if required by the Company, Service Provider may require the Service Provider to work during any weekends and / or public holidays in order to enable Service Provider to provide the Services, which require the presence of such Service Provider Employee.

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


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.
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. Certificate of Incorporation issued by the Securities & Exchange Commission of Pakistan (SECP)
7. The bidder must have at least 5 years of experience in the relevant field.
8. Details of turn-over (Including in terms of Rupees) of at least last three years.
9. Registration with NTN/ FBR / SRB.
10. Affidavit that firm has never been blacklisted
11. Tender Fee of Rs. 1,000 in shape of Pay order should be in favor of Sindh Integrated Emergency and Health Services.
12. Affidavit on legal paper for 'Declaration of Self Obligation'
13. Authorization from the Manufacturer to represent them as Authorized Agents / Dealer. (If any)

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;
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

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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.
4. 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


1. 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.
2. 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.
3. Any bid not accompanied by an acceptable bid security shall be rejected by the SIEHS as non-responsive.
4. 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.
5. 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:

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

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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 tender 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 2nd and 3rd 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.
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.

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- 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 Tender 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.
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
Technical Evaluation Criteria - 60 marks			

1	Copy of registration certificate from Employees Old Age Benefit Institution (EOBI)	Documentary proof	10
2	Copy of registration certificate from Sindh Employees Social Security Institution (SESSI)		10
3	Company Existence / Experience of handling manpower service contacts <ul style="list-style-type: none"> • 9 and above years' experience = 10 points • 5 to 8 years' experience = 5 points Below 5 years = not acceptable		10
4	Experience of handling manpower contacts (currently active) in Sindh excluding Karachi 5 points for each project – maximum 15 marks		15
5	Satisfaction letter from at least 3 end users of reputable institutions for providing 20 staff or above 5 marks for each client – maximum 15 marks		15

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.

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.

Marks obtained in the detailed technical evaluation will be carried forward and prorated. Tender will be awarded to the Responding Organization with maximum accumulative points (Technical Score + Financial score)

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

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 staff will be deducted in case of staff does not report for duty or reports late. The company is liable to replace or provide alternative staff in case of absence of the deputed or his unavailability. Penalty amount is calculated based on per staff 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 quantity and/or drop any or multiple items/ services(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	30 Aug 2022	10 Sep 2022
Bid submission by vendors	Maximum by 1:00 pm	15 Sept 2022	
Technical proposal opening by tender committee	1:30 pm	15 Sept 2022	
Technical proposal evaluation by tendering committee	2 working days	15 Sep 2022	16 Sep 2022
Financial bid opening by tender committee (only technically qualified bidders)	After technical evaluation completion @ 3:00 pm	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
Award of contract	4 working days	27 Sep 2022	30 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.

BID DATA SHEET	
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 : Ms. Tehreem Qazi
Email address	procurement@siehs.org
Contact number	021-111-111-823, Ext 2004
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

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Deadline for bid submission	15 Sep 2022, 1:00 pm
Date, Time and Place of Bid opening of technical proposal	15 Sep 2022 at 1:30 pm 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

(To be submitted on Official Company Letterhead duly Signed & Stamp)

	Description	No. of Staff	Salary	Service Charges	Tax on Service Charges	Total
Routine Shift	Tea Boys Staff					
	Janitorial Staff					
	Janitorial Supervisor					
	Technician					
	Technician with bike & Fuel					
Overtime	Tea Boys Staff					
	Janitorial staff					
Grand Total						

- 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 with date: _____

Name: _____

CNIC: _____

Designation: _____

Company: _____

Stamp: _____