



SINDH INTEGRATED EMERGENCY AND HEALTH  
SERVICES  
TENDER DOCUMENTS

Tele Tabeeb  
Application  
Tender # 76-2023



# Tender Document No. 76-2023 Tele Tabeeb Application


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## GUIDELINES FOR BIDDERS

<b>Single Stage – Two Envelopes</b>		
S. No	Sequence of Documents <b>(Must be in file using separators)</b>	Check box
1	Tender Fee in shape of a pay order in title of SINDH INTEGRATED EMERGENCY & HEALTH SERVICES - SIEHS	
2	Copy of Bid Security (% mentioned in bid data sheet), after hiding amount in shape of a pay order in title of SINDH INTEGRATED EMERGENCY & HEALTH SERVICES - SIEHS	
Technical Proposal Envelope		
1	All pages of SIEHS tender documents have been signed & stamped	
2	Active Tax Payer Document (Must be printed from FBR / SRB portal and not more than 7 days before the submission of documents)	
3	NTN Certificate	
4	GST / SST (which ever applicable) - Status must be active and printout to be attached	
5	For last three years income tax return document or financial audit report	
6	Copy of CNIC of signatory of the Bid Form	
7	Affidavit on Rs.100 stamp paper / e-stamp paper that:  a. the bidding company is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government.  b. the bidder has submitted the correct and complete information along with the bid/offer. If any document/information is found forged/engineered /fake/bogus at any stage, the bidder may be declared as Blacklisted in accordance with law and the bid security, performance guarantee and payment, if any may be forfeited	
8	Documents mentioned in evaluation criteria for scoring purpose	
Financial Proposal Envelope		
1	Bid Security (% mentioned in bid data sheet),in shape of a pay order in title of SINDH INTEGRATED EMERGENCY & HEALTH SERVICES - SIEHS	
2	Bid form	

 <b>SINDH</b> <small>GOVERNMENT OF SINDH &amp; HEALTH SERVICES</small>	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Tele Tabeeb Application</b> <b>Tender # 76-2023</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 Tele Tabeeb and Tele Medicine platform is designed to support health care solutions and capacity building across the general health continuum, free-of-charge. With 24/7 access to doctors, clinical psychologists and healthcare experts, supported by updated algorithms for common diseases and on-going pandemic, we ensure that people in need receive timely diagnostic and counselling services, anytime. Our state-of-the-art call center allows callers to access coordinated advice and counselling services from across Pakistan, by dialing "1123".

SIEHS invites sealed bids on **Single Stage-Two Envelopes** procedure for the provision Tele Tabeeb application development from well reputed companies / dealers registered with federal / provincial tax authorities.

## INVITATION TO BID

Sindh Integrated Emergency and Health Services (SIEHS), invites the sealed bids for provision of Tele Tabeeb Application from Software / Application developers available on List of Active Tax Payers" of FBR (for Income Tax) & SRB (For Sales Tax) websites.

Tender fee	Rs. 3,000/- (Rupees three thousand rupees only) Non-Refundable
Bidding procedure	Single Stage – Two Envelopes Procedure
Bid security	2% of the total bid value.
Deadline for submission of bids	15 <sup>th</sup> June 2023 by 9:30 am
Bid opening date and time	15 <sup>th</sup> June 2023 at 10:00 am

1. Bidding documents are available on the websites of Sindh Public Procurement Regulatory Authority (SPPRA) (<http://ppms.pprasindh.gov.pk>) and Sindh Integrated Emergency and Health Services (SIEHS), (<http://siehs.org/tender-documents/>) and bidder is required to enclose Pay Order / Demand Draft for the tender fee (Rs. 3,000/-) with their bid, which must be issued by a scheduled bank within the tender purchasing dates.
2. SIEHS may issue the clarifications or amendments in respect of the bidding documents which will be uploaded on the website, SIEHS will not be responsible of any confusion or misunderstanding in this regard.
3. In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted / opened on next working day at the given time and venue.
4. SIEHS reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended 2022).

## SCOPE OF WORK

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### About Tele-Tabeeb application (existing)

The Tele-Tabeeb features a call center, staffed with trained health advisors who provide diagnostic services and advice over the phone 24 hours a day. The service particularly aims to empower women by creating an avenue through which they can seek medical advice and counseling without leaving the sanctuary of their homes. Timely diagnosis and guidance through this service can significantly curb the spread of infectious diseases and sharply reduce the incidence of common, non-infectious and chronic ailments. Tele-Tabeeb existing application is an Inbound desktop based application that registers users in system with a unique caller id.

### New application development vision:

A software platform that provides integrated patient management from two points of first interactions (by a call to the call center & through android application) that will assist in end to end management of quality healthcare consultations and advice management. The application should have the features such as possibility of integration with the existing Tele-Tabeeb application, android app requirements of voice and video call functionalities, whatsapp bots, payment engines, channels of communications such as sms and email, algorithm-based decision support system, integration with medical labs and reports development features related to call responders performance, compliance to protocols etc.

### Processes / Workflow:

#### **Interaction point 1: Call landing from landline or cell phone to Tele Tabeeb call center**

A prospective health care advise seeker calls the number 1023 for seeking health advice. The first contact is with a registration officer (RO) who will take basic demographic details and register the caller in the system. After this the call will be diverted to a Health Adviser Information Officer (HAIO) which will use system defined health questions (decision support system) to identify and provide healthcare advice. In case of non-complex cases, the HAIO will provide advice based on system defined protocols / algorithms / decision support system and close the call if the matter is resolved.

In case of complex situations requiring an advice from a qualified doctor i.e. Medical officer (MO) the call will be diverted the call from the HAIO. MO will also use the application defined decision support system to provide the advice. Medical lab tests can be recommended by MO so there should be some provision to register medical lab tests results / vitals / medicines history. The call can be closed if the matter is resolved and if the same patient calls after an interval, the history of previous consultation / labs etc should be visible. Further if counseling is needed the MO or HAIO



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can directly divert the call to a counseling officer (CO) who will also use the system defined protocols / decision support system to provide standard counseling advice. If the matter is resolved, call will be closed and complete call data of decision support system will generate reports for quality assurance and quality assessment purposes.

The above process of service provision will be free of cost for calls landing from Sindh province and registration with complete advice provision will be without having any financial registration (pre-payment) from the caller.

**Interaction point 2: Contact is made by an advice seeker through an android application**

The process will remain same as described in interaction point 1 but since it will be from an android phone, voice & video features also need to be made available

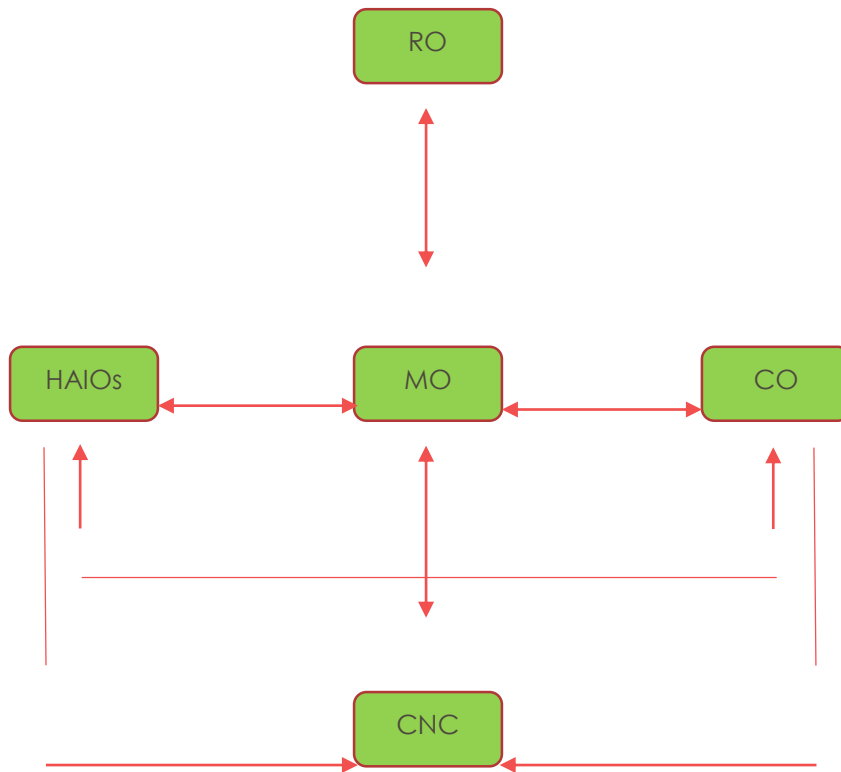
**Application Features & Functionality:**

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- The application has 4 different levels.
  - RO (Registration Officer)
  - HAIO (Health Adviser Information Officer)
  - MO (Medical Office)
  - CO (Counseling Officer)
- Caller History
- Agent Call Record
- Fully integrated with Avaya ACCS
- Inbound and Outbound Calls are catered
- Integrated with Health Eco System (HES) to generate Unique identification
- Caller / Patient Follow-ups
  - Daily / Weekly / Monthly
- Disease Summary & Algorithms
- Conference Call Management
- Health Directory for Medical facility information
- Custom Reports
- SMS integration
- Voice Mail/call back

**Application Level Details:**


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**Illustration of Process flow: Interaction of different Levels**
**RO Level:**

- Received calls & register profiles
- Caller registered on the basis of unique ID
- Repeated caller can be search by the ID, name, and CNIC number
- Taking follow ups from the registered callers
- Taking feedback
- Close call on the basis of call type
- Call transfer to HAIO, MO & CO

**HAIO Level:**

- Provide symptoms regarding disease with the help of system based algorithm
- Provide advice to the patient according to the disease
- Provide disease summary via system generated disease summary list
- Directory information provide the information regarding hospitals, blood bank, pharmacy centers & treatment facilities, Radiology and Laboratories

 <b>SINDH</b> <small>HEALTH SERVICES &amp; HEALTH SERVICES</small>	<b>SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES</b> <b>TENDER DOCUMENTS</b>	<b>Tele Tabeeb Application</b> <b>Tender # 76-2023</b>
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- Provide Medical facility referrals
- Call transfer to MO & CO
- Call transfer to CnC

**MO Level:**

- Provides Health advice via built-in disease summaries & algorithms
- Provide homemade remedies e.g. ORS preparation and exercises
- Provide prescription for over the counter (OTC) drugs
- Take follow-ups & define follow-ups on daily, weekly and monthly basis
- Transfer medical emergency cases to Ambulance service providers
- Transfer call to CO and back to HAIOS in case of low risk evaluation.
- SMS prescription for OTC drugs and reproductive education

**CO Level:**

- Provide advice & counseling
- Further transfer call to MO & HAIO
- Attend follow-ups call
- Mental exercise and tips to the caller via SMS
- Call transfer to CnC

**Call Evaluator / Quality assurance**

- Customer Rating
- Listening of Call recording (random, focused) with download feature
- Call Evaluation.

**Custom Reports:**

- Call Volume Report
- Disease Summary & Algorithm Call Report
- Registered Inbound Profiles
- Call Volume Report Algorithm Wise
- Call Handling Time Report
- Beneficiary Gender & Age Wise Summary Report
- Agent Login Report
- Monthly & Hour Wise Total Call Report
- Internal Transfer Call Report
- District & Town Wise Call Report
- Tele-health Call Center Staff Report
- Shift wise Missed calls

**Way forward for Telehealth Platform:**

- Robust and scalable platform to add multiple health verticals
- Integration with Whatsapp /Facebook Messenger/Telegram
- Teleconsultation module with easy to use Mobile app interface for callers/users
- Robotic Chat box regarding doctors and hospital information or timing schedule of the doctors

- Mobile app through which user can donate from the help of payment engine
- Reviews option from user about the hospitals and doctors
- Mobile app feature Booking of doctor's appointment
- Updating of algorithm by the user and disease summary
- Mobile app feature which connects patient with tele health call center for medical advice
- Real time virtual care option in mobile app feature
- Health and Education video and text contents
- Patient home/remote monitoring/treatment
- Pool of experts
- Video Recording of the patient and incident (Video Record and Forward)

### Algorithm / Decision support system

- There are tentatively 32 algorithms / decision supports on various diseases that need to be made in the application. 1 algorithm / decision support flow is listed below:

#### Medical Algorithms - (GENERAL)

##### INDEX

Code	Name	Page	Code	Name	Page
G.1	<u>BELCHING</u>	2	G.17	<u>PAIN IN THE WRISTS OR HANDS</u>	39
G.2	<u>CHEST PAIN</u>	4	G.18	<u>RINGING IN THE EARS</u>	41
G.3	<u>COUGH</u>	7	G.19	<u>SHORTNESS OF BREATH</u>	43
G.4	<u>DIARRHEA</u>	9	G.20	<u>SHOULDER PAIN</u>	47
G.5	<u>DISCHARGE FROM THE EYE</u>	11	G.21	<u>SORE THROAT</u>	50
G.6	<u>DIZZINESS</u>	13	G.22	<u>SWOLLEN GLANDS</u>	52
G.7	<u>DROWSINESS</u>	16	G.23	<u>TOOTH PAIN</u>	55
G.8	<u>EAR PAIN OR PRESSURE</u>	18	G.24	<u>UNEXPLAINED WEIGHT GAIN</u>	57
G.9	<u>EYE PAIN OR PROBLEMS WITH THE EYE LID</u>	20	G.25	<u>VISION LOSS OR IMPAIRMENT</u>	59
G.10	<u>HEARING LOSS</u>	23	G.26	<u>WHEEZING</u>	61
G.11	<u>HIP PAIN</u>	25	G.27	<u>ULCERS OF SKIN</u>	63
G.12	<u>KNEE PAIN</u>	27	G.28	<u>SWELLINGS/LUMPS/BUMPS ON OR UNDER SKIN</u>	64
G.13	<u>NAIL PROBLEMS</u>	29	G.29	<u>SCALING DISORDERS OF SKIN</u>	66
G.14	<u>NECK PAIN</u>	30	G.30	<u>RASH</u>	67
G.15	<u>NUMBNESS OR TINGLING</u>	33	G.31	<u>FEVER</u>	69
G.16	<u>PAIN IN THE ANKLES OR FEET</u>	36	G.32	<u>CHRONIC HEADACHE</u>	72

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**G.1. Belching, growling stomach, or gas:** Belching and having a growling stomach or gas are common conditions often related to foods you have eaten and eating habits. However, if accompanied by pain in the chest or a change in bowel habits, they may indicate a condition that requires your doctor's attention

Symptom/Question	Action/Advice	Do's & Don'ts	Information	More Info
<b>G.1.1</b> Does your condition worsen when you bend forward, lie down, lift something heavy (or strain), cough, or sneeze?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up.		You may have heartburn.	See GERD (Gastroesophageal Reflux Disease)-118.S; Heartburn-134.S and Indigestion-156.S; Hiatal Hernia-141.S
<b>G.1.2</b> Do you have pain in the upper right side of your abdomen, chest, or back?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor in the next 2 – 3 days		You may have gallstones or an inflammation of the gallbladder	See Gallbladder Disease-114.S; Abdominal Pain-1.S
<b>G.1.3</b> Do you eat meals quickly, swallowing large amounts of food or gulping beverages?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor if symptoms persist	Take smaller bites of food and chew your food thoroughly before swallowing. Sip liquids slowly	Your condition may be due to swallowing air when eating or drinking.	See Gas And Gas Pains-115.S
<b>G.1.4</b> Do you have severe diarrhea and a fever?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up.			See Diarrhea-80.S <b>Amoebic Dysentery, 423.S</b> <b>Food Poisoning, 165.S</b>
<b>G.1.5</b> Do you have diarrhea that alternates with constipation?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up		You may have an intestinal disorder.	See Irritable Bowel Syndrome-164.S

Symptom/Question	Action/Advice	Do's & Don'ts	Information	More info
<b>G.1.6</b> Do you have yellow, foul smelling, or oily looking stools?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up		You may have an intestinal disorder.	See Malabsorption-175.S
<b>G.1.7</b> Do your symptoms occur within 2 hours of consuming dairy products?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up		You may be unable to digest the milk sugar lactose.	See Lactose Intolerance 318.S
<b>G.1.8</b> Do you frequently drink liquid powder diet meals?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up		These symptoms are common after consuming such meals	
<b>G.1.9</b> Do you frequently eat high fiber foods (such as vegetables and beans)?	<b>NO: Go to next Question</b> <b>YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up		These symptoms are common with a high fiber diet.	
<b>G.1.10</b> Do you have just belching without any other symptoms?	<b>NO: or YES:</b> See your doctor at the earliest if symptoms worsen or new symptoms come up			

The system will also popup the 'More info references available in the form of a pdf file. There are around 600 disease summaries. The pdf file / summary will be linked with the reference numbers such as 175.S, 318.S, 129.S and only respective information will be displayed on screen. Software companies are encouraged to take clarity on such areas during the pre-bid meeting to avoid any understanding gaps.

**INDEX – SUMMARY OF DISEASES**

<b>CODE NO.</b>	<b>Disease Name</b>	<b>Page No.</b>
249.S	Stress	16
263.S	Torsion Of Testicle	17
129.S	Hay Fever (ALLERGIC RHINITIS)	18
253.S	Suicide	19
252.S	Substance Abuse	20
248.S	Stammering	21
140.S	Herniated Disc (Slipped Intervertebral Disc)	22
246.S	Splenectomy (Removal Of Spleen)	23
250.S	Stroke	24
254.S	Sun Burn	25
258.S	Temporo Mandibular Dysfunction(Tmj Disorder)	26
259.S	Tendinitis	27
261.S	Tinnitus	28
262.S	Tonsillitis	29
264.S	Tuberculosis	30
265.S	Typhoid	31
272.S	Varicose Veins	32

**129.S. HAY FEVER(Allergic Rhinitis)**
[GO TO MAIN INDEX](#)

Code		
129.S.1	Summary	<ul style="list-style-type: none"> <li>Allergic rhinitis is a collection of symptoms, predominantly in the nose and eyes, caused by airborne particles of dust, dander, or plant pollens in people who are allergic to these substances. When these symptoms are caused by pollen, the allergic rhinitis is commonly called hay fever.</li> </ul>
129.S.2	Could be dangerous, if the answer is YES for any one of the following questions	Is there sever wheezing and difficulty in breathing?
129.S.3	Causes	The pollens that cause hay fever vary from person to person and from region to region. Large, visible pollens are seldom responsible for hay fever. Grasses Ragweed Trees (deciduous and evergreen)
129.S.5	Signs & Symptoms	Coughing Headache Itching nose, mouth, eyes, throat, skin, or any area Runny nose Problems with smell Sneezing Stuffy nose(nasal congestion) Tearing eyes Sore throat Wheezing
129.S.6	When to seek medical advice	If the symptoms persist for more than 1 day
129.S.8	Treatment	Decongestants and anti-allergic Medicines The best "treatment" is to avoid what causes your allergic symptoms
129.S.10	Investigations	Allergy testing

**Reports:**

- Below is the list of required reports. This is a tentative number of reports related to disease specific details. Further reports such as call center agent performance, client demographic analysis, diseases summary / disease prevalence etc.

**1. Radio Calls:**

Day	Day		
	Regular	Radio	Total
<b>Answered Calls (TH Application)</b>	<b>0</b>	<b>0</b>	<b>0</b>
*Number of calls for COVID-19 Advice			<b>0</b>
*Home Testing			<b>0</b>
*Home Vaccination			<b>0</b>
*General Health Advice			<b>0</b>
*Health Directory Information			<b>0</b>
*Mental Health Counselling			<b>0</b>
*Family Planning Counselling			<b>0</b>
*Family Life Education Counselling			<b>0</b>
*Health Information			<b>0</b>
*General Information			<b>0</b>
*Transferred to CNC			<b>0</b>
*Nuisance Call			<b>0</b>
*Other(Wrong, Silent, Disconnected etc)			<b>0</b>

**2. Avaya & App Difference**

<b><i>InBound Call Difference (Application &amp; Avaya)</i></b>														
Names	Wednesday, February 1, 2023			Thursday, February 2, 2023			Friday, February 3, 2023			#####	Saturday, February 18, 2023			#####
	Avaya	Application	Difference	Avaya	Application	Difference	Avaya	Application	Difference	Difference	Avaya	Application	Difference	Difference
Adnan			0			0			0	0			0	0
Danial			0			0			0	0			0	0
Dr Mustafa			0			0			0	0			0	0
Moses			0			0			0	0			0	0
Muhammad Adil			0			0			0	0			0	0
Shakir			0			0			0	0			0	0
Stephin			0			0			0	0			0	0
Sylvester			0			0			0	0			0	0
Dr Tabaan			0			0			0	0			0	0
Uzma			0			0			0	0			0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Names	Wednesday, February 1, 2023		
	Avaya	Application	Difference
Adnan			0
Danial			0
Dr Mustafa			0
Moses			0
Muhammad Adil			0
Shakir			0
Stephin			0
Sylvester			0
Dr Tabaan			0
Uzma			0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

2/01/2023 To 2/28/2023			
Names	Avaya	Application	Total
Adnan	0	0	0
Danial	0	0	0
Dr Mustafa	0	0	0
Moses	0	0	0
Muhammad Adil	0	0	0
Shakir	0	0	0
Stephin	0	0	0
Sylvester	0	0	0
Dr Tabaan	0	0	0
Uzma	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Names	1-Feb-23	2-Feb-23	3-Feb-23	4-Feb-23	5-Feb-23	6-Feb-23	7-Feb-23	8-Feb-23	9-Feb-23
(CO)	Inbound Calls	Inbound Calls	Inbound Calls	Inbound Calls	Inbound Calls	Inbound Calls	Inbound Calls	Inbound Calls	Inbound Calls
(MO)									

Names	1-Feb-23
(CO)	Inbound Calls
(MO)	

Names	Jan-23
(CO)	0
(MO)	0

### 3. Login Time

Agent's Avaya login time														
Name	ID	Benchmark (Hours)	Wednesday, October 31, 2018				Thursday, November 1, 2018				Friday, November 2, 2018			
			Login Time	Difference	Remarks	%	Login Time	Difference	Remarks	%	Login Time	Difference	Remarks	%
Shakir	10847	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Sylvester	10793	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Mohsin	10791	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Adil	11129	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Uzma	11257	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Dr Tabaan	11258	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Dr Mustafa	11320	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Danial	10506	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Adnan	11411	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00
Shumaila	11412	8:00:00		#VALUE!		0.00		#VALUE!		0.00		#VALUE!		0.00

Agent's Avaya login time						
Name	ID	Benchmark (Hours)	Thursday, November 29, 2018			
			Login Time	Difference	Remarks	%
Shakir	10847	8:00:00				
Sylvester	10793	8:00:00				
Mohsin	10791	8:00:00				
Adil	11129	8:00:00				
Uzma	11257	8:00:00				
Dr Tabaan	11258	8:00:00				
Dr Mustafa	11320	8:00:00				
Danial	10506	8:00:00				
Adnan	11411	8:00:00				
Shumaila	11412	8:00:00				

### 4. Calls %

Date	1-Apr		2-Apr		3-Apr		4-Apr	
Day	Saturday		Sunday		Monday		Tuesday	
Calls	Total	%	Total	%	Total	%	Total	%
Landed		-		-		-		-
Answered		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Valid		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Registered		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Radio		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Nuisance		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Other		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Missed		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Abandoned		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!
Voice		#DIV/0!		#DIV/0!		#DIV/0!		#DIV/0!

Call %		
Date	1st-30th April	
Calls	Total	%
Landed	0	-
Answered	0	#DIV/0!
Valid	0	#DIV/0!
Registered	0	#DIV/0!
Radio	0	#DIV/0!
Nuisance	0	#DIV/0!
Other	0	#DIV/0!
Missed	0	#DIV/0!
Abandoned	0	#DIV/0!
Voice	0	#DIV/0!



## 5. Daily Report

TT Daily Report												
Date	1-Apr	2-Apr	3-Apr	4-Apr	5-Apr	25-Apr	26-Apr	27-Apr	28-Apr	29-Apr	30-Apr	Total
Day	Sat	Sun	Mon	Tue	Wed	Tue	Wed	Thu	Fri	Sat	Sun	
<b>Total Landed Calls (AVAYA)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Morning												0
*Evening												0
*Night												0
<b>Answered Calls (TH Application)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Number of calls for COVID-19 Advice												0
*Radio Campaign (Health Advice)												0
*Radio Campaign (Mental Health)												0
*Radio Campaign (Others)												0
*Home Testing												0
*Home Vaccination												0
*General Health Advice												0
*Health Directory Information												0
*Mental Health Counselling												0
*Family Planning Counselling												0
*Family Life Education Counselling												0
*Health Information												0
*General Information												0
*Transferred to CNC												0
*Nuisance Call												0
*Other(Wrong, Silent, Disconnected etc)												0
<b>No. of Staff (Attendance)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Morning												0
*Evening												0
*Night												0
<b>Abandoned Calls (AVAYA)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Morning												0
*Evening												0
*Night												0
<b>Missed Calls (AVAYA)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Morning												0
*Evening												0
*Night												0
<b>Voice Calls (AVAYA)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Morning												0
*Evening												0
*Night												0
<b>Total Outbound calls (AVAYA)</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>Outbound calls to COVID-19 positive cases (TH Application)</b>	0	0	0	0	0	0	0	0	0	0	0	0
*Responded Calls												0
*Not Responded Calls												0
<b>*Other Outbound Calls(Abandoned Call Back, Follow up) (AVAYA)</b>												0

### Language requirements

- Algorithms display required in both English and Urdu language for easy assistance of the call center agent to inquire / guide the client in real time.

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### Requirements for Scalability:

- Currently the solution is required for Phase 1 is defined in the above scope of work
- In Phase 2, the application will be expanded for the use of community health workers (CHW) working in all districts of Sindh. These CHWs will be empowered by android phones or tablets to access the application and provide health counseling along with voice and video features.

### PAYMENT TERMS:

SIEHS standard payment terms are 45 days' credit after submission of correct invoice. Advance payments are discouraged. Under requirement of advance payment, successful bidder will be required to submit a pay order or bank guarantee of same amount (inclusive of tax) as guarantee and refunded upon successful completion of the contract/Agreement.

### PERIOD OF CONTRACT

Period of contract will be for 12 months. The contract/ agreement may further be renewed for the next year on mutual consent of both the parties on annual basis, maximum up to three (03) years (subject to the satisfactory performance). The bidder is bound to provide services for the extended period of the contract/ agreement. Upon signing of contract/agreement with the successful bidder, the filled bidding documents will be part of contract/agreement.

### 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.

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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. Pre bid meeting on 5<sup>th</sup> June 2023 at 3:00 pm at SIEHS Head Office

### **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. Details of turn-over of at least last three years supported by income tax return document or Audited reports
7. Registration with NTN/ FBR / SRB.
8. Affidavit on Rs.100 stamp paper that the firm is not blacklisted & involved in any active litigation with GoP or GoS.
9. 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: -**

#### **Guidelines for Technical Proposal Envelope:**

1. Bidder(s) must ensure that the following documents are enclosed with the **Technical Proposal**.
2. Original Pay Order of Rs. 3,000/- in favor of Sindh Integrated Emergency and Health Services (NTN: 4979065) as Tender fee should be enclosed on top of the Envelope.
3. 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.
4. **Copy** of bid security in shape of pay order by hiding the amount in number and words (both) to be enclosed in the Technical proposal.

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5. Minimum 3 years' income tax return or Audited report
6. Copy of Pay Order in respect of Bid Security after hiding the amount
7. Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / On line verification of Active Tax Payer for Sales Tax;
8. Copy of CNIC of signatory of the Bid Form;
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.

### **Guidelines for Financial Proposal Envelope:**

Bidder(s) must ensure that the following documents are enclosed with the **Financial Proposal**

1. Original bid Security of required amount. Bid security of a lesser amount will render the bid as rejected.
2. Bid form(s) duly filled in all respect clearly quote the price.
3. Once again note that bidder must ensure that the Bid Form is filled in all respect, without any confusion, there should not be any over-writing, double writing, crossed, additional conditions and rates are quoted clearly in digits as well as in words.
4. Bidder(s) must understand that all payments / transaction shall be made in Pakistani Rupees (PKR) only.

Bidder(s) must work carefully and gross rates to be quoted, including all applicable taxes and also incorporate the impact of Sales Tax. SIEHS shall made payments after deduction of all applicable taxes including Income Tax & SST / GST and other taxes, if any

### **CLARIFICATION / QUERIES ON TENDERING DOCUMENTS**

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.

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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. Bid submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or
7. Unsigned, incomplete, partial, ambiguous, conditional, alternative, late
8. Any bidder encloses the financial bid within the technical bid, the same shall be rejected, as bids are invited according to the Single Stage – Two Envelope Procedure
9. Qualified by vague and indefinite expression such as “subject to prior confirmation”, “subject to immediate acceptance” etc. will be treated as vague offers and rejected accordingly
10. Without verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements; or
11. Bidder fails to meet all the requirements of Tender Eligibility / Qualification Criteria
12. Bids submitted for partial / limited services / items as specified in the Format for Quoting the Rates / Schedule of Requirements / BoQ
13. Bid submitted with shorter bid validity period
14. Bidder fails to meet the minimum evaluation criteria requirements
15. Bid not accompanied by the Bid Security (Earnest Money) of required amount and form
16. Bidder refuses to accept the corrected Total Bid Amount / Price
17. The Bidder has been blacklisted by any public or private sector organization
18. Bidder has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations
19. Black Listed firms will not be considered and will be rejected.

### **FORFEITURE OF BID SECURITY**

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

1. A bidder requests to withdraw his or its bid after opening but within the bid validity period
2. Successful bidder fails to furnish performance security
3. Successful bidder fails to sign the contract
4. A bidder does not accept the correction of the quoted amount following the correction of arithmetic errors.
5. A bidder has been found black listed by any agency of Federal or Provincial Government.
6. In case of the bidder Company fails to provide the satisfactory services / goods / works.

### **CANCELLATION OF BIDDING PROCESS**

SIEHS Procurement committee:

1. May cancel the bidding process at any time prior to the acceptance of a bid or proposal.
2. Shall incur no liability towards the bidders.

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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.

### **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 sealed condition 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

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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 qualified bidders in advance.
7. Financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders after completion of procurement process.
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.



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4. The Procurement committee shall read aloud the name of the bidder and total amount of each bid, and of any alternative bids if they have been permitted, shall be read aloud and recorded when opened.
5. All bidders in attendance shall sign an attendance sheet.
6. All bids submitted after the time prescribed as well as those not opened and read out at bid opening, due to any procedural flaw, shall not be considered, and shall be returned without being opened.
7. The envelope marked Financial Proposal shall be retained unopened in the custody of SIEHS.
8. After the evaluation and approval of the technical proposal, the Financial Proposals shall be opened of the technically accepted / qualified bids having the minimum qualifying points / marks of 70% or more, at a time, date and venue announced and communicated to the bidders in advance.
9. The opening of Financial Proposal may be extended by the SIEHS, however, same shall be informed through email by SIEHS, but the bids shall be opened within the bid validity period.

#### **EVALUATION OF BIDS**

1. All bids shall be evaluated in accordance with the evaluation criteria and other terms and conditions set forth in the bidding documents.
2. A bid once opened in accordance with the prescribed procedure shall be subject to only those rules, regulations and policies that are in force at the time of issuance of notice for invitation of bids.
3. Bids/Offers including Technical Proposal/Financial Proposals of only eligible bidders to be evaluated by the Committee constituted by the SIEHS for the purpose.
4. The Committee may seek the clarification from the bidder in writing or oral as the case may be, in case of committee deemed fit, however any clarification shall not be changing the sanctity of original bid.
5. The Bids/Offers shall be evaluated conformity the requirements of terms & conditions of the bidding document based on the record / documentary evidence submitted by the bidder.

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

1. Procurement committee shall announce the results of bid evaluation in the form of a report giving reasons for acceptance or rejection of bids.
2. The report shall be uploaded on SIEHS website and intimated to all the bidders through email at least three (3) working days prior to the award of contract.

#### **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.

Description	Quantity		Total Points
No. of Projects completed	<b>Successful deployments</b>	Documentary proof required	20
	a. 15 deployments = 20 points		
	b. 10 deployments = 8 points		
No. of Clients	c. 0 deployments = 0 points		10
	<b>Active Number of clients &amp; POC details</b>		
	a. 7 active clients = 10 points		
Health Applications developments	b. 5 active clients = 5 points		30
	c. 0 active clients = 0 points		
	<b>Points will be added if meets multiple criteria</b>		
Customer Support availability in Karachi / Pakistan	a. Public Health Application developments = 15 points		10
	b. Tele Health / Tele medicine Applications development = 15 points		
	<b>Customer Support availability</b>		
	a. Physical availability in Karachi = 10 points	10	
	b. Physical availability in Pakistan (other than Karachi) = 5 points		
<b>Total Technical Evaluation Marks/Points:</b>			<b>70</b>
<b>Least quoted price in comparison of technically qualified bidders</b>			
<b>Total Financial Evaluation Marks/Points:</b>			<b>30</b>
<b>Total of Technical (70) &amp; Financial (30) Evaluation Marks/Points:</b>			<b>100</b>

Qualified bidder will require 70% marks or 49 marks/points out of 70 marks/points of technical criteria to qualify to enter into financial evaluation process.

### FINANCIAL EVALUATION – 30 Marks/Points

SIEHS shall not be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or

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structure of applicable taxes by the Government at any time during execution / evaluation period shall be passed to SIEHS.

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

The formula for financial scoring is that the lowest bidder gets 30 marks and the other bidders score 30 multiplied by the ratio of the lowest bid divided by the quoted price.

The formula to calculate the marks for the price by the bidders other than lowest bidder is given below:

$[\text{Lowest quoted price} \div \text{Next higher proposed price of the competing bidder}] \times \text{allocated financial score}$

For the purposes of determining the best advantageous bid, facts other than price such as previous performances, previous experience, OEM Authorization, quality assurance, expertise, financial soundness and such other details, SIEHS at its discretion, may consider appropriate will be taken into consideration.

## **CLARIFICATIONS / CORRECTIONS OF BID**

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

Arithmetical errors will be rectified on the following basis:

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

## **PERFORMANCE SECURITY**

The Successful bidder shall submit the Performance Security / Guarantee in the amount specified in the Bid Data Sheet in the shape of Pay Order or Demand Draft or a Bank Guarantee in favor of SIEHS issued by a scheduled bank in Pakistan valid for a period of thirty (30) days beyond the date of completion / expiry of the contract. No interest will be paid on Performance security.

### **REFUND OF PERFORMANCE SECURITY**

The Performance Security / Guarantee shall be returned after expiry of contract and settlement of all claims. This amount will be returned to the supplier after satisfactory completion note from SIEHS.

### **FORFEITURE OF PERFORMANCE SECURITY**

1. In the event of failure to provide items/services as per Contract Agreement / Work Order within the stipulated period, the performance security may be forfeited.
2. In that event, acquiring of the said items/services may be taken from the next lowest bidder vide the same work order at contractor's risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said contractor or from any sum due of which may become due to the contractors.
3. If any equipment / instrument or property of SIEHS or its representative / landlord / donor/ is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the contractor.

### **APPLICABLE LAW**

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

### **ARBITRATION**

Any difference or dispute or liability of whatsoever nature arising out of the contract or in any way relating to the contract or to its construction or fulfillment should be settled as far as possible, amicably between the SIEHS and the bidder company. Should the parties fail to come to an amicable settlement the same shall be referred to the award of Arbitrators to be nominated one each by the SIEHS and the bidder company within fifteen (15) days of notice from either side or in the case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing prior to proceeding with the arbitration. The decision of the Arbitrators or the Umpire, as the case may be, shall be final and binding on both the parties. The arbitration shall take place at Karachi, under Pakistani Law of Arbitration.

### **RIGHT TO VARY QUANTITIES AND SPLIT ORDER (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).

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### **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 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:

Steps	Time Line	Dates
Tender advertisement published in the newspapers		26 <sup>th</sup> May 2023
Pre bid meeting	At 3:00 pm	5 <sup>th</sup> June 2023
Addressing of queries from bidders	Not later than 03:00pm	9 <sup>th</sup> June 2023
Tender document purchase / collection (Available at Sindh Public Procurement Regulatory Authority (SPPRA) ( <a href="http://ppms.pprasindh.gov.pk">http://ppms.pprasindh.gov.pk</a> ) and SIEHS website ( <a href="http://www.siehs.org">www.siehs.org</a> ))		By 14 <sup>th</sup> June 2023
Bid submission by vendors	9:30 am	By 15 <sup>th</sup> June 2023
Technical Bid Opening by the Procurement Committee	10:00 am	15 <sup>th</sup> June, 2023
Technical bid evaluation with clarification of queries if any	Till 26 <sup>th</sup> June 2023	
* Financial Bid Opening by the Procurement Committee <b>Note: This is the tentative date &amp; time, SIEHS will inform to the bidder/s in-case of change in dates &amp; time for bid opening.</b>	10:00 am	27 <sup>th</sup> June 2023
* Analysis of bid along with clarification of queries if any	Till 7 <sup>th</sup> July 2023	
* Internal approvals and project award with Letter of intent	Till 14 <sup>th</sup> July 2023	

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

**BID DATA SHEET**

BID DATA SHEET	
Company name	Sindh Integrated Emergency & Health Services (SIEHS)
Bid submission	Bids to be submitted in the Tender box placed at SIEHS head office, Monday – Friday 9:00 am to 5:00 pm  Address - Plot No. 43-15/K, Block 6, P.E.C.H.S, Karachi, Pakistan
Procurement Focal person	Attention to : Ms. Tehreem Qazi
Email address	procurement@siehs.org
Contact number	021-111-111-823, Ext 2004
Pricing mechanism	The price shall be fixed during the contract period.
Bid security	Amount of bid security should be 2% of the total bid price
Bid validity	Bid validity period shall be 90 days after opening of technical proposal
Deadline for bid submission	15 <sup>th</sup> June 2023 by 9:30 am
Date, Time and Place of Bid opening of technical proposal	15 <sup>th</sup> June 2023 at 10:00 am in SIEHS Head office (address above)
Date, Time and Place of Bid opening of commercial proposal	27 <sup>th</sup> June 2023 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



**BID FORM / PRICE SCHEDULE**

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

**Financial Proposal**

S. No	Item Name	Qty.	UOM	Rate (excl. tax) In PKR	Tax	Rate (incl. tax) in PKR
1	Tele Tabeeb Application development	1.00	job			

Total price in words \_\_\_\_\_

Projection completion timeline: \_\_\_\_\_

- The above mentioned rates/prices should inclusive of all applicable Federal and Provincial taxes / charges / duties etc.
- SIEHS INCOTERM is DDP, Karachi, Pakistan with service / delivery
- Above prices/rates should inclusive of all requirements mentioned SOW.
- Validity of Offer/Proposal: 60 days from effective date of tender opening.
- The rate of exchange shall be the selling rate prevailing seven working days before the date of financial bid opening of the bids specified in the working days before the date of opening of the bids specified in the bidding documents, as notified by the State Bank of Pakistan

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.



## VENDOR REGISTRATION FORM



### Vendor Registration Form

Date: \_\_\_\_\_

Name of the Company			
NTN for Company / CNIC for individuals		Date of establishment	
Company GST if available		Provincial sales tax numbers (SST) if available	
Nature of Business			
Complete office address			
Name of the authorized contact person			
Email address for correspondence			
Telephone number (Extension if any)		Mobile Number	
Any sister concern 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	
I / We hereby declare that no illegal human resource and/or child labor is employed by the company / individual.			

## SPPRA INTEGRITY PACT

To be signed with the successful bidder to whom contract/agreement will be awarded.

## **AGREEMENT DRAFT**

**Note: This is a draft specimen of the agreement which will be customized based on the item / service of procurement as per the agreed terms between successful bidder and the company**

Tender reference XX-XXXX

THIS AGREEMENT / CONTRACT is made at Karachi on \_\_\_\_\_ 2023

### **BETWEEN**

\_\_\_\_\_, a company having its registered office at \_\_\_\_\_, hereinafter called "Supplier / Service Provider", (which expression shall wherever the context so admits mean and include its successors-in-interest and permitted assigns) of the ONE PART.

### **AND**

**Sindh Integrated Emergency and Health Services**, a section 42 not-for-profit company registered under the laws of the Islamic Republic of Pakistan and having its office at 43,15/K, Block 6 PECHS Raazi Road, Karachi, hereinafter called "the **Company**" (which expression wherever the context so admits shall mean and include its successors-in-interest and assigns) of the OTHER PART.

\_\_\_\_\_ and **Sindh Integrated Emergency and Health Services** are hereinafter collectively referred to as the "Parties" and individually as a "Party")

**WHEREAS Sindh Integrated Emergency and Health Services** is a section 42 not-for-profit company focusing on Health and Ambulance Operations based and operating in Pakistan.

**AND WHEREAS** the Supplier / Service Provider has agreed to provide goods / services and Company has agreed to take the goods / services as per the terms & conditions, scope of work (descriptions / specifications) as given in annexures of this agreement / contract.

### **NOW THEREFORE THIS AGREEMENT WITNESSETH;**

Annexure A – General Terms and Conditions

Annexure B – Scope of Work

Annexure C – Price Schedule / Contract Price



**IN WITNESS WHEREOF** the parties hereto have set their respective hands through their nominated signatories on the day, month and year first above written.

**For and on behalf of Sindh Integrated Emergency and Health Services**

Signed by

(Name) \_\_\_\_\_

(Signature) \_\_\_\_\_

(Designation) \_\_\_\_\_

**WITNESSES:**

(Name) \_\_\_\_\_

(Name) \_\_\_\_\_

(Signature) \_\_\_\_\_

(Signature) \_\_\_\_\_

(CNIC) \_\_\_\_\_

(CNIC) \_\_\_\_\_

**For and on behalf of Successful bidder**

Signed by

(Name) \_\_\_\_\_

(Signature) \_\_\_\_\_

(Designation) \_\_\_\_\_

**WITNESSES:**

(Name) \_\_\_\_\_

(Name) \_\_\_\_\_

(Signature) \_\_\_\_\_

(Signature) \_\_\_\_\_

(CNIC) \_\_\_\_\_

(CNIC) \_\_\_\_\_

## 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 "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**.

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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 T76-2023 in the shape of Pay Order or Demand Draft or a Bank Guarantee in favour of the Company issued by a scheduled bank in Pakistan. No interest will be paid on Performance security. The Performance Security / Guarantee shall be returned after expiry of contract and settlement of all claims. This amount will be returned to the supplier after satisfactory completion note from SIEHS.
- 6.5 In the event of failure to provide items/services as per contract / agreement / work order within the stipulated period, the performance security may be forfeited. In that event, acquiring of the said items/services may be taken from the next lowest bidder vide the same work order at contractor's risk and cost without any farther reference, so that the loss incurred would be recoverable from the Performance Security of the said Supplier / Service Provider or from any sum due of which may become due to the Supplier / Service Provider. If any equipment / instrument or property of the Company or its representative / landlord / donor/ is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the Supplier / Service Provider

## **ARTICLE 7**

### **INDEMNIFICATION**

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

## **ARTICLE 8**

### **WARRANTY**

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

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

**ARTICLE 9**

**TERM & TERMINATION**

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

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

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

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



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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**

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- 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 / contract in order to ensure the safety and health of the personnel of the Company, Supplier / Service Provider and third parties. The Company will not be responsible for compensating any damages sustained by the Supplier / Service Provider due to the negligence of Supplier / Service Provider. Further the Company shall have the right to claim from the Supplier / Service Provide, the damages incurred due to negligence of safety.

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

Name	Designations	Email Addresses	Contact Numbers

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

**ARTICLE 23**

**RIGHT TO VARY QUANTITIES**



**SINDH INTEGRATED EMERGENCY AND HEALTH SERVICES  
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23.1 SIEHS reserves the right to increase and/or decrease originally quantity specified in the tender XX-XXXX without any change in unit price or other terms and conditions during period of performance of this Agreement / contract.

- X
- X
- X
- X
- X
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