



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

**Repair &  
Maintenance of  
Vehicle (Hiace, Hilux,  
Foton and Faw)**



# **Repair & Maintenance of Vehicle (Hi-ace, Hilux, Foton and Faw) – T44/2023**



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

**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**

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**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**

**TENDER NOTICE**

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**سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز**

**تینڈر نوٹیس**

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز (SIEHS)، هڪ غير نفعي بخش ادارو جيڪو ڪمپني ايڪٽ 2017 جي دفعو 42 جي تحت قانوني حيثيت رکي ٿو، جيڪو سنڌ صوبي جي عوام الناس کي ايمبوليٽري هيٺ ڪيئر ۽ ٽيلي هيٺ سروسز مهيا ڪري رهيو آهي. هيٺ ڄاڻايل تينڊر شايع ڪجن ٿا ۽ لاڳاپيل معلومات ۽ گائيد لائيز هر هڪ لاڳاپيل تينڊر دستاويز ۾ ڪمپني ويب سائٽ تي دستياب آهن. <http://siehs.org/tender-documents/>

- 1- تينڊر نمبر 37-2023 فورٽي گيٽ هارڊ ويئر مينٽيننس سروسز
- 2- تينڊر نمبر 38-2023 مائڪرو سافٽ پروڊڪٽس ۽ آٽو ڪيڊ لاءِ سافٽ ويئر لائسنس
- 3- تينڊر نمبر 39-2023 Avaya ڪال سينٽر جي توسيع
- 4- تينڊر نمبر 40-2023 انٽرنيٽ ۽ ڊيٽا ڪنيڪٽيويٽي
- 5- تينڊر نمبر 41-2023 ڊيٽا سينٽر لاءِ ڪور سوئچ
- 6- تينڊر نمبر 42-2023 آءِ ٽي ايڪسپنشن Phase 03
- 7- تينڊر نمبر 43-2023 ڪراڪري / ڪٽلري شين جي فراهمي
- 8- تينڊر نمبر 44-2023 گاڏين/ايمبولينسز جي مرمت ۽ سارڻي (Faw ۽ Foton، Hilux، Hi-Ace)
- 9- تينڊر نمبر 45-2023 سفر/رهائش/جڳهه/انتظامي هنڌ جون خدمتون
- 10- تينڊر نمبر 46-2023 ايمبولينسز تي پينٽ ورڪ ۽ برانڊنگ (Hilux ۽ Hi-Ace)
- 11- تينڊر نمبر 47-2023 عملي جي لاءِ يونيفارمز جي فراهمي
- 12- تينڊر نمبر 48-2023 عملي جي لاءِ ميڊيڪل ليبل ٽيسٽ جون خدمتون

**سپلائي چين ڊپارٽمينٽ**  
سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز  
پلاٽ نمبر 43-15/K، بلاڪ 6، بي-اي-سي-ايڇ-ايس- ڪراچي پاڪستان  
UAN: +92-21-111-111-823 Ext: 2006/2022 www.siehs.org

**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 # 37-2023 - Fortigate Hardware Maintenance Services
2. Tender # 38-2023 - Software Licenses for Microsoft Products & AutoCAD
3. Tender # 39-2023 - Avaya Call Center Expansion
4. Tender # 40-2023 - Internet & Data Connectivity
5. Tender # 41-2023 - Core Switch for Data Center
6. Tender # 42-2023 - IT Equipment - Phase 03
7. Tender # 43-2023 - Supply of Crockery/Cutlery Items
8. Tender # 44-2023 - Repair & Maintenance of Vehicles/Ambulances (Hi-Ace, Hilux, Foton and Faw)
9. Tender # 45-2023 - Travels/Lodging/Accommodation/Venue Arrangement Services
10. Tender # 46-2023 - Paint Work and Branding on Ambulances (Hi-Ace and Hilux)
11. Tender # 47-2023 - Supply of Uniforms for the Staff
12. Tender # 48-2023 - Medical Lab Tests Services for the Staff

**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**

**تینڈر نوٹیس**

سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز (SIEHS)، ایک غیر نفع بخش ادارہ جو کینی ایڪٽ 2017 کي دفعو 42 کے تحت قانون شہ ہے جو صوبہ سندھ عوام الناس کو ايمبوليٽري، هيٺ سروسز مهيا ڪري رهيو آهي. هيٺ ڄاڻايل تينڊر شايع ڪجن ٿا ۽ لاڳاپيل معلومات ۽ گائيد لائيز هر هڪ لاڳاپيل تينڊر دستاويز ۾ ڪمپني ويب سائٽ تي دستياب آهن. <http://siehs.org/tender-documents/>

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	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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## COMPANY INTRODUCTION


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

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

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

SIEHS invites sealed bids on single stage two envelopes procedure for the provision of repair & maintenance of ambulances from well reputed companies / dealers registered with federal / provincial tax authorities


	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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## INVITATION TO BID

Sindh Integrated Emergency and Health Services (SIEHS), invites the sealed bids for provision of Repair & Maintenance of Ambulances from registered dealerships / Local Workshop 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	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).

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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## SCOPE OF WORK

### REPAIR AND MAINTENANCE SCOPE FOR TOYOTA Hi-lux AMBULANCES

#### SUMMARY SCOPE OF WORK

Table 1: Summary SOW		
<u>Sr#</u>	<u>Item</u>	<u>Description</u>
<u>1</u>	<b><u>2S Stationary workshops capable of</u></b> Performing major repair including, clutch, kamani (leaf spring), foot rest, 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	Karachi Hyderabad Sukkur
<u>3</u>	<b><u>Manpower / Technicians requirements:</u></b> Trained resources capable of undertaking skilled work related to automotive, electrical and fabrication skills	<b><u>For stationary workshop</u></b> 02 Automobile technician (mechanical) 01 Electrician, 01 AC technician 01 fabrication technician
<u>4</u>	<b><u>Periodic inspection and preventive maintenance of Toyota Hi-ace vehicles</u></b> Vehicle preventive maintenance program will fall into four (04) levels of service	Service / Inspection Level I – 3,500 KM Service / Inspection Level II – 7,000 KM Service / Inspection Level III – 10,500 KM Service / Inspection Level IV - 80,000 KM
<u>5</u>	<b><u>Inventory room at 2S stationary workshops</u></b>	All critical items such as Batteries, Tires, 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.


## 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 The inventory room of stationary workshops should be up to date with all critical items such as Batteries, Tires, belts, fluids, filters, lights, locks and all other consumables and 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.
- 1.1.3 The service provider will provide human resource as per table 1 at all stationary and mobile workshops.
- 1.1.4 Repair & maintenance scope include
- 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, tires and all other under chassis work comes under SLA.
  - Repair & maintenance also includes fabrication work.
  - Accidental loss cover 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.
- 1.1.5 The service provider will perform all services in a diligent & skillful manner in strict compliance with the provision of this contract.
- 1.1.6 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.
- 1.1.7 The service provider will provide the towing facility from point of breakdown/accident to workshop. Service provider will responsible to keep in contact with breakdown ambulance crew till arrival at workshop. 24/7 service and tow facility is elaborated as below
- Service provider will ensure 24/7 towing facility from the point of breakdown to concern workshop.
  - 8 am to 10 pm Monday - Saturday – service provider's responsibility.
  - On Sundays service provider will utilize mobile workshop for towing
  - Beyond these time and days SIEHS fleet team will manage locally
  - 24/7 breakdown support will be extended.
- 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 tendered 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 ambulance as per annexure B Clause 1.3.
- 1.1.10 The service provider is bound to use the specific imported oil of Toyota or any other known branded 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.
- 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 tire 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 tires for stationary workshops inventory rooms, providing new and branded (General 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, etc

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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## 1.2 VEHICLE TO BE COVERED UNDER THIS AGREEMENT

S.no	Reg. No	Call Sign	Make/ Model	Model Year	Meter Reading
1	EA-0990	SA-01	Toyota Hilux	2016	496482
2	EA-0979	SA-02	Toyota Hilux	2016	557195
3	EA-0982	SA-03	Toyota Hilux	2016	555485
4	EA-0987	SA-04	Toyota Hilux	2016	544575
5	EA-0973	SA-05	Toyota Hilux	2016	518690
6	EA-0961	SA-06	Toyota Hilux	2016	492071
7	EA-0969	SA-07	Toyota Hilux	2016	441679
8	EA-0992	SA-08	Toyota Hilux	2016	578597
9	EA-0970	SA-09	Toyota Hilux	2016	472043
10	EA-0962	SA-10	Toyota Hilux	2016	446292
11	EA-0965	SA-11	Toyota Hilux	2016	502959
12	EA-0967	SA-12	Toyota Hilux	2016	615683
13	EA-0971	SA-13	Toyota Hilux	2016	580422
14	EA-0974	SA-14	Toyota Hilux	2016	633253
15	EA-0975	SA-15	Toyota Hilux	2016	520025
16	EA-0978	SA-16	Toyota Hilux	2016	572959
17	EA-0980	SA-17	Toyota Hilux	2016	590956
18	EA-0981	SA-18	Toyota Hilux	2016	617065
19	EA-0984	SA-20	Toyota Hilux	2016	601897
20	EA-0985	SA-21	Toyota Hilux	2016	545436
21	EA-0986	SA-22	Toyota Hilux	2016	531207
22	EA-0988	SA-23	Toyota Hilux	2016	588563
23	EA-0989	SA-24	Toyota Hilux	2016	610239
24	EA-0991	SA-25	Toyota Hilux	2016	521926
25	EA-1734	SA-26	Toyota Hilux	2018	359830

## Distribution in Sindh

- Karachi x 3
- Active districts of SIEHS (1 each)

### 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-40 )		PM schedule for (20w-50 )	
Service / Inspection Level I	5,000	Service / Inspection Level I	3,500
Service / Inspection Level II	10,000	Service / Inspection Level II	7,000
Service / Inspection Level III	15,000	Service / Inspection Level III	10,500
Service / Inspection Level IV	80,000	Service / Inspection Level IV	80,000

#### 1.3.2 SERVICE LEVEL I

- The engine oil is to be checked and changed.
- **Engine oil filter will be changed.**
- The tires are to be checked for proper air pressure and wear condition.
- 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.
- **Brake service.**
- **AC & Air filter need to be service.**
- 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.
- All lights and electrical systems (Battery, wiring, PA & Hooter systems) to be checked and corrected if necessary.
- Vehicle is to be inspected for any minor fabrication issues in the body & patient compartment.
- Ambulance wash. **General wash.**

#### 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) Tires 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 REPAIR & MAINTENANCE DELIVERY TIMELINE**



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

**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**

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	06 WORKING HOURS
7	RADIATOR R & R	05 WORKING HOURS
8	O/H BRAKE SYSTEM	04 WORKING HOURS
9	SELF STARTER R & R	02 WORKING HOURS
10	SHOCK ABSORBER R & R	2 WORKING HOURS
11	PM SERVICE (COMPLETE WITH OIL CHANGE ACTIVITY)	06 WORKING HOURS
12	ACCIDENT MINOR (MINOR SCRATCHES, DENT, SIDE GLASS BROKEN, BUMPER CLIP DAMAGED ETC.)	3 WORKING DAYS, AFTER INSURANCE APPROVAL
13	ACCIDENT MEDIUM. (BUMPER BROCKEN, HEAD LIGHT BROCKEN, MEDIUM DENT, SCRATCHES & SHOW GRILL BROKEN ETC.)	5 WORKING DAYS, AFTER 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

**LIST OF INVENTORY ITEMS FOR EACH 2S STATIONARY SHOP WITH QUANTITY (As per 1.1.3)**

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

Sr.	Item Name	Qty.	Unit
1	AIR FILTER	6	PCS



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Repair &  
Maintenance of  
Vehicle (Hiace, Hilux,  
Foton and Faw)

2	OIL FILTER	10	PCS
3	AC MICRO FILTER	8	PCS
4	AC EXPANSION VALVE	2	PCS
5	ALTERNATOR BELT/FAN BELT	2	SET
6	CLUTCH PLATE & PRESSURE PLATE ASSY	1	SET
7	REAR BRAKE SHOE	4	SET
8	WHEEL BEARING FRONT & REAR	5	SET
9	LOCK ASSY BACK DOOR	6	PCS
10	HANDLE BACK DOOR	4	PCS
11	POWER WINDOW BUTTON	5	PCS
12	MOTOR RADIATOR FAN	6	PCS
13	WHEEL STUD & NUTS	10	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 A , 15 A ,20 A ,30 A	5	PCS each
23	CLUTCH RELEASE CYLINDER KIT	3	SET
24	AC FAN SHROUD	3	PCS
25	AC FAN REGULATOR	3	PCS
26	AC FAN MOTOR HIGH & LOW RPM	1	SET
27	BLOWER MOTOR	3	PCS
28	STEERING BOOT	2	SET
29	AC BLOWER SWITCH FRONT	2	PCS
30	PINION SEAL	1	PCS
31	BATTERY AGS GL-50	1	SET
32	ENGINE OIL DIESEL	70	LTR.
33	GEAR OIL	5	LTR.
34	BRAKE OIL	5	BOTT LE
35	WATER BODY	2	PCS
36	THERMOSTATOR SWITCH	1	PCS
37	RADIATOR	2	PCS



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

**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**


38	EMT CABIN INNER LIGHTS (ROOF)	4	PCS
39	REAR BRAKE LIGHTS	2	SET
40	REAR EMT CABIN BRAKE LIGHTS	4	SET
41	EMERGENCY BLUE LIGHTS	5	PCS
42	EMERGENCY RED LIGHTS	5	PCS
43	EMERGENCY KOJACK LIGHTS LH	3	PCS
44	EMERGENCY KOJACK LIGHTS RH	3	PCS
45	EMERGENCY FLOOD LIGHTS	3	PCS
46	EMT SIDE DOOR LOCK COMPLETE WITH HANDLE	3	PCS
47	EMT CABIN FAN	3	PCS
48	EMT CABIN DOOR RUBBERS	3	PCS
49	EMT CABIN DOOR HANDLES	3	PCS
50	REAR EMT DOOR OUTER SIDE RUBBER	3	PCS
51	FRONT EMERGENCY LIGHT (COMPLETE SET)	3	PCS
52	ALTERNATOR	1	PCS
53	STARTER MOTOR	1	PCS
54	WASH BASIN MOTOR	6	PCS
55	FRONT BRAKE PAD	8	SET

**REPAIR AND MAINTENANCE SCOPE FOR FOTON AMBULANCES**

**SUMMARY SCOPE OF WORK**

**Table 1: Summary SOW**

<b>Sr#</b>	<b>Item</b>	<b>Description</b>
<b><u>1</u></b>	<b><u>2S Stationary workshops capable of</u></b> Performing major repair including, clutch, kamani (leaf spring), foot rest, 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	Karachi Hyderabad Sukkur
<b><u>3</u></b>	<b><u>Manpower / Technicians requirements:</u></b> Trained resources capable of undertaking skilled work related to automotive, electrical and fabrication skills	<b><u>For stationary workshop</u></b> 02 Automobile technician (mechanical) 01 Electrician, 01 AC technician 01 fabrication technician

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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<b><u>4</u></b>	<u><b>Periodic inspection and preventive maintenance of Toyota Hi-ace vehicles</b></u> Vehicle preventive maintenance program will fall into four (04) levels of service	Service / Inspection Level I – 5,000 KM Service / Inspection Level II –10,000 KM Service / Inspection Level III – 15,000 KM Service / Inspection Level IV - 80,000 KM
<b><u>5</u></b>	<u><b>Inventory room at 2S stationary workshops</b></u>	All critical items such as Batteries, Tires, 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.

## 2. DETAILED SCOPE OF WORK

### 2.1. SERVICES REQUIRED


- 1.3.6 The Service provider shall, on regular basis provide the services at the service provider's location.
- 1.3.7 The inventory room of stationary workshops should be up to date with all critical items such as Batteries, Tires, belts, fluids, filters, lights, locks and all other consumables and 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.
- 1.3.8 The service provider will provide human resource as per table 1 at all stationary and mobile workshops.
- 1.3.9 Repair & maintenance scope include
- 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, tires and all other under chassis work comes under SLA.
  - Repair & maintenance also includes fabrication work.
  - Accidental loss cover 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.
- 1.3.10 The service provider will perform all services in a diligent & skillful manner in strict compliance with the provision of this contract.
- 1.3.11 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.
- 1.3.12 The service provider will provide the towing facility from point of breakdown/accident to workshop. Service provider will responsible to keep in contact with breakdown ambulance crew till arrival at workshop. 24/7 service and tow facility is elaborated as below
- Service provider will ensure 24/7 towing facility from the point of breakdown to concern workshop.
  - 8 am to 10 pm Monday - Saturday – service provider's responsibility.
  - On Sundays service provider will utilize mobile workshop for towing



- Beyond these time and days SIEHS fleet team will manage locally
  - 24/7 breakdown support will be extended.
- 1.3.13 The service provider shall keep & maintain up to-date records of each and every job performed for at least 1 year of all services tendered 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.
- 1.3.14 The service provider shall, maintain ambulance as per annexure B Clause 1.3.
- 1.3.15 The service provider is bound to use the specific imported oil of Toyota or any other known branded 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.
- 1.3.16 The service provider must return the vehicle as per agreed timeline, as per Clause 1.5.
- 1.3.17 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.
- 1.3.18 The Service provider should perform regular tire 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 tires for stationary workshops inventory rooms, providing new and branded ( China /General tyres) only with a shelf life no more than 3 years. Incase this brand is not readily available then alternate brand will be used subject to approval from SIEHS fleet department.
- 1.3.19 The Service provider should plan visits on need basis with fleet manager prior to preventive maintenance activity to asses work & resource required for operation.
- 1.3.20 The requirements of 2S workshop are as follows.
- The workshop should have a separate ramp area ( The ramp can 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, etc

#### 1.4 VEHICLE TO BE COVERED UNDER THIS AGREEMENT

S.NO	Color	Engine displacement	Vehicle model	Engine model	Model year
1	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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2	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022
3	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022
4	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022
5	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022
6	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022
7	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022
8	Titanium white	2378cc	BJ5039XJH-EE	4G69S49	2022

## 1.5 SERVICE / INSPECTION LEVELS:

### 1.5.1 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-40 )		PM schedule for (20w-50 )	
Service / Inspection Level I	5000	Service / Inspection Level I	3,500
Service / Inspection Level II	10,000	Service / Inspection Level II	7,000
Service / Inspection Level III	1,5000	Service / Inspection Level III	10,500
Service / Inspection Level IV	80,000	Service / Inspection Level IV	80,000

### 1.5.2 SERVICE LEVEL I

- The engine oil is to be checked and changed.
- **Engine oil filter will be changed.**
- The tires are to be checked for proper air pressure and wear condition.
- 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.
- **Brake service.**
- **AC & Air filter need to be service.**
- 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.
- All lights and electrical systems (Battery, wiring, PA & Hooter systems) to be checked and corrected if necessary.
- Vehicle is to be inspected for any minor fabrication issues in the body & patient compartment.
- Ambulance wash. **General wash.**

**1.5.3 SERVICE LEVEL II**

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

**1.5.4 SERVICE LEVEL III**

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

**1.5.5 SERVICE LEVEL IV – Detailed Quality Inspection**

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

**BASIC ENGINE COMPONENTS**

- g) Timing belt is to be replaced (if needed ) with new one.
- h) Drive belts are to be inspected and replaced if needed.
- i) Engine oil is to be replaced (G-DLD-1, API CF-4 or CF also can use API CF or CD) Engine oil ( After discussion of both parties best suited brand to be selected ).
- j) 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.
- k) Engine coolant is to be replaced (replace after 160,000km then for every 80,000km) Coolant type: Toyota Super Long Life coolant\*
- l) Exhaust pipes & mounting are to be inspected.

**IGNITION SYSTEM**

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

**FUEL & EMISSION CONTROL SYSTEM**

- e) Water/fuel sedimentary needs to be inspected & replaced if needed.
- f) Air cleaner filter replacement.
- g) Diesel smoke inspection.
- h) 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**

- o) Brake pedal, parking brake, brake linings & drums, brake pads & brake discs are to be inspected and replaced where needed.
- p) Brake fluid is to be replaced\*.
- q) Vacuum pump for brake booster is to be inspected (Replace the blade with new one)
- r) Power steering fluid is to be replaced.
- s) Steering wheel, linkage & gear box is to be inspected and parts to be replaced where necessary.
- t) Propeller shaft grease lubrication and tightening bolts should be checked.
- u) Ball joint & dust cover inspection.



**SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES  
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**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**

- v) Differential gear oil (SAE 90)\* & manual transmission oil (SAE 75W-90, 80W or 80W-90)\* is to be replaced ..
- w) Front & rear suspension are to be inspected
- x) Tires and inflation pressure are to be inspected.
- y) All lights, horn, PA system, Wipers & washer is to be inspected and replaced if needed.
- z) Air conditioning filter & refrigerant is to be inspected for replacement.
- aa) Patient compartment electrical wiring to be inspected, with electrical switches & boards.
- bb) Patient compartment door locks, door sheets, windows, dust bin to be inspected for any repair or replacement.

**1.6 REPAIR & MAINTENANCE DELIVERY TIMELINE**

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	06 WORKING HOURS
7	RADIATOR R & R	05 WORKING HOURS
8	O/H BRAKE SYSTEM	04 WORKING HOURS
9	SELF STARTER R & R	02 WORKING HOURS
10	SHOCK ABSORBER R & R	2 WORKING HOURS
11	PM SERVICE (COMPLETE WITH OIL CHANGE ACTIVITY)	06 WORKING HOURS
12	ACCIDENT MINOR (MINOR SCRATCHES, DENT, SIDE GLASS BROKEN, BUMPER CLIP DAMAGED ETC.)	3 WORKING DAYS, AFTER INSURANCE APPROVAL
13	ACCIDENT MEDIUM. (BUMPER BROCKEN, HEADLIGHT BROCKEN, MEDIUM DENT, SCRATCHES & SHOW GRILL BROKEN ETC.)	5 WORKING DAYS, AFTER 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



SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES  
TENDER DOCUMENTS

Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)

20

REAR FOOT STEP CHANGE

1WORKING DAY

LIST OF INVENTORY ITEMS FOR EACH 2S STATIONARY SHOP WITH QUANTITY (As per 1.1.3)

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

Sr.	Item Name	Qty.	Unit
1	AIR FILTER	6	PCS
2	OIL FILTER	10	PCS
3	AC MICRO FILTER	8	PCS
4	AC EXPANSION VALVE	2	PCS
5	ALTERNATOR BELT/FAN BELT	2	SET
6	CLUTCH PLATE & PRESSURE PLATE ASSY	1	SET
7	REAR BRAKE SHOE	4	SET
8	WHEEL BEARING FRONT & REAR	5	SET
9	LOCK ASSY BACK DOOR	6	PCS
10	HANDLE BACK DOOR	4	PCS
11	POWER WINDOW BUTTON	5	PCS
12	MOTOR RADIATOR FAN	6	PCS
13	WHEEL STUD & NUTS	10	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 A , 15 A ,20 A ,30 A	5	PCS each
23	CLUTCH RELEASE CYLINDER KIT	3	SET
24	AC FAN SHROUD	3	PCS
25	AC FAN REGULATOR	3	PCS
26	AC FAN MOTOR HIGH & LOW RPM	1	SET



SINDH INTEGRATED EMERGENCY AND HEALTH  
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Repair &  
Maintenance of  
Vehicle (Hiace, Hilux,  
Foton and Faw)

27	BLOWER MOTOR	3	PCS
28	STEERING BOOT	2	SET
29	AC BLOWER SWITCH FRONT	2	PCS
30	PINION SEAL	1	PCS
31	BATTERY AGS GL-50	1	SET
32	ENGINE OIL DIESEL	70	LTR.
33	GEAR OIL	5	LTR.
34	BRAKE OIL	5	BOTTLE
35	WATER BODY	2	PCS
36	THERMOSTATOR SWITCH	1	PCS
37	RADIATOR	2	PCS
38	EMT CABIN INNER LIGHTS (ROOF)	4	PCS
39	REAR BRAKE LIGHTS	2	SET
40	REAR EMT CABIN BRAKE LIGHTS	4	SET
41	EMERGENCY BLUE LIGHTS	5	PCS
42	EMERGENCY RED LIGHTS	5	PCS
43	EMERGENCY KOJACK LIGHTS LH	3	PCS
44	EMERGENCY KOJACK LIGHTS RH	3	PCS
45	EMERGENCY FLOOD LIGHTS	3	PCS
46	EMT SIDE DOOR LOCK COMPLETE WITH HANDLE	3	PCS
47	EMT CABIN FAN	3	PCS
48	EMT CABIN DOOR RUBBERS	3	PCS
49	EMT CABIN DOOR HANDLES	3	PCS
50	REAR EMT DOOR OUTER SIDE RUBBER	3	PCS
51	FRONT EMERGENCY LIGHT (COMPLETE SET)	3	PCS
52	ALTERNATOR	1	PCS
53	STARTER MOTOR	1	PCS
54	WASH BASIN MOTOR	6	PCS
55	FRONT BRAKE PAD	8	SET

## REPAIR AND MAINTENANCE SCOPE FOR FAW AMBULANCES

### SUMMARY SCOPE OF WORK

<b>Table 1: Summary SOW</b>		
<b>Sr#</b>	<b>Item</b>	<b>Description</b>
<b><u>1</u></b>	<b><u>2S Stationary workshops capable of</u></b> Performing major repair including, clutch, kamani (leaf spring), foot rest, 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	Karachi
<b><u>3</u></b>	<b><u>Manpower / Technicians requirements:</u></b> Trained resources capable of undertaking skilled work related to automotive, electrical and fabrication skills	<b><u>For stationary workshop</u></b> 02 Automobile technician (mechanical) 01 Electrician, 01 AC technician 01 fabrication technician
<b><u>4</u></b>	<b><u>Periodic inspection and preventive maintenance of Toyota Hi-ace vehicles</u></b> Vehicle preventive maintenance program will fall into four (04) levels of service	Service / Inspection Level I – 5000 KM Service / Inspection Level II – 10000 KM Service / Inspection Level III – 15,00 KM Service / Inspection Level IV - 80,000 KM
<b><u>5</u></b>	<b><u>Inventory room at 2S stationary workshops</u></b>	All critical items such as Batteries, Tires, 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.

### 3. DETAILED SCOPE OF WORK

#### 3.1. SERVICES REQUIRED

- 1.5.6 The Service provider shall, on regular basis provide the services at the service provider's location.
- 1.5.7 The inventory room of stationary workshops should be up to date with all critical items such as Batteries, Tires, belts, fluids, filters, lights, locks and all other consumables and 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.
- 1.5.8 The service provider will provide human resource as per table 1 at all stationary and mobile workshops.

- 1.5.9 Repair & maintenance scope include
- 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, tires and all other under chassis work comes under SLA.
  - Repair & maintenance also includes fabrication work.
  - Accidental loss cover 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.
- 1.5.10 The service provider will perform all services in a diligent & skillful manner in strict compliance with the provision of this contract.
- 1.5.11 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.
- 1.5.12 The service provider will provide the towing facility from point of breakdown/accident to workshop. Service provider will responsible to keep in contact with breakdown ambulance crew till arrival at workshop. 24/7 service and tow facility is elaborated as below
- Service provider will ensure 24/7 towing facility from the point of breakdown to concern workshop.
  - 8 am to 10 pm Monday - Saturday – service provider’s responsibility.
  - On Sundays service provider will utilize mobile workshop for towing
  - Beyond these time and days SIEHS fleet team will manage locally
  - 24/7 breakdown support will be extended.
- 1.5.13 The service provider shall keep & maintain up to-date records of each and every job performed for at least 1 year of all services tendered 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.
- 1.5.14 The service provider shall, maintain ambulance as per annexure B Clause 1.3.
- 1.5.15 The service provider is bound to use the specific imported oil of Toyota or any other known branded 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.
- 1.5.16 The service provider must return the vehicle as per agreed timeline, as per Clause 1.5.
- 1.5.17 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.





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

**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**

- 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.
- 1.5.18 The Service provider should perform regular tire 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 tires for stationary workshops inventory rooms, providing new and branded (General tyres) only with a shelf life no more than 3 years. Incase this brand is not readily available then alternate brand will be used subject to approval from SIEHS fleet department.
- 1.5.19 The Service provider should plan visits on need basis with fleet manager prior to preventive maintenance activity to asses work & resource required for operation.
- 1.5.20 The requirements of 2S workshop are as follows.
- The workshop should have a separate ramp area ( The ramp can 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, etc.

**1.6 VEHICLE TO BE COVERED UNDER THIS AGREEMENT**


Serial number	color	Engine displacement	model
1	diamond white	970cc	CA6371A4
2	diamond white	970cc	CA6371A4
3	diamond white	970cc	CA6371A4
4	diamond white	970cc	CA6371A4
5	diamond white	970cc	CA6371A4
6	diamond white	970cc	CA6371A4
7	diamond white	970cc	CA6371A4
8	diamond white	970cc	CA6371A4

**1.7 SERVICE / INSPECTION LEVELS:**

**1.7.1 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-40 )		PM schedule for (20w-50 )	
Service / Inspection Level I	5,000	Service / Inspection Level I	3,500

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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Service / Inspection Level II	10,000	Service / Inspection Level II	7,000
Service / Inspection Level III	15,000	Service / Inspection Level III	10,500
Service / Inspection Level IV	80,000	Service / Inspection Level IV	80,000

### 1.7.2 SERVICE LEVEL I

- The engine oil is to be checked and changed.
- **Engine oil filter will be changed.**
- The tires are to be checked for proper air pressure and wear condition.
- 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.
- **Brake service.**
- **AC & Air filter need to be service.**
- 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.
- All lights and electrical systems (Battery, wiring, PA & Hooter systems) to be checked and corrected if necessary.
- Vehicle is to be inspected for any minor fabrication issues in the body & patient compartment.
- Ambulance wash. **General wash.**

### 1.7.3 SERVICE LEVEL II

- g) All items contained in Service level I.
- h) Inspection of timing belt, timing pulley & cover.
- i) A "Wheels off inspection" for all for brakes & components.

### 1.7.4 SERVICE LEVEL III

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


### 1.7.5 SERVICE LEVEL IV – Detailed Quality Inspection

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

#### BASIC ENGINE COMPONENTS

- m) Timing belt is to be replaced (if needed ) with new one.
- n) Drive belts are to be inspected and replaced if needed.
- o) Engine oil is to be replaced (G-DLD-1, API CF-4 or CF also can use API CF or CD) Engine oil ( After discussion of both parties best suited brand to be selected ).
- p) 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.
- q) Engine coolant is to be replaced (replace after 160,000km then for every 80,000km) Coolant type: Toyota Super Long Life coolant\*
- r) Exhaust pipes & mounting are to be inspected.

#### IGNITION SYSTEM

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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c) Batteries are to be inspected and replaced if needed.

**FUEL & EMISSION CONTROL SYSTEM**

- i) Water/fuel sedimentary needs to be inspected & replaced if needed.
- j) Air cleaner filter replacement.
- k) Diesel smoke inspection.
- l) 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**

- cc) Brake pedal, parking brake, brake linings & drums, brake pads & brake discs are to be inspected and replaced where needed.
- dd) Brake fluid is to be replaced\*.
- ee) Vacuum pump for brake booster is to be inspected (Replace the blade with new one)
- ff) Power steering fluid is to be replaced.
- gg) Steering wheel, linkage & gear box is to be inspected and parts to be replaced where necessary.
- hh) Propeller shaft grease lubrication and tightening bolts should be checked.
- ii) Ball joint & dust cover inspection.
- jj) Differential gear oil (SAE 90)\* & manual transmission oil (SAE 75W-90, 80W or 80W-90)\* is to be replaced ..
- kk) Front & rear suspension are to be inspected
- ll) Tires and inflation pressure are to be inspected.
- mm) All lights, horn, PA system, Wipers & washer is to be inspected and replaced if needed.
- nn) Air conditioning filter & refrigerant is to be inspected for replacement.
- oo) Patient compartment electrical wiring to be inspected, with electrical switches & boards.
- pp) Patient compartment door locks, door sheets, windows, dust bin to be inspected for any repair or replacement.

**1.7 REPAIR & MAINTENANCE DELIVERY TIMELINE**

<b>SR#</b>	<b>JOB DESCRIPTION</b>	<b>DELIVERY TIME</b>
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	06 WORKING HOURS
7	RADIATOR R & R	05 WORKING HOURS
8	O/H BRAKE SYSTEM	04 WORKING HOURS
9	SELF STARTER R & R	02 WORKING HOURS



SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES  
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Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)

10	SHOCK ABSORBER R & R	2 WORKING HOURS
11	PM SERVICE (COMPLETE WITH OIL CHANGE ACTIVITY)	06 WORKING HOURS
12	ACCIDENT MINOR (MINOR SCRATCHES, DENT, SIDE GLASS BROKEN, BUMPER CLIP DAMAGED ETC.)	3 WORKING DAYS, AFTER INSURANCE APPROVAL
13	ACCIDENT MEDIUM. (BUMPER BROCKEN, HEAD LIGHT BROCKEN, MEDIUM DENT, SCRATCHES & SHOW GRILL BROKEN ETC.)	5 WORKING DAYS, AFTER 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

LIST OF INVENTORY ITEMS FOR EACH 2S STATIONARY SHOP WITH QUANTITY (As per 1.1.3)

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


Sr.	Item Name	Qty.	Unit
1	AIR FILTER	6	PCS
2	OIL FILTER	6	PCS
3	AC MICRO FILTER	4	PCS
4	AC EXPANSION VALVE	2	PCS
5	ALTERNATOR BELT/FAN BELT	2	SET
6	CLUTCH PLATE & PRESSURE PLATE ASSY	1	SET
7	REAR BRAKE SHOE	4	SET
8	WHEEL BEARING FRONT & REAR	5	SET
9	LOCK ASSY BACK DOOR	6	PCS
10	HANDLE BACK DOOR	4	PCS
11	POWER WINDOW BUTTON	5	PCS
12	MOTOR RADIATOR FAN	6	PCS
13	WHEEL STUD & NUTS	20	PCS



SINDH INTEGRATED EMERGENCY AND HEALTH  
SERVICES  
TENDER DOCUMENTS

Repair &  
Maintenance of  
Vehicle (Hiace, Hilux,  
Foton and Faw)

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	ENGINE OIL DIESEL	50	LTR.
36	GEAR OIL	5	LTR.
37	BRAKE OIL	5	BOTT LE
38	WATER BODY	2	PCS
39	THERMOSTATOR SWITCH	1	PCS
40	RADIATOR	2	PCS
41	EMT CABIN INNER LIGHTS (ROOF)	4	PCS
42	REAR BRAKE LIGHTS	2	SET
43	REAR EMT CABIN BRAKE LIGHTS	4	SET
44	EMERGENCY BLUE LIGHTS	5	PCS
45	EMERGENCY RED LIGHTS	5	PCS
46	EMERGENCY KOJACK LIGHTS LH	3	PCS
47	EMERGENCY KOJACK LIGHTS RH	3	PCS


	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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48	EMERGENCY FLOOD LIGHTS	3	PCS
49	EMT SIDE DOOR LOCK COMPLETE WITH HANDLE	3	PCS
50	EMT CABIN FAN	3	PCS
51	EMT CABIN DOOR RUBBERS	3	PCS
52	EMT CABIN DOOR HANDLES	3	PCS
53	REAR EMT DOOR OUTER SIDE RUBBER	3	PCS
54	FRONT EMERGENCY LIGHT (COMPLETE SET)	3	PCS
55	ALTERNATOR	1	PCS
56	STARTER MOTOR	1	PCS
57	WASH BASIN MOTOR	6	PCS
58	FRONT BRAKE PAD	8	SET

### REPAIR AND MAINTENANCE SCOPE FOR TOYOTA HIACE AMBULANCES

#### SUMMARY SCOPE OF WORK

Table 1: Summary SOW		
Sr#	Item	Description
<u>1</u>	<b>2S Stationary workshops capable of</b> Performing major repair including, clutch, kamani (leaf spring), foot rest, 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	Karachi
<u>3</u>	<b>Manpower / Technicians requirements:</b> Trained resources capable of undertaking skilled work related to automotive, electrical and fabrication skills	<b>For stationary workshop</b> 02 Automobile technician (mechanical) 01 Electrician, 01 AC technician 01 fabrication technician
<u>4</u>	<b>Periodic inspection and preventive maintenance of Toyota Hi-ace vehicles</b> Vehicle preventive maintenance program will fall into four (04) levels of service	Service / Inspection Level I – 3,500 KM Service / Inspection Level II – 7,000 KM Service / Inspection Level III – 10,500 KM Service / Inspection Level IV - 80,000 KM
<u>5</u>	<b>Inventory room at 2S stationary</b>	All critical items such as Batteries, Tires, belts,

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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	<u>workshops</u>	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.
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#### 4. DETAILED SCOPE OF WORK


##### 4.1. SERVICES REQUIRED

- 1.7.6 The Service provider shall, on regular basis provide the services at the service provider's location.
- 1.7.7 The inventory room of stationary workshops should be up to date with all critical items such as Batteries, Tires, belts, fluids, filters, lights, locks and all other consumables and 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.
- 1.7.8 The service provider will provide human resource as per table 1 at all stationary and mobile workshops.
- 1.7.9 Repair & maintenance scope include
  - 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, tires and all other under chassis work comes under SLA.
  - Repair & maintenance also includes fabrication work.
  - Accidental loss cover 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.
- 1.7.10 The service provider will perform all services in a diligent & skillful manner in strict compliance with the provision of this contract.
- 1.7.11 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.
- 1.7.12 The service provider will provide the towing facility from point of breakdown/accident to workshop. Service provider will responsible to keep in contact with breakdown ambulance crew till arrival at workshop. 24/7 service and tow facility is elaborated as below
  - Service provider will ensure 24/7 towing facility from the point of breakdown to concern workshop.
  - 8 am to 10 pm Monday - Saturday – service provider's responsibility.
  - On Sundays service provider will utilize mobile workshop for towing
  - Beyond these time and days SIEHS fleet team will manage locally
  - 24/7 breakdown support will be extended.
- 1.7.13 The service provider shall keep & maintain up to-date records of each and every job performed for at least 1 year of all services tendered 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.

- 1.7.14 The service provider shall, maintain ambulance as per annexure B Clause 1.3.
- 1.7.15 The service provider is bound to use the specific imported oil of Toyota or any other known branded 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.
- 1.7.16 The service provider must return the vehicle as per agreed timeline, as per Clause 1.5.
- 1.7.17 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.
- 1.7.18 The Service provider should perform regular tire 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 tires for stationary workshops inventory rooms, providing new and branded (General 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.
- 1.7.19 The Service provider should plan visits on need basis with fleet manager prior to preventive maintenance activity to assess work & resource required for operation.
- 1.7.20 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, etc



	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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### 1.8 VEHICLE TO BE COVERED UNDER THIS AGREEMENT

S/N	CALL SIGN	REG#	Category	KMs
1	AM-107	EA-0438	SIEHS Transferred	270461
2	AM-138	EA-1072	SIEHS Transferred	156431
3	AM-139	EA-0721	SIEHS Transferred	292419
4	AM-141	EA-1069	SIEHS Transferred	253955
5	AM-142	EA-1071	SIEHS Transferred	286038
6	AM-143	EA-1068	SIEHS Transferred	235467
7	AM-144	EA-1070	SIEHS Transferred	288617
8	AM-145	EA-1076	SIEHS Transferred	341071
9	AM-146	EA-1077	SIEHS Transferred	342108
10	AM-147	EA-1078	SIEHS Transferred	204785
11	AM-154	EA-1179	SIEHS Transferred	218153
12	AM-157	EA-1158	SIEHS Transferred	150861
13	AM-166	EA-1487	SIEHS Transferred	242292
14	AM-167	EA-1496	SIEHS Transferred	300574
15	AM-168	EA-1495	SIEHS Transferred	161312

### 1.9 SERVICE / INSPECTION LEVELS:

#### 1.9.1 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-40 )		PM schedule for (20w-50 )	
Service / Inspection Level I	5,000	Service / Inspection Level I	3,500
Service / Inspection Level II	10,000	Service / Inspection Level II	7,000
Service / Inspection Level III	15,000	Service / Inspection Level III	10,500
Service / Inspection Level IV	80,000	Service / Inspection Level IV	80,000

#### 1.9.2 SERVICE LEVEL I

- a) The engine oil is to be checked and changed.
- b) Engine oil filter will be changed.
- c) The tires 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.

### 1.9.3 SERVICE LEVEL II

- k) All items contained in Service level I.
- l) Inspection of timing belt, timing pulley & cover.
- m) A "Wheels off inspection" for all for brakes & components.

### 1.9.4 SERVICE LEVEL III

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

### 1.9.5 SERVICE LEVEL IV – Detailed Quality Inspection

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

#### **BASIC ENGINE COMPONENTS**

- s) Timing belt is to be replaced (if needed ) with new one.
- t) Drive belts are to be inspected and replaced if needed.
- u) 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\*
- v) 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.
- w) Engine coolant is to be replaced (replace after 160,000km then for every 80,000km)  
Coolant type: Toyota Super Long Life coolant\*
- x) Exhaust pipes & mounting are to be inspected.

#### **IGNITION SYSTEM**

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

#### **FUEL & EMISSION CONTROL SYSTEM**

- m) Water/fuel sedimentary needs to be inspected & replaced if needed.

- n) Air cleaner filter replacement.
- o) Diesel smoke inspection.
- p) 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

- qq) Brake pedal, parking brake, brake linings & drums, brake pads & brake discs are to be inspected and replaced where needed.
- rr) Brake fluid is to be replaced\*.
- ss) Vacuum pump for brake booster is to be inspected (Replace the blade with new one)
- tt) Power steering fluid is to be replaced.
- uu) Steering wheel, linkage & gear box is to be inspected and parts to be replaced where necessary.
- vv) Propeller shaft grease lubrication and tightening bolts should be checked.
- ww) Ball joint & dust cover inspection.
- xx) Differential gear oil (SAE 90)\* & manual transmission oil (SAE 75W-90, 80W or 80W-90)\* is to be replaced ..
- yy) Front & rear suspension are to be inspected
- zz) Tires and inflation pressure are to be inspected.
- aaa) All lights, horn, PA system, Wipers & washer is to be inspected and replaced if needed.
- bbb) Air conditioning filter & refrigerant is to be inspected for replacement.
- ccc) Patient compartment electrical wiring to be inspected, with electrical switches & boards.
- ddd) Patient compartment door locks, door sheets, windows, dust bin to be inspected for any repair or replacement.

#### 1.8 REPAIR & MAINTENANCE DELIVERY TIMELINE

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	06 WORKING HOURS
7	RADIATOR R & R	05 WORKING HOURS
8	O/H BRAKE SYSTEM	04 WORKING HOURS
9	SELF STARTER R & R	02 WORKING HOURS
10	SHOCK ABSORBER R & R	2 WORKING HOURS
11	PM SERVICE (COMPLETE WITH OIL CHANGE ACTIVITY)	06 WORKING HOURS
12	ACCIDENT MINOR (MINOR SCRATCHES, DENT, SIDE GLASS BROKEN, BUMPER CLIP DAMAGED ETC.)	3 WORKING DAYS, AFTER INSURANCE APPROVAL
13	ACCIDENT MEDIUM. (BUMPER BROCKEN, HEAD LIGHT BROCKEN, MEDIUM	5 WORKING DAYS, AFTER INSURANCE APPROVAL



SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES  
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Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)

	DENT, SCRATCHES & SHOW GRILL BROKEN ETC.)	
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

LIST OF INVENTORY ITEMS FOR EACH 2S STATIONARY SHOP WITH QUANTITY (As per 1.1.3)

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

Sr.	Item Name	Qty.	Unit
1	AIR FILTER	6	PCS
2	OIL FILTER	10	PCS
3	AC MICRO FILTER	8	PCS
4	AC EXPANSION VALVE	2	PCS
5	ALTERNATOR BELT/FAN BELT	2	SET
6	CLUTCH PLATE & PRESSURE PLATE ASSY	1	SET
7	REAR BRAKE SHOE	4	SET
8	WHEEL BEARING FRONT & REAR	5	SET
9	LOCK ASSY BACK DOOR	6	PCS
10	HANDLE BACK DOOR	4	PCS
11	POWER WINDOW BUTTON	5	PCS
12	MOTOR RADIATOR FAN	6	PCS
13	WHEEL STUD & NUTS	10	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



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

**Repair & Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)**

22	FUSE 2 PIN SMALL 10 A , 15 A ,20 A ,30 A	5	PCS each
23	CLUTCH RELEASE CYLINDER KIT	3	SET
24	AC FAN SHROUD	3	PCS
25	AC FAN REGULATOR	3	PCS
26	AC FAN MOTOR HIGH & LOW RPM	1	SET
27	BLOWER MOTOR	3	PCS
28	STEERING BOOT	2	SET
29	AC BLOWER SWITCH FRONT	2	PCS
30	PINION SEAL	1	PCS
31	BATTERY AGS GL-50	1	SET
32	ENGINE OIL DIESEL	70	LTR.
33	GEAR OIL	5	LTR.
34	BRAKE OIL	5	BOTTLE
35	WATER BODY	2	PCS
36	THERMOSTATOR SWITCH	1	PCS
37	RADIATOR	2	PCS
38	EMT CABIN INNER LIGHTS (ROOF)	4	PCS
39	REAR BRAKE LIGHTS	2	SET
40	REAR EMT CABIN BRAKE LIGHTS	4	SET
41	EMERGENCY BLUE LIGHTS	5	PCS
42	EMERGENCY RED LIGHTS	5	PCS
43	EMERGENCY KOJACK LIGHTS LH	3	PCS
44	EMERGENCY KOJACK LIGHTS RH	3	PCS
45	EMERGENCY FLOOD LIGHTS	3	PCS
46	EMT SIDE DOOR LOCK COMPLETE WITH HANDLE	3	PCS
47	EMT CABIN FAN	3	PCS
48	EMT CABIN DOOR RUBBERS	3	PCS
49	EMT CABIN DOOR HANDLES	3	PCS
50	REAR EMT DOOR OUTER SIDE RUBBER	3	PCS
51	FRONT EMERGENCY LIGHT (COMPLETE SET)	3	PCS
52	ALTERNATOR	1	PCS
53	STARTER MOTOR	1	PCS
54	WASH BASIN MOTOR	6	PCS
55	FRONT BRAKE PAD	8	SET

### 1.10 VEHICLE TO BE COVERED UNDER THIS AGREEMENT

Vehicle	Quantity
Toyota Hiace ambulances	15
Foton ambulances	08
Toyota Hilux ambulances	25
Faw Ambulance	08

#### **Special conditions:**

**a) Term of contract**

Duration of this contract will be from day of signing the agreement (tentatively April 1<sup>st</sup> 2023) till June 30<sup>th</sup>, 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 till 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.

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

The dealership / Service provider 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.

**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.

**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

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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.



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## 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.
13. **25** Hilux can be inspected in Thatta, **15** Hiace, **6** Faw & **3** Foton Ambulances can be inspected in Karachi during period 8<sup>th</sup> Feb-2023 to 15<sup>th</sup> Feb-2023. Please send request via email (mentioned in bid data sheet) for inspection purpose.

## ELIGIBILITY CRITERIA FOR BIDDERS

1. Bidder which meets the following eligibility criteria / mandatory requirements would be declared responsive for further evaluation as per the Evaluation Criteria specified in this bidding document.
2. Verifiable documentary proof for all following requirements is a mandatory requirement, noncompliance will lead to disqualification.
3. Bidder shall complete all the terms & conditions of this Bidding Document.
4. Bidder able to enclose the documents as per the list of required bidding document.


5. Companies must be available on List of Active Tax Payers" of FBR (for Income Tax) and SRB (For Sales Tax) websites.
6. 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 of at least last three years supported by income tax return document.
9. Registration with NTN/ FBR / SRB.
10. Affidavit on Rs.100 stamp paper that the firm is not blacklisted & involved in any active litigation with GoP or GoS.
11. 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. In case amount is not hidden, bid may be rejected at the time of observance of such situation.
3. Pay Order of Rs.3,000/- in favor of Sindh Integrated Emergency and Health Services (NTN: 4979065)
4. Minimum 3 years' income tax return
5. Copy of Pay Order in respect of Bid Security after hiding the amount
6. Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax;
7. Copy of CNIC of signatory of the Bid Form;
8. Audited Financial Statement of the bidder for last three years; (If available)
9. 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.
10. 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.

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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 TENDERING 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 03 calendar days, provided they are received at least five 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 Procuring Agency shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case for purposes of interpretation of the Bid, the translated version shall prevail.

**BID SECURITY / EARNEST MONEY**


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

**ACCEPTANCE / REJECTION OF BID**

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

The bid shall be rejected if:

1. It is substantially non-responsive in a manner prescribed in this tender document.
2. It is against the Pakistani Laws, Rules, Regulations, Policies, Permits, Codes etc.
3. Bidder has conflict of interest with the SIEHS.
4. Bidder engages in corrupt or fraudulent practices in competing for Contract award.
5. Bidder tries to influence the bid evaluation / Contract award.
6. Bid submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or
7. Unsigned, incomplete, partial, ambiguous, conditional, alternative, late
8. Any bidder encloses the financial bid within the technical bid, the same shall be rejected, as bids are invited according to the Single Stage – Two Envelope Procedure
9. Qualified by vague and indefinite expression such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly
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

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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 interested bidder, modify the bidding document by amendment in accordance with 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](mailto: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.

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## **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.
  - 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**

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### **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.



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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)
<b>Technical Evaluation Criteria – 45 marks</b>			
1	Experience in Relevant field <ul style="list-style-type: none"><li>• 5 Year &amp; above (15 Points)</li><li>• Below 5 Year (10 Point)</li></ul>	Documentary proof	15
2	<ul style="list-style-type: none"><li>• No. of workshop other than in Karachi</li></ul> Each location contain 5 points (Maximum up to 15 points)	Documentary proof	15



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3	<ul style="list-style-type: none"> <li>No. of skilled / Trained and experienced staff (each staff equal to 2 point each) in Repair &amp; Maintenance dept. of workshop</li> </ul>	Certificate of Dealership	10
4	<b>Availability of Equipment</b> <ul style="list-style-type: none"> <li>At least one analyzer with source code (01 Points)</li> <li>No. of Bays (01 Point for Each bay maximum up to 3 points)</li> <li>Ramp or Hydraulic Lift For uplifting of vehicle (01 Point)</li> </ul>	Evidence Required	5
<b>Financial Evaluation Criteria – 55 marks</b>			
5	Least quoted price		40
6	<b>Payment Terms</b> <ul style="list-style-type: none"> <li>30 Days Credit (15 Points)</li> <li>15 Days Credit (10 Points)</li> <li>Advance Payment (5 Point)</li> </ul>		15

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.

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## **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.

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**RIGHT TO VARY QUANTITIES AND SPLIT ORDER (w.r.t Vehicles / Locations)**

SIEHS reserves the right to increase and/or decrease / split the quantity and/or delete item(s) originally specified in the tender document / scope of work / 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.

**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. Upon the successful bidder’s furnishing of the

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performance security, SIEHS will promptly notify each unsuccessful Bidder(s) and will discharge its bid security.

### **SIGNING OF CONTRACT**


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 and return it to SIEHS. The successful bidder shall furnish the performance security in accordance with the conditions of contract. 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:


<b>Steps</b>	<b>Time line</b>	<b>Dates</b>
Tender advertisement published in the newspapers and/or Tender uploaded on SIEHS website		2 <sup>nd</sup> Feb 2023
Addressing of queries from bidders		17 <sup>th</sup> Feb 2023
Bid submission by vendors	Maximum by 9:30 AM	24 <sup>th</sup> Feb 2023
Technical proposal opening by committee	10:00 AM	24 <sup>th</sup> Feb 2023
Financial bid opening by committee (only technically qualified bidders)	10:00 AM	13 <sup>th</sup> March 2023
Internal approvals, project award with Letter of intent and contract signing		13 <sup>th</sup> to 30 <sup>th</sup> 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.

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## 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 : Mr. 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	24 <sup>th</sup> Feb 2023 by 9:30 am
Date, Time and Place of Bid opening of technical proposal	24 <sup>th</sup> Feb 2023 at 10:00 am in SIEHS Head office (address above)
Date, Time and Place of Bid opening of commercial proposal	12 <sup>th</sup> Mar 2023 (Tentative) 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

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## 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		
<b>Declaration:</b> 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	Company stamp if available		

**SPRA INTEGRITY PACT (To be signed with the successful bidder to whom contract is awarded)**

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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**BID FORM / PRICE SCHEDULE**

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

**Financial/Commercial proposal**

**Contractual Price:**

Duration	Item Name	Rate / month / vehicle in PKR	13% SST	Total cost per vehicle / month in PKR
Till June 30 <sup>th</sup> 2023	Monthly vehicle R&M charges per vehicle <b>(Hilux)</b>			
	Monthly vehicle R&M charges per vehicle <b>(Hi-ace)</b>			
	Monthly vehicle R&M charges per vehicle <b>(Faw)</b>			
	Monthly vehicle R&M charges per vehicle <b>(Foton)</b>			

- **25** Hilux can be inspected in Thatta, **15** Hiace, **6** Faw & **3** Foton Ambulance will be inspected in Karachi during period 8<sup>th</sup> Feb-2023 to 15<sup>th</sup> Feb-2023. Please send request via email (mentioned in bid data sheet) for inspection purpose.
- 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 30<sup>th</sup> 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.
- SIEHS incoterms is DDP with service / delivery at designated locations across Sindh, Pakistan
- Above rates are inclusive of all requirements mentioned SOW
- Validity of Offer: 90 days from date of tender opening



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

**Repair &  
Maintenance of  
Vehicle (Hiace, Hilux,  
Foton and Faw)**

Signature with date: \_\_\_\_\_

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

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

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

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**.

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- 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.

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- 6.4 The service provider shall submit the Performance Security / Guarantee in the amount finalized through the tender T44-2023 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.

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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.

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- 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

	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES TENDER DOCUMENTS</b>	<b>Repair &amp; Maintenance of Vehicle (Hiace, Hilux, Foton and Faw)</b>
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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