

# **Tender Notice**

Health Services Academy invites technical and financial bids through (EPADS) in accordance with PPRA Rules from well reputed firms /suppliers / company (s) being active tax payer registered with respective regulatory bodies preferably Security Exchange Commission of Pakistan (SECP) & ISO Certified having sale and service enter (s) at Rawalpindi/ Islamabad for provision of following services / work at Health Services Academy for the financial year 2026-27:

<b>Sr. #</b>	<b>Item &amp; Description</b>	<b>Closing Date</b>
01	Provision of Human Resource Support Services	18 <sup>th</sup> June 2026
02	Supply of Stationery and Miscellaneous Items	
03	Printing of Books, Banners, Certificates and other printing work for Conference/Seminar/ workshop/ meeting etc.	

2. Detailed terms & conditions are mentioned in the tender documents.
3. The Procuring agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
4. All the firms/companies/vendors/ individuals are advised to submit the bids through E-Pak Acquisition & Disposal System (E-PADS) procurement system. The Single Stage – Two Envelopes procedure will be adopted for opening of competitive bids. The bids submitted through hard copy or any method other than EPADS shall not be entertained.
5. Vendor must accompany earnest money in the form of call deposit / bank draft (refundable) drawn in the favor of Health Services Academy, Islamabad as mentioned in the tender documents.
6. HSA can increase or decrease the quantity as per requirement.
7. Tender notice can also be seen on PPRA's Website: [www.ppra.gov.pk](http://www.ppra.gov.pk) and HSA's website: [www.hsa.edu.pk](http://www.hsa.edu.pk).

Additional Registrar (Procurement),  
Health Services Academy,  
Prime Minister National Health Complex,  
Park Road, Chak Shahzad, Islamabad.  
051-9255590

**HEALTH SERVICES ACADEMY**

A Degree Awarding Institute under HSA (restructuring) Act 2018  
**GOVERNMENT OF PAKISTAN**

**TENDER FORM**

**HUMAN RESOURCE SUPPORT  
FOR THE FINANCIAL YEAR 2026-2027**

S. No.
--------

**HEALTH SERVICES ACADEMY**  
**A Degree Awarding Institute under HSA (restructuring) Act 2018**  
**Government of Pakistan**

**TENDER FORM/TERMS AND CONDITIONS.**

Subject: **TENDER FOR HUMAN RESOURCE SUPPORT, HEALTH SERVICES ACADEMY FOR THE FINANCIAL YEAR 2026-2027 (1<sup>st</sup> JULY 2026 - 30<sup>th</sup> JUNE 2027).**

**General Conditions**

1. Sealed bids/quotations are invited from well reputed GST, NTN, Securities & Exchange Commission of Pakistan (SECP) registered suppliers / firms / company(s) being active tax payer having sale and service center(s) at Rawalpindi/ Islamabad with required experience for provision of Administrative and Secretariat Support Staff for the financial year 2026-27 initially for the period of one year (**extendable for two further similar terms on yearly basis subject to satisfactory performance and up to a maximum of 5 to 10% annual increase in costs with the approval of Vice Chancellor of Health Services Academy**).
2. All the firms / company/ vendors are advised to submit the bids through E-Pak Acquisition & Disposal System (E-PADS) procurement system as per regulation notified by PPRA. The Single Stage – Two Envelope procedure will be adopted for opening of competitive bids. The bids submitted through hard copy or any method other than EPADS shall not be entertained.
3. Tenders are required to be supported with a Bank Draft / call deposit **5 % of the total value of bid as security (refundable)** to be attached with technical proposal which will be returned immediately after the completion of tendering process to the unsuccessful bidders and after satisfactory completion of services (completion of contract) to successful bidder (s) respectively. The copy of the bank draft shall be attached with the proposal and uploaded on EPADS. (Original bank draft must be submitted at the time of bid opening).
4. Health Services Academy has right to cancel the contract during the contract period on prior of one month notice. Workforce can be increased or decreased by Health Service Academy as per requirement.
5. Minimum wages will be implemented on work force in the light of instructions issued by government from time to time. No underage employee should be hired and deployed at HSA.
6. All work force should be insured by an insurance company for Health life insurance and insurance against any damage disability to the employee or by the employee to the academy or will be insured after deployment at HSA. The company will ensure compliance with Pakistan Labour Code Laws for wages and benefits of the worker. The short listed firm/company shall be responsible for furnishing police verification certificate for each inductee/employee.
7. The contractor will be required to submit list of employees with full address, attested copy of requisite documents for the respective post after award letter.

8. The payment will be made to the supplier/service provider on receipt of original delivery challan(s) and invoice (s) including GST in triplicate duly completed in all respect. Income tax will be deducted from each invoice as per government instructions on the subject.
9. Sealed quotations to be upload on EPADS Procurement System on **18-06-2026** as per time given through EPADS which will be open on the same date in presence of the bidders or their representatives who choose to be present.
10. The Departmental Procurement Committee of Health Services Academy reserves the right not to accept / reject any or all tenders without assigning any reasons.
11. The bidder / service provider will submit an affidavit on stamp paper of Rs. 50/- that their firm has not been blacklisted in the past on any ground by any Government (Federal, Provincial), a local body or a public sector organization. On account of submission of false statement, the bidder / service provider will be debarred from bid.
12. The deployment of secretariat support staff will be at Health Services Academy, Park Road, Chak Shahzad, Islamabad. No extra payment shall be made on account of TA / DA charges.
13. In case of any dispute the decision of Health Services Academy shall be final.

#### **Responsibilities of Janitorial Services**

1. Manage and clean the HSA premises using a team comprising of supervisor and janitors.
2. Cleaning will include Class rooms, lobbies, library, offices, cafeteria and toilets. Vacuuming all clean rugs and carpets, runners, and carpet protectors so that they are clean and in good condition. Janitorial will move any chairs, trash receptacles, and easily moveable items to vacuum underneath, and then re-place them in the original position.
3. Empty and clean all office and kitchen dustbins on daily basis. Likewise, garbage to be properly deposited on regular basis. Contractor will be responsible for taking the garbage from HSA premises and dispose of outside. Clean wooden floors, marble floors, tiled floors and other floors before and during office hours. Washing floor when required. Removing any grease marks, fingerprints from doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions.
4. Sweeping all floor areas including tamp mopping of areas such as tile, linoleum, marble floors, staircases and public areas. Cleaning major appliances inside and out, wiping window blinds, cleaning inside window glass and sash of smudges and accumulated dirt. Moving all furniture and vacuuming or washing the floor under the furniture as appropriate.
5. Dusting and cleaning all furniture including desks, chairs etc and other common things found in an office environment. All furniture will be dusted-off on regular basis. Emptying all wastepaper baskets washing or wiping them clean with a damp cloth and returning items where they were located.
6. Cleaning of toilets, bathrooms, mirrors, and shower facilities, using suitable non-abrasive cleaners and disinfectants. Replacement of toilet papers and soap in the bathrooms will be the responsibility

of the supervisor and he will check those areas used by personnel visiting the chancery several times daily to ensure that the facilities are always neat and clean.

7. The working staff will be wearing branded uniforms. Payment of the invoice will be raised on 30<sup>th</sup> of each month (for the present month) along with signed satisfactory report from all the relevant department. Maintenance of cleaning equipment and other appliances will be the responsibility of the contractor. Regular waste disposal and periodically cleaning of sewerage lines which included blockage, if any.
8. Contractor will provide janitorial workers including supervisor and they will perform duty 06 days in a week (Full time). Workers can be increased or decreased by HSA at any time during the contract period.

**Specific Conditions**

The contractor will not be allowed to sublet the contract, in case of default the contract will be cancelled without any notice.

The contractor will be required to submit agreement on judicial paper within 15 days of receipt of award letter.

Employees will work under the control of HSA administration; job responsibilities/TOR will be given after award of contract. TOR/Job description can be changed according to requirement etc. They will be bound to follow rules / regulation of as prescribed by academy. Qualifications / experience of respective positions are given at Annex-I and mentioned the demanded Package against each post.

If the performance of employee found poor or non-productive at any time the contractor will be bound to replace the employee. In case of non-compliance contract may also be cancelled.

The performance of the contractor will be monitored by a supervisory committee. The committee will be responsible for the implementation of all the terms and conditions regarding the functioning and performance of the employees. The committee will submit periodic report to the Authority (HSA) who will be responsible for initiation of disciplinary action including termination of contract on one month notice.

In case of any dispute the decision of Health Services Academy shall be final. We hereby accept the above terms and conditions and will abide by the same faithfully.

**Name of Bidder/Firm**

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

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

**QUALIFICATIONS/WORK EXPERIENCE OF RESPECTIVE POSITIONS AND SALARY PACKAGE (EXCLUDING COMPANY CHARGES)**

Name of Post	# of post	Selection Criteria	Net salary will be paid to employee	EOBI/IESSI (where applicable)	GLI and Health Insurance	Services charges, inclusive of all out of pocket expenses	Service Sale Tax (15%)	Total
Research Associate	15	<ul style="list-style-type: none"> <li>MSPH, M. Phil or equivalent</li> </ul>	80,000					
Research Assistant	12	Master Degree (16 years education) with computer literacy. Proficiency in MS Word Excel and other Software etc.	70,000					
Secretariat Support Staff	10	BBA B.Com BCSI BA (14 years education) with computer literacy. Proficiency in MS Word. Excel and other software etc. Post Qualification 2-3 years' Experience	60,000					
	5	Fresh Graduate	50,000					
Skilled Worker	12	Driver: Literate (able to write & read) (Valid LTVIHTV license) Post license 3 to 5 years' experience.	45,000					
	03	Electrician cum Plumber, <ul style="list-style-type: none"> <li>Literate (able to write &amp; read)</li> <li>Experience with 3-5 years.</li> <li>Timing: 6 Days a Week</li> </ul>	45,000					
Unskilled Worker	15	<ul style="list-style-type: none"> <li>Literate (able to write &amp; read)</li> </ul>	37,000					
Janitorial Staff	13	Well trained janitorial workers for HSA main campus, hostels and colony. Healthy, should be in uniform, having good moral & ethical conduct. Preferably Experienced workers. Not less than 18 years and not above 55 years.(ToRs are mentioned in tender documents)	37,000					
<b>Grand Total (Per Month)</b>								
<b>Grand Total (Per Year)</b>								

**FORM OF BID (Annexure-II)**  
**to be submitted with Technical Proposal**

Vice Chancellor,  
Health Services Academy,  
Prime Minister National Health Complex,  
Park Road, Chak, Shahzad, Islamabad.

Nature of Tender: **Provision of HR Support Services.**

Having examined the Bidding Documents, Provision of HR Support Services, we the undersigned, being a company/ vendor / firm doing business under the Name of M/s \_\_\_\_\_ and address \_\_\_\_\_ and being duly incorporated under the laws of Pakistan hereby offer to execute and complete job.

1. We understand that all papers to or forms are part of this Bid.
2. We understand that the quantities mentioned in the bidding documents are estimated and may be increased or decreased as per requirement.
3. we submit herewith a Bid Security of Rs----- drawn in favor "Health Services Academy".
4. We undertake that, if our Bid is accepted, we shall supply the goods to your entire satisfaction and in accordance with the requirements of each activity as specified in the tender documents
5. We agree to abide by this Bid in accordance with the applicable laws, rules, and regulations.
6. We acknowledge that the procuring agency is not bound to accept the lowest or any Bid received.
7. We hereby inform you that our firm has not been blacklisted by any Government Department or Private Organization..

Telephone No:  
Cell No:  
E-Mail ID:  
NTN No:  
Sales Tax No:

Signature: \_\_\_\_\_

In the capacity of-----duly authorized to sign bid for and or  
behalf of \_\_\_\_\_

*(Name of Bidder/Firm in Block Capitals) (Seal)*

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

## **ANNEXURE-BID REQUIREMENTS & EVALUATION CRITERIA**

### **TECHNICAL EVALUATION CRITERIA:**

1. Bidders shall submit all relevant documents, in their bids, required to evaluate/assess the bidders as per the criteria mentioned herein. Bidders shall be evaluated, and marks shall be given only on the basis of the documents provided in the bids. Provision of relevant and clear/unambiguous documents shall be the responsibility of the bidders. Documents/details shall be provided in a manner that the required information is clearly mentioned/highlighted/marked. All supporting documents e.g. company profile, business registration certificates, experience certificates, testimonials, client details, previous contracts/purchase orders/work orders, personnel profiles/CVs, documents related to financial strength etc. must be available and clearly identified in the bid.
2. If any discrepancy is found in the submitted Form of Bid or the Bid Securing Declaration, the same shall be communicated to said bidder for rectification. If the bidder declines or fails to rectify the discrepancy, its bid shall be disqualified and the Bid Securing Declaration shall be executed.
3. The evaluation committee shall evaluate the bids on the basis of responsiveness to the Scope of Services/Terms of Reference and requirements as mentioned in the evaluation criteria provided herein. The following criteria shall be used for evaluating the competencies of the bidders. Bidders are required to use the following table as index of the technical bid mentioning page number in the last column where documents related to the criterion are placed.

### **1. Mandatory Requirements:**

<b>S No.</b>	<b>Description</b>	<b>Requirement</b>	<b>Reference Page in Technical Proposal</b>
1.	Complete Company Profile.	Mandatory	
2.	The bidders must be Income Tax and Sales Tax registered and appearing as "Active" and "Operative" on the "Taxpayer Profile" at FBR's website at the time of submission/evaluation of bids.  Bidders to provide NTN & Sales tax registration certificates.	Mandatory	
3.	Bidders must be a registered business. Certificate of registration of business issued by SECP or registrar of firms or FBR etc. to be provided.	Mandatory	
4.	Bid Security	Mandatory	
5	The Bidder must have a minimum of five (05) years' experience in providing HR Services respectively, with public and private organizations.  Supporting documents such as contracts, work orders, purchase orders, invoices, completion certificates etc. must be provided. Claims without supporting documents shall not be considered. The experience in number of years shall be calculated from the date of such provide earliest assignment.	Mandatory	
6.	The bidder must be a single legal entity. JVs/consortiums or subcontracting are not allowed.  Undertaking to be provided on bidder's letterhead.	Mandatory	

S No.	Description	Requirement	Reference Page in Technical Proposal
7.	<p>The bidder must have a professional team of at least five (05) HR Consultants, each possessing a minimum of five (05) years of relevant experience in human resources, or HR services.</p> <p>The bidder to submit detailed CVs of the proposed team members.</p>	Mandatory	
8.	<p>The applicant must have average annual turnover of minimum PKR 75 million in last three (03) years.</p> <p>Applicants to provide: Audited financial statements with income tax returns for the last three years.</p>	Mandatory	
9.	<p>Bidder must have an office location in Rawalpindi/Islamabad. Details (address, contact numbers and name and designation of POC) to be provided.</p>	Mandatory	
10.	<p>The bidder must not have any previous, in last five years, or on-going contractual non-performance or litigation related to contractual non-performance.</p> <p>An undertaking on the letterhead on this regard to be submitted.</p>	Mandatory	
11.	<p>Undertaking that the firm / company is depositing EOBI of its current employees.</p>	Mandatory	-

**Technical Scoring:**

<b>S No.</b>	<b>Description</b>	<b>Marks</b>
1.	Relevant experience, total number of years,: From 5 to 10 years = 5 Marks From 11 to 15 years = 10 Marks above 15 years = 15 Marks  The number of years of relevant experience shall be calculated from the date of such provided earliest relevant assignment / projects.	15
2.	Government/Public Sector Projects in the Last Five (05) Years for hiring and managing mid and above level officers (Projects with more than 50 employees will be considered)  From 1 to 3 = 10 Marks From 4 to 5 =15 Marks Above 5 = 20 Marks  Documentary proof in shape of engagement letters / work orders, invoices etc. to be provided. No claim without said documentary proof shall be accepted.  Note: Experience of Hiring and management of blue collared positions (janitors, gardeners, drivers, etc) will not be considered.	20
3.	Health Sector (local or international) clients in the Last Seven (07) Years for HR services in medical industry.  From 1 to 3 = 10 Marks From 3 to 6=15 Marks Above 6 = 20 Marks  Documentary proof in shape of engagement letters / work orders, invoices etc. to be provided. No claim without said documentary proof shall be accepted.	20
4.	Annual turnover of minimum PKR 75 million for each year in last three (03) years.  75-100 million = 5 marks 100-200 million = 10 marks 200-300 million = 15 marks Above million = 20 marks  Applicants to provide: Audited financial statements and tax returns for the last three years. Less than 75 million turnovers in any of the last three years will fetch ZERO Marks	20
5.	Experience of the proposed project team.  Marks will be allocated on a comparative basis. The most relevant, qualified and experienced team aligning most closely to the requirements of the RFP will be awarded the maximum marks. Other bidders will be awarded marks proportionately, based on their proposed project teams.  Detailed CVs of the proposed project team (HR specialists) to be provided mentioning qualifications, relevant experience and certifications.	5

S No.	Description	Max Marks
6	<p>Minimum Number of 100 employees to be currently on bidder's payroll Marks to be allocated by the following criteria</p> <p>100 or above = 1  200 or above = 2  300 or above = 3  400 or above = 4  500 or above = 5  600 or above = 6  700 or above = 7  800 or above = 8  900 or above = 9  1000 or above = 10</p> <p>Documentary proof in the shape of EOBI payment against CNIC to be provided or through proof of company's EOBI portal.</p>	10
7.	<p>Internationally recognized certifications (ISO 90001, ISO 450001, ISO 270001 and ISO 140001)</p> <p>Bidders to provide Documentary evidence of Certifications. Any 1 = 2 mark  Any 2 = 4 marks  Any 3 = 6 marks  All 4 = 10 marks</p>	10
<b>Total Marks</b>		<b>100</b>

Bidders are required to score at least 80 marks to qualify technical evaluation.

## **2. Proposals Scoring Criteria:**

The Bids shall be evaluated on a Quality & Cost Based Selection, with 80% weightage being allotted to technical proposals, and 20% weightage being allotted to financial proposals.

## **3. Weightage Allocation**

- Technical Proposal: 80% weightage

Technical score shall be calculated as

$$A = (\text{Marks Obtained out of 100}) \times 0.8$$

## **4. Financial Score (B)**

Since the financial proposal is quoted as a total amount, financial score shall be calculated as:

$$B = (\text{Lowest Quoted Amount} / \text{Quoted Amount of the bidder under evaluation}) \times 20$$

The lowest bidder will be assigned full marks that would be 20 and the remaining bidders will be awarded marks proportionately.

Final Score shall be calculated as per the following formula: Final Score = A + B

The contract shall be awarded to the bidder obtaining the highest Final Score (most advantageous bid).

## **PRICE SCHEDULE**

Bidders are required to submit their rates as per the following format.

**TOTAL AMOUNT IN WORDS:**