



**SINDH INTEGRATED EMERGENCY AND HEALTH
SERVICES
TENDER DOCUMENTS**

**Repair &
Maintenance of
Ambulances**



Repair & Maintenance of Ambulances – T28/2022

TENDER NOTICE	4
COMPANY INTRODUCTION	5
INVITATION TO BID.....	6
SCOPE OF WORK	7
BIDDING PROCEDURE.....	22
INSTRUCTIONS TO BIDDERS.....	22
ELIGIBILITY CRITERIA FOR BIDDERS.....	22
LIST OF DOCUMENTS TO BE ENCLOSED: -.....	23
CLARIFICATION / QUERIES ON TENDERING DOCUMENTS.....	24
BID PRICE.....	24
VALIDITY OF BIDS.....	24
LANGUAGE OF BIDS:	24
BID SECURITY / EARNEST MONEY.....	24
ACCEPTANCE / REJECTION OF BID	25
FORFEITURE OF BID SECURITY	26
CANCELLATION OF BIDDING PROCESS	26
AMENDMENT OF TENDER DOCUMENT	26
DEADLINE FOR SUBMISSION OF BID	26
POST BID SUBMISSION	27
OPENING OF BID	27
EVALUATION OF BIDS.....	28
ANNOUNCEMENT OF BID EVALUATION REPORT	28
BID EVALUATION CRITERIA - 100 Marks.....	29
CLARIFICATIONS / CORRECTIONS OF BID.....	30
PERFORMANCE SECURITY	30
REFUND OF PERFORMANCE SECURITY	30
FORFEITURE OF PERFORMANCE SECURITY	30
APPLICABLE LAW.....	31
ARBITRATION	31
RIGHT TO VARY QUANTITIES AND SPLIT ORDER.....	31
REDRESSAL OF GRIEVANCES BY THE PROCURING AGENCY	31
COST OF TENDERING	31
THIRD PARTY SERVICES.....	31

CANCELLATION OF CONTRACT 32

TENDER TIMELINES..... 32

BID DATA SHEET 33

SPPRA INTEGRITY PACT (To be signed with bidder awarded the contract)..... 34

BID FORM / PRICE SCHEDULE 35

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, healthcare and telehealth services to the public in Sindh province.

The following tenders are advertised and relevant information & guidelines are available in each relevant tender documents at company website: <http://siehs.org/tender-documents/>

1. Tender # 16/2022 - Staff Transportation Services
2. Tender # 24/2022 - Purchase of Core Switch for Data Center
3. Tender # 25/2022 - Medical Lab Tests Services for project staff
4. Tender # 26/2022 - Turnkey Services for Travels/ Lodging/ Accommodation/Venue Arrangements
5. Tender # 28/2022 - Repair & Maintenance of Ambulances
6. Tender # 33/2022 - Supply of Medicines & Surgical Disposables Items
7. Tender # 34/2022 - Office Stationery, Janitorial, Grocery, General Office Supplies
8. Tender # 35/2022 - Printed Stationery Supplies

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

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز

ٹینڈر نوٹس

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز (SIEHS)، ایک غیر منافع بخش ادارہ جو کمپنی ایکٹ 2017 کی دفعہ 42 کے تحت قانون شدہ ہے جو صوبہ سندھ عوام الناس کو ایمبولیٹری، ہیلتھ کیئر اور ٹیلی ہیلتھ سروسز مہیا کر رہا ہے۔ درج ذیل ٹینڈر مشتمل کئے جاتے ہیں اور متعلقہ معلومات اور گائیڈ لائنز ہر ایک متعلقہ ٹینڈر دستاویزات میں کمپنی ویب سائٹ پر دستیاب ہیں۔ <http://siehs.org/tender-documents/>

- 1۔ ٹینڈر نمبر 16/2022 اسٹاف ٹرانسپورٹیشن سروسز
- 2۔ ٹینڈر نمبر 24/2022 ڈیٹا سینٹر کیلئے کور سوئچ کی خریداری
- 3۔ ٹینڈر نمبر 25/2022 پروجیکٹ اسٹاف کیلئے میڈیکل لیب ٹیسٹس سروسز
- 4۔ ٹینڈر نمبر 26/2022 ٹرن کی سروسز برائے ٹریولز/ لوجنگ/ اکوموڈیشن/ وینیوار ایجنٹس
- 5۔ ٹینڈر نمبر 28/2022 ایمبولینسز کی مرمت اور مینٹیننس
- 6۔ ٹینڈر نمبر 33/2022 میڈیسنز اور سرجیکلز ڈسپوزبلز آئٹمز کی فراہمی
- 7۔ ٹینڈر نمبر 34/2022 آفس اسٹیشنری، جینی ٹوریل، گروسری، جنرل آفس سپلائز
- 8۔ ٹینڈر نمبر 35/2022 پرنٹڈ اسٹیشنری سپلائز

سپلائی چین ڈپارٹمنٹ

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز
 پلاٹ نمبر 43-15/K، بلاک 6، پی۔ای۔سی۔ ایچ۔ ایس۔ کراچی، پاکستان
 UAN: +92-21-111-111-823 Ext: 2006/2022 www.siehs.org

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز

ٹینڈر نوٹس

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز (SIEHS) ہک غیر منفعی بخش ادارو، جیکو کمپنی ایکٹ 2017 جی فقري 42 تحت قانونی طور رجسٹرڈ ٹیل آھی، جیکو سندھ صوبی، عوام الناس کی ایمبولیٹری، ہیلتھ کیئر ۽ ٹیلی ہیلتھ سروسز مہیا کری رہیو آھیو۔ <http://siehs.org/tender-documents/>

- 1۔ ٹینڈر نمبر 16/2022 اسٹاف ٹرانسپورٹیشن سروسز
- 2۔ ٹینڈر نمبر 24/2022 ڈیٹا سینٹر لاء کور سوئچ جی خریداری
- 3۔ ٹینڈر نمبر 25/2022 پروجیکٹ اسٹاف لاء میڈیکل لیب ٹیسٹس سروسز
- 4۔ ٹینڈر نمبر 26/2022 ٹرن-کی-سروسز واسطی ٹریولز/ لوجنگ/ اکوموڈیشن/ وینیوار ایجنٹس
- 5۔ ٹینڈر نمبر 28/2022 ایمبولینسز جی مرمت ۽ مینٹیننس
- 6۔ ٹینڈر نمبر 33/2022 میڈیسنز ۽ سرجیکلز ڈسپوزبلز آئمز جی فراہمی
- 7۔ ٹینڈر نمبر 34/2022 آفس اسٹیشنری، جینی ٹوریل، گروسری، جنرل آفس سپلائز
- 8۔ ٹینڈر نمبر 35/2022 پرنٹڈ اسٹیشنری سپلائز

سپلائی چین ڈپارٹمنٹ

سندھ انٹیگریٹڈ ایمرجنسی اینڈ سروسز
 پلاٹ نمبر 43-15/K، بلاک 6، پی۔ای۔سی۔ ایچ۔ ایس۔ کراچی، پاکستان
 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 repair & maintenance of ambulances 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 Repair & Maintenance of Ambulances from registered Toyota dealerships / Foton Dealership for their respective vehicles available on List of Active Tax Payers" of FBR (for Income Tax) & SRB (For Sales Tax) websites.

Tender fee	Rs. 3,000/- (Rupees three thousand rupees only) Non-Refundable
Bidding procedure	Single Stage – Two Envelope Procedure
Bid security	2% of the total bid value.
Deadline for submission of bids	26-Nov-2022 by 9:00 am
Bid opening date and time	26-Nov-2022 at 10:00 am

1. Bidding documents are available on the websites of Sindh Integrated Emergency and Health Services (SIEHS), (<http://siehs.org/tender-documents/>) and bidder is required to enclose Pay Order / Demand Draft for the tender fee (Rs. 3,000/-) 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).

SCOPE OF WORK

Table 1: Summary SOW		
Sr#	Item	Description
<u>1</u>	<p><u>3S Stationary workshops capable of</u> Performing major repair including, clutch, kamani (leaf spring), footrest, welding work, and AC system with inventory room for stocking critical parts. Also engine overhauls services, suspension work, engine related / injectors / pumps / major AC system work can be allowed in Karachi as well</p> <p><u>2S Stationary workshops capable of</u> Performing all PMs and repair including, clutch, kamani (leaf spring), foot rest, self-starter, alternator , welding work, and AC system with inventory room for stocking critical parts</p>	<p><u>Workshops to be aligned with ambulance deployment schedule (Table 2)</u></p>
<u>2</u>	<p><u>Manpower / Technicians requirements:</u></p> <p>Trained resources capable of undertaking skilled work related to automotive, electrical and fabrication skills</p>	<p><u>For each 3S stationary workshop</u> 2 Automobile technician (mechanical) 1 Electrician, 1 AC technician 1 Fabrication technician 1 Denter - painter</p> <p><u>For each 2S stationary workshop</u> 1 Automobile technician (mechanical) 1 Electrician, 1AC technician 1 Fabrication technician 1 Denter - painter</p>
<u>3</u>	<p><u>Periodic inspection and preventive maintenance of Toyota Hi-ace vehicles</u> Vehicle preventive maintenance program will fall into four (04) levels of service</p>	<p>Service / Inspection Level I – 8,000 KM Service / Inspection Level II – 16,000 KM Service / Inspection Level III – 24,000 KM Service / Inspection Level IV - 80,000 KM</p>
<u>4</u>	<p><u>Inventory room at 3S stationary workshops</u></p>	<p>All critical items such as Batteries, Tyres, belts, fluids, filters, lights, locks and all consumables and other Fabrication items such as essential to keep vehicle on road. The inventory room should also maintain minimum inventory safety level to avoid items running out of stock.</p>
<u>5</u>	<p><u>Inventory room at 2S stationary workshops</u></p>	<p>All critical items such as Batteries, belts, fluids, filters, lights, locks and all consumables and other minor Fabrication items essential to keep vehicle on road. The inventory room should also maintain minimum inventory safety level to avoid items running out of stock</p>

Number of vehicles:

Table 2: Expansion Plan for Rescue 1122 Ambulances - Year 2022-23				
Sr. No	Districts	Station Locations	Tentative Target Dates	Total
1	Karachi	Malir	Till Apr -2023, tentatively all quantity will be on road	13
		North karachi		12
		Baldia		12
		Site		12
		DHA/ Clifton		13
2	Hyderabad	Qasim Chok & Latifabad Unit 7		15
3	Sukkur	City & Rohri		11
4	Ghotki	Ghotki & Mirpur Mathelo		10
5	Kashmore Kandhkot	Kashmore		5
6	Shikarpur	Shikarpur		5
7	Jacobabad	Jacobabad		5
8	Qambar Shahdad Kot	Shahdad Kot		5
9	Badin	Badin City	5	
10	Jamshoro	Sunn & Sehwan	10	
11	Larkana	City & Ghari Khuda Bukhsh	15	
12	Thatta & Sujawal	Thatta, Sujawal, Sakro, Mirpur Bathoro	Already Available in Zone III	25
			Total Tentative Ambulance	173

Locations	Workshop type	No of ambulances covered
Sukkur + Ghotki	1 workshop – 2S	21 ambulances
Shikarpur + Kashmore + Jacobabad	1 workshop – 2S	15 ambulances
Larkana + Qambar Shahdad Kot	1 workshop – 2S	20 ambulances
Thatta + Sujawal + Bathoro + Sakro	1 workshop – 2S	25 ambulances

Hyderabad + Jamshoro + Badin	1 workshop – 2S	30 ambulances
Karachi	1 workshop – 2S 1 workshop – 3S	62 ambulances

***Above is a tentative location & vehicles wise distribution and may vary based on emergency requirements**

1. DETAILED SCOPE OF WORK

1.1. SERVICES REQUIRED

- 1.1.1 The Service provider shall, on regular basis provide the services at the service provider's location.
- 1.1.2 Service Provider will establish 3S / 2S stationary workshops fully equipped along inventory room at districts mentioned in Table 2. The 2S workshops will be exclusively for SIEHS and no other client will be entertained on these workshops. The workshops should be capable of performing repair work mentioned in table 1 above. Repairs excluding O/H services, suspension work, engine related / injectors / pumps / major AC system can be sent to dealerships in Karachi, Hyderabad and Sukkur.
- 1.1.3 The inventory room of both 3S & 2S workshops should be up to date with all critical items mentioned in Tables 5 & 6 and with any other items essential to keep vehicle on road. The inventory room should also maintain minimum inventory safety level to avoid items running out of stock.
- 1.1.4 The service provider will provide human resource as per table 1 at all stationary 3S and 2S workshops.
- 1.1.5 Repair & maintenance scope includes
 - All faulty & broken (All physical damages should be claimed under insurance) mechanical, electrical, Air conditioning, complete power train inclusive of gears and differentials etc., suspension, tyres and all other under chassis work comes under SLA.
 - Repair & maintenance also includes fabrication work.
 - Accidental loss covered under insurance only.
 - Repair & maintenance also includes complete patient compartment fabrication including drawers, windows, railings, cabinets, locks, doors, foot rest (Both EVO Cabin & EMT Cabin) Electrical Panel, all internal & external lights and allied accessories etc.
 - All The inside/outside EVO & EMT Cabin repair & maintenance covered by the contractor.
- 1.1.6 The service provider will perform all services in a diligent & skillful manner in strict compliance with the provision of this contract.
- 1.1.7 The service provider will ensure that the persons undertaking any repair work are skilled and sufficiently trained on the respective vehicles. Training /technical assessment/capacity building of staff should be carried out quarterly or need-basis.
- 1.1.8 The service provider shall keep & maintain up to-date records of each and every

job performed for at least 1 year of all services rendered to SIEHS and shall share with SIEHS & also send regular follow-up reminders/ appointments to SIEHS for the next service schedule. The service provider will share on monthly basis the work done (Job card) with SIEHS. Data must include, Vehicle date in, date out, KM, time in time out, job description, parts changed.

- 1.1.9 The service provider shall, maintain ambulances as per the service & inspection levels mentioned in clause 1.3.
- 1.1.10 The service provider is bound to use the specific imported oil of Toyota or any other known brand oil & genuine parts or good quality unused parts due to unavailability of genuine parts. However, this needs to be mutually agreed between SIEHS and service provider before any execution.
- 1.1.11 The service provider must return the vehicle as per agreed timeline, as per Clause 1.5, Tables 3 & 4.
- 1.1.12 If the service provider fails to deliver the vehicle as per agreed time line, SIEHS shall have the right to deduct penalty as specified in contract by mutual agreement. Penalty will be imposed on following as well:
 - Late delivery of vehicles compared to stipulated time.
 - Penalty on parts shortage.
 - Penalty on repeated issues.
 - Service provider will ensure minimum inventory as per agreed list is available. In case if it is not available before imposing penalty, matter will be discussed and penalty will only be imposed in genuine cases only.
 - If vehicle will be off-road due to service provider non-compliance like non availability of part, HR absence then SIEHS shall have the right to deduct per day penalty as per monthly billing of vehicles affected due to the non-availability of staff.
- 1.1.13 The Service provider should perform regular tyre change activity of vehicle for every 50,000 KM otherwise to be change immediately in case of any permanent damage and plan adequate inventory of tyres for stationary workshops inventory rooms, providing new and branded (Michelin tyres) only with a shelf life no more than 3 years. In case this brand is not readily available then alternate brand will be used subject to approval from SIEHS fleet department.
- 1.1.14 The Service provider should plan visits on need basis with fleet manager prior to preventive maintenance activity to assess work & resource required for operation.
- 1.1.15 The requirements of 2S workshop are as follows.
 - The workshop should have a separate ramp area (The ramp can be cemented or metal frame and must bear the load of our vehicle)
 - Proper clean environment for the paint job.
 - Trained workers capable of performing mechanical, electrical and fabrication works.
 - Service area included in the workshop will be a plus point.
 - Power tools including air compressor, drill machine, grinder machine.
- 1.1.16 Management of used spares parts: Service provider will return to SIEHS the used / discarded / damaged parts (which are not covered under insurance). All such items cannot be considered for sale by the service provider.

1.2 VEHICLE TO BE COVERED UNDER THIS AGREEMENT

Vehicle	Model	Tentative Quantity
Toyota Hiace commuter ambulances	2022	173
Foton ambulances	VIEW CS2	8

1.3 SERVICE / INSPECTION LEVELS:

1.3.1 PERIODIC INSPECTION AND PREVENTIVE MAINTENANCE

The periodic inspections are designed to provide checks of all vehicle components, allowing adequate time for repair of worn or broken parts. Inspection intervals should be determined based on the manufacture recommended mileage. Each successive inspection includes all elements of the previous inspection.

PM schedule for (10w-30)		PM schedule for (10w-40)		PM schedule for (20w-50)	
Service / Inspection Level I	8,000	Service / Inspection Level I	To be recommended by the vendor	Service / Inspection Level I	4,000
Service / Inspection Level II	16,000	Service / Inspection Level II		Service / Inspection Level II	8,000
Service / Inspection Level III	24,000	Service / Inspection Level III		Service / Inspection Level III	12,000
Service / Inspection Level IV	80,000	Service / Inspection Level IV		Service / Inspection Level IV	80,000

1.3.2 SERVICE LEVEL I

- a) The engine oil is to be checked and changed.
- b) Engine oil filter will be changed.
- c) The tyres are to be checked for proper air pressure and wear condition.
- d) Inspection for leakages, deteriorations or abnormal wear is to be made on the following components: drive belts, radiator & hoses, Shock absorbers & springs, and windshield wipers.
- e) Brake service.
- f) AC & Air filter need to be service.
- g) A check for all fluid levels including radiator, power steering, brakes, transmission, engine oil and windshield washer fluid. Levels are to be topped off where necessary.
- h) All lights and electrical systems (Battery, wiring, PA & Hooter systems) to be checked and corrected if necessary.

- i) Vehicle is to be inspected for any minor fabrication issues in the body & patient compartment.
- j) Ambulance wash. General wash with wax.

1.3.3 SERVICE LEVEL II

- a) All items contained in Service level I.
- b) Inspection of timing belt, timing pulley & cover.
- c) A “Wheels off inspection” for all for brakes & components.

1.3.4 SERVICE LEVEL III

- a) All items contained in Service Level I & II.
- b) Furnish and replace (if needed) wheel bearings, grease, transmission and transfer oil.

1.3.5 SERVICE LEVEL IV – Detailed Quality Inspection

This is a detailed Inspection covering all previous Service Inspection levels with additional checks:

BASIC ENGINE COMPONENTS

- a) Timing belt is to be replaced (if needed) with new one.
- b) Drive belts are to be inspected and replaced if needed.
- c) Engine oil is to be replaced (G-DLD-1, API CF-4 or CF also can use API CF or CD) Engine oil Toyota Genuine Motor Oil*
- d) Cooling system inspection (After 80,000 km inspect for every 20,000 km)
 - a. Check radiator or condenser for blockage with dirt, leaves & insects and clean where necessary
 - b. Check hose connection for installation condition, corrosion, wear or tear.
- e) Engine coolant is to be replaced (replace after 160,000km then for every 80,000km) Coolant type: Toyota Super Long Life coolant*
- f) Exhaust pipes & mounting are to be inspected.

IGNITION SYSTEM

- a) Batteries are to be inspected and replaced if needed.

FUEL & EMISSION CONTROL SYSTEM

- a) Water/fuel sedimentary needs to be inspected & replaced if needed.
- b) Air cleaner filter replacement.
- c) Diesel smoke inspection.
- d) Fuel tank caps, fuel lines & connections are to be inspected and replaced where needed. (After 80,000 km inspect for every 20,000 km)

CHASSIS & BODY

- a) Brake pedal, parking brake, brake linings & drums, brake pads & brake discs are to be inspected and replaced where needed.
- b) Brake fluid is to be replaced*.
- c) Vacuum pump for brake booster is to be inspected (Replace the blade with new one)
- d) Power steering fluid is to be replaced.
- e) Steering wheel, linkage & gear box is to be inspected and parts to be replaced where necessary.
- f) Propeller shaft grease lubrication and tightening bolts should be checked.
- g) Ball joint & dust cover inspection.
- h) Differential gear oil (SAE 90)* & manual transmission oil (SAE 75W-90, 80W or 80W-90)* is to be replaced ..
- i) Front & rear suspension are to be inspected
- j) Tyres and inflation pressure are to be inspected.
- k) All lights, horn, PA system, Wipers & washer is to be inspected and replaced if needed.
- l) Air conditioning filter & refrigerant is to be inspected for replacement.
- m) Patient compartment electrical wiring to be inspected, with electrical switches & boards.
- n) Patient compartment door locks, door sheets, windows, dust bin to be inspected for any repair or replacement.

1.5 TABLE – 3 REPAIR & MAINTENANCE DELIVERY TIMELINE AT 3S

SR#	JOB DESCRIPTION	DELIVERY TIME
1	O/H ENGINE	12 WORKING DAYS
2	O/H TRANSMISSION	6 WORKING DAYS
3	O/H SUSPENSION	2 WORKING DAYS
4	O/H COMPLETE AIR CONDITION SYSTEM	2 WORKING DAY
5	O/H CLUTCH SYSTEM	1 WORKING DAY
6	ALTERNATOR R & R	6 WORKING HOURS
7	RADIATOR R & R	5 WORKING HOURS
8	O/H BRAKE SYSTEM	4 WORKING HOURS
9	SELF STARTER R & R	2 WORKING HOURS
10	SHOCK ABSORBER R & R	2 WORKING HOURS
11	PM SERVICE (COMPLETE WITH OIL CHANGE ACTIVITY)	6 WORKING HOURS
12	ACCIDENT MINOR (MINOR SCRATCHES, DENT, SIDE GLASS BROKEN, BUMPER CLIP DAMAGED ETC.)	3 WORKING DAYS, AFTER INSURANCE APPROVAL
13	ACCIDENT MEDIUM.	5 WORKING DAYS, AFTER

	(BUMPER BROCKEN, HEAD LIGHT BROCKEN, MEDIUM DENT, SCRATCHES & SHOW GRILL BROKEN ETC.)	INSURANCE APPROVAL
14	ACCIDENT MAJOR (MECHANICAL LOSS, RADIATOR, COMPRESSOR, WINDSCREEN, CHASSIS ISSUE, FABRICATION BROKEN ETC. WHEN VEHICLE REQUIRED TOE.)	15 WORKING DAYS, AFTER INSURANCE APPROVAL
15	FABRICATION (COMPLETE) RUSTED PANELS,FLOOR FOOT BOARDS, DENTS, PAINT, EMT CABIN DOOR INTERNAL SHEETS.	17 WORKING DAYS
16	WHOLE BODY COLOR	4 WORKING DAYS
17	INJECTOR & FUEL PUMP	2 WORKING DAY
18	WINDSCREEN CHANGE	3 WORKING DAY
19	KAMANI WORK	6 WORKING HOURS
20	REAR FOOT STEP CHANGE	1WORKING DAY

1.5 TABLE 4 -REPAIR & MAINTENANCE DELIVERY TIMELINE AT 2S

SR#	JOB DESCRIPTION	DELIVERY TIME
1	O/H SUSPENSION	2 WORKING DAYS
2	O/H COMPLETE AIR CONDITION SYSTEM	2 WORKING DAY
3	O/H CLUTCH SYSTEM	1 WORKING DAY
4	ALTERNATOR R & R	6 WORKING HOURS
5	RADIATOR R & R	5 WORKING HOURS
6	O/H BRAKE SYSTEM	4 WORKING HOURS
7	SELF STARTER R & R	2 WORKING HOURS
8	SHOCK ABSORBER R & R	2 WORKING HOURS
9	PM SERVICE (COMPLETE WITH OIL CHANGE ACTIVITY)	6 WORKING HOURS
10	ACCIDENT MINOR (MINOR SCRATCHES, DENT, SIDE GLASS BROKEN, BUMPER CLIP DAMAGED ETC.)	3 WORKING DAYS, AFTER INSURANCE APPROVAL
11	ACCIDENT MEDIUM. (BUMPER BROCKEN, HEAD LIGHT BROCKEN, MEDIUM DENT, SCRATCHES & SHOW GRILL BROKEN ETC.)	5 WORKING DAYS, AFTER INSURANCE APPROVAL
12	INJECTOR & FUEL PUMP	2 WORKING DAY
13	WINDSCREEN CHANGE	3 WORKING DAY

14	KAMANI WORK	6 WORKING HOURS
15	REAR FOOT STEP CHANGE	1WORKING DAY


TABLE 5 - LIST OF INVENTORY ITEMS FOR EACH 3S STATIONARY SHOP WITH QUANTITY

*Minimum inventory level to be filled upon consumption at each 3S stationary

SR. NO	ITEM NAME	REQUIRED QTY		UOM
		MIN	MAX	
1	AIR FILTER	15	30	PCS
2	OIL FILTER	20	60	PCS
3	AC MICRO FILTER	8	16	PCS
4	SUSPENSION CONTROL ARMS (UPR , LWR) RH/LH	On need basis		PCS
5	AC EXPANSION VALVE	5	15	PCS
6	ENGINE FOUNDATION LH / RH	5	15	SET
7	CYLINDER KIT, RR WHEEL	4	16	SET
8	CYLINDER KIT, BRKT MSTR CYL	4	16	SET
9	TIMING ADJUSTER	4	16	PCS
10	INSULATOR ENG MTG RR (GEAR FOUNDATION)	5	15	PCS
11	JOINT ASSY LWR & UPR BALL FR LH/RH	On need basis		PCS
12	GASKIT KIT POWER STEERING PUMP & GEAR	On need basis		SET
13	TIMING BELT	3	6	PCS
14	ALTERNATOR BELT/FAN BELT	3	6	SET
15	CLUTCH PLATE & PRESSURE PLATE ASSY	15	20	SET
16	LOWER & UPPER ARM BUSH	On need basis		SET
17	RADIATOR HOSE UPPER	On need basis		PCS
18	REAR BRAKE PAD	8	16	SET
19	WHEEL BEARING FRONT & REAR	10	20	SET
20	TIE ROD END	On need basis		SET
21	RACK END	On need basis		SET
22	LOCK ASSY BACK DOOR	12	18	PCS
23	HANDLE BACK DOOR	6	16	PCS
24	POWER WINDOW BUTTON	6	16	PCS
25	MOTOR RADIATOR FAN	6	12	PCS
26	WHEEL STUD & NUTS	20	30	PCS
27	BRAKE DISC FRONT	On need basis		PCS

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

28	SPRING KIT, REAR BRAKE	6	12	PCS
29	MAIN OIL SEAL GEAR FRONT	6	12	PCS
30	REAR OIL SEAL GEAR	On need basis		PCS
31	GEAR SUB ASSEMBLY	On need basis		PCS
32	REGULATOR ASSY, GENERATOR	12	20	PCS
33	HOSE VACUUM OIL INLET & OUTLET	12	20	SET
34	SENSOR SPEEDOMETER	On need basis		PCS
35	SWITCH ASSY HEAD LAMP DIMMER	6	12	PCS
36	FUEL FILTER NECK (PIPES)	2	5	PCS
37	WIPER BLADE ASSY L/R	12	16	SET
38	DIESEL FILTER	5	20	PCS
39	FUSE 2 PIN SMALL 10 AMP	5	30	PCS
40	FUSE 2 PIN SMALL 15 AMP	5	30	PCS
41	FUSE 2 PIN SMALL 20 AMP	5	30	PCS
42	FUSE 2 PIN SMALL 30 AMP	5	30	PCS
43	AMBULANCE PANEL BUTTONS	On need basis		SET
44	CLUTCH RELEASE CYLINDER KIT	3	8	SET
45	AC FAN SHROUD	3	6	PCS
46	AC FAN REGULATOR	3	6	PCS
47	MAIN BEARING	On need basis		PCS
48	BIG END BEARING	On need basis		PCS
49	AC FAN MOTOR HIGH & LOW RPM	1	8	SET
50	BLOWER MOTOR	3	6	PCS
51	STEERING BOOT	2	4	SET
52	AC BLOWER SWITCH FRONT	2	5	PCS
53	PINION SEAL	1	3	PCS
54	TYRE 215/70 R16 or 235/65 R16 (MICHELIN)	12	20	PCS
55	BATTERY AGS GL-50	1	3	SET
56	DRY BATTERY	1	3	SET
57	ENGINE OIL DIESEL	200	400	LTR.
58	GEAR OIL	5	8	LTR.
59	BRAKE OIL	5	8	BOTTLE
60	COOLANT	5	8	BOTTLE
61	WATER BODY	2	4	PCS
62	THERMOSTATOR SWITCH	1	4	PCS
63	RADIATOR	2	4	PCS
64	SEAT BELT EMT SEAT	2	4	PCS
65	SEAT BELT EVO SEAT	2	4	PCS
66	EMT CABIN INNER LIGHTS (ROOF)	4	12	PCS

	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

67	REAR BRAKE LIGHTS	2	5	SET
68	REAR EMT CABIN BRAKE LIGHTS	4	8	SET
69	EMERGENCY BLUE LIGHTS	5	10	PCS
70	EMERGENCY RED LIGHTS	5	10	PCS
71	EMERGENCY KOJACK LIGHTS LH	3	6	PCS
72	EMERGENCY KOJACK LIGHTS RH	3	6	PCS
73	EMERGENCY FLOOD LIGHTS	3	6	PCS
74	COMPLETE PA SYSTEM	3	6	PCS
75	EMT SIDE DOOR LOCK COMPLETE WITH HANDLE	3	6	PCS
76	EMT CABIN FAN	3	6	PCS
77	EMT CABIN DOOR RUBBERS	3	6	PCS
78	FRONT WHEEL INNER MUD FLAP	3	6	PCS
79	FRONT WHEEL REAR MUD FLAP	3	6	PCS
80	EMT CABIN DOOR HANDLES	3	6	PCS
81	REAR EMT DOOR OUTER SIDE RUBBER	3	6	PCS
82	FRONT EMERGENCY LIGHT (COMPLETE SET)	3	6	PCS
83	ALTERNATOR	1	3	PCS
84	STARTER MOTOR	1	3	PCS
85	WASH BASIN MOTOR	6	12	PCS
86	FRONT BRAKE PAD	8	16	SET
87	FRONT SHOCK	On need basis		SET
88	REAR SHOCKS	On need basis		SET

TABLE 6 - LIST OF INVENTORY ITEMS FOR EACH 2S STATIONARY SHOP WITH QUANTITY

*Minimum inventory level to be filled upon consumption at each 2S stationary

SR. NO	ITEM NAME	QTY	UOM
1	AIR FILTER	15	PCS
2	OIL FILTER	20	PCS
3	AC MICRO FILTER	8	PCS
4	AC EXPANSION VALVE	5	PCS
5	ALTERNATOR BELT/FAN BELT	3	SET
6	CLUTCH PLATE & PRESSURE PLATE ASSY	1	SET

7	REAR BRAKE PAD	8	SET
8	WHEEL BEARING FRONT & REAR	10	SET
9	LOCK ASSY BACK DOOR	12	PCS
10	HANDLE BACK DOOR	6	PCS
11	POWER WINDOW BUTTON	6	PCS
12	MOTOR RADIATOR FAN	6	PCS
13	WHEEL STUD & NUTS	20	PCS
14	SPRING KIT, REAR BRAKE	6	PCS
15	MAIN OIL SEAL GEAR FRONT	6	PCS
16	REGULATOR ASSY, GENERATOR	12	PCS
17	HOSE VACUUM OIL INLET & OUTLET	12	SET
18	SWITCH ASSY HEAD LAMP DIMMER	6	PCS
19	FUEL FILTER NECK (PIPES)	2	PCS
20	WIPER BLADE ASSY L/R	12	SET
21	DIESEL FILTER	5	PCS
22	FUSE 2 PIN SMALL 10 AMP	5	PCS
23	FUSE 2 PIN SMALL 15 AMP	5	PCS
24	FUSE 2 PIN SMALL 20 AMP	5	PCS
25	FUSE 2 PIN SMALL 30 AMP	5	PCS
26	CLUTCH RELEASE CYLINDER KIT	3	SET
27	AC FAN SHROUD	3	PCS
28	AC FAN REGULATOR	3	PCS
29	AC FAN MOTOR HIGH & LOW RPM	1	SET
30	BLOWER MOTOR	3	PCS
31	STEERING BOOT	2	SET
32	AC BLOWER SWITCH FRONT	2	PCS
33	PINION SEAL	1	PCS
34	BATTERY AGS GL-50	1	SET
35	DRY BATTERY CCA 600A	1	SET
36	ENGINE OIL DIESEL	200	LTR.
37	GEAR OIL	5	LTR.
38	BRAKE OIL	5	BOTTLE
39	WATER BODY	2	PCS
40	THERMOSTATOR SWITCH	1	PCS
41	RADIATOR	2	PCS
42	EMT CABIN INNER LIGHTS (ROOF)	4	PCS
43	REAR BRAKE LIGHTS	2	SET
44	REAR EMT CABIN BRAKE LIGHTS	4	SET
45	EMERGENCY BLUE LIGHTS	5	PCS

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

46	EMERGENCY RED LIGHTS	5	PCS
47	EMERGENCY KOJACK LIGHTS LH	3	PCS
48	EMERGENCY KOJACK LIGHTS RH	3	PCS
49	EMERGENCY FLOOD LIGHTS	3	PCS
50	EMT SIDE DOOR LOCK COMPLETE WITH HANDLE	3	PCS
51	EMT CABIN FAN	3	PCS
52	EMT CABIN DOOR RUBBERS	3	PCS
53	EMT CABIN DOOR HANDLES	3	PCS
54	REAR EMT DOOR OUTER SIDE RUBBER	3	PCS
55	FRONT EMERGENCY LIGHT (COMPLETE SET)	3	PCS
56	ALTERNATOR	1	PCS
57	STARTER MOTOR	1	PCS
58	WASH BASIN MOTOR	6	PCS
59	FRONT BRAKE PAD	8	SET

Special conditions:

a) Term of contract


Duration of this contract will be from day of signing the agreement (tentatively January 1st 2023) till June 30th, 2023. Initially contract shall be signed for a period of seven months (06 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).

b) Price revision of contract

The contract price for year 1 i.e. up to June 30, 2023 will remain fix without negotiation during the period.

Price for the second & third year will be discussed 2 months prior to the end of annual contract period. The impact arising from Government announced minimum wages and taxes will be incorporated in the cost (price differential impact subject to Labor deployment at workshops).

USD to PKR exchange rate primarily impacts the prices of parts and consumables. The service provider will bifurcate the overall cost of parts, consumables and services. The exchange rate differential will not be applicable on services.

	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

Before any price increment, reasonability of increased amount will be discussed and agreed mutually between SIEHS & the service provider.

The dealership profit cannot exceed maximum upto 10% above the inflation i.e. CPI published by the State Bank of Pakistan.

c) Payment applicability

First payment will be applicable from the date of initiation of service provision and not from the date of signing of agreement. It is therefore encouraged to the service provider to gear up workshop(s) at the earliest after signing of contract for the provision of services.

d) Cost of stamp duty

0.35% of the contract value or as notified by the Government of Sindh, will be paid by successful service provider as stamp duty.

e) Location of workshops

SIEHS vehicle deployment plan is shared above. The sequence of initiating the services location wise may vary. Service provider will be given 1-month time for gearing up and operationalizing the workshop at the identified location. Payment will be effective when workshop will fully operational.

Preference may be given to the service provider that quotes for covering all 6 location workshops.


f) Service quality

If the service provider fails to deliver the vehicle as per agreed time line, SIEHS shall have the right to deduct penalty. Before such deduction SIEHS will discuss with the service provider and will deduct penalty on genuine cases only. Penalty will be imposed on following as well:

- a. Late delivery of vehicles compared to stipulated time.
- b. Shortage of parts.
- c. Issues not resolved and repeated work is undertaken i.e. same job.
- d. Service provider will ensure minimum inventory as per agreed list is available.
- e. If the vehicle is off-road due to service provider's non-compliances like non availability of parts consumables, fabrication items, absence of the works force / HR then SIEHS shall have the right to deduct per day penalty as per monthly billing of vehicles affected due to the non-availability of staff.

g) Parts and Spares

Used spares / parts cannot be placed in any of the SIEHS vehicles. Only new genuine Toyota parts to be used. In case of unavailability of genuine Toyota parts, good quality non Toyota parts may be used subject to prior approval from SIEHS fleet department.

	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

h) **Management of spares parts**

Service provider will return to SIEHS the used damaged parts (which are not covered under insurance). All such items cannot be considered for sale by the service provider.

i) **Penalty deduction formula**

Assuming for example that the monthly per ambulance repair and maintenance charge is 50,000 (exclusive of SST), SIEHS based on the components of requirement will deduct penalty as below. Penalty will be deducted based on location wise shortcomings of agreed obligations of the service provider.

Component	Penalty %
Unavailability of fully staffed Human resource at workshops	20% Penalty from invoice of that particular month/ambulance will be deducted
Unavailability of inventory items at workshops that delays the ambulance service or on road status	30% Penalty from invoice of that particular month/ambulance will be deducted
Repeated jobs of same nature on the same vehicle	10% Penalty from invoice of that particular month/ambulance will be deducted
Late delivery of vehicle / not serviced in accordance with allowed timeline (provided in Table 3 & 4)	20% Penalty from invoice of that particular month/ambulance will be deducted

SIEHS fleet department will actively initiate the service provider's focal person via email about the issues. Genuineness of penalty can be discussed with fleet department. On first instance, the fleet department will inform the service provider of the issues. If the issues are not resolved under an agreed timeline, SIEHS reserves the right to impose the penalty without further discussions. In case 2 or more components become applicable on a vehicle, then the component with higher amount of penalty will be applicable.

j) **Termination of contract:**

If the service provider does not resolve the problem for a prolonged period (as mutually agreed) or the services quality remains unsatisfactory despite the notices from fleet department, SIEHS reserve the right to cancel the contract on 30 days' notice period.

Whereas if the service provider wishes to terminate the agreement at any point, a notice period of 30 days will be required.

k) Payment terms:

SIEHS standard payment terms are 45 days' credit. Supplier will submit the invoices at the end of the month (30 days incorporated). SIEHS will verify the correctness of the invoices and process the payment within 15 days of receiving 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.

 SINDH INTEGRATED EMERGENCY & HEALTH SERVICES	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---


5. Companies must be available on List of Active Tax Payers" of FBR (for Income Tax) and SRB (For Sales Tax) websites.
6. Dealership Certificate
7. For any existing or previous service providers to SIEHS or AHCS, the bidder needs to obtain a 'Satisfactory performance letter' from SIEHS or AHCS. This letter can be obtained by a written request to SIEHS fleet department.
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. 3,000 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.3,000/- 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. Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax;
6. 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.
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.

	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

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 on current petrol price.
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

 SINDH INTEGRATED EMERGENCY & HEALTH SERVICES	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

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
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 a 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.

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


 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

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.
 - 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.

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.

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

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.
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/Offer 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/Offer 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 - 100 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 location basis reflected in the Bid Form / Price Schedule.
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. 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 (maximum)
Technical Evaluation Criteria – 45 marks			
1	Manufacturer (Toyota/Foton) Dealership Certificate – Minimum 2S (Services & Spare Parts)	Documentary proof	15
2	Experience in Relevant field <ul style="list-style-type: none"> • 5 Year & above (10 Points) • Below 5 Year (5 Point) 	Documentary proof	10
3	<ul style="list-style-type: none"> • No. of workshop other than in Karachi Each location contain 5 points (Maximum up to 10 points)	Documentary proof	10
4	<ul style="list-style-type: none"> • No. of skilled / Trained and experienced staff (At least 3) in Repair & Maintenance dept. of workshop 	Certificate of Dealership	5
5	Availability of Equipment <ul style="list-style-type: none"> • At least one analyzer with source code (01 Points) • No. of Bays (01 Point for Each bay maximum up to 3 points) • Ramp or Hydraulic Lift For uplifting of vehicle (01 Point) 	Evidence Required	5
Financial Evaluation Criteria – 55 marks			
6	Least quoted price		40
7	Payment Terms <ul style="list-style-type: none"> • 30 Days Credit (15 Points) • 15 Days Credit (10 Points) • Advance Payment (5 Point) 		15

	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

Qualified bidder will require 70% marks in technical criteria to qualify for financial evaluation

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.

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 of vehicles 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.

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.

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.

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 & Tender uploaded on SIEHS website		8-Nov-2022	
Pre Bid Meeting with suppliers on tender documents queries	Location : head office SIEHS at 11:00am till 1:00pm	10-Nov-2022	
Addressing of queries from bidders	After Pre bid meeting 05 calendar days to the bid submission date	21-Nov-2022	
Bid submission by vendors	Maximum by 9:00 am	26-Nov-2022	
Technical proposal opening by committee	10:00 am	26-Nov-2022	
Technical proposal evaluation by committee	5 working days	28-Nov-2022	5-Dec-2022
Financial bid opening by tender committee (only technically qualified bidders)	10:00 am	10-Dec-2022	
Comparative analysis of financial proposals along with clarification of queries if any	5 working days	12-Dec-2022	16-Dec-2022
Internal approvals	2 working days	19-Dec-2022	20-Dec-2022
Project award with Letter of intent	5 working days	21-Dec-2022	27-Dec-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.

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Repair & Maintenance of Ambulances
---	--	---

BID DATA SHEET

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. Muhammad Ali
Email address	procurement@siehs.org
Contact number	021-111-111-823, Ext 2003
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	26-Nov-2022 by 9:00 am
Date, Time and Place of Bid opening of technical proposal	26 Nov 2022 at 10:00 am in SIEHS Head office (address above)
Date, Time and Place of Bid opening of commercial proposal	10 Dec 2022 at 10:00 am 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)

Commercial proposal

Duration	Item Name	Rate / month / vehicle in PKR	13% SST	Total cost per vehicle / month in PKR
Till June 30 th 2023	Monthly vehicle R&M charges per vehicle			

Kindly mentioned specific location that you will cover in your proposal. (Locations table is mentioned on Pg# 8)

- The above quote per vehicle is inclusive of all Federal and Provincial taxes / charges / duties etc.
- The prices are in consideration with the current USD to PKR exchange rate Date _____ & Exchange rate _____
- The monthly repair and maintenance charges will remain fix for the period up to June 30th 2023. In case of changes in USD exchange rate, if the rate varies (+/- 5%) from the current rate, a negotiated rate with mutual agreement will be decided and cannot be more than the inflation / CPI published by the State Bank of Pakistan.
- SIEHS reserves the right to allocate any location(s) to any bidder based on operational, technical and financial aspects.
- 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: _____