



Tender Document – 39/2023
Expansion of Avaya ACCS for Regional
Offices

TENDER NOTICE	4
INVITATION TO BID.....	6
SCOPE OF WORK	7
BIDDING PROCEDURE.....	12
INSTRUCTIONS TO BIDDERS.....	12
ELIGIBILITY CRITERIA FOR BIDDERS.....	13
LIST OF DOCUMENTS TO BE ENCLOSED	13
CLARIFICATION / QUERIES ON BIDDING DOCUMENTS.....	14
BID PRICE.....	14
VALIDITY OF BIDS.....	15
LANGUAGE OF BIDS:	15
BID SECURITY / EARNEST MONEY	15
ACCEPTANCE / REJECTION OF BID	15
FORFEITURE OF BID SECURITY	16
CANCELLATION OF BIDDING PROCESS	16
AMENDMENTS IN BIDDING DOCUMENT	16
DEADLINE FOR SUBMISSION OF BID	17
POST BID SUBMISSION	18
OPENING OF BID	18
EVALUATION OF BIDS.....	19
ANNOUNCEMENT OF BID EVALUATION REPORT	19
BID EVALUATION CRITERIA - 100 Marks.....	19
CLARIFICATIONS / CORRECTIONS OF BID.....	20
PERFORMANCE SECURITY	20
REFUND OF PERFORMANCE SECURITY	21
FORFEITURE OF PERFORMANCE SECURITY	21
APPLICABLE LAW.....	21
ARBITRATION.....	21
RIGHT TO VARY QUANTITIES AND SPLIT ORDER.....	21
REDRESSAL OF GRIEVANCES BY THE PROCURING AGENCY	22
COST OF BIDDING.....	22
THIRD PARTY SERVICES.....	22
CANCELLATION OF CONTRACT.....	22



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

**Expansion of Avaya
ACCS for Regional
Offices**

AWARD OF CONTRACT	22
NOTIFICATION OF AWARD.....	22
SIGNING OF CONTRACT	23
TENDER TIMELINES.....	23
BID DATA SHEET	24
SPPRA INTEGRITY PACT (To be signed with the successful bidder to whom contract is awarded)	25
BID FORM / PRICE SCHEDULE	26
GENERAL TERMS & CONDITIONS OF CONTRACT	33

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 Tele Tabeeb 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 Expansion of Avaya ACCS for Regional Offices 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 Expansion of Avaya ACCS for Regional Offices from well reputed Avaya Partners 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 Envelopes Procedure
Bid security	2% of the total bid value.
Deadline for submission of bids	24-Feb-2023 by 9:30 am
Bid opening date and time	24-Feb-2023 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). In case of any discrepancy, the SPPRA rules will take precedence.

Scope of Work

SIEHS intend to extend currently installed Avaya ACCS Call Center solution to new Regional Offices in Hyderabad and Sukkur. ACCS is in production at Karachi Head Office to support two Call Centers i.e. Command and Control and Telehealth. The expansion shall help in reducing the overall Hardware Management along with the benefit of using a mid-tier reliable PBX system for its offices. Furthermore, Data link between both offices will be established towards Karachi Head Office enabling to connect the Call Agent terminals from Hyderabad and Sukkur.

Following points shall be considered to provide a reliable solution.

- 1- Avaya Call Center Select (ACCS) from Karachi HO shall be extended to Hyderabad and Sukkur
 - a. All 04 Call Centers i.e. Karachi (02), Hyderabad and Sukkur should have separate Call Management
 - b. All 04 Call Centers i.e. Karachi (02), Hyderabad and Sukkur must have separate Call Reporting and Dashboards
- 2- SIP shall be the medium of connectivity at Hyderabad and Sukkur
- 3- Media gateway shall be deployed at Hyderabad and Sukkur for SIP termination. Any related hardware required for this provision should be part of the BOQ.
- 4- In case of Data Connectivity failure from Karachi Head Office, calls shall be directly routed to call takers locally i.e. Hyderabad and Sukkur
- 5- Primary Call recording and reporting data shall reside at Karachi Head Office
 - a. An offline copy of the data should be kept locally
- 6- Vendor shall clearly define the required Licenses for the expansion on both sites (Hyderabad and Sukkur) that shall also include licenses required at HO
- 7- Vendor shall share data bandwidth requirement for the connectivity of both sites (Hyderabad and Sukkur) with Karachi Head Office in the proposal
- 8- Migration of AWFOS Call Recording to a new Call Recording software which is equally as good as AWFOS having minimum 5 years of EOL and EOS.
- 9- Well defined project plan shall be submitted with the proposal
- 10- Detailed Solution diagram shall be submitted with the proposal
 - a. Hardware Compatibility check
 - b. Hardware/Software/License sizing
 - c. Connectivity and Bandwidth size/medium
- 11- Vendor shall evaluate the current infrastructure and if required vendor shall include any additional hardware/software/license requirement to manage 04 Call Centers and Large Call Volumes
- 12- Any hardware server provisioned for this solution (Hyderabad & Sukkur) should meet the following minimum specification
 - Physical rack mount (single CPU) servers
 - Redundant power supplies
 - 256 GB RAM
 - 2TBx5 HDD with rack rail kit.

- 13- Official training of IT team on the system must be part of the proposal
- a. The training will be done on two different dates/intervals

Note: Vendor shall meet all the above mentioned points for technical qualification (Compliance is mandatory)

Call Center Setup Requirement:

- 1- Twelve (12) Call Takers on each site i.e. 24 Call Takers
- 2- Two (02) Medical Office (Call Takers) on each site i.e. 04 Medical Officers
- 3- One (1) Supervisor on each site i.e. 2 Supervisors

Existing Environment and Deployed Solution

Avaya Contact Center Select (ACCS) platform is implemented on top of VMWare virtualized environment with ESX6.5 host and Vcenter 6.5 for management. All Server hosts are on Intel architecture and clustered for virtual machines HA on server hardware failures. This deployment based in Karachi Head Office.

P.S: No Hardware/ Software available at Hyderabad and Sukkur regional office.

VMs hardware specifications:

S. No	VM Server Description	VM Specifications Details
1	Web LM	CPU Core: 2
		Ram: 2 GB
		Partition: 40GB Single
2	Avaya Contact Center Select 7	CPU Core: 8
		Ram: 16 GB
		Partition1: 80GB Single
		Partition2: 611GB Single
3	Avaya Server Edition Primary	CPU Core: 4
		Ram: 7.8 GB
		Partition: 100GB Single
4	Avaya Server Edition Secondary	CPU Core: 4
		Ram: 7.8 GB
		Partition: 100GB Single
5	AWFOS	CPU Core: 4
		Ram: 28 GB
		Partition1: 500GB Single
		Partition2: 350GB Single
		Partition3: 100GB Single
	Partition4: 250GB Single	

ACCS version Details:

AVAYA	
Product	Version
WebLM Server	v7.0
ACCS Server	v7.0.2.0
Server Edition Pri	2.6.x Linux 64-bit v10.0.0.5.0 build 3
Server Edition Sec	2.6.x Linux 64-bit v10.0.0.5.0 build 3
WFO	AWFOS_5.0.2.2_05312017_001
IP Office Server Edition Manager	v10.0.0.5.0 build 4
AVAYA CCMA	Build 7.0.0.0

Inventory Details

Software and Licenses Inventory

S. No	Material Code	DESCRIPTION	QT Y
1	185446	AVAYA COMMUNICATIONS SOLUTION	1
2	182448	IP OFFICE SERVER EDITION MODEL	1
3	382791	IP OFFICE R10 ASIPP AVAYA IP ENDPOINT 1 PLDS LIC:CU	25
4	382795	IP OFFICE R10 ASIPP SERVER EDITION PLDSLIC:DS	2
5	382796	IP OFFICE R10 ASIPP VIRTUALIZED SERVER EDITION PLDS LIC:DS	2
6	383071	IP OFFICE R10 VOICEMAIL PRO 2 PLDS LIC:CU	15
7	383098	IP OFFICE R10 POWER USER 1 PLDS LIC:CU	25
8	383134	IP OFFICE R10 ACCS ENABLEMENT PLDS LIC:DS	1
9	383582	IP OFFICE R10 CTI PLDS /E LIC:DS	1
10	383584	IP OFFICE R10 AVAYA IP ENDPOINT 1 PLDS /ELIC:CU	1
11	385465	AVAYA CONTACT CENTER SELECT R7 VOICE AGENT /E LIC:CU	10

12	385466	AVAYA CONTACT CENTER SELECT R7 MULTIMEDIA /E LIC:CU	1
13	385467	AVAYA CONTACT CENTER SELECT R7 SUPERVISOR /E LIC:CU	1
14	385490	AVAYA CONTACT CENTER SELECT R7 SUPERVISOR LIC:CU	4
15	385491	AVAYA CONTACT CENTER SELECT R7 DIALOG PORTS LIC:CU	1
16	385492	AVAYA CONTACT CENTER SELECT R7 BUSINESS CONTINUITY LIC:CU	1
17	385493	AVAYA CONTACT CENTER SELECT R7 REPORT CREATION WIZARD LIC:CU	1
18	385498	AVAYA CONTACT CENTER SELECT R7 BASE SFTW BNDL ASIPP UPG LIC:CU	1
19	385500	AVAYA CONTACT CENTER SELECT R7 VOICE AGENT ASIPP UPGRADE LIC:CU	15
20	385504	AVAYA CONTACT CENTER SELECT R7 SUPERVISOR ASIPP UPGRADE LIC:CU	1
21	700511785	AVAYA CONTACT CENTRE SELECT SOFTWARE 7.0 DVD	1
22	700513403	IP OFFICE/IP OFFICE-SELECT R10.1 VIRTUALIZED LX INSTALL DVD	1
23	386935	AVAYA WORKFORCE OPTIMIZATION SELECT NEW MODEL	1
24	386223	IPO AWFOS R5 RECORDER EDITION LIC:CU	25
25	386226	IPO AWFOS R5 RECORDER EDITION REDUNDANCY LIC:CU	25
26	386238	AVAYA WORKFORCE OPTIMIZATION SELECT R5 ACCS CONNECTOR	1
27	385491	AVAYA CONTACT CENTER SELECT R7 DIALOG PORTS LIC:CU	4

Hardware Inventory:

Product ID.	Product Serial No.	Product Description	Quantity
700476005	17WZ2400CNKK	IPO 500 ControlUnit V2	2
	17WZ2400CNT3		
700417462	16WZ1740C549	IPO 500 Trunk CardPRI 2 UNI	2
	16WZ1740C55L		
700504032	17WZ3860CP6W	IPO 500 MC VCM 64V2	2
	17WZ3860CP5G		
700479702	1.11431E+11	SD Card	2
	1.11424E+11		
700429202	17WZ24601356	IPO 500 Mount Kit	2
	17WZ24601393		
700213440	YYLLWWDXXXXX	IP Office ISDN Cable RJ45 3M	2
	YYLLWWDXXXXX		
700289747	17CN04300191	IP OFFICE POWERLEAD	2
	17CN04300881		
700508260	AVAYA 1608 IP PHONE	AVAYA 1608 I IPHONE	25

Critical Success Factors

Following are the factors that cannot be neglected in-order to make this project successful:

- Survey of the site for to better understand the technical setup
- Reviewing current Input/ Output power distribution setup
- Provide full scale network diagram for future references
- Standardized Testing Procedure, before Go Live
- End User Trainings
- Onsite Vendor Availability as and when required, especially during the implementation
- Follow Project Deadlines

Deployment strategy

- Provide all parts, labor, materials, tools, testing and supervision for the installation
- Implementation technique – Placement/ Installation/ Testing
- System configuration as per requirement
- IP address schema should be well maintained and defined in network diagram
- Complete Physical labelling of all equipment and parts

	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

- User Acceptance Test
- Going live and monitor
- Configuration of Alert Management System to counter any technical problem
- Value addition for improvement in the network performance and system security

Support & Warranty

- 1-year Principal and local vendor 24x7 hardware replacement Support
- 24x7 ticket and telephonic support
- Faulty Part replacement within 4 hours in same day
- Full system Training

PAYMENT TERMS:

SIEHS standard payment terms are 45 days' credit after submission of correct invoice. Advance payments are discouraged. Under requirement of advance payment, successful bidder will be required to share a bank guarantee of same amount (inclusive of tax).

PENALTY

In case of delay in delivery in accordance with the timeline shared in bid, a penalty shall be charged @ 0.33% per day up to a maximum 10% of the supply Contract/Agreement amount or on the financial value of delayed order. In case if services / items are not provided after 2 intimations, SIEHS may resort to cancellation of the Contract/Agreement with no liabilities towards SIEHS and lead to forfeiture of performance security.

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 invitation for bid / notice inviting tender as well as the bidding documents and understand all the requirements.
2. Bidder must ensure that the bid form is filled in all respect, without any confusion.
3. Bidder shall prepare two separate envelopes for technical as well as financial proposal.
4. Each document/paper submitted by the bidder shall be signed/stamped by the bidder on the face of document.
5. Bidder shall examine the bid evaluation criteria and insert appropriate document in the technical / financial Proposal accordingly.

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

6. All documents pertaining to financial / commercial matters such as quotation / rates, shall be inserted in the financial proposal. Original pay order of the bid security shall be inserted in the financial proposal.
7. There should not be any over-writing, double writing, crossed, additional conditions.
8. Rates are to be quoted clearly in digits as well as in words.
9. Bidder(s) must write the “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” on the face of relevant sealed envelopes containing relevant bid/offer in it.
10. 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.
11. Pre bid meeting is schedule on 6th Feb 2023 at 11:00 am

ELIGIBILITY CRITERIA FOR BIDDERS

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. Verifiable documentary proof for all following requirements are mandatory requirement, noncompliance will lead to disqualification.

1. Bidder shall complete all the terms & conditions of this bidding document.
2. Bidder able to enclose the documents as per the list of required bidding document.
3. Companies must be available on List of Active Tax Payers” of FBR (for Income Tax) and GST / SRB (For Sales Tax) websites.
4. For any existing or previous service / goods provider to Sindh Integrated Emergency and Health Services (SIEHS) or Aman Health Care Services (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 procurement department or technical end user department.
5. Details of turn-over of at least past three years supported by income tax return document or financial audit reports.
6. Affidavit on Rs.100 stamp paper that the firm is not blacklisted & involved in any active litigation with GoP or GoS.
7. Tender Fee of Rs. 3,000 in shape of Pay order should be in favor of Sindh Integrated Emergency and Health Services (NTN# 4979065-0)

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, all technical literature & documents required for technical evaluation, including income tax return, affidavit, vendor information form and any other noncommercial document must be furnished in an envelope marked ‘TECHNICAL PROPOSAL’. This will be considered as acceptance of all terms & conditions of tender. Further, a photocopy of the bid security Pay order same shall be inserted in the Technical Proposal after hiding the amount. Incase amount is not hidden, bid may be rejected at the time of observance of such situation.

 SINDH INTEGRATED EMERGENCY & HEALTH SERVICES	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

3. Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax;
4. Minimum 3 years' income tax return
5. Copy of CNIC of signatory of the Bid Form;
6. Audited Financial Statement of the bidder for last three years; (if available)
7. Affidavit on Rs.100 stamp paper / e-stamp paper that:
 - a. the bidding company is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government.
 - b. 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 bid security, performance guarantee and payment, if any may be forfeited.
8. 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. Bid security of a lesser amount will render the bid as rejected.
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.

CLARIFICATION / QUERIES ON BIDDING DOCUMENTS

Any interested bidder requiring any clarification(s) of the bidding documents 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 in writing via email to any request for clarification within three 03 calendar days, provided they are received at least five (05) calendar days prior to the date of opening of bid. Clarification response (including an explanation of the query but without identifying the source of inquiry) will be posted on SIEHS website tender section).

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 SIEHS 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 (inclusive of taxes) 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 / performance 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 or the required amount 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

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.

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

6. Unsigned, incomplete, partial, ambiguous, conditional, alternative, late.
7. 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
8. Accompanied 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
9. Without verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements; or
10. Bidder fails to meet all the requirements of tender eligibility / qualification criteria
11. Bids submitted for partial / limited services / items (unless specified) in the bidding documents, in the format for quoting the rates / schedule of requirements / BoQ
12. Bid submitted with shorter bid validity period
13. Bidder fails to meet the minimum evaluation criteria requirements
14. Bid not accompanied by the Bid Security (Earnest Money) of required amount and form
15. Bidder refuses to accept the corrected Total Bid Amount / Price
16. The Bidder has been blacklisted by any public or private sector organization
17. Bidder has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.
18. Black Listed firms will not be considered and will be rejected.

FORFEITURE OF BID SECURITY

The bid security / earnest money will 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.

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.

AMENDMENTS IN BIDDING 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 interested bidder, modify the bidding document by amendment in accordance with

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

the SPP Rules 2010 (Amended 2022)

- b. All interested bidders that have downloaded the bidding documents from SIEHS website need to inform via email at 'procurement@siehs.org' to register their email address so any amendments are notified by SIEHS staff. The amendments will be binding on the bidder. Email sent by the bidder should specify the tender number, tender title and the email id for correspondence.
- c. 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 submitted by dropping the sealed document envelope in the tender box placed at the identified address (refer bid data sheet) 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 in the tender box before the deadline for submission of bid.

Any bid received after the deadline for submission of bids prescribed by the SIEHS pursuant to bid data sheet & NIT will be rejected and returned unopened to the bidder.

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.

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

- 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.
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/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/agreement with the successful bidder.

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
Evaluation Criteria - 100 marks			
1	Head / Regional office in Karachi	Documentary proof / undertaking	5
2	Authorization from OEM	Letter from OEM · Top level partner = 5 points · Mid-level partner = 2 points · Below = 0 points	5

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

3	On-site Customer Support (Karachi, Hyderabad, Sukkur)	Customer support Mechanism	10
		Availability on same day = 10 points	
		Availability on NBD = 5 points	
4	After Sales Service	Replacement of parts on Next Business Day = 10	10
		Replacement of parts within one week = 7	
		Replacement of parts more than one week = 5	
5	Bidder Technical Qualification	3 certified resource of Avaya Contact Center Select = 10 2 certified resource of Avaya Contact Center Select = 5 Below 2 certified resource of Avaya Contact Center Select = 0	10
6	Extended Warranties	Standard Warranty = 5	10
		Points for each extended year = 5	
7	Compliance	Compliance match with minimum specifications (15 Marks)	25
		Compliance match over & above the specifications (25 Marks)	
8	Least quoted Price		25

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

For the purposes of determining the best advantageous bid (amongst qualified bidders), factors such as price, payment terms, delivery timelines, previous performances, previous experience, OEM authorization, quality assurance, expertise and such other details may be considering with SIEHS having the discretion to decide accordingly.

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/agreement 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 supplier's risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said supplier or from any sum due of which may become due to the supplier.
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/Agreement shall be governed by the Laws of Pakistan and the Courts of Karachi, Sindh 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/agreement 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 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/agreement 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 BIDDING

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

COST OF STAMP DUTY

0.35% of the contract/agreement value (incl. of tax) or notified by the Government of Sindh, will be paid by successful bidder as stamp duty prior entered into signing the contract/agreement.

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/AGREEMENT

If the successful bidder fails to provide the satisfactory services, the SIEHS shall be entitled with the option to cancel the contract/agreement 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/ agreement.

AWARD OF CONTRACT

The Draft contract/agreement along with the terms and condition is attached with this bidding documents. However, the final contract/ agreement shall be finalized with the mutual consent of SIEHS and the successful bidder.

NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity, the SIEHS will notify the successful bidder in writing by issuing a letter of acceptance, that its bid has been accepted. The notification of award will constitute the formation of the contract/ agreement. Upon the successful bidder's furnishing of the performance security, SIEHS will promptly notify each unsuccessful Bidder(s) and will discharge its bid security.

SIGNING OF CONTRACT/AGREEMENT

SIEHS will send the successful bidder the draft contract/ agreement, incorporating all term & conditions between the parties. Within fifteen (15) days of receipt of the Contract Form, the successful bidder shall sign the contract/ agreement and return it to SIEHS. The successful bidder shall furnish the performance security in accordance with the conditions of contract/agreement. Failure of the successful bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

TENDER TIMELINES

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

Steps	Time line	Dates
Tender advertisement published in the newspapers and/or Tender uploaded on SIEHS website		
Pre Bid Meeting with suppliers on tender documents queries	11:00 AM	6 th Feb 2023
Addressing of queries from bidders	After Pre bid meeting 05 calendar days to the bid submission date	17 th Feb 2023
Bid submission by vendors	Maximum by 9:30 AM	24 th Feb 2023
Technical proposal opening by committee	10:00 AM	24 th Feb 2023
Financial bid opening by committee (only technically qualified bidders)	10:00 AM	13 th March 2023 (Tentative)
Internal approvals, project award with Letter of intent and contract signing		13 th to 30 th March 2023

*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

BID DATA SHEET	
Company name	Sindh Integrated Emergency & Health Services (SIEHS)
Bid submission	Bids to be submitted in the Tender box placed at SIEHS head office, Monday – Friday 9:00 am to 5:00 pm 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
Deadline for bid submission	24 th Feb 2023 by 9:00 am
Date, Time and Place of Bid opening of technical proposal	24 th Feb 2023 at 10:00 am in SIEHS Head office (address above)
Date, Time and Place of Bid opening of commercial proposal	13 th March 2023 at 10:00 am (Tentative) 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

VENDOR INFORMATION FORM

Name of the Company			
Company NTN		Date of establishment	
Company GST		Provincial sales tax numbers (SST)	
Nature of Business			
Office Address			
Name of the authorized contact person			
Email address for correspondence			
Telephone Number (Extension if any)		Mobile Number	
Any Sister Concerned Company	<input type="checkbox"/> YES	If YES, please provide details:	
	<input type="checkbox"/> NO		
Signature of authorized person			
Is any of your relatives / friends working in / for SIEHS?	<input type="checkbox"/> YES	If YES, please provide details:	
	<input type="checkbox"/> NO		
<p><u>Declaration:</u> I / We hereby declare that all information and documentation provided are true and correct to the best of my / our knowledge. In the event of any information found false or incorrect, the registration with SIEHS and the placed purchase order will be cancelled</p>	Company stamp if available		

SPPRA INTEGRITY PACT (To be signed with the successful bidder to whom contract will be awarded)



BID FORM / PRICE SCHEDULE

(To be submitted on Official Company Letterhead duly signed & stamped in sealed envelope)

Financial proposal

S. No	Item Names	UOM	Qty.	Rate in PKR	Tax (%)	Amount incl. Tax in PKR
1	Avaya Call Center Hyderabad, Sindh	Job	1			
2	Avaya Call Center Sukkur, Sindh	job	1			
Total Amount in PKR						

Total amount in words _____

- The above mentioned rates/prices should be inclusive of all applicable taxes (WHT/SRB/GST)/duties/delivery charges etc.
- SIEHS INCOTERM is DDP at above said designated locations in Sindh.
- Above prices should inclusive of all requirements mentioned SOW.
- Validity of Offer/Proposal: 90 days from date effective bid opening.

Name: _____

CNIC#: _____

Signature: _____

Company stamp: _____

Submission of the bid by the bidder reflects the acceptance of the SIEHS tender terms and conditions.

Annexure A - GENERAL TERMS AND CONDITIONS OF CONTRACT

ARTICLE 1

DEFINITIONS

The following definitions shall apply to this Agreement except where the context otherwise requires. Words importing the singular include the plural and vice versa where the context requires.

1.1 **COMPANY**

Company shall mean Sindh Integrated Emergency and Health Services

1.2 **COMPANY REPRESENTATIVE**

Company Representative shall mean any person nominated to coordinate and deal with the Supplier / Service Provider or with Supplier's / Service Provider's Organization on behalf of the Company. The terms Requestor or End user or Business Unit where used in this Agreement shall have the same meaning as the Company Representative.

1.3 **SUPPLIER / SERVICE PROVIDER**

Supplier / Service Provider shall mean the person or Company identified in this Agreement or the person or the Company identified in the Purchase Order as the Supplier of Goods / Service. Where the term "Seller" or "Vendor" or "Contractor" appear they shall be taken to mean Supplier / Service Provider.

1.4 **SUPPLIER / SERVICE PROVIDER'S ORGANISATION**

Supplier / Service Provider's Organization shall mean subsidiaries and/or any other person or Company having an Agreement directly or indirectly with the supplier / service provider for the supply of Goods / Services.

1.5 **AGREEMENT OR THE AGREEMENT**

Agreement / The Agreement means this agreement.

1.6 **GOODS**

Goods mean the material and equipment to be supplied by the Supplier or Supplier's Organization as specified in **Annexure B** and/or the Purchase Order.

1.7 **SERVICES**

Services shall mean the services to be provided by and execution of work to be done by the Service Provider as specified in **Annexure B** and/or the Purchase Order.

1.8 **PURCHASE ORDER**

Purchase Order means an order to purchase Goods and Services from the Supplier / Service Provider or Supplier's / Service Provider's Organization placed by the Company as and when required.

1.9 **INSPECTION**

Inspection shall mean Inspection by the Company's Representative of the Goods supplied / Service provided

1.10 DELIVERY

Delivery shall mean the point or location(s) where the Company takes possession of the Goods and Services or a part of the Goods and Services.

1.11 CONFIDENTIAL INFORMATION

Confidential Information means all oral, electronic, and written information and material, in tangible and intangible format (including, without limitation, financial information, irrespective of the form of communication), which whether designated as "Confidential" or not is considered as confidential.

1.12 LAW

Law means any applicable federal, state, or local Law, regulation, rules, or ordinance enforced in Pakistan.

ARTICLE 2

SCOPE OF WORK

2.1 The Supplier / Service Provider shall supply the goods / services according to the specification and description as given in **Annexure B**.

ARTICLE 3

BUSINESS INTEGRITY

3.1 The Supplier / Service Provider shall act in accordance with the provisions of this Agreement, rules and policies of the Company as communicated and:

- a. shall ensure that the goods / services supplied are as per specifications and free from all defects.
- b. should comply with any conditions or warranties provided for by law.

ARTICLE 4

CONTRACT PRICE

4.1 In full consideration of the Supply of Goods / Service provided and of the fulfillment of other obligations under the Agreement, the Company shall, subject to the provisions of the Agreement, pay or cause to be paid to Supplier / Service Provider the contract price of the goods / services in accordance with the provisions of the **Annexure C**.

- 4.3 The Parties shall defend, indemnify and hold harmless each other from any liability resulting failure to comply with the reporting or other procedural requirements with respect to their payment.

ARTICLE 5

TERMS OF PAYMENT

- 5.1 In consideration of goods / services supplied / provided as per specifications and verified by the relevant department, the Company will make payment to the Supplier / Service Provider mentioned in **Annexure C**.
- 5.2 Contract price as specified in **Annexure C** of the Agreement shall remain unchanged during the term of this Agreement unless mutually agreed for any price revision formula / mechanism.
- 5.3 Except in case of discrepancies in the invoice submitted to the Company, payment to the Supplier / Service Provider shall be made after _____ days of submission of invoice along with the delivery notes of goods / services completion certificate and written verification by the authorized representative of the Company. Invoices must be sent to Company User / Finance Department.

ARTICLE 6

EXAMINATION & PERFORMANCE GUARANTEE

- 6.1 Company or its designates shall have the right, at any time, to examine the goods supplied / services provided by the Supplier / Service Provider and their performance and to reject any items found to be not in accordance with the provisions of the Agreement or the specifications provided for supply of goods/ services for which the Company shall have sole discretion. No such examination or rejection shall relieve Supplier / Service Provider of any of its obligations and/or liabilities under the Agreement.
- 6.2 Any additional work to be performed or action to be taken by Supplier / Service provider resulting from examination or rejection as referred to in Article 6.1 shall not be regarded as a variation in Supplier / Service Provider's Work and shall be carried out at Supplier / Service Provider's own expense.
- 6.3 The rejected Goods will be replaced by the Supplier / Service Provider at its own cost. In case of failure on the part of the Supplier / Service Provider to replace the rejected equipment or material / service, the Company shall be entitled to deduct the entire cost of the rejected equipment or material from the Supplier's invoices which may be due for payment.

 SINDH <small>INTEGRATED EMERGENCY & HEALTH SERVICES</small>	SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS	Expansion of Avaya ACCS for Regional Offices
---	--	---

- 6.4 The service provider shall submit the Performance Security / Guarantee in the amount finalized through the tender T39-2023 in the shape of Pay Order or Demand Draft or a Bank Guarantee in favour of the Company issued by a scheduled bank in Pakistan. No interest will be paid on 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.
- 6.5 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. 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 Supplier / Service Provider or from any sum due of which may become due to the Supplier / Service Provider. If any equipment / instrument or property of the Company 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 Supplier / Service Provider

ARTICLE 7

INDEMNIFICATION

- 7.1 Supplier / Service Provider hereby agrees and undertakes to indemnify and hold harmless to the Company, its members, subsidiaries, affiliates and joint venture partners, and their respective directors, officers, employees, and agents ("indemnified parties") from and against all proceedings, costs, charges, obligations, liabilities, actions, claims, demands, causes of action, suits, damages, judgments, liens, penalties, and expenses including, without limitation, costs and legal fees which may be rendered against the Company
- 7.2 Without prejudice to the provision of Article 7.1, Supplier / Service Provider shall hold harmless and indemnify Company from and against all liens, attachments or claims by Supplier / Service Provider's Representatives or persons alleging to be Supplier / Service Provider's Representatives in connection with or arising out of Supplier / Service Provider's Work. Company shall have the right to withhold the amount involved in the cost arising out of such lien, attachment or claim from any payment due to Supplier / Service Provider until removal of such lien, or attachment or settlement of such claim by Supplier / Service Provider.

ARTICLE 8

WARRANTY

- 8.1 The Supplier / Service Provider warrants and guarantees that the Goods / Services shall be of good standard and quality and shall comply in all respects with the agreed terms and scope of work, and are carried out by professionals qualified to perform in a timely and efficient manner and with all reasonable, care and skills.

8.2 In case of failure of the Supplier / Service Provider to rectify any defects in the Goods / Services as notified by the Company, the Company shall have the rights to deduct an amount equivalent to the value of goods / services from the Supplier / Service Provider’s invoices which may be due for payment and/or terminate this Agreement without prejudice to other rights and remedies available to the Company.

ARTICLE 9

TERM & TERMINATION

9.1 This Agreement shall remain in full force and effect for a period of year effective from _____

9.2 Either party will have the option to terminate this Agreement by giving the other party **one (1) month** written notice in advance. If the Supplier / Service Provider exercises right under this provision in that case the Supplier / Service Provider shall comply with instructions of the Company in respect of the last date for rendering of the Services and till that date the Supplier / Service Provider shall be responsible to provide the Services.

9.3 Breach of any condition of any term of the Contract and directions issued by the Company as and when communicated to the Supplier / Service Provider, including the terms of **Annexure A** –If the Supplier / Service Provider shall not rectify the breach within the stipulated period or comply with the Obligations of the Supplier / Service Provider, the non-compliance of obligation of the Supplier / Service Provider shall give the Company right to terminate the agreement immediately without notice and without prejudice to any other rights which may be available to the Company.

9.4 In the event of the following, the Company shall have the right to immediately terminate this Agreement without assigning any further reason and without any notice in writing or otherwise.

- a. Supplier / Service Provider fails to comply with any provision of this Agreement, and or fails to comply with local / national laws and directions as and when communicated.
- b. Any default by Supplier / Service Provider, or in case the Company wishes to close the business at the Site or wants to use it for some other purposes.

9.5 If the Company shall elect to terminate this Agreement, all rights and obligations of Supplier / Service Provider shall terminate, except for Supplier / Service Provider's indemnification contained herein.

ARTICLE 10

FORCE MAJEURE

- 10.1 Neither Party to this Agreement shall be liable for a delay in the execution of the Agreement or for any failure to fulfill any term of the Agreement if such delay or fulfillment has been caused by Force Majeure.
- 10.2 Force Majeure shall for the purpose of the Agreement mean an occurrence, which is beyond the control of the party affected and could not have been overcome or prevented by the exercise of reasonable diligence.
- 10.3 Without prejudice to the generality of Article 10.2 the events falling within Force Majeure include, subject to the conditions of the said Article 10.2, force of nature, lightning, earthquakes, floods, volcanoes, tidal waves, acts of war or public enemy, lockdown due to global pandemic and riots.
- 10.4 On the occurrence of any condition of Force Majeure the Party so affected shall immediately give verbal notice of such an event to the other Party and promptly confirm that notice by letter or email to point of contact.

ARTICLE 11

ASSIGNMENT

- 11.1 Supplier / Service Provider shall not be entitled to assign either in whole or in part any of its rights and obligations to sub-contractor under the Agreement without the prior written consent thereto of the Company.
- 11.2 Any Party to whom the rights and obligations under the Agreement are transferred to sub-contractor shall be bound by all the provisions of this Agreement. In addition to Article 11.1, Supplier / Service Provider shall procure as a condition precedent to any assignment that such assignment shall:
- a. Be executed in accordance with the provisions of this Agreement;
 - b. Be executed contemporaneously with a separate specific Agreement in favor of and for the benefit of the Company to the effect that the assignee accepts and agrees to be bound by the Agreement;
 - c. Be of no force or effect whatsoever unless and until the provisions of this Article 11 have been met, and an executed copy of the Agreement referred to in (b) above has been delivered to Company as a pre-condition to granting the required written consent.

ARTICLE 12

COMPLIANCE WITH LAWS

- 12.1 Supplier / Service Provider its employees and agents shall observe and abide by and shall ensure that its subcontractor shall observe and abide by all applicable laws, rules and regulations in Pakistan in connection with the Agreement including but not limited to those with respect to labor and insurance.
- 12.2 Supplier / Service Provider shall obtain without delay such authorizations, approvals, permits, consents and licenses which are necessary for it to perform the Agreement.
- 12.3 Supplier / Service Provider specifically undertakes that it shall not engage/hire/employ child labor / force labor in line with local labor law, while discharging its contractual duties hereunder.
- 12.4 Without prejudice to any other rights that the Company may have the right to terminate the Agreement or any Contract/Work Statement immediately upon notice in writing if the Supplier / Service Provider violate the provisions of this clause.

ARTICLE 13

CONFIDENTIALITY

- 13.1 In the performance of this Agreement, each Party may be exposed to Confidential Information of the other Party. No Party may disclose, reveal or use any such Confidential Information without, in each instance, obtaining the express prior written consent of the owner thereof. These obligations shall survive the expiration or termination of this Agreement.
- 13.2 Each Party acknowledges and agrees that the Confidential Information received by it from the other Party shall be kept confidential and shall not be disclosed or revealed to any other person other than those employees of such Party who needs to know the Confidential Information for the purpose of performing their respective obligations under this agreement and such employees shall take responsible steps to keep secrets.
- 13.3 The obligation of the Parties under Confidentiality Clause shall survive the termination/expiry /cancellation of this Agreement and remain valid and in full force even after the termination/expiry/cancellation of this Agreement.

ARTICLE 14

WAIVER

- 14.1 A waiver on the part of the Company or the Supplier / Service Provider of any breach of any term, provision or condition of the Agreement shall not constitute a precedent nor bind either party hereto to a waiver of any succeeding breach of the same of any other term, provision or condition of the Agreement.

ARTICLE 15

APPLICABLE LAW

- 15.1 The validity, applications, interpretation and implementation of the Agreement and any dispute, controversy and claims shall be governed by the laws of the Islamic Republic of Pakistan.

ARTICLE 16

JURISDICTION

- 16.1 The parties shall submit to the exclusive jurisdiction of the Karachi, Sindh Courts.

ARTICLE 17

LANGUAGE



17.1 For all aspects of the Agreement, the English language shall be the ruling language.

ARTICLE 18

SAFETY

18.1 Supplier / Service Provider shall take all necessary precautions in connection with the Agreement in order to ensure the safety and health of the personnel of Company, Supplier / Service Provider and third parties.

ARTICLE 19

NOTICES

19.1 All notices and other communications to be sent by either party to the other shall be duly communicated if delivered to the other party at its address referred to below or its receipt has been acknowledged in writing provided that either party may any time designate a different address to which notices and other communications are thenceforth to be sent.

Supplier / Service Provider at:

Company Name: _____

Address: _____

Company at:

Sindh Integrated Emergency and Health Services

Plot # 43-15/K, Block 06, PECHS

Karachi. _____

19.2 Any notice, documents or other writing required by the Agreement to be given or sent shall be deemed to have been duly given or sent if it is delivered in person to the addressee or, if sent by courier telex or facsimile or e-mail, when it is received by the addressee.

Name	Designations	Email Address	Contact Numbers

- 19.3 The address for delivery of notices and documents to the Company or the Supplier / Service Provider, as the case may be, pursuant to this Article shall be as stated in the Agreement or as may otherwise be notified from time to time in writing by one party to the other.

ARTICLE 20

ALTERNATIVE SUPPLIER / SERVICE PROVIDER

- 20.1 In the event of a default by the Supplier / Service Provider to fulfill any of the terms and conditions of the purchase order, the decision of the Company being conclusive and final in the matter, the Company shall have the absolute right to cancel the purchase order forthwith and stop receiving goods / services from the Supplier / Service Provider without incurring any liability financial or otherwise and shall be entitled to recover the cost of arranging alternate Supplies / Service Provider from other sources from the Supplier / Service Provider or adjust the same against the Supplier / Service Provider's outstanding bills.

ARTICLE 21

SURVIVAL

- 21.1 Cancellation, expiration or earlier termination of this Agreement shall not relieve the Supplier / Service Provider from obligations being entered under this Agreement and Supplier / Service Provider shall be bound to complete the services or supplies of goods with the predetermined specifications and shall continue to be responsible for the warranties, remedies, promises of indemnity and confidentiality as decided.

ARTICLE 22

ENTIRETY OF THIS AGREEMENT

- 22.1 No prior stipulation, agreement of understanding, verbal or otherwise, of the parties or their agents with respect to the subject matter of this Agreement shall be valid or enforceable unless embodied in the provisions of this agreement.

The following annexures will form part of this agreement:

- Annexure A – General Terms and Conditions (already mentioned)
- Annexure B – Scope of Work & Delivery Schedule
- Annexure C – Price Schedule / Contract Price