



## **Tender Documents – T53/2023**

**PRODUCTION & BROADCASTING OF MESSAGES  
THROUGH LOCAL RADIO CHANNELS FOR TELE-TABEEB  
RADIO CAMPAIGN**

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TENDER NOTICE

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**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 # 49-2023 - Supply of Office Furniture for Regional Office & Stations
2. Tender # 50-2023 - Supply of Office Appliances for Regional Office & Stations
3. Tender # 51-2023 - Refurbishment Works at various Stations & Regional Office
4. Tender # 52-2023 - Supply of Bio-Medical Related Items
5. Tender # 53-2023 - Radio Campaign Services for Tele-Tabeeb
6. Tender # 54-2023 - Supply of Meal for Training Activities

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

**سندھ انٹیگریٹڈ ایمرجنسی اینڈ ہیلتھ سروسز**

**ٹینڈر نوٹس**

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

- 1۔ ٹینڈر نمبر 49-2023 رجسٹرڈ دفتر اور اسٹیشنوں کے لیے آفس فرنیچر کی فراہمی
- 2۔ ٹینڈر نمبر 50-2023 رجسٹرڈ دفتر اور اسٹیشنوں کے لیے دفتری آلات کی فراہمی
- 3۔ ٹینڈر نمبر 51-2023 مختلف اسٹیشنوں اور رجسٹرڈ دفاتر میں (Refurbishment) تجدید کاری کا کام
- 4۔ ٹینڈر نمبر 52-2023 بائیومیڈیکل متعلقہ اشیاء کی فراہمی
- 5۔ ٹینڈر نمبر 53-2023 طبی سہولتوں کے لیے ریڈیو مہر کی خدمات
- 6۔ ٹینڈر نمبر 54-2023 تربیتی سرگرمیوں کے لیے کھانے کی فراہمی

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

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- 5۔ ٹینڈر نمبر 53-2023 طبی سہولتوں کے لیے ریڈیو مہر جون خدمتوں
- 6۔ ٹینڈر نمبر 54-2023 تربیتی سرگرمیوں کے لیے کھانے کی فراہمی

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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.

The core objective of Tele-Tabeeb strategy is to serve general population in Pakistan provided with access to the communication technology based health information, advice, screening and counseling services. The general populace should be persuaded that Tele-Tabeeb is their main source of health-related information.

Tele-Tabeeb is a 24/7 Non-Emergency Health Helpline with medical advisors, counselors and doctors to provide health advice, referral information, mental health and diet counseling over the phone with the support of software application containing Tele-Tabeeb algorithm and disease summaries. This empowers and encourages underserved communities in particular to avail the widely used mobile phone services to seek timely medical advice and counseling that otherwise may not be accessible to them. Through successful early stage interventions, Tele-Tabeeb aims to curb complications arising from unattended medical conditions and overcome barriers in accessing health services, such as lack of transportation and high cost.

## AREAS OF FOCUS

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The aim of the healthcare helpline would be to offer information in the following areas:

- Timely Triage
- General Health Advice
- Mental Health Advice
- Maternal Neonatal Child Health advice
- Reproductive Health & Family Planning Counseling & Referral
- Health Directories / Referrals
- Disease Outbreaks / Pandemic are Recorded, Advised on, Intervened in, and Referred.
- Public Health Promotion
- Family life Education

Registration of complaints and suggestions for improvements the Tele-Tabeeb 1123 & Rescue 1122 service

## **INVITATION TO BID**

Sindh Integrated Emergency and Health Services (SIEHS), invites sealed bids on **Single Stage- One Envelope Procedure** for Tale-Tabeeb's Radio Campaign. For this well reputed companies registered with federal / provincial tax authorities are invited for their participation through submission of the sealed bids for above said Radio Campaign. The interested bidders should be available on List of Active Tax Payers" of FBR (for Income Tax) & SRB (For Sales Tax) websites.

Issuance of this tender document does not constitute a contractual commitment on the part of Sindh Integrated Emergency & Health Services nor does it commit to pay for costs incurred in the submission of a proposal. All costs of the bidder in the preparation and submission of an offer shall be borne by that bidder. SIEHS reserves the right to reject any or all bids and to make no award at all, or to make an award without further discussion or negotiations if it is considered to be in the best interest of SIEHS.

Tender fee	Rs. 3,000/- (Rupees three thousand rupees only) Non-Refundable
Bidding procedure	Single Stage – One Envelope Procedure
Bid security	2% of the total bid value.
Deadline for submission of bids	24 <sup>th</sup> February, 2023 at 09:30 am
Bid opening date and time	24 <sup>th</sup> February, 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 bidders are 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 at 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 will be submitted / opened on next working day at the given time and venue.
4. SIEHS reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended 2022). In case of any discrepancy, the SPPRA rules will take precedence.
5. SIEHS reserves the right to reduce the scope of work or increase or cancel some part of the scope or the entire tender document.



## SCOPE OF WORK

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## OVERVIEW:

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Tele-Tabeeb is also equipped with health directory information of public and private health care facilities diagnosis services, blood bank and pharmacies. This service will provide the information about the names of required consultants, specialists, physicians and other health services along with their service timings, contact information etc., which is nearest to the caller's location or residence.

Tele-Tabeeb provide 24/7 Emergency medical Services with trained health advisors and doctors to facilitate patients in ambulance of Rescue 1122 in case of emergency medical interventions required by Ambulance Staff.

Telehealth and telemedicine employ information and communication technology (ICTs) to overcome geographic barriers and improve access to health promotion and services. This is especially beneficial to rural and underserved people, which have historically had limited access to health care.

Radio: A regular radio campaign will be launched to promote the call center. This is how we will popularize the call center and promote public health. Furthermore, a regular region-based radio campaign will be developed to encourage the general public to embrace Tele-Tabeeb for high-quality health care.

The bidder(s) to work for the development, production and broadcasting of malaria messages through local radio channels in Nooriabad, Tando Adam, Khairpur Mirs, Ghotki and Larkana.

Following four types of messages shall be prepared and aired:

سندھ حکومت کے تعاون سے پیش خدمت پر مفت معلومات و مشورہ زیر نگرانی ڈاکٹر اور ماہر نفسیات کے بیشتر سیلاب سے متاثرہ افراد جن میں شامل ہے امراض ملیریا اور ڈینگی، جلدی بیماریاں، خواتین کے مسائل اور ذہنی دباؤ سے متعلق کاؤنسلنگ. اس کے علاوہ اسپتال اور ادویات کے بارے میں معلومات فراہم کی جاتی ہے. تو ابھی رابطہ کریں ہمارے ٹیلی طبی ادارے میں اور کال ملائیں ۱۱۲۳ پر. شکریہ!

ڈینگی، ملیریا، کھانسی، نزلہ، سر درد، جوڑوں کا درد، گلے کی سوزش، جلد کی بیماریوں اور بدلتے موسم کے ساتھ پھیلنے والی بہت سی بیماریوں سے بچاؤ اور کرونا سے متعلق احتیاطی تدابیر اور مشورے ہمارے ماہر ڈاکٹروں اور زہنی امراض کے لیے ماہر نفسیات کی رائے لیجیے۔ اور ملک بھر کے ہسپتالوں کی تمام تر معلومات گھر بیٹھے فون پر حاصل کریں اس کے علاوہ عورتوں کے امراض، مانع حمل کے طریقے اور وقفے سے متعلق ماہرین کی رائے کے لیے حکومت سندھ کے تعاون سے پیش خدمت ٹیلی طبی 1123 پر کال کریں 24 گھنٹے میں کسی بھی وقت. شکریہ!

امن ٹیلی طبی، ایک صحت کا ادارہ، سندھ حکومت کی جانب سے۔ یہاں ماہر نفسیات اور ڈاکٹر 24 گھنٹے مفت آپ کی خدمت کے لیے حاضر ہیں، صرف اپنے فون سے ڈائل کریں 1123 اور حاصل کریں طبی معلومات اور مشورہ، کسی بھی ڈاکٹر اور ہسپتال کی معلومات بھی حاصل کر سکتے ہیں۔ شکریہ

ایسے افراد جو پریشان ہیں، موسم کی بدلتی ہوئی صورتحال سے پھیلنے والی بیماریوں جیسے، نزلہ، زکام، کھانسی، ایلر جیس یا سیلاب کے بعد پھیلتے ہوئے وبائی امراض جیسے ملیریا، ڈینگی، پیٹ کے امراض، جلدی امراض یا ہوں کسی ذہنی دباؤ کا شکار، تو ابھی فون اٹھائیں اور ملائیں 1123 ٹیلی طبی اور حاصل کریں جو بیس گھنٹے مفت معلومات و مشورہ ڈاکٹر اور ماہر نفسیات کے زیر نگرانی، جب چاہیں گھر بیٹھے حاصل کریں ماہرانہ رائے صرف ایک فون کال کے ذریعہ۔



**CAMPAIGN DELIVERABLES**

<b>PRODUCTION &amp; BROADCASTING OF MESSAGES THROUGH LOCAL RADIO CHANNELS</b>		
<b>DESCRIPTION</b>	<b>QUANTITY</b>	<b>REMARKS</b>
Broadcasting of messages through local radio channels in Nooriabad	Minimum 1440 spots	Minimum 48 spots each day for 30 days / per district
Duration of each messages will be 30-60 seconds		
Broadcasting of messages through local radio channels in Tando Adam	Minimum 1440 spots	Minimum 48 spots each day for 30 days / per district
Duration of each messages will be 30-60 seconds		
Broadcasting of messages through local radio channels in Khairpur Mirs	Minimum 1440 spots	Minimum 48 spots each day for 30 days / per district
Duration of each messages will be 30-60 seconds		
Broadcasting of messages through local radio channels in Ghotki	Minimum 1440 spots	Minimum 48 spots each day for 30 days / per district
Duration of each messages will be 30-60 seconds		
Broadcasting of messages through local radio channels in Larkana	Minimum 1440 spots	Minimum 48 spots each day for 30 days / per district
Duration of each messages will be 30-60 seconds		
Production of four different types of Messages/Radio Spots Translate or developed in the local languages.	8	(Urdu & Sindhi)

**BIDDING PROCEDURE**

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

## **INSTRUCTIONS TO BIDDERS**

1. Bidder must read all the contents of invitation for bid / notice inviting tender as well as the tender document and understand all the requirements.
2. Bidder must ensure that the bid form is filled in all respect, without any confusion.
3. Bidder shall prepare envelope for proposal.
4. The requirements provided in this document is the minimum requirement of SIEHS. The bidder(s) will meet or exceed the requirement provided they offer competitive prices.
5. In case a bidder exceeds the minimum specifications indicated in the bid or provides alternative specifications and addition to the services, the bidder should highlight such information in their bid document to enable SIEHS to identify the modified specifications and requirements.
6. In case the bidder's additional specifications to the scope of work come at an additional cost beyond the standard package prices, the extra services shall be highlighted in the bid document to enable SIEHS to conduct a value-for-money analysis and make a decision.
7. If withholding, or other indirect cost calculation are not shown or not mentioned in the bid document, the quoted prices shall be considered as prices inclusive of all cost with all applicable taxes.
8. SIEHS shall correct any non-material arithmetic errors in the bid price provided that such corrections do not constitute amendment of quoted unit prices.
9. If a bidder does not accept the final price based on SIEHS re-computation and correction of errors, his/her bid may be rejected
10. Each document/paper submitted by the bidder shall be signed/stamped by the bidder on the face of the document/paper.
11. Bidder shall examine the bid evaluation criteria and insert appropriate document in the bid document accordingly.
12. All documents should be inserted in one sealed envelope along with the original pay orders for the tender fee and the bid security.
13. There should not be any over-writing, double writing, crossed, additional conditions.
14. All rates/prices are to be quoted clearly in digits as well as in words.
15. Conditional bids, telegraphic bids, bids not accompanied by bid security of required amount and form, without tender fee, bids received after specific date and time and bids of black listed firms shall be treated as rejected / non-responsive.

## **ELIGIBILITY CRITERIA FOR BIDDERS**

Bidder which meets the following eligibility criteria / mandatory requirements would be declared responsive for further evaluation as per the evaluation criteria specified in this bidding document. Verifiable documentary proof for all following requirements is a mandatory requirement, noncompliance will lead to disqualification.

1. Bidder shall complete all the terms & conditions of this bidding document.
2. Bidder able to enclose the documents as per the list of required bidding document.
3. Companies must be available on List of Active Tax Payers" of FBR (for Income Tax) and GST / SRB (For Sales Tax) websites.
4. Details of turn-over of at least last two years supported by income tax return document or copy of financial audit documents.
5. Affidavit on Rs.100 stamp paper that the firm is not blacklisted & involved in any active litigation with GoP or GoS.
6. Undertaking to provide access for physical inspection of working area/office at the time of evaluation and during execution of contract.
7. Tender Fee of Rs. 3,000 in shape of Pay order should be in favor of Sindh Integrated Emergency and Health Services (NTN# 4979065-0).

**LIST OF DOCUMENTS TO BE ENCLOSED**

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Bidder(s) must ensure that the following documents are enclosed with the proposal.

1. Complete bidding documents, duly signed and stamped on its each/every page as acceptance of all terms & conditions of this tender document.
2. Complete bidding document, all technical literature & documents required for evaluation, including income tax return, financial audit reports, affidavit, vendor information form and any other noncommercial document must be furnished in a proposal. This will be considered as acceptance of all terms & conditions of tender.
3. Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax;
4. Minimum 2 years' income tax return or copy of financial audit reports.
5. Copy of CNIC of signatory of the Bid Form;
6. 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.
7. Valid documentary evidence in support of evaluation and qualification criteria.
8. Bid Security of required amount. Bid security of a lesser amount will render the bid as rejected.
9. Bid form(s) duly filled in all respect clearly quote the price.
10. 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.
11. Bidder(s) must understand that all payments / transaction shall be made in Pakistani Rupees (PKR) only.

**CLARIFICATION / QUERIES ON TENDERING DOCUMENTS**

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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**

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

## **VALIDITY OF BIDS**

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

## **LANGUAGE OF BIDS:**

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The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and the SIEHS shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case for purposes of interpretation of the bid, the translated version shall prevail.

## **BID SECURITY / EARNEST MONEY**

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1. The bid must be accompanied by a bid security in shape of a DD/Pay Order of 2% of the total contract value (inclusive of taxes) in favor of "Sindh Integrated Emergency and Health Services" on account of Earnest Money/Bid Bond (refundable) valid for a period of 28 days beyond the bid validity date. For unsuccessful parties the earnest money will be refunded within a period one month after the finalization of successful bidder.
2. The bid security shall be attached with the bid document. No interest will be paid on bid security.
3. Any bid not accompanied by an acceptable bid security or the required amount shall be rejected by the SIEHS as non-responsive.
4. The bid security / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of bid security whichever is earlier.
5. The bid security of the successful bidder 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**

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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. Unsigned, incomplete, partial, ambiguous, conditional, alternative, late.
7. Accompanied by vague and indefinite expression such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly
8. Without verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements; or
9. Bidder fails to meet all the requirements of tender eligibility / qualification criteria
10. Bids submitted for partial / limited services (unless specified) in the bidding documents, in the format for quoting the rates / schedule of requirements

11. Bid submitted with shorter bid validity period
12. Bidder fails to meet the minimum evaluation criteria requirements
13. Bid not accompanied by the Bid Security (Earnest Money) of required amount and form
14. Bidder refuses to accept the corrected Total Bid Amount / Price
15. The Bidder has been blacklisted by any public or private sector organization
16. Bidder has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.
17. Black Listed firms will not be considered and will be rejected.

## **FORFEITURE OF BID SECURITY**

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

1. A bidder requests to withdraw his or its bid after opening but within the bid validity period
2. Successful bidder fails to furnish performance security
3. Successful bidder fails to sign the contract/agreement.
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 Governments.

## **CANCELLATION OF BIDDING PROCESS**

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SIEHS Procurement committee:

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

## **AMENDMENTS IN BIDDING DOCUMENT**

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- 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 an 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.

### **DEADLINE FOR SUBMISSION OF BID**

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Bids must be submitted by dropping the sealed bid 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 at 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.

### **PERIOD OF CONTRACT**

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Based on the agreed timelines for execution and completion of the scope of work.

### **SINGLE STAGE – ONE ENVELOPE PROCEDURE.**

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1. Bid shall comprise a single package sealed envelope.
2. SIEHS shall evaluate the proposal in a manner prescribed in advance and reject any proposal which does not conform to the specified requirements. No amendments in the proposal shall be permitted after the submission of documents.
3. Bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance.
4. The bid should contain all the relevant information and desired enclosures in the prescribed format.
5. Bid should be submitted in a sealed envelope:
  - i. Be addressed to the SIEHS at the address given in the bidding documents
  - ii. Opened or e-mailed or faxed or telexed bids will not be accepted.
  - iii. Any bid received by the SIEHS after the date and time of tender opening will be rejected and returned as unopened to sender / bidder.
  - iv. Bids qualified by such vague and indefinite expression such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly.
  - v. Bidder shall comply with all Pakistani Laws, permits, codes and regulation applicable to the bidder’s performance of services. Bid against the Government Rules and Policies, Conditional Bid, Ambiguous Bid or incomplete Bid and Bid without Bid Security will be rejected. No supplementary or revised offer after the opening of bids shall be entertained.
  - vi. In case of announcement of Public Holiday or any unfavorable circumstance, the bids will be opened on next working day. Other terms and conditions, venue and time for drop and opening will remain unchanged.
  - vii. In case of discrepancies between the Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.
  - viii. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified in the bid document.



## **POST BID SUBMISSION**

### **OPENING OF BID**

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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 may 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.

### **EVALUATION OF BIDS**

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1. All bids shall be evaluated in accordance with the evaluation criteria and other terms and conditions set forth in this tender document.
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. 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.
4. The Bids/Offers shall be evaluated conformity the requirements of terms & conditions of the bidding document based on the record / documentary evidence submitted by the bidder.

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

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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 weighted score according to the following criteria shall be selected.

**SECTION II- A (Evaluation Methodology And Criteria):**
**PRELIMINARY EVALUATION CRITERIA:**

The following shall be required to prove evidence of preliminary eligibility, and shall be evaluated on a **pass or fail criteria**: -

- a) Bid prepared and submitted should be as per the following Bid evaluation sheet properly numbered and submitted in the form of proposal. Details/certification to be provided and numbered in below table.

S. No.	Attributes	Indicate Reference page # in Proposal
A	Complete company profile (including name, registered office address, telephone, fax and e-mail address and web address, complete contact details of the contact person, details of branch offices and staff details etc.)	
B	Certificate of company registration or any other legal registration document	
C	Bidder registered with Income Tax, Sales Taxes	
D	Past two years Financial Audit Reports and/or past two years tax returns	
E	List of Clients, must have at least 05 clients to its credit.	
G	Valid certificate from Pakistan Broadcasting Association, Securities & Exchange commission of Pakistan (AECF) or other relevant authority.	

- (a) The responsiveness shall be evaluated by award of marks based on the criteria indicated below, and the pass mark shall be **42 out of total 60 marks, however the 30 marks are reserved for least offered price.**

- (b) In case only one or more than one bidders pass the preliminary evaluation criteria, the purchasing entity shall proceed to evaluate financial proposal(s)/quotation(s) with the single bidder or more than one bidders accordingly.
- (c) However, as a last resort, in case no bidder obtained 42 marks and above, the purchasing entity shall select three (03) bidders with the highest scores and proceed to evaluate the score of offered price(s).
- (d) Below are the award criteria for each of the requirements in this bid

<b>Criteria</b>	<b>Award sub-criteria</b>	<b>Max Marks</b>
Years of experience running the business in Pakistan	1 mark for each year of experience up to a maximum of 10	10
Bidder has adequate studio, equipment and personnel to execute the scope of work of this tender	Participating bidders shall be ranked based on the information submitted in the bid document, and marks will be allocated based on the position of the bidder.	10
Copies of contracts, purchase orders related to the assignment executed in past two (02) years in Pakistan.	Two (02) marks for each contract/ Purchase Order, maximum of 5 contracts/Purchase Orders	10
The bidder(s) to submit soft copies in USB of different audio/video productions up to 10 (songs, audios, videos, mixed productions, etc) produced in the past two (02) years to listen and judge the quality of the audio messages during evaluation process.	One (01) mark for each acceptable quality audio message, maximum of 10 audios	10
Past business experience to deliver Radio production and aired activities in different districts of Sindh province.	One (01) mark awarded for each district of Sindh province, maximum 10 different districts or locations in Sindh province.	10
Able to provide coverage of the radio campaign in the following targeted areas of Sindh Province; One (01) mark for each location/area, maximum 10 marks.		10
<ol style="list-style-type: none"> <li>1. Nooriabad</li> <li>2. Tando Adam</li> <li>3. Khairpur Mirs</li> <li>4. Ghotki</li> <li>5. Larkana</li> </ol>		

<b>Total Evaluation Marks for the above criteria</b>	<b>60</b>
<b>The most lowest financial/commercial offer or prices</b>	<b>40</b>
<b>Overall total marks</b>	<b>100</b>

## **CLARIFICATIONS / CORRECTIONS OF BID**

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

Arithmetical errors will be rectified on the following basis:

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

## **PERFORMANCE SECURITY**

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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**

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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**

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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 services may be taken from the next lowest bidder vide the same work order at bidder's risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said bidder or from any sum due of which may become due to the bidder.
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 bidder.

## **APPLICABLE LAW**

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

## **ARBITRATION**

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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's company. Should the parties fail to come to an amicable settlement the same shall be referred to the award of Arbitrators to be nominated one each by the SIEHS and the bidder company within fifteen (15) days of notice from either side or in the case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing prior to proceeding with the arbitration. The decision of the Arbitrators or the Umpire, as the case may be, shall be final and binding on both the parties. The arbitration shall take place at Karachi, under Pakistani Law of Arbitration.

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

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SIEHS reserves the right to increase and/or decrease the scope of work i.e. reduce number of locations or addition of new locations originally specified in the Format for Quoting the Rates / Schedule of Requirements however the successful bidder agrees without any change in unit price or other terms and conditions during the contract/agreement period for the additional locations within duration of contract/agreement.

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

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

## **COST OF BIDDING**

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

## **COST OF STAMP DUTY**

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

## **THIRD PARTY SERVICES**

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



## **CANCELLATION OF CONTRACT/AGREEMENT**

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

## **PATENT DISCLAIMER**

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The bidder indemnifies SIEHS from any disputes arising from the issues of copied design, work of art, use of restricted intellectual property / rights etc. SIEHS in no circumstance would be held liable or any disputes. Any financial, reputational or other liability arising due to the provided service or goods will be the responsibility of the bidder. SIEHS reserves the right to compensation in case of any adverse impact due to breach of patents or unlawful use of intellectual property, idea or work of art.

## **AWARD OF CONTRACT**

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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**

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

## **SIGNING OF CONTRACT**

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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/Agreement Form, the successful bidder shall pay the stamp duty as per the terms of the tender and sign the contract /Agreement and return it to SIEHS. The successful bidder shall furnish the perfor-

mance security in accordance with the conditions of contract/agreement. Failure of the successful bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

### **TENDER TIMELINES**

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

Steps	Time line	Start Date	End Date
Tender advertisement published in the newspapers & Tender uploaded on SIEHS website		8 <sup>th</sup> February, 2023 - 24 <sup>th</sup> February, 2023	
Pre Bid Meeting with suppliers on tender documents queries	Location : Head Office SIEHS at 11:00am till 1:00pm	13 <sup>th</sup> February, 2023	
Addressing of queries from bidders	After Pre bid meeting 05 calendar days to the bid submission date	16 <sup>th</sup> February, 2023	
Bid submission by vendors	Maximum by 9:30 am	24 <sup>th</sup> February, 2023	
Bid opening by Committee	10:00 am	24 <sup>th</sup> February, 2023	
Analysis of bid along with clarification of queries if any		24 <sup>th</sup> February, 2023 - 13 <sup>th</sup> March, 2023	
Internal approvals and project award with Letter of intent		16 <sup>th</sup> March, 2023 - 30 <sup>th</sup> March, 2023	

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

**BID DATA SHEET**

BID DATA SHEET	
Company name	Sindh Integrated Emergency & Health Services (SIEHS)
Bid submission	Bids to be submitted in the Tender box placed at SIEHS head office, Monday – Friday 9:00 am to 5:00 pm Plot No. 43-15/K, Block 6, P.E.C.H.S, Karachi, Pakistan
Procurement Focal person	Attention to : Mr. Muhammad Noor Ali
Email address	procurement@siehs.org
Contact number	021-111-111-823, Ext 2510, 2006, 2343
Pricing mechanism	The price shall be fixed during the contract/agreement 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> February, 2023 at 9:30 am at SIEHS Head office (address above)
Date, Time and Place of Bid opening	24 <sup>th</sup> February, 2023 at 10:00 am at SIEHS Head office (address above)
Performance Security	5% of the total contract/agreement value as per agreed timeline for completion of the scope of work. This amount will be returned to the bidder once the satisfactory report received from SIEHS.

**VENDOR INFORMATION FORM**

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Name of the Company			
Company NTN		Date of establishment	
Company GST		Provincial sales tax numbers (SST)	
Office address			
Name of the authorized contact person			
Email address for correspondence			
Telephone Number (Extension if any)		Mobile Number	
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><u>Declaration:</u></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	

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

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**BID FORM / PRICE SCHEDULE**

(To be submitted on Official Company Letterhead duly signed & stamped)  
**Financial/Commercial proposal**

**ANNEXURE "A"**

S#	Description	Target population	Language of audio messages	Length of audiomes- sage(second)	Preparation & Record- ing of audio messages	The frequency of broad- casting per message per day	Days in a week To air the audio mes- sages	Selected timing for air- ing of audio messages (Tentative)	Duration of airing the audiomes- sages	Expected start date of airing	Unit Price Per Second With GST	Total Price With GST	Additional Require- ment
1	Recording & production of audio mes- sages for radio broadcast	Nooriabad	Urdu & Sindhi	30-60	Prepared by the bidder with the SIEHS ap- proval	48	7	10.00am to 12.00pm 6.00pm to 8.00pm	30 days	Approx. 2 <sup>nd</sup> week of April			The tracking re- port is a system generated report reflecting the date & time of air- ing, number of spot, duration of spot etc.
2		Tando Adam		30-60		48	7	10.00am to 12.00pm 6.00pm to 8.00pm	30 days	Approx. 2 <sup>nd</sup> week of April			
3		Khairpur Mirs		30-60		48	7	10.00am to 12.00pm 6.00pm to 8.00pm	30 days	Approx. 2 <sup>nd</sup> week of April			
4		Ghotki		30-60		48	7	10.00am to 12.00pm 6.00pm to 8.00pm	30 days	Approx. 2 <sup>nd</sup> week of April			
5		Larkana		30-60		48	7	10.00am to 12.00pm 6.00pm to 8.00pm	30 days	Approx. 2 <sup>nd</sup> week of April			

## GENERAL TERMS AND CONDITIONS OF CONTRACT

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### 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 "Contactor" appear they shall be taken to mean Supplier / Service Provider.

1.4 SUPPLIER / SERVICE PROVIDER'S ORGANISATION

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

1.5 AGREEMENT OR THE AGREEMENT

Agreement / The Agreement means this agreement.

1.6 GOODS

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

1.7 SERVICES

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

1.8 PURCHASE ORDER



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

1.9 **INSPECTION**

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

1.10 **DELIVERY**

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

1.11 **CONFIDENTIAL INFORMATION**

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

1.12 **LAW**

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

**ARTICLE 2**

**SCOPE OF WORK**

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

**ARTICLE 3**

**BUSINESS INTEGRITY**

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

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

**ARTICLE 4**

**CONTRACT PRICE**

- 4.1 In full consideration of the Supply of Goods / Service provided and of the fulfillment of other obligations under the Agreement, the Company shall, subject to the provisions of the Agreement, pay or cause to be paid to Supplier / Service Provider the contract price of the goods / services in accordance with the provisions of the **Annexure C**.
  
- 4.3 The Parties shall defend, indemnify and hold harmless each other from any liability resulting failure to comply with the reporting or other procedural requirements with respect to their payment.

**ARTICLE 5**

**TERMS OF PAYMENT**

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

**ARTICLE 6**

**EXAMINATION & PERFORMANCE GUARANTEE**

- 6.1 Company or its designates shall have the right, at any time, to examine the goods supplied / services provided by the Supplier / Service Provider and their performance and to reject any items found to be not in accordance with the provisions of the Agreement or the specifications provided for supply of goods/ services for which the Company shall have sole discretion. No such examination or rejection shall relieve Supplier / Service Provider of any of its obligations and/or liabilities under the Agreement.

- 6.2 Any additional work to be performed or action to be taken by Supplier / Service provider resulting from examination or rejection as referred to in Article 6.1 shall not be regarded as a variation in Supplier / Service Provider's Work and shall be carried out at Supplier / Service Provider's own expense.
- 6.3 The rejected Goods will be replaced by the Supplier / Service Provider at its own cost. In case of failure on the part of the Supplier / Service Provider to replace the rejected equipment or material / service, the Company shall be entitled to deduct the entire cost of the rejected equipment or material from the Supplier's invoices which may be due for payment.
- 6.4 The service provider shall submit the Performance Security / Guarantee in the amount finalized through the tender T43-2023 in the shape of Pay Order or Demand Draft or a Bank Guarantee in favour of the Company issued by a scheduled bank in Pakistan. No interest will be paid on Performance security. The Performance Security / Guarantee shall be returned after expiry of contract and settlement of all claims. This amount will be returned to the supplier after satisfactory completion note from SIEHS.
- 6.5 In the event of failure to provide items/services as per contract / agreement / work order within the stipulated period, the performance security may be forfeited. In that event, acquiring of the said items/services may be taken from the next lowest bidder vide the same work order at contractor's risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said Supplier / Service Provider or from any sum due of which may become due to the Supplier / Service Provider. If any equipment / instrument or property of the Company or its representative / landlord / donor/ is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the Supplier / Service Provider

## **ARTICLE 7**

### **INDEMNIFICATION**

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

## **ARTICLE 8**

### **WARRANTY**

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

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

**ARTICLE 9**

**TERM & TERMINATION**

9.1 This Agreement shall remain in full force and effect for a period of month effective from\_\_\_\_\_

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

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

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

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

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

## **ARTICLE 10**

### **FORCE MAJEURE**

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



## **ARTICLE 11**

### **ASSIGNMENT**

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

## **ARTICLE 12**

### **COMPLIANCE WITH LAWS**

- 12.1 Supplier / Service Provider its employees and agents shall observe and abide by and shall ensure that its subcontractor shall observe and abide by all applicable laws, rules and regulations in Pakistan in connection with the Agreement including but not limited to those with respect to labor and insurance.
- 12.2 Supplier / Service Provider shall obtain without delay such authorizations, approvals, permits, consents and licenses which are necessary for it to perform the Agreement.
- 12.3 Supplier / Service Provider specifically undertakes that it shall not engage/hire/employ child labor / force labor in line with local labor law, while discharging its contractual duties hereunder.

- 12.4 Without prejudice to any other rights that the Company may have the right to terminate the Agreement or any Contract/Work Statement immediately upon notice in writing if the Supplier / Service Provider violate the provisions of this clause.

## **ARTICLE 13**

### **CONFIDENTIALITY**

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- 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**

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- 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**

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- 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**

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

**ARTICLE 17**

**LANGUAGE**

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

**ARTICLE 18**

**SAFETY**

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

**ARTICLE 19**

**NOTICES**

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

Supplier / Service Provider at:

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

Company at:

**Sindh Integrated Emergency and Health Services**

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

**Karachi.** \_\_\_\_\_

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

Name	Designations	Email Address	Contact Numbers

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

**ARTICLE 20**

**ALTERNATIVE SUPPLIER / SERVICE PROVIDER**

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

**ARTICLE 21**

**SURVIVAL**

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

**ARTICLE 22**

**ENTIRETY OF THIS AGREEMENT**

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

The following annexures will form part of this agreement:

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