Standard Bidding Document

TENDER FOR TURNKEY SOLUTION INCLUDING DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATIONS OF HCMS UNDER IDSRS PSDP PROJECT NATIONAL INSTITUTE OF HEALTH, ISLAMABAD
(Non-Consultancy Services)

National

Two Stage (First Phase)

September 07, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **IDSRS Project, NIH (IDSRS Project)** has reserved Funds for the procurement planned for FY **2026-27**. The **IDSRS Project, NIH (IDSRS Project)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**TENDER FOR TURNKEY SOLUTION INCLUDING DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATIONS OF HCMS UNDER IDSRS PSDP PROJECT NATIONAL INSTITUTE OF HEALTH, ISLAMABAD**" with the reference of **"P100723"**

2. The **IDSRS Project, NIH (IDSRS Project)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Two Stage** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Call at Deposit** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/100723**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Monday, September 28, 2026 12:00 PM**. E-bids will be opened on the same day at **Monday, September 28, 2026 12:30 PM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new

version of **EPADS v2.0,** may register themselves on https://vendors.epads.gov.pk/. A tutorial to explain the registration process is available at https://www.youtube.com/watch?v=MNW6T38v7tc

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Two Stage** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. **Source of Funds**

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. **Fraudualent & Corrupt Practices**

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. **Eligible Bidders**

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severely liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Eligible Countries
Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section VI Bidding Forms
Section VII Fraudaulent & Corrupt Practices
Section VIII – Material & Non-material deviation
Section IX General Conditions of Contract (GCC)
Section X Special Conditions of Contract (SCC)
Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. **Clarifications**

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.
No change in the prices or substance of the bid shall be sought, offered, or permitted.
The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. **Amendment of Bidding documents**

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. Pursuant to BDS, the bidder shall furnish, as part of itsbid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. **Form of Bid**

12.1. **The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

13. **Bids Prices**

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.**

15. **Bids Currencies**

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. **Bid Validity Period**

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. **Bid Security or Bid Securing Declaration**

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. **The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

18. **Alternative Bids by Bidders**

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. **Withdrawal, Substitution, and Modification of Bids**

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. **Format and Signing of Bids**

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before Dead deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee**

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004,
The Procuring Agencyis required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids inaccordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. **Opening of Bids**

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline**.**

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. **Confidentiality**

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. **Preliminary Examination of Bids**

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. **Examination of Terms and Conditions, Technical Evaluation**

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS,** to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed inthe bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with BDS**,** it shall reject the bids.

27. **Correction of Errors**

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

27.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. **Conversion to Single Currency**

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. **Evaluation of Bids**

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6;**

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS.**

30. **Determination of Most Advantageous Bids**

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. **Abnormally Low Financial Bids**

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency –

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. **Rejection of Bids**

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. **Single Responsive Bid**

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. **Arbitration**

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. **Criteria of Award**

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. **Procuring Agency's Right to reject All Bids**

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. **Notification of Award**

45.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. **Signing of Contract**

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. **Performance Guarantee**

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

48. **Corrupt & Fraudulent Practices**

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. **Constitution of Grievance Redressal**

53.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee.

54. **GRC Procedure**

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **IDSRS Project, NIH (IDSRS Project)**

The subject of procurement is: **TENDER FOR TURNKEY SOLUTION INCLUDING DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATIONS OF HCMS UNDER IDSRS PSDP PROJECT NATIONAL INSTITUTE OF HEALTH, ISLAMABAD**

Expected commencement date:

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P100723**

BDS Clause Number 3

JV/Consortium or Association Allowed: **Yes**
Number of JV/Consortium Members: **1**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Sunday, September 27, 2026

BDS Clause Number 5

Any addendum, in case issued, shall be published on **IDSRS Project, NIH (IDSRS Project)** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid:

1. Mandatory Site Visit Certificate; site-specific Proposed BOQ/Quantity Schedule prepared on the basis of physical site assessment; and any supporting drawings/designs required under the Bidding Document.

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **180 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
The Bid Security shall be in the form of: **Call at Deposit**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for 90+28 = 118 days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

IDSRS Project, National Institute of Health, Islamabad

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Monday, September 28, 2026 12:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day *:* ***Monday***

Date: ***Monday, September 28, 2026***

Time *:* ***12:30 PM***

BDS Clause Number 19

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Call at Deposit**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

Grievence against this procurement shall be submitted online on EPADS v2.0.

Eligibility Criteria

Bidder's Type	Required Registration
Any	NADRA CITIZENSHIP (CNIC/NICOP) FBR (NTN) FBR (GSTN) Registrar of Firms

Eligibility Criteria	Document
The Single Bidder or Lead Member, in case of JV/Consortium, shall have minimum five (05) years of relevant experience and successful execution of at least one (01) similar project involving HCMS/Complaint Management System, Command Centre, Call Centre, Digital Monitoring Platform or Integrated ICT System. Documentary evidence shall be submitted.	Yes
The Single Bidder shall have an average annual turnover of at least PKR 100 million during the last three (03) financial years. In case of JV/Consortium, the requirement may be met collectively by the JV members. Audited financial statements for the last three (03) financial years shall be submitted.	Yes
The Single Bidder or Lead Member, in case of JV/Consortium, shall possess valid Pakistan Software Export Board (PSEB) registration. Valid PSEB Registration Certificate shall be submitted.	Yes

The Single Bidder or relevant JV/Consortium member responsible for civil/infrastructure works shall possess valid Pakistan Engineering Council (PEC) registration in Category C-3 or above with relevant specialization codes applicable to the scope of works. Valid PEC Certificate shall be submitted.	Yes
The Single Bidder and, in case of JV/Consortium, each member shall not be blacklisted/debarred by PPRA or any Federal/Provincial Government department, autonomous body or public-sector organization. A duly notarized affidavit shall be submitted.	Yes
The Single Bidder and, in case of JV/Consortium, each member shall disclose all ongoing/material litigation, arbitration or legal proceedings, if any, through a duly notarized affidavit along with relevant details.	Yes
The Single Bidder or Lead Member on behalf of the JV/Consortium shall unconditionally accept all terms and conditions of the Bidding Document and submit a duly signed and stamped undertaking.	Yes
The person signing and submitting the Bid shall be duly authorized. The Single Bidder or Lead Member, in case of JV/Consortium, shall submit a valid Power of Attorney, Board Resolution or other legally acceptable authorization, as applicable.	Yes
The Single Bidder or Lead Member on behalf of the JV/Consortium shall submit the complete Bid through EPADS. All mandatory forms, certificates, undertakings and supporting documents shall be duly completed, signed and uploaded in accordance with the Bidding Document.	Yes
In case of JV/Consortium, a duly executed and notarized JV Agreement shall be submitted. The Lead Member shall hold at least 51% share, be PSEB registered and be authorized to represent the JV. All members shall be jointly and severally liable, with clearly defined roles and responsibilities. JV composition shall not change without prior approval, and no member shall participate in more than one Bid/JV.	Yes
The Bidder shall conduct a mandatory site visit of the proposed HCMS facility and submit the duly signed Site Visit Certificate with its Stage-I Technical Proposal. Non-submission shall render the Bid non-responsive.	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Weightage

Technical Evaluation %
100

Technical Marks	100
Passing Marks	70
Technical Evaluation Criteria	

Past Experience – Similar ICT Systems Similar Project means a project involving one or more of the following: (i) Complaint/Grievance Management System; (ii) Command & Control/Monitoring Centre; (iii) Call Centre/Contact Centre; (iv) Integrated IT Infrastructure Deployment; (v) Digital Monitoring/Reporting Platform; or (vi) Integrated Multi-Module ICT System. For a project to qualify, all of the following shall be mandatory: (a) successfully completed within the last ten (10) years from Bid submission date; (b) involved software/system development, configuration or integration together with deployment/implementation and/or operationalization; (c) contract value of PKR 20 Million or above; and (d) supported by verifiable documentary evidence. Pure hardware supply or standalone software license sale shall not qualify. In case of JV/Consortium, only qualifying projects attributable to the Lead Member shall be considered. For each claimed project: (i) Contract/Work Order/Purchase Order showing scope and contract value; and (ii) Completion/Performance Certificate or Client Reference confirming successful completion. The Procuring Agency may verify claimed experience directly from the issuing client. (Qualitative)(Doc Required) 6 or above similar projects **(30)** 5 similar projects **(25)** 4 similar projects **(20)** 3 similar projects **(15)** 2 similar projects **(10)** 1 similar projects **(5)**	30

Financial Capacity – Average Annual Turnover The Bidder shall demonstrate adequate financial capacity through its average annual turnover during the last three (03) completed financial years. The average shall be calculated by adding the annual turnover for the three financial years and dividing the total by three. In case of JV/Consortium, turnover may be considered on a combined basis, provided the financial statements of each contributing member are submitted. The mandatory minimum eligibility requirement of PKR 100 Million average annual turnover shall remain applicable. its average annual turnover during the last three (03) completed financial years. The average shall be calculated by adding the annual turnover for the three financial years and dividing the total by three. In case of JV/Consortium, turnover may be considered on a combined basis, provided the financial statements of each contributing member are submitted. The mandatory minimum eligibility requirement of PKR 100 Million average annual turnover shall remain applicable. Audited Financial Statements for the last three (03) completed financial years, duly audited/certified by a Chartered Accountant/Audit Firm, clearly reflecting annual turnover/revenue. Where necessary, the Procuring Agency may seek verification from the issuing authority. In case of any discrepancy between the Bank Statement and the Audited Financial Statements, the Audited Financial Statements shall prevail for the purpose of scoring (Qualitative)(Doc Required) Average Annual Turnover Above PKR 300M **(20)** Average Annual Turnover Above PKR 200M–300M **(15)** Average Annual Turnover Above PKR 150M–200M **(10)** Average Annual Turnover Above PKR 100M–150M **(5)**	20

Key Technical Personnel 1. Project Manager / Team Lead — minimum 5 years' relevant experience 2. HCMS Software / Systems Expert — minimum 3 years 3. Call Center / ICT Infrastructure Expert — minimum 3 years Operations / Complaint Management Expert — minimum 3 years Required Evidence: CV + Degree/Qualification + Experience Certificates + Availability Undertaking. (Qualitative)(Doc Required) All 4 compliant = 4 Marks **(4)** Any 3 compliant **(3)** Any 2 compliant **(2)** Any 1 compliant **(1)**	4
HCMS Complaint Management, Workflow & Functional Solution 1. Complaint Registration / Portal 2. Complaint Categorization, Assignment & Tracking 3. Escalation & Time-Bound Resolution Workflow 4. Dashboard & Complaint Status Monitoring 5. Analytics & KPI Monitoring 6. SMS / Email Notifications 7. Reporting 8. Mobile Application Required Evidence: Module-wise Functional Description + System Architecture + Workflow Diagrams + relevant Mock-ups/Prototype/Supporting Technical Documentation. A component shall be counted only where its prescribed functionality is demonstrably addressed. Mere naming/listing, generic brochures or unsupported narrative shall not qualify. (Qualitative)(Doc Required) All 8 components compliant **(8)** 6–7 component compliant **(6)** 4–5 component compliant **(4)** 2–3 component compliant **(2)**	8

Call Center / Command Center Design, Establishment & Technology 1. Physical Layout & Space Planning - agent workstations, supervisor/management areas, monitoring/display area and equipment/technical spaces 2. Civil / Interior Establishment Plan - partitions, flooring/ceiling, furnishing and associated works required for establishment of the facility 3. Electrical & Power Infrastructure - electrical distribution, load planning, UPS and backup-power arrangement 4. Network & Structured Cabling - LAN/network topology, racks, network points, structured cabling and connectivity 5. IVR / IP-PBX & Call Routing - IVR, call routing, queues, extensions and agent connectivity 6. Call Recording, Monitoring & Quality Control - recording, supervisory monitoring and quality-management arrangement 7. HCMS–Call Center Integration - integration of calls/agents with complaint registration, assignment, tracking and escalation functions Required Evidence: 2D/3D Layout + Civil/Interior Concept + Electrical/UPS Plan + Network/Structured Cabling Design + IVR/IP-PBX/Call Flow Architecture + Call Recording/Monitoring Design + HCMS Integration Architecture. A component shall be counted only where the submitted design specifically addresses the stated minimum requirements and is prepared for the proposed HCMS Call Center/Command Center. Generic drawings, equipment lists, brochures or templates shall not qualify. (Qualitative)(Doc Required) All 7 components compliant **(7)** 5–6 component compliant **(5)** 3–4 component compliant **(3)** 1–2 component compliant **(1)**	7

Integration, Dashboard & Data Analytics Design 1. IDSRS/NHDC and approved external-system Integration / API Architecture 2. Management Dashboard, KPI & Complaint Resolution Monitoring 3. Data Analytics, Reporting & Data-Flow Architecture Required Evidence: Integration/API Architecture + Data-Flow Diagram + Dashboard Mock-ups + KPI/Analytics/Reporting Design. A component shall be counted only where the relevant integration, data flow and monitoring/reporting functionality is demonstrably addressed. Generic capability statements shall not qualify. (Qualitative)(Doc Required) All 3 compliant **(3)** Any 2 compliant **(2)** Any 1 compliant **(1)**	3
Cybersecurity, Data Protection, Backup & Disaster Recovery 1. Firewall, Access Control & Security Monitoring 2. Encryption, Data Protection, Audit & Logging 3. Backup, Restoration & Disaster Recovery Required Evidence: Cybersecurity Architecture + Access/Data Protection Plan + Backup & DR Strategy. Generic security policies or brochures shall not qualify. (Qualitative)(Doc Required) All 3 compliant **(3)** Any 2 compliant **(2)** Any 1 compliant **(1)**	3

HCMS IMPLEMENTATION, OPERATIONS & SUSTAINABILITY 1. Mobilization & Detailed Design 2. Site / Infrastructure Readiness 3. HCMS Software Development / Configuration 4. Call Center / Command Center Deployment 5. System & Third-Party Integration 6. Testing / UAT & Rectification 7. Commissioning / Go-Live Required Evidence: Detailed Implementation Methodology + Gantt Chart/Work Plan showing activities, timelines, sequence/dependencies, milestones and responsible team/member. A component shall be counted only where the activity is specifically reflected in the Implementation Plan/Gantt Chart with its timeline and responsibility. Mere listing of activities or submission of a generic schedule shall not qualify for marks. (Qualitative)(Doc Required) All 7 components compliant **(7)** 5–6 components compliant **(5)** 3–4 components compliant **(3)** 1–2 components compliant **(1)**	7

24/7 Call Center & HCMS Complaint Operations Plan 1. 24/7 Call Center Operational Model 2. Staffing Structure & Shift-wise Deployment 3. Incoming Call / Complaint Registration & Categorization 4. Call/Complaint Assignment & Routing 5. Escalation & Time-Bound Resolution 6. Complaint Tracking, Follow-up & Closure 7. Call Recording, Supervisory Monitoring & Quality Assurance 8. SLA/KPI Monitoring & Management Reporting 9. Citizen Feedback / Satisfaction Mechanism Required Evidence: Operations Plan + Staffing/Shift Plan + Call/Complaint Handling SOP + Escalation Matrix + Quality Monitoring Procedure + SLA/KPI Framework. A component shall be counted only where the submitted plan clearly defines the relevant process, responsibility and operational mechanism. Generic call-center SOPs or staffing undertakings shall not qualify. (Qualitative)(Doc Required) All 9 compliant **(9)** 7–8 compliant **(7)** 5–6 compliant **(5)** 3–4 compliant **(3)** 1–2 compliant **(1)**	9

O&M, Technical Support & Business Continuity 1. HCMS Application Support & Maintenance 2. Call Center ICT/Hardware/Network Maintenance 3. Preventive & Corrective Maintenance 4. Incident Management, SLA/Uptime & Response/Resolution Mechanism 5. Business Continuity, Backup Restoration & Service Recovery Required Evidence: O&M Plan + Maintenance Schedule + Support/Incident Procedure + SLA/Uptime Monitoring Framework + Business Continuity Plan. (Qualitative)(Doc Required) All 5 compliant **(5)** 4 compliant **(4)** 3 compliant **(3)** 2 compliant **(2)** 1 compliant **(1)**	5
Training, Knowledge Transfer & Handover 1. Call Center Agents / Supervisors & HCMS End-User Training 2. System Administrator / Technical Staff Training 3. User Manuals, Technical Documentation & SOPs 4. Knowledge Transfer, System Documentation, Credentials/Configurations & Final Handover Required Evidence: Training/KT Plan + Modules/Schedule + Manuals/SOP structure + Technical Training & Handover Plan. (Qualitative)(Doc Required) All 4 compliant **(4)** 3 compliant **(3)** 2 compliant **(2)** 1 compliant **(1)**	4

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training & Operation of Health Complaint Management System (HCMS) – IDSRS PSDP Project, MoNHSR&C	**Address:** IDSRS Project, National Institute of Health, Islamabad **Schedule:** Implementation Phase: Three (03) months from Work Order/Contract signing. O&M Phase: One (01) year post-commissioning, extendable for one (01) further year subject to satisfactory performance, or up to 30 June 2028, whichever is earlier. **Quantity:** 1/Qty	1/Qty	4500000 PKR

Related Services :

Yes

Position	Related Services
Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training & Operation of Health Complaint Management System (HCMS) – IDSRS PSDP Project, MoNHSR&C	Turnkey establishment of HCMS & Call Center, including civil/interior works, IT & network infrastructure, software development, system integration, security systems, commissioning, training and O&M services.

Services Specifications

Positions Without Lots :

Position: Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training & Operation of Health Complaint Management System (HCMS) – IDSRS PSDP Project, MoNHSR&C

Specifications / Requirements:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training & Operation of Health Complaint Management System (HCMS) under IDSRS PSDP Project, MoNHSR&C. Scope includes Civil, Electrical, Networking & IT Infrastructure Works, HCMS Software, Call Center & Security Systems, Facility Mapping of Hospitals/Pharmacies/Labs, Training, and one (01) year O&M, extendable for one (01) further year subject to satisfactory performance, or up to 30 June 2028, whichever is earlier. Procurement shall be undertaken as a single turnkey lot comprising CAPEX (one-time) and OPEX (one-year). Detailed specifications are provided at Annexure-I of the Bidding Document.

Scope of Work

The Integrated Disease Surveillance and Response System (IDSRS) Project, National Institute of Health (NIH), Islamabad intends to procure a complete turnkey Health Complaint Management System (HCMS), including the design, development, establishment, supply, installation, integration, testing, commissioning, operationalization, operation and maintenance of a centralized HCMS and Call Center / Command & Control Center.

The scope includes complete establishment of the Call Center / Command & Control Center, including required civil, interior, electrical and allied works; furniture and workstations; structured cabling; networking; servers and storage; UPS and power backup; cybersecurity infrastructure; display and monitoring systems; IVR/IP-PBX; call routing, recording and monitoring systems; and all associated ICT equipment and infrastructure necessary for a fully functional facility.

The procurement further includes development and deployment of the HCMS Complaint Management Software and associated web/mobile interfaces, covering complaint registration, categorization, assignment, tracking, escalation, time-bound resolution, closure, citizen feedback, notifications, dashboards, analytics, KPI monitoring and reporting.

The Successful Bidder shall also undertake GIS/location-based mapping and development of a digital directory of hospitals/health facilities, pharmacies and diagnostic laboratories, including data collection, verification, digitization and geo-tagging/mapping of relevant facilities. The mapping solution shall facilitate geographical visualization, search/filtering, identification of relevant/nearby facilities and linkage with HCMS workflows and dashboards, as required under the Scope of Work.

The HCMS solution shall support required system integrations and data exchange with IDSRS/NHDC and other approved systems/interfaces, including appropriate APIs, data flows and reporting arrangements.

The Successful Bidder shall undertake complete system integration, configuration, testing, User Acceptance Testing (UAT), commissioning and Go-Live, ensuring that the HCMS application, Call Center systems, communication infrastructure, dashboards, mapping functionality, ICT infrastructure and associated components operate as an integrated solution.

The scope further includes 24/7 operation of the HCMS Call Center, including deployment and management of required operational and technical personnel, shift-wise staffing, complaint registration and handling, assignment/routing, tracking, escalation, follow-up and closure, supervisory monitoring, quality assurance, citizen feedback, SLA/KPI monitoring and performance reporting.

The Successful Bidder shall also provide preventive and corrective maintenance, application and technical support, hardware/network support, incident management, cybersecurity support, backup and disaster recovery, business continuity, training and knowledge transfer, user and technical documentation, SOPs and final handover during and at completion of the Contract.

The entire assignment shall be executed on a turnkey basis as one complete Lot, including all goods, services, works, manpower, software, licenses, equipment, infrastructure, integrations and incidental requirements necessary for successful establishment, commissioning and operation of the HCMS and Call Center / Command & Control Center, complete in all respects in accordance with the Scope of Work, Technical Specifications, finalized BOQ, Service Level Requirements and other provisions of the Bidding Document.

The Bidder shall undertake a mandatory site visit and, based on the physical site assessment, submit a site-specific proposed BOQ, 3D design/layout and implementation methodology as part of its Stage-I Technical Proposal. The requirements and BOQ shall be reviewed and finalized during Stage-I for submission of the Stage-II Bid.

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

General Conditions of Contract

A. General

1. **Definitions**

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. **“**Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. “Party” means the Procuring Agency or the Contractor, as the case may be, and “Parties” means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Services.

2. **Applicable Law**

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. **Language**

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractorand the Procuring Agency, shall be written in the **English language** unless otherwise stated in the **SCC** . Supporting documents and printed literature that are part of the Contract 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 Contract, this translation shall govern.

4. **Notices**

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**.

5. **Location**

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in **SCC.**

6. **Authorized Representatives / Authority of Member in charge**

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the **SCC**.

B. Commencement, Completion, Modification, and Termination of Contract

7. **Effectiveness of Contract**

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the **SCC.**

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC.**

9. **Program schedule**

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. **Starting Date/Expiration Date**

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC.**

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC.**

11. **Entire Agreement**

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. **Modification**

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. **Force Majeure**

13.1. **Definition**
For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Contractor and which makes a Contractor's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. **No Breach of Contract**
The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. **Extension of Time**

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. **Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. **Termination**

14.1. **By the Procuring Agency**

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. **Law Applicable to Services**
The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. **Conflict of Interests**

16.1. **Contractor Not to Benefit from Commissions and Discounts**
The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. **Contractor and Affiliates Not to be Otherwise Interested in Project**
The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. **Prohibition of Conflicting Activities**
Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC.**

17. **Insurance to be Taken Out by the Contractor**

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

18.1.1. appointing such members of the Personnel not provided by the Contractor;

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. **Liquidated Damages**

20.1. **Payments of Liquidated Damages**
The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. **Correction for Over-payment**
If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC.**

20.3. **Lack of performance penalty**

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. **Performance Guarantee**

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC.**

22. **Sustainable Procurement**

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. **Description of Personnel**

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. **Removal and / or Replacement of Personnel**

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. **Change in the Applicable Law**

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the **SCC.**

26. **Services and Facilities**

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. **Contract Price**

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the **SCC**.

28. **Terms and Conditions of Payment**

28.1. Payments will be made to the Contractor according to the payment schedule stated in the **SCC** and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the **SCC**, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the **SCC.** Any other payment shall be made after the conditions listed in the **SCC** for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. **Quality Control Identifying Defects**

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the **SCC.** The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the **SCC**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. **Settlement of Disputes Amicable Settlement**

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. **Dispute Settlement**

32.1. **Arbitration**
If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.
Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: IDSRS Project, NIH (IDSRS Project), Project Director IDSRS Project, National Institute of Health, Islamabad

The Supplier is:

The title of the subject procurement is:TENDER FOR TURNKEY SOLUTION INCLUDING DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATIONS OF HCMS UNDER IDSRS PSDP PROJECT NATIONAL INSTITUTE OF HEALTH, ISLAMABAD

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

IDSRS Project, NIH (IDSRS Project), Project Director
IDSRS Project, National Institute of Health, Islamabad
+92-332-033-2089
procurement.idsrs@nih.org.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

IDSRS Project, NIH (IDSRS Project), Project Director
IDSRS Project, National Institute of Health, Islamabad
+92-332-033-2089
procurement.idsrs@nih.org.pk

For the Bidder:

Name: ………………………

Designation: ……………..

Address: ……………………………..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be ………………….

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2**.**

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.10%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Call at Deposit

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

For successful completion of integrated system testing and User Acceptance Testing (UAT) of HCMS software, Call Center, ICT infrastructure, integrations, dashboards and associated systems prior to Go-Live (UAT/Acceptance Report by Procuring Agency / authorized Technical or Inspection Team).

For verification of completed civil/interior, electrical, networking and ICT works against the approved design/layout, finalized BOQ and Technical Specifications prior to acceptance (Inspection/Completion Report by Procuring Agency / authorized Technical or Inspection Team).

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Copies of the packing list identifying contents of each package;

Manufacturer's or Supplier's Valid Warranty Certificate;

Certificate of Origin.

Delivery/acceptance documentation shall include applicable invoices, packing lists, warranty and origin certificates for equipment; installation/configuration records; finalized BOQ and as-built drawings; software/license documentation; testing, UAT and commissioning reports; asset inventory; system credentials/configurations; SOPs, user/technical manuals, backup/DR documentation, training records and final handover documents.

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties**.** The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties**.**

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.:***P100723***

To: **IDSRS Project, NIH (IDSRS Project), Project Director IDSRS Project, National Institute of Health, Islamabad**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of __________ 20_____ between **IDSRS Project, NIH (IDSRS Project), Project Director IDSRS Project, National Institute of Health, Islamabad**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **TENDER FOR TURNKEY SOLUTION INCLUDING DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATIONS OF HCMS UNDER IDSRS PSDP PROJECT NATIONAL INSTITUTE OF HEALTH, ISLAMABAD (*P100723*)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

   1. This form of Contract;
   2. the Form of Bids and the Price Schedule submitted by the Bidder;
   3. the Schedule of Requirements;
   4. the Technical Specifications;
   5. the Special Conditions of Contract;
   6. the General Conditions of the Contract;
   7. the Procuring Agency's Letter of Acceptance; and
   8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by __________________the ________________ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

………………………………………………

Signed, sealed, delivered by __________________the ________________ (for the Procuring Agency)

Witness to the signatures of the Bidder: ………………………………………………

Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BYTHE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Performance Guarantee Form

Performance Guarantee Form

To: **IDSRS Project, NIH (IDSRS Project), Project Director IDSRS Project, National Institute of Health, Islamabad**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods*(*hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

____

[name of bank or financial institution]

____

[address]

[date}

Annexure

FORM-1 — LETTER OF BID

Mandatory Technical Bid Submission Form, duly completed, signed and stamped by the Authorized Signatory.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-1 — LETTER OF BID** (page number: 83)

FORM-2 — BIDDER INFORMATION FORM

Mandatory bidder information form; each JV/Consortium member shall submit separately, where applicable.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-2 — BIDDER INFORMATION FORM** (page number: 85)

FORM-3 — POWER OF ATTORNEY

Mandatory authorization of Bid Signatory on prescribed stamp paper, duly notarized, as applicable.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-3 — POWER OF ATTORNEY** (page number: 86)

FORM-4 — KEY PERSONNEL FORM

Details of proposed Key Personnel along with required CVs, qualifications, experience and supporting documents.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-4 — KEY PERSONNEL FORM** (page number: 88)

FORM-5 — TECHNICAL PROPOSAL

Detailed technical proposal covering HCMS solution, Call Center design, 2D/3D layout, integration, cybersecurity, implementation methodology, O&M and sustainability approach.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-5 — TECHNICAL PROPOSAL** (page number: 90)

FORM-6 — NON-BLACKLISTING

Mandatory notarized affidavit regarding non-blacklisting/non-debarment; each JV/Consortium member shall submit separately.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-6 — NON-BLACKLISTING** (page number: 92)

FORM-7 — LETTER OF BID – FINANCIAL

Mandatory Financial Bid Submission Form containing the bidder's consolidated CAPEX and OPEX financial offer.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-7 — LETTER OF BID – FINANCIAL** (page number: 94)

FORM-8 — CAPEX PRICE SCHEDULE

Mandatory price schedule for complete lump-sum turnkey CAPEX, inclusive of applicable taxes and incidental costs.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-8 — CAPEX PRICE SCHEDULE** (page number: 96)

FORM-9 — OPEX PRICE SCHEDULE

Mandatory price schedule for one (01) year of 24/7 Operations & Maintenance, including manpower, support and recurring costs.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-9 — OPEX PRICE SCHEDULE** (page number: 99)

FORM-10 — FINANCIAL SUMMARY

Consolidated Financial Summary showing Total CAPEX, one-year OPEX and Total Evaluated Cost for Least-Cost Evaluation.

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **FORM-10 — FINANCIAL SUMMARY** (page number: 102)

FORM 11 - Performance Guarantee Form

Prescribed Performance Guarantee format to be furnished by the Successful Bidder in accordance with the Contract requirements.

Information (Read-Only)

See Form Under Additional Forms and Documents: **FORM 11 - Performance Guarantee Form** (page number: 104)

FORM 12 - FORM OF INTEGRITY PACT

Prescribed Integrity Pact applicable to the Contract, to be executed in accordance with the Bidding Document and applicable requirements.

Information (Read-Only)

See Form Under Additional Forms and Documents: **FORM 12 - FORM OF INTEGRITY PACT** (page number: 105)

FORM 13 - FORM OF CONTRACT

Prescribed Form of Contract to be executed between the Procuring Agency and the Successful Bidder upon award.

Information (Read-Only)

See Form Under Additional Forms and Documents: **FORM 13 - FORM OF CONTRACT** (page number: 106)

HCMS Special Conditions of Contract

Special Conditions of Contract (SCC) applicable to the turnkey establishment and operationalization of the Health Complaint Management System (HCMS), covering implementation/CAPEX, O&M/OPEX, payment and acceptance requirements, SLA/KPIs, warranty, performance security, ownership and handover, cybersecurity, 24/7 operations, contractual obligations and other HCMS-specific conditions. The SCC shall form an integral part of the Bidding Document and Contract.

Information (Read-Only)

See Form Under Additional Forms and Documents: **HCMS Special Conditions of Contract** (page number: 108)

HCMS Scope of Work

Detailed Scope of Work and Bill of Quantities for the turnkey establishment, development, integration, commissioning, operationalization and Operations & Maintenance (O&M) of the Health Complaint Management System (HCMS), including Call Center / Command & Control Center, civil/interior and allied works, ICT and telephony infrastructure, HCMS software/platform, complaint workflows, dashboards and analytics, facility/responder mapping, system integrations, cybersecurity, testing/UAT, training, staffing, SLA/KPIs, asset handover and related contractual requirements. The technical requirements and BOQ shall be subject to review and finalization during Stage-I of the Two-Stage Bidding Procedure and shall form the basis for submission of the Stage-II Technical and Financial Bid.

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **HCMS Scope of Work** (page number: 112)

Procurement Forms

Past Experience and Completed Contracts

Submit details of successfully completed contracts of similar nature and scope, supported by Work Orders/Contracts and Completion/Performance Certificates.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 141)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

Submit complete details of contract non-performance, pending litigation and litigation history, if any. In case of none, clearly state "NIL".

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 142)

Average Annual Turnover

Submit Average Annual Turnover for the last three (03) financial years, duly supported by audited financial statements.

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 144)

Additional Forms and Documents

FORM-1 — LETTER OF BID / STAGE-I TECHNICAL PROPOSAL SUBMISSION FORM

To be submitted on: Bidder's Official Letterhead
Signed by: Authorized Signatory of Single Bidder / Lead Member in case of JV/Consortium
Status: Mandatory

LETTER OF BID – STAGE-I TECHNICAL PROPOSAL

Date: ____________________
Tender No.: ____________________

To:
The Project Director
Integrated Disease Surveillance and Response System (IDSRS) Project
National Institute of Health (NIH)
Islamabad.

Subject: STAGE-I TECHNICAL PROPOSAL FOR TURNKEY ESTABLISHMENT AND OPERATIONALIZATION OF HEALTH COMPLAINT MANAGEMENT SYSTEM (HCMS)

Dear Sir,

Having examined the Bidding Document, including the Scope of Work, Technical Specifications, evaluation criteria, contractual conditions, addenda/clarifications, if any, and all other requirements of the subject procurement, we, the undersigned, hereby submit our **Stage-I Technical Proposal** for the turnkey design, development, establishment, supply, installation, integration, testing, commissioning, operationalization, operation and maintenance of the Health Complaint Management System (HCMS), including establishment and 24/7 operation of the Call Center / Command & Control Center.

We hereby confirm and undertake that:

1. We have carefully examined and understood the Bidding Document and submit our Stage-I Technical Proposal in accordance with its requirements.
2. We have undertaken the **mandatory physical site visit** and our Technical Proposal, including the **site-specific proposed BOQ and 2D/3D design/layout**, has been prepared on the basis of the site assessment and requirements of the Bidding Document.
3. Our Stage-I Technical Proposal contains all information, documents, evidence, plans, designs, methodology and undertakings required for determination of our eligibility, qualification and technical responsiveness.
4. We undertake to execute the complete scope on a **turnkey basis**, including HCMS software, Call Center / Command & Control Center, civil/interior and electrical works, ICT and telephony infrastructure, system integrations, GIS/location-based mapping, testing, commissioning, 24/7 operations, O&M, training, knowledge transfer and final handover.
5. We understand that the Stage-I Technical Proposals may be subject to clarification, discussion and finalization in accordance with the applicable **Two-Stage Bidding**

Procedure, and that the finalized technical requirements and BOQ shall form the basis for submission of the Stage-II Bid.

6. We undertake to complete the **Implementation Phase within three (03) months** from the commencement date specified in the Contract/Work Order, followed by **one (01) year O&M**, extendable for up to one (01) further year subject to satisfactory performance, availability of funds and approval of the Competent Authority, **but in no case beyond 30 June 2028, whichever is earlier**.
7. We confirm that our Bid shall remain valid for the period specified in the Bidding Document and that the prescribed Bid Security has been furnished.
8. We certify that all information, statements and documents submitted with our Bid are true, correct and verifiable. Any material misrepresentation, false statement or forged/fabricated document may result in rejection of the Bid and/or action under applicable procurement laws and rules.
9. We understand that qualification at Stage-I does not constitute an award of Contract. Bidders qualifying Stage-I shall participate in Stage-II in accordance with the finalized requirements and the Bidding Document, and the award shall be determined in accordance with the prescribed **Least-Cost Evaluation Method.**
10. We understand that the Procuring Agency is not bound to accept our Bid merely by virtue of technical qualification and may exercise its rights in accordance with the Public Procurement Rules, 2004 and the Bidding Document.

Name of Bidder: ____________________________________

Name of Lead Member (if JV/Consortium): _________________________

Name of Authorized Signatory: _______________________________

Designation: ____

CNIC/Passport No.: ____

Signature: ____

Official Stamp: ____

Date: ____

FORM-2 — BIDDER INFORMATION FORM

To be submitted on: Bidder's Official Letterhead
Status: Mandatory
In case of JV/Consortium: Each member shall provide this form separately.

BIDDER INFORMATION FORM

Tender No.: ______________________________

Tender Title: Turnkey Establishment and Operationalization of Health Complaint Management System (HCMS)

S. No.	Particulars	Information
1	Legal Name of Bidder / Firm / Company	
2	Legal Status	Company / Partnership / Sole Proprietorship / Other
3	Registration / Incorporation No.	
4	NTN	
5	Registered / Business Address	
6	Official Email Address	
7	Telephone / Mobile No.	
8	Name & Designation of Authorized Signatory	
9	CNIC No. of Authorized Signatory	
10	Bidder Status	Single Entity / JV / Consortium
11	Lead Member, if JV / Consortium	

Declaration

We hereby certify that the information provided above is **true, correct and complete**. Supporting documentary evidence shall be provided wherever required under the Bidding Document.

Name of Bidder: ______________________________

Authorized Signatory: _________________________

Designation: ________________________________

Signature: __________________________________

Official Stamp: ______________________________

Date: ______________________________________

FORM-3 — POWER OF ATTORNEY / AUTHORIZATION OF SIGNATORY

To be submitted on: Appropriate Non-Judicial Stamp Paper of Rs. 500/-
Notarization: Required
Status: Mandatory
In case of JV/Consortium: The authorization shall be consistent with the JV/Consortium Agreement.

POWER OF ATTORNEY / AUTHORIZATION OF SIGNATORY

Tender No.: ___________________________

Tender Title: Turnkey Establishment and Operationalization of Health Complaint Management System (HCMS)

Know all persons by these presents that we, **[Legal Name of Bidder]**, having our registered office at **[Complete Address]**, hereby nominate, constitute and appoint:

Name: ____
Designation: ____________________________________
CNIC No.: _______________________________________

as our duly authorized representative and signatory in connection with the above-mentioned procurement being undertaken by the **Integrated Disease Surveillance and Response System (IDSRS) Project, National Institute of Health (NIH), Islamabad**.

The above-named Authorized Signatory is hereby authorized, for and on behalf of the Bidder, to:

1. sign, submit and authenticate the Bid and all forms, schedules, undertakings, declarations and supporting documents relating thereto;
2. submit clarifications, responses and additional information/documents as may be required by the Procuring Agency during the procurement process;
3. attend bid openings, meetings, presentations, demonstrations, negotiations/clarifications where permissible, and other proceedings relating to the procurement;
4. receive, acknowledge and respond to communications, notices and correspondence issued by the Procuring Agency in connection with the Bid; and
5. perform all other acts and execute all documents reasonably necessary for participation in the subject procurement and completion of pre-contract formalities, if declared successful.

We hereby undertake that all lawful acts performed by the above-named Authorized Signatory within the authority conferred through this Power of Attorney/Authorization shall be **binding upon the Bidder**.

This Power of Attorney/Authorization shall remain valid throughout the **Bid validity period, including any extension thereof**, unless revoked through written notice to the Procuring Agency. Any such revocation shall not affect any act already performed pursuant to this authorization.

FOR AND ON BEHALF OF THE BIDDER

Legal Name of Bidder: __________________________________

Name of Authorizing Person: ____________________________

Designation: ____

CNIC No.: ____

Signature: ____

Official Stamp: ____

Date: ____

ACCEPTANCE BY AUTHORIZED SIGNATORY

I hereby accept the authority conferred upon me through this Power of Attorney/Authorization.

Name: ____

Designation: ____

CNIC No.: ____

Signature: ____

Date: ____

ATTESTATION

Notary Public

Name: ____

Signature & Stamp: _____________________________________

Date: ____

Note: In case of a **JV/Consortium**, the Authorized Signatory nominated for submission of the Bid shall be duly authorized in accordance with the JV/Consortium Agreement and the requirements specified in the Bidding Document.

FORM-4 — KEY PERSONNEL FORM

To be submitted on: Bidder's Official Letterhead
Status: Mandatory
Purpose: For evaluation of Key Technical Personnel under the Technical Evaluation Criteria.

KEY PERSONNEL PROPOSED FOR HCMS PROJECT

The Bidder shall provide details of the key personnel proposed for implementation, establishment and operations of the **Health Complaint Management System (HCMS)**. Personnel shall meet the minimum qualification and experience requirements prescribed in the Bidding Document.

S. No.	Proposed Position	Name of Personnel	Qualification	Total Experience (Years)	Relevant Experience (Years)	Current Employer	Proposed Role in HCMS
1	Project Manager / Team Lead						
2	IT / Network Engineer						
3	Systems / Software Engineer						
4	Civil / Infrastructure Engineer						
5	Electrical / Electronics Engineer						
6	Operations Supervisor						

Supporting Documents

For each proposed Key Personnel, the Bidder shall attach:

1. Updated and signed **Curriculum Vitae (CV)**;
2. Copy of relevant **degree(s)/qualification(s)**;
3. Documentary evidence supporting the claimed **relevant professional experience**, where required under the Technical Evaluation Criteria; and
4. Any professional registration/certification specifically required under the Bidding Document, where applicable.

Availability Declaration

We confirm that the above personnel have been proposed for the respective positions for the HCMS Project and shall be available for deployment in accordance with the implementation and operational requirements of the Contract.

Any replacement of Key Personnel after award shall be subject to the **prior written approval of the Procuring Agency**, and the proposed replacement shall possess qualifications and relevant experience **equal to or better than** those of the personnel being replaced.

Certification by Bidder

We certify that the information provided in this Form and the supporting documents submitted with it are true, correct and verifiable.

Name of Bidder: ___________________________________

Name of Authorized Signatory: ______________________

Designation: _______________________________________

Signature & Official Stamp: _________________________

Date: ____

FORM-5 — STAGE-I TECHNICAL PROPOSAL / METHODOLOGY FORM

To be submitted on: Bidder's Official Letterhead
Status: Mandatory

STAGE-I TECHNICAL PROPOSAL / METHODOLOGY

Tender No.: ______________________________

Tender Title: Turnkey Establishment and Operationalization of Health Complaint Management System (HCMS)

The Bidder shall submit a **site-specific Stage-I Technical Proposal / Methodology**, prepared after undertaking the mandatory site visit, demonstrating its understanding of the requirements, proposed technical solution, design, methodology and approach for complete turnkey implementation and operation of the HCMS.

The Stage-I Technical Proposal shall be prepared in accordance with the Scope of Work, Technical Specifications and Technical Evaluation Criteria and shall, at minimum, cover the following:

S. No.	Technical Proposal Component	Documents / Evidence to be Submitted
1	**HCMS Functional Solution & Complaint Management Workflow**	Module-wise functional description, system architecture, complaint lifecycle/workflows, escalation mechanism, dashboards, analytics, reporting, web/mobile solution and relevant mock-ups/prototype/supporting technical documentation
2	**Call Center / Command & Control Center Design, Establishment & Technology**	**Site-specific proposed 2D/3D layout** based on physical site assessment, civil/interior concept, electrical/UPS plan, furniture/workstation arrangement, network/structured cabling design, IVR/IP-PBX architecture, call flow, recording/monitoring arrangement and HCMS integration design.
3	**Site Assessment & Proposed BOQ / Quantity Schedule**	**Mandatory Site Visit Certificate** and a **site-specific proposed/unpriced BOQ / Quantity Schedule** covering the goods, civil/interior and electrical works, ICT/network infrastructure, equipment, software, systems and other requirements proposed for complete turnkey implementation. **No financial prices/rates shall be included in the Stage-I Technical Proposal.**
4	**Integration, Data & Cybersecurity Architecture**	IDSRS/NHDC and other required system integration/API architecture, data-flow diagrams, cybersecurity/access-control arrangements, data protection, backup and disaster-recovery approach
5	**Implementation, Testing &**	Detailed implementation methodology and Gantt Chart covering mobilization, detailed design, Call Center establishment, HCMS

S. No.	Technical Proposal Component	Documents / Evidence to be Submitted
	Commissioning Methodology	development/configuration, civil/interior and electrical works, ICT deployment, integration, testing/UAT, commissioning and Go-Live within **three (03) months** from the commencement date specified in the Contract/Work Order.
6	**24/7 Operations, O&M & Sustainability Approach**	Staffing/shift plan, complaint-handling SOP, escalation matrix, SLA/KPI monitoring, quality assurance, preventive/corrective maintenance, technical support, business continuity, training, knowledge transfer and final handover approach

Stage-I Requirement

The Bidder understands and agrees that the **site-specific proposed BOQ / Quantity Schedule, designs, layouts and technical solution submitted at Stage-I shall be subject to review, clarification and finalization by the Procuring Agency** in accordance with the applicable Two-Stage Bidding Procedure.

The **finalized technical requirements and BOQ**, including any amendments arising from Stage-I clarifications, shall form the basis for submission of the **Stage-II Technical and Financial Bid**.

Bidder's Declaration

We certify that the Stage-I Technical Proposal and supporting documents submitted against the above components have been prepared specifically for the subject procurement and, where applicable, on the basis of the **physical site assessment**, and substantially address the requirements of the Bidding Document.

We further certify that **no price, rate or financial information has been included in our Stage-I Technical Proposal.**

We understand that **mere submission of generic documents, brochures, templates, undertakings or unsupported statements shall not, by itself, qualify for technical marks**, and evaluation shall be carried out strictly in accordance with the Technical Evaluation Criteria prescribed in the Bidding Document.

Name of Bidder: ________________________________

Name of Authorized Signatory: _____________________

Designation: ____________________________________

Signature & Official Stamp: ________________________

Date: ____

FORM-6 — NON-BLACKLISTING / NON-DEBARMENT AFFIDAVIT

To be submitted on: Non-Judicial Stamp Paper of **Rs. 500/-**
Attestation: Duly notarized
Status: Mandatory
In case of JV/Consortium: To be submitted separately by **each member**

AFFIDAVIT REGARDING NON-BLACKLISTING / NON-DEBARMENT

I, **Mr./Ms. ___________________________**, S/O / D/O ___________________________, CNIC No. ___________________________, being the **[Designation]** and duly authorized representative of **M/s ___________________________**, having its registered/business office at ___________________________, do hereby solemnly affirm and declare that:

1. **M/s ___________________________** is not presently blacklisted, debarred, suspended or otherwise prohibited from participating in public procurement by the **Public Procurement Regulatory Authority (PPRA), any Federal/Provincial Government department, autonomous/semi-autonomous body, public sector organization or other public procuring agency in Pakistan**.
2. No order of blacklisting/debarment presently in force against the Bidder has been concealed from the Procuring Agency.
3. The Bidder shall immediately inform the Procuring Agency if, at any stage during the procurement process or Contract period, it becomes subject to any blacklisting, debarment, suspension or similar restriction by a competent authority.
4. The information contained in this Affidavit is true and correct to the best of my knowledge and belief. In case any statement made herein is found to be false, incorrect or materially misleading, the Procuring Agency may take action in accordance with the **Bidding Document, applicable procurement rules and law**.
5. This Affidavit is being submitted in connection with the Bid for **“Turnkey Establishment and Operationalization of Health Complaint Management System (HCMS)”** for the Integrated Disease Surveillance and Response System (IDSRS) Project, National Institute of Health (NIH), Islamabad.

DEPONENT

Name: ____________________________________

Designation: _______________________________

CNIC No.: __________________________________

For M/s: ___________________________________

Signature: _________________________________

Official Stamp: ____________________________

Date: _____________________________________

VERIFICATION

Verified on oath at __________________ on this ______ day of ________**, 20** that the contents of the above Affidavit are true and correct to the best of my knowledge and belief and that nothing material has been concealed therefrom.

DEPONENT

Signature: __________________________

ATTESTED BY

NOTARY PUBLIC

Signature & Stamp: __________________________

FORM-7 — LETTER OF BID – STAGE-II FINANCIAL PROPOSAL

To be submitted on: Bidder's Official Letterhead
Status: Mandatory
Important: This Form shall contain financial information only and shall be submitted as part of the **Stage-II Financial Proposal**.

LETTER OF BID – STAGE-II FINANCIAL PROPOSAL

Date: ___________________________
Tender No.: _____________________

To:
The Project Director
Integrated Disease Surveillance and Response System (IDSRS) Project
National Institute of Health (NIH)
Islamabad.

Subject: STAGE-II FINANCIAL PROPOSAL FOR TURNKEY ESTABLISHMENT AND OPERATIONALIZATION OF HEALTH COMPLAINT MANAGEMENT SYSTEM (HCMS)

Dear Sir,

Having examined the Bidding Document, **finalized Scope of Work, Technical Specifications and BOQ issued/finalized following Stage-I**, contractual conditions, addenda/clarifications, if any, and all other requirements of the subject procurement, we hereby submit our **Stage-II Financial Proposal** for complete turnkey implementation and operation of the HCMS in accordance with the finalized requirements of the Bidding Document.

Our Financial Proposal is summarized as follows:

S. No.	Financial Component	Amount (PKR), Inclusive of Applicable Taxes
1	**Total CAPEX – Turnkey Establishment, Development, Supply, Installation, Integration, Testing, Commissioning & Go-Live**	__________
2	**Total OPEX – 24/7 Operations & Maintenance for One (01) Year**	__________
	TOTAL EVALUATED COST (CAPEX + ONE-YEAR OPEX)	__________

Total Evaluated Cost in Words:
Pak Rupees **____** only.

We hereby confirm that:

1. The above **Total CAPEX** corresponds to the **Stage-II CAPEX Price Schedule / finalized BOQ** submitted with our Financial Proposal.

2. The above **Total OPEX** represents the complete cost of one (01) year of 24/7 operations and maintenance in accordance with the OPEX Price Schedule and finalized requirements of the Bidding Document.
3. Our **Total Evaluated Cost is the sum of Total CAPEX and Total OPEX for one (01) year** and shall constitute our evaluated financial offer for determination of the Lowest Evaluated Bidder.
4. All quoted prices are **inclusive of applicable taxes, duties, levies, transportation, insurance, manpower, installation, configuration, integration and all incidental costs** necessary for complete performance of the Contract.
5. The quoted CAPEX and OPEX cover the **complete finalized scope and requirements** of the procurement. No additional payment shall be claimed for any goods, works or services necessary for completion of the contracted scope merely because such cost was omitted from our price breakdown.
6. Our prices shall remain **firm and fixed** for the applicable Contract period, except where adjustment is expressly permitted under the Bidding Document/Contract.
7. Our Stage-II Financial Proposal is **unconditional** and shall remain valid for the Bid validity period specified in the Bidding Document.
8. We understand that the Financial Proposals of only those Bidders who have **qualified Stage-I and whose Stage-II Bids are determined to be substantially responsive** shall be evaluated. The Contract shall be considered for award to the substantially responsive Bidder offering the **Lowest Evaluated Cost**, in accordance with the Bidding Document and applicable procurement rules.
9. We understand that any approved extension of O&M beyond the initial one-year period shall be subject to **satisfactory performance, availability of funds, approval of the Competent Authority and applicable procurement rules**, and shall **in no case extend beyond 30 June 2028, whichever is earlier**. Such extension shall not constitute an automatic entitlement of the Contractor.

FOR AND ON BEHALF OF THE BIDDER

Legal Name of Bidder: ______________________________________

Name of Authorized Signatory: _______________________________

Designation: ____

Signature: ____

Official Stamp: ____

Date: ____

FORM-8 — CAPEX PRICE SCHEDULE / BOQ

To be submitted on: Bidder's Official Letterhead
Stamp Paper: Not Required
Status: Mandatory
Basis of Quotation: Lump-Sum Turnkey CAPEX
Currency: Pakistani Rupees (PKR)

CAPEX PRICE SCHEDULE

The Bidder shall quote the complete **one-time capital cost** for turnkey design, development, establishment, supply, installation, integration, testing, commissioning and Go-Live of the HCMS and Call Center / Command & Control Center in accordance with the **finalized Scope of Work, Technical Specifications and BOQ issued/finalized following Stage-I**.

The quoted CAPEX shall include all goods, works, software, equipment, licenses, services and incidental requirements necessary to achieve complete operational readiness in accordance with the **finalized requirements of the Bidding Document**.

S. No.	CAPEX Component	Unit	Qty.	Unit Price (PKR)	Total Price Incl. Taxes (PKR)
1	Policy, Operational Framework, Detailed Design & Engineering	Lot	1		
2	Call Center / Command & Control Center – Civil, Interior & Allied Works	Lot	1		
3	Electrical Works, UPS & Power Backup Infrastructure	Lot	1		
4	Furniture, Fixtures & Call Center Workstations	Lot	1		
5	Structured Cabling, Networking & Communication Infrastructure	Lot	1		
6	Servers, Storage & Associated IT Infrastructure	Lot	1		
7	Cybersecurity & Security Infrastructure	Lot	1		
8	IVR, IP-PBX, Telephony, Call Routing, Recording & Monitoring Systems	Lot	1		
9	HCMS Software / Complaint Management Platform Development & Deployment	Lot	1		
10	Web & Mobile Applications	Lot	1		
11	Dashboards, Analytics, KPI Monitoring & Reporting Solution	Lot	1		
12	GIS / Location-Based Mapping & Digital Directory Solution	Lot	1		
13	System Integrations, APIs & Data Exchange with IDSRS/NHDC and Approved Systems	Lot	1		
14	Software / System Licenses, where applicable	Lot	1		

S. No.	CAPEX Component	Unit	Qty.	Unit Price (PKR)	Total Price Incl. Taxes (PKR)
15	Installation, Configuration & System Integration	Lot	1		
16	Testing, UAT, Commissioning & Go-Live	Lot	1		
17	Training, Initial Knowledge Transfer, SOPs & Documentation	Lot	1		
18	Other Allied / Incidental Turnkey CAPEX Requirements	Lot	1		
	TOTAL CAPEX (A)				___________

The above financial heads shall be read together with the finalized detailed BOQ issued/finalized following Stage-I. The Bidder shall quote the finalized BOQ in full as part of its Stage-II Financial Proposal.

Financial Notes

1. **Total CAPEX (A)** shall be carried forward to the **Financial Summary / Total Evaluated Cost Form**.
2. The Bidder shall quote all CAPEX components required for complete turnkey implementation of the HCMS and Call Center / Command & Control Center. No essential component required under the finalized Scope of Work, Technical Specifications and BOQ shall be omitted.
3. The above schedule provides the **financial heads for evaluation and price breakdown**. Detailed quantities, technical specifications and requirements shall be as prescribed in the **finalized BOQ and technical requirements issued/finalized following Stage-I**.
4. The Bidder shall quote its Stage-II CAPEX strictly against the **finalized BOQ**. The proposed/unpriced BOQ submitted by the Bidder at Stage-I shall not, by itself, constitute the final contractual BOQ unless incorporated into the finalized requirements by the Procuring Agency.
5. Prices shall be **inclusive of all applicable taxes, duties, levies, freight, transportation, insurance, installation, configuration, integration, testing, commissioning and all incidental charges**.
6. The quoted CAPEX shall be **firm and fixed** during the applicable Contract period, except where otherwise expressly provided in the Contract.
7. Any item/component required for complete functionality and operational readiness under the **finalized Bidding Document/BOQ** but not separately priced shall be deemed to have been **included in the quoted CAPEX** and shall not constitute a basis for additional payment.
8. Any item/component required for complete functionality and operational readiness under the **finalized Bidding Document/BOQ** but not separately priced shall be deemed to have been **included in the quoted CAPEX** and shall not constitute a basis for additional payment.

BIDDER'S CERTIFICATION

We certify that the above CAPEX represents our complete one-time price for the turnkey implementation and operational readiness of the HCMS and Call Center / Command & Control

Center in accordance with the **finalized Scope of Work, Technical Specifications, BOQ and other requirements of the Bidding Document issued/finalized following Stage-I**.

Name of Bidder: ________________________________

Authorized Signatory: ____________________________

Designation: ____________________________________

Signature & Official Stamp: ________________________

Date: ____

FORM-9 — STAGE-II OPEX PRICE SCHEDULE – ONE (01) YEAR

To be submitted on: Bidder's Official Letterhead
Status: Mandatory
OPEX Period: One (01) year commencing after successful commissioning, Go-Live and formal acceptance of HCMS
Currency: Pakistani Rupees (PKR)

OPEX PRICE SCHEDULE – ONE (01) YEAR

The Bidder shall quote the complete recurring cost for **24/7 operation and maintenance of the HCMS and Call Center / Command & Control Center for one (01) year**, in accordance with the **finalized Scope of Work, Technical Specifications, SLA/KPIs and other requirements issued/finalized following Stage-I**.

The quoted OPEX shall include all manpower, operations, maintenance, technical support, software/licence support, consumables and other recurring costs necessary for uninterrupted operation of the complete system in accordance with the finalized requirements of the Bidding Document and Contract.

S. No.	OPEX Component	Unit	Qty. / Period	Monthly Cost (PKR)	Annual Cost – 12 Months Incl. Taxes (PKR)
1	24/7 Call Center Operational Manpower / HR Outsourcing	Month	12		
2	Technical, Supervisory & Support Manpower	Month	12		
3	HCMS Software / Application Maintenance & Technical Support	Month	12		
4	Call Center, Hardware, ICT & Network O&M	Month	12		
5	IVR/IP-PBX, Telephony, Call Recording & Monitoring Operational Support	Month	12		
6	Cybersecurity Monitoring, Backup, DR & Business Continuity Support	Month	12		
7	Helpdesk, Incident Management & SLA/KPI Monitoring/Reporting	Month	12		
8	Preventive & Corrective Maintenance	Month	12		
9	System Updates, Upgrades & Required Software/Licence Support	Month	12		

S. No.	OPEX Component	Unit	Qty. / Period	Monthly Cost (PKR)	Annual Cost – 12 Months Incl. Taxes (PKR)
10	GIS / Hospital, Pharmacy & Laboratory Mapping – Data Updating & Maintenance	Month	12		
11	Awareness / Communication Activities, as required under Scope	Year	1		
12	Utilities-Related Support, Fuel, Stationery & Operational Consumables	Year	1		
13	Other Recurring Operational Support / Incidental OPEX	Year	1		
	TOTAL OPEX FOR ONE (01) YEAR (B)				___________

Total OPEX for One (01) Year (B) shall represent the aggregate of all OPEX components quoted above.

Accepted Monthly OPEX × 12 = Total OPEX for One Year (B).

Financial Notes

1. **Total OPEX (B) shall be carried forward to the Financial Summary / Total Evaluated Cost Form**.
2. OPEX shall commence **only after successful completion of the Implementation Phase, commissioning, Go-Live and formal written acceptance** of the HCMS and Call Center / Command & Control Center by the Procuring Agency.
3. The quoted OPEX shall represent the **complete cost for one (01) year** of 24/7 operations and maintenance in accordance with the **finalized requirements issued/finalized following Stage-I**, including all required manpower, salaries/wages, statutory obligations, supervision, technical support, maintenance, software/licence support, operational consumables and incidental costs.
4. Prices shall be inclusive of all applicable **taxes, duties, levies and other charges**.
5. Any recurring service or requirement necessary for uninterrupted operation of HCMS and the Call Center / Command & Control Center but not separately priced shall be deemed to be **included in the Total OPEX** and shall not constitute a basis for additional payment.
6. OPEX shall be paid on a **monthly basis** against the monthly claim/invoice submitted by the Contractor after completion of the respective month of services.
7. Each monthly claim shall be subject to verification and certification of satisfactory service delivery, including compliance with applicable **SLA/KPIs, staffing requirements, system availability, Call Center operations, O&M obligations and other contractual requirements** by the Procuring Agency / authorized officer.
8. Any applicable **SLA deductions, penalties, recoveries or other contractual deductions** shall be adjusted from the respective monthly payment.

9. Payment shall be made against the **verified and accepted monthly claim/invoice** in accordance with the Contract.
10. No separate payment shall be admissible for manpower substitution, leave arrangements, shift management, overtime or other arrangements required to maintain **24/7 uninterrupted operations**.
11. The initial O&M period shall be **one (01) year**. Subject to satisfactory performance, availability of funds, approval of the Competent Authority and applicable procurement rules, the O&M period may be extended for **up to one (01) further year, but in no case beyond 30 June 2028, whichever is earlier**. Such extension shall not constitute an automatic entitlement of the Contractor.
12. Any approved extension of the O&M period shall be governed by the **rates/mechanism specified in the Bidding Document and Contract**, subject to applicable taxes and other contractual provisions.

BIDDER'S CERTIFICATION

We certify that the above **Total OPEX for one (01) year** represents our complete recurring price for 24/7 operation and maintenance of the HCMS and Call Center / Command & Control Center in accordance with the **finalized Scope of Work, Technical Specifications, SLA/KPIs and other requirements of the Bidding Document issued/finalized following Stage-I**.

Name of Bidder: ________________________________

Authorized Signatory: ____________________________

Designation: ____________________________________

Signature & Official Stamp: _______________________

Date: ____

FORM-10 — STAGE-II FINANCIAL SUMMARY / TOTAL EVALUATED COST

To be submitted on: Bidder's Official Letterhead
Status: Mandatory
Currency: Pakistani Rupees (PKR)
Evaluation Method: Least-Cost
Evaluation Basis: Total CAPEX + Total OPEX for One (01) Year

FINANCIAL SUMMARY

The Bidder shall provide the consolidated **Stage-II Financial Proposal** for the complete turnkey implementation and one-year operation and maintenance of the **Health Complaint Management System (HCMS)** in accordance with the **finalized Scope of Work, Technical Specifications, BOQ and other requirements issued/finalized following Stage-I**.

S. No.	Financial Component	Reference	Amount Inclusive of Applicable Taxes (PKR)
1	**Total CAPEX (A) –** Complete Turnkey Establishment, Development, Supply, Installation, Integration, Testing, Commissioning & Go-Live	Form-8	
2	**Total OPEX** – 24/7 Operations & Maintenance for One (01) Year	Form-9	
	TOTAL EVALUATED COST (A + B)		__________

Total Evaluated Cost in Words:
Pak Rupees ____ only.

Financial Evaluation

The **Total Evaluated Cost** shall be calculated as:

Total Evaluated Cost = Total CAPEX (A) + Total OPEX for One (01) Year (B)

The Financial Proposals of only those Bidders who have **qualified Stage-I and whose Stage-II Bids are determined to be substantially responsive** shall be evaluated.

The substantially responsive Bidder offering the **Lowest Evaluated Cost** shall be considered the **Lowest Evaluated Bidder**, subject to verification, arithmetic corrections, financial responsiveness and other requirements of the Bidding Document.

Important Financial Conditions

1. The **Total CAPEX (A)** entered in this Form shall correspond exactly with the Total CAPEX quoted in **Form-8 – Stage-II CAPEX Price Schedule / BOQ**.
2. The **Total OPEX (B)** entered in this Form shall correspond exactly with the Total OPEX for one (01) year quoted in **Form-9 – Stage-II OPEX Price Schedule**.

3. All prices shall be **inclusive of applicable taxes, duties, levies and all incidental costs** necessary for complete performance of the Contract in accordance with the finalized requirements of the Bidding Document.
4. CAPEX shall be payable upon **100% completion of the Implementation Phase**, including successful establishment, installation, integration, testing/UAT, commissioning, Go-Live and formal written acceptance of the complete HCMS and Call Center / Command & Control Center by the Procuring Agency. **No partial or milestone-based CAPEX payment shall be admissible.**
5. OPEX shall be payable on a **monthly claim/invoice basis** after completion of the respective month, subject to verification and certification of satisfactory services and applicable SLA/KPI deductions, penalties or other contractual recoveries.
6. Any arithmetic discrepancy shall be dealt with in accordance with the provisions of the Bidding Document and applicable procurement rules.
7. No conditional, incomplete or alternative financial offer shall be considered unless expressly permitted under the Bidding Document.
8. The initial O&M period shall be **one (01) year**. Subject to satisfactory performance, availability of funds, approval of the Competent Authority and applicable procurement rules, the O&M period may be extended for **up to one (01) further year, but in no case beyond 30 June 2028, whichever is earlier**. Such extension shall not constitute an automatic entitlement of the Contractor.
9. The **Total Evaluated Cost for financial evaluation shall comprise only Total CAPEX (A) plus Total OPEX (B) for the initial one (01) year**. Any approved extension of the O&M period shall not form part of the Total Evaluated Cost for determination of the Lowest Evaluated Bidder.

BIDDER'S CERTIFICATION

We certify that the above amounts constitute our consolidated **Stage-II Financial Proposal** and that the **Total Evaluated Cost represents the complete evaluated price comprising Total CAPEX plus Total OPEX for one (01) year**, in accordance with the finalized requirements of the Bidding Document.

Name of Bidder: ________________________________

Authorized Signatory: ____________________________

Designation: ___________________________________

Signature & Official Stamp: _______________________

Date: ____

FORM 11 - Performance Guarantee Form

To: *[name of Procuring Agency]*

WHEREAS *[name of Supplier]* (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* to delivery *[description of Goods and Related Services and services] (*hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

____

[name of bank or financial institution]

____

[address]

____

FORM 12 - FORM OF INTEGRITY PACT

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract No: ___________________
Dated: ___________________
Contract Value: ___________________
Contract Title: ___________________

………………………………… [Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from IDSRS Project, National Institute of Health (NIH) or any administrative subdivision or agency thereof or any other entity owned or controlled by IDSRS Project, NIH through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form IDSRS Project, NIH, except that which has been expressly declared pursuant hereto.

[Name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with IDSRS Project, NIH and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to IDSRS Project, NIH under any law, contract or other instrument, be voidable at the option of IDSRS Project, NIH.

Notwithstanding any rights and remedies exercised by IDSRS Project, NIH in this regard, [name of Supplier] agrees to indemnify IDSRS Project, NIH for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to IDSRS Project, NIH in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder’s fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form IDSRS Project, NIH.

Name of PA__________________________
Signature: ____________________________
[Seal]

Name of Seller________________________
Signature: _____________________________
[Seal]

FORM 13 - FORM OF CONTRACT

THIS AGREEMENT made the_________day of____________20______between *[name and address of Procuring Agency]* of Pakistan (hereinafter called "the Procuring Agency") of the one part and *[name of Supplier]* of *[city and country of Supplier] (*hereinafter called "the Supplier") of the other part:

WHEREAS the Procuring Agency invited Bids for the turnkey establishment and operationalization of the Health Complaint Management System (HCMS) and Call Center / Command & Control Center, including associated goods, works and services, and has accepted the Bid of the Supplier for execution of the said requirements in the sum of [Contract Price in words and figures] (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Contract. In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below: -
   - i. This form of Contract;
   - ii. The Procuring Agency's Letter of Acceptance / Award;
   - iii. The Special Conditions of Contract (SCC);
   - iv. The General Conditions of Contract (GCC);
   - v. The finalized Scope of Work, Schedule of Requirements / BOQ and Technical Specifications issued/finalized following Stage-I;
   - vi. The Supplier's accepted Stage-II Technical Proposal, including approved designs, layouts, methodology and implementation schedule;
   - vii. The Form of Bid / Stage-II Financial Proposal and accepted Price Schedules (CAPEX and OPEX);
   - viii. Service Level Agreement (SLA) / KPIs;
   - ix. Addenda, amendments and written clarifications issued by the Procuring Agency and forming part of the Bidding Document/Contract; and
3. Any other document expressly incorporated into and forming part of the Contract.
4. In consideration of the payments to be made by the Procuring Agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring Agency to provide the goods and related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
5. The Procuring Agency hereby covenants to pay the Supplier in consideration of the provision of the goods and related services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by__________________________the__________________(for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

……………………………………………

Signed, sealed, delivered by__________________________the__________________(for the Supplier)

Witness to the signatures of the Supplier: ………………………………………………

SPECIAL CONDITIONS OF CONTRACT (SCC)
Health Complaint Management System (HCMS) — IDSRS PSDP Project, MoNHSR&C

Two-Stage Bidding Procedure – Non-Consultancy Services (PPRA Standard Bidding Document)

#	SCC	Special Condition of Contract
1	**Contract Structure**	Contract shall comprise an Implementation/CAPEX Phase followed by an initial one (01) year O&M/OPEX Phase, subject to the provisions relating to extension of O&M.
2	**Implementation Period**	Complete turnkey HCMS shall be completed, tested, commissioned and made operational within three (03) months from the commencement date specified in the Contract/Work Order.
3	**CAPEX Payment**	100% CAPEX payment only after complete implementation, UAT, commissioning, Go-Live and Final Acceptance. No milestone/partial CAPEX payment shall be admissible.
4	**OPEX Commencement**	OPEX period shall commence only after Final Acceptance/Go-Live of the complete CAPEX implementation.
5	**OPEX Payment**	OPEX shall be paid monthly against verified claim/invoice, subject to satisfactory service delivery and applicable SLA/KPI deductions.
6	**No Advance Payment**	No advance payment shall be admissible under CAPEX or OPEX.
7	**Final Acceptance**	Final Acceptance shall only occur after successful end-to-end testing, minimum 15-day UAT, commissioning, Go-Live, training, documentation and complete handover.
8	**Single Turnkey Responsibility**	Successful Bidder shall remain single-point responsible for complete software, call center, civil/electrical, ICT, telephony, integrations, mapping, staffing, O&M and allied scope, irrespective of subcontracting/OEM arrangements.
9	**SLA/KPI & Deductions**	Monthly OPEX certification/payment shall be subject to prescribed SLA/KPIs, uptime, staffing, response/resolution and service-performance requirements, with contractual deductions for non-performance.
10	**Warranty / Defect Liability**	Minimum twelve (12) months warranty/defect liability shall apply to the supplied/installed CAPEX components, as applicable, commencing from Final Acceptance. During the applicable warranty/defect-liability period, all defects, failures and non-conformities attributable to the Contractor shall be repaired, replaced or rectified at the Contractor's cost, without prejudice to the Contractor's O&M obligations under the Contract.
11	**Performance Security**	Performance Security shall be ten percent (10%) of the Contract Price and shall be furnished and maintained in the form, manner and for the period prescribed in the GCC/SCC and applicable PPRA Standard Bidding Document. The Performance Security shall remain valid for the required contractual period, including any extension thereof, as applicable.

#	SCC	Special Condition of Contract
12	**Ownership & Handover**	Source code, database/data, configurations, credentials, APIs/integration documentation, dashboards, as-built drawings, manuals, SOPs, inventories and Government-funded project deliverables shall be handed over to the Procuring Agency as specified in the Contract.
13	**No Vendor Lock-in**	Contractor shall ensure complete portability/transition and shall not technically or contractually restrict the Procuring Agency from operating, maintaining, modifying or transitioning the HCMS after completion, subject to third-party proprietary licensing rights disclosed in the Bid.
14	**Data Ownership**	All HCMS operational/complaint data generated under the Contract shall remain the property of the Procuring Agency/Government, and shall not be used/disclosed by the Contractor except for performance of the Contract or as required by law.
15	**Cybersecurity & Confidentiality**	Contractor shall maintain prescribed security, access controls, encryption, logging, backup/DR and confidentiality throughout implementation and O&M, and promptly report security incidents to the Procuring Agency.
16	**Facility Mapping**	Hospital, pharmacy and laboratory mapping shall be completed, verified, digitized/GIS-tagged and integrated with HCMS in accordance with the geographical coverage and requirements specified in the finalized Scope of Work..
17	**Key Personnel Replacement**	Key Personnel shall not be replaced without prior written approval; replacement must possess equal or better qualification and relevant experience.
18	**Subcontracting**	Subcontracting, where permitted, shall require prior approval and shall not relieve the Contractor of any contractual responsibility or liability.
19	**Change/Variation Control**	No material change in scope, design, software architecture, equipment/specification or approved solution shall be implemented without prior written approval of the Procuring Agency and compliance with applicable procurement rules.
20	**Asset Verification & Handover**	All CAPEX assets shall be inventoried by make/model/serial number/location and formally handed over to the Procuring Agency before Final Acceptance.
21	**Licensing**	All supplied software/licenses shall be genuine, valid and sufficient for the contracted use. Any recurring/proprietary licensing dependency shall be expressly disclosed in the Bid.
22	**Transition Assistance**	On expiry/termination, Contractor shall provide orderly transition, including transfer of data, credentials, configurations, documentation, backups and necessary technical assistance to NIH/its nominated entity.
23	**Audit/Inspection Rights**	Procuring Agency/authorized Government body shall have access to relevant project records, service logs, SLA reports, asset records and other evidence necessary to verify contractual performance.

#	SCC	Special Condition of Contract
24	**O&M Extension**	The initial O&M period shall be one (01) year. Subject to satisfactory performance, availability of funds, approval of the Competent Authority and applicable procurement rules, the O&M period may be extended for up to one (01) further year, but in no case beyond 30 June 2028, whichever is earlier. No automatic right or entitlement to extension shall accrue to the Contractor.
25	**Order of Precedence**	The Contract Documents shall have the following order of precedence. i. Contract Agreement; ii. Letter of Acceptance/Award; iii. Special Conditions of Contract (SCC); iv. General Conditions of Contract (GCC); v. Finalized Scope of Work, Schedule of Requirements/BOQ and Technical Specifications; vi. Accepted Stage-II Technical Proposal, including approved designs, layouts, methodology and implementation schedule; vii. Accepted Stage-II Financial Proposal and Price Schedules; viii. Service Level Agreement (SLA)/KPIs; ix. Addenda, amendments and written clarifications forming part of the Contract; and x. Any other document expressly incorporated into and forming part of the Contract.
26	**24/7 Operations**	During the O&M period, the Contractor shall ensure uninterrupted 24/7 operation of HCMS and the Call Center, including required manpower, supervision, shift/leave/substitution arrangements and technical support, with no separate payment admissible for arrangements necessary to maintain continuous operations.
27	**Completeness of Turnkey Price**	Accepted CAPEX and OPEX prices shall include all goods, works, services, manpower, licenses, installation, configuration, integration, testing, commissioning and incidental requirements necessary for complete performance of the contracted scope. No additional payment shall be admissible merely because an essential contracted requirement was omitted from the Contractor's price breakdown.
28	**Financial Evaluation / Contract Price Basis**	Financial evaluation shall be undertaken at Stage-II in accordance with the Least-Cost Evaluation Method. Total Evaluated Cost shall comprise Total CAPEX plus Total OPEX for the initial one (01) year. Among the Bidders qualifying Stage-I and whose Stage-II Bids are determined substantially responsive, the Bidder offering the Lowest Evaluated Cost shall be considered for award, subject to the provisions of the Bidding Document and applicable procurement rules. Any subsequent extension of the O&M period shall not form part of the Total Evaluated Cost for determination of the Lowest Evaluated Bidder.
29	**UAT Defect Rectification**	All defects, deficiencies and non-conformities identified during testing/UAT shall be rectified by the Contractor at its own cost, prior to and as a precondition for Final Acceptance.

#	SCC	Special Condition of Contract
30	**Stage-I Finalization / Contractual BOQ**	The technical requirements, Scope of Work, designs/layouts and BOQ finalized by the Procuring Agency following Stage-I clarifications/discussions shall form the basis for submission of the Stage-II Bid. The Contractor shall execute the Contract strictly in accordance with the finalized contractual requirements and accepted Stage-II Bid. The proposed/unpriced BOQ submitted by the Bidder at Stage-I shall not, by itself, constitute the final contractual BOQ unless expressly incorporated into the finalized Stage-II requirements by the Procuring Agency.
31	**Contract Duration / Project Life**	The Contract shall comprise the Implementation/CAPEX Phase and the initial one (01) year O&M/OPEX Phase. Any approved extension of the O&M period shall be subject to the terms of the Contract and shall, in no case, extend beyond 30 June 2028, being the approved project completion date, whichever is earlier

GOVERNMENT OF PAKISTAN

MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS AND COORDINATION

NATIONAL INSTITUTE OF HEALTH, ISLAMABAD

SCOPE OF WORK AND BILL OF QUANTITIES

HEALTH COMPLAINT MANAGEMENT SYSTEM (HCMS)

Component 5, Revised PC-1 - Integrated Disease Surveillance and Response System (IDSRS)

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S) ALhd 07/09/26.
Saad Hussain Shah
IT Officer
Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

1. Objective, Definitions and Contract Structure

SOW-1 Objective and Term

1.1 The Contractor shall design, develop, supply, install, integrate, commission and operate a Health Complaint Management System (HCMS) for the Ministry, at the premises notified by the Procuring Agency, capable of receiving, routing, escalating, tracking and reporting health-service complaints from citizens across Pakistan, and of transmitting complaint-derived signals to IDSRS.

1.2 Design volume is 20,000 complaints per month, being the approved pilot capacity. The architecture shall be capable of scaling to 300,000 complaints per month without re-platforming, but no hardware, licence or seat shall be procured under the Base Quantity for volumes beyond the design volume.

1.3 The complete turnkey HCMS, including all required civil/interior and allied works, ICT infrastructure, software development/configuration, integrations, testing, training, commissioning and Go-Live, shall be completed within three (03) months from the commencement date specified in the Contract/Work Order. Final Acceptance shall be subject to successful completion of the prescribed testing and User Acceptance Testing (UAT) requirements.

1.4 **Following Final Acceptance and Go-Live, the Contractor shall provide Operations & Maintenance (O&M) services for an initial period of one (01) year. Subject to satisfactory performance, availability of funds, approval of the Competent Authority and applicable procurement rules, the O&M period may be extended for up to one (01) further year, but in no case beyond 30 June 2028, whichever is earlier. No automatic right or entitlement to extension shall accrue to the Contractor.**

SOW-2 Definitions

- Complaint - a distinct ticketed grievance from an identifiable complainant concerning a health facility, laboratory, pharmacy, health worker, medicine, or the Sehat Sahulat Program. Repeat contact on the same matter attaches to the original ticket and is not a new complaint.
- Resolution - closure of a ticket with a recorded action by the responsible office AND a recorded closure-confirmation contact with the complainant. A ticket closed without a confirmation attempt is unresolved for all payment and KPI purposes.
- Responder Organisation - an office, department, regulator or facility that receives complaints through the system. Listed in the Facility and Responder Schedule (Annexure A).
- Notification - an SMS, email or WhatsApp message issued by the system to a Responder Organisation or complainant, with its delivery status recorded.
- System-generated data - data extracted by the Procuring Agency through its own read-only account. Contractor-compiled figures are not system-generated data.
- Deployed seat - a named individual, CNIC-verified, with biometric attendance and system login for a rostered shift. An empty workstation is not a deployed seat.

SOW-3 Contract Structure

3.1 **The Contract shall comprise: (i) an Implementation/CAPEX Phase covering the complete turnkey design, development, civil/interior and allied works, supply, installation, integration, testing, training, commissioning and Go-Live of HCMS; and (ii) an O&M/OPEX Phase covering post-acceptance operations, staffing, maintenance and support.**

3.2 **At Stage-I, the Bidder shall submit its site-specific Technical Proposal, including proposed designs/layouts, implementation methodology and proposed/unpriced BOQ and quantities, based on the mandatory site assessment and requirements of this Scope of Work. No price, rate or other financial information shall be included in the Stage-I Technical Proposal.**

07/09/26.
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National Institute of Health, Islamabad

3.3 **During Stage-I, the Procuring Agency may review, discuss, clarify, rationalize and finalize the technical requirements, designs/layouts, quantities and BOQ in accordance with the Two-Stage Bidding Procedure. The finalized technical requirements and BOQ issued by the Procuring Agency shall form the basis for submission of the Stage-II Technical and Financial Bid.**

3.4 **The Contractor shall execute the Contract in accordance with the finalized contractual BOQ, Technical Specifications, approved designs/layouts and accepted Stage-II Bid. Any Optional Quantities included in the finalized BOQ may be ordered only in accordance with the Contract, subject to requirement, availability of funds, applicable procurement rules and approval of the Competent Authority.**

2. Functional Scope - The Ten Core Functions

SOW-4 Centralized Complaint Registration

4.1 A single national platform with one unified ticket series across all channels. A complaint on any channel generates exactly one ticket ID, issued to the complainant.

4.2 A complaint taxonomy approved by the Procuring Agency before development begins, covering at minimum: access and availability; medicines and supplies; informal payments and billing; quality and safety of care; staff conduct; facility conditions; laboratory and diagnostics; maternal, newborn and child health; Sehat Sahulat; private-sector and regulatory matters; public-health events; and points of entry. Each category shall carry sub-categories and an automatic severity level.

4.3 Pharmacy and medicine complaints shall be separated at intake into (a) product complaints - counterfeit, substandard, expired, ineffective, or sold above printed price; and (b) premises complaints - no qualified pharmacist present, unlicensed operation, refusal to issue receipt. Routing follows Section 3.

4.4 **The taxonomy shall be configurable by the Procuring Agency after Go-Live without a contract variation or vendor change request.**

4.5 Mandatory de-duplication: the system shall detect and link repeat contacts by the same complainant on the same subject.

4.6 No complaint record may be deleted by any user, including administrators and Contractor personnel. Withdrawal, rejection or merger is a recorded state change with reason, user identity and timestamp.

4.7 Guided intake scripts and a searchable knowledge base per category shall be provided, so that an agent captures the correct particulars for each complaint type without prior memorisation.

SOW-5 Multi-Channel Access

5.1 Mandatory channels: (i) toll-free national helpline on a UAN or short code; (ii) mobile application for Android and iOS; (iii) responsive web portal; (iv) WhatsApp Business channel; (v) walk-in counter interface; (vi) SMS lodging and status enquiry.

5.2 All channels write to one ticketing database in real time. Channel-specific databases, spreadsheets or offline registers are prohibited.

5.3 The helpline shall operate 24 hours a day, 7 days a week including public holidays, in Urdu and English with Roman Urdu handling, and with capacity to serve Sindhi, Pashto, Punjabi and Balochi speakers through rostered agents or a documented transfer protocol.

5.4 The WhatsApp channel shall support concurrent conversation handling, so that one agent may hold multiple active conversations simultaneously.

5.5 **All numbers, short codes, WhatsApp Business accounts, app-store listings, domain names, SSL certificates and social handles created for HCMS shall be registered in the name of the Procuring Agency from the date of creation, not transferred at contract end.**

07/09/26.

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National Institute of Health, Islamabad

5.6 Emergency calls: where a caller reports a medical emergency in progress, the agent shall immediately provide the relevant emergency service number, log the contact, and shall not process it as a routine ticket. A written protocol shall provide an interim number or channel where necessary to achieve Go-Live within the prescribed implementation period.

SOW-5.7 Helpline Number, Digital Identifiers and Government Facilitation

5.7.1 The toll-free Universal Access Number (UAN) or short code, the programme domain name, the WhatsApp Business account, the SMS gateway sender identifier and the mobile application listings shall be obtained from and registered with the relevant authorities and platform operators, and shall be registered in the name of the Procuring Agency from the date of creation.

5.7.2 The Procuring Agency shall facilitate the Contractor in the government and regulatory processes required for allocation, registration and verification, including the issue of such letters of authorisation, undertakings and supporting documents as the competent authority may require. The Contractor shall bear all costs and shall remain responsible for the application, allocation, configuration, testing and operation.

5.7.2A The Procuring Agency shall likewise facilitate, and shall be responsible for concluding, any data-access or data-sharing arrangement required with a government body for an integration under clause 9.1, including the Sehat Sahulat Program, the IDSRS platform and the national identity authority. Where such an arrangement is not concluded, the corresponding integration shall not be ordered and the Contractor shall not be held in default in respect of it.

5.7.3 The Contractor shall initiate all applications under this clause within fifteen (15) days of contract signature and shall report progress to the Procuring Agency in writing every fortnight.

5.7.4 Where allocation, registration or verification is delayed by the competent authority or platform operator for reasons not attributable to the Contractor, the Contractor shall not be held in default in respect of that channel, provided it demonstrates that its own application was complete and timely. The Contractor shall not withhold any other deliverable on that account, and shall provide an interim number or channel where necessary to achieve Minimum Operational Capability.

5.7.5 All numbers, short codes, domains, accounts, sender identifiers and application listings obtained under this clause are assets of the Procuring Agency and are subject to transfer under Section 12. The Contractor shall have no right to retain, port, resell or reuse any of them, and shall effect transfer of control within seven (7) days of a written request at any time during or after the contract.

5.7.6 The bidder shall submit with its bid either (a) a valid licence issued by the Pakistan Telecommunication Authority authorising the provision of the contact centre and value-added telephony services required under this Scope of Work, the licence being current and covering the relevant class of service; or (b) written confirmation from the Authority that no licence is required for the services offered. The burden of demonstrating the sufficiency and relevance of the licence rests with the bidder. The licence shall be maintained in force throughout the contract period.

SOW-5.8 Accessibility

5.8.1 The web portal and the mobile applications shall conform to the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA.

5.8.2 The SMS, WhatsApp and web channels shall be available as alternatives to the voice helpline for complainants who are unable to use a telephone, and this shall be stated in all public information material.

5.8.3 The walk-in reception and complaint counter shall be accessible to persons with restricted mobility.

SOW-6 Tiered Workflow and Escalation

S)AL 07/09/26.
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National Institute of Health, Islamabad

6.1 Three-tier workflow: Tier 1 - complaint logged and acknowledged with immediate ticket ID to the complainant; Tier 2 - routed to the responsible Responder Organisation per Annexure A; Tier 3 - escalated where the applicable timeline lapses.

6.2 SOP timelines of 24, 48 and 72 hours apply, configurable by severity by the Procuring Agency and not by the Contractor, with the clock running on wall-clock time including nights and holidays.

6.3 **Critical severity complaints - alleged death or grave harm, refusal of emergency care, suspected outbreak, blood or injection safety, harassment or sexual misconduct - shall bypass the standard queue and alert the designated officer immediately on receipt.**

6.4 Automated reminders before each threshold lapses and automated escalation on lapse, with a permanent record of every reminder and escalation.

6.5 **The escalation clock shall not be resettable, extendable or pausable by any user. Any change to configured thresholds requires two-person authorisation by Procuring Agency users, is recorded in the audit log, and takes effect prospectively only.**

6.6 **Where a complaint is handed to a Responder Organisation outside the Procuring Agency's administrative control (Section 3, Groups B, C and D), the Contractor's clock stops on recorded notification. The Contractor shall not be assessed against, or penalised for, the response of such an organisation.**

SOW-7 Role-Based Dashboards and Access Control

7.1 Roles shall include at minimum: Customer Service Representative; Outbound Officer; Case and Escalation Officer; Walk-in Officer; Team Lead; Quality Assurance Auditor; Responder User; Regulator User; Ministry Administrator; Read-Only Auditor.

7.2 Each role has a real-time dashboard limited to its own jurisdiction. Responder Users see only complaints referred to their own organisation. The Ministry Administrator has nationwide visibility.

7.3 **Contractor personnel shall have no standing production access beyond the operational roles required to run the service. Privileged or database-level access by Contractor staff shall be time-boxed, approved in writing in advance, session-recorded, and reported monthly.**

7.4 **The Procuring Agency shall be issued a Read-Only Auditor account and a read-only database view on the day the system enters User Acceptance Testing, not at Go-Live and not at handover. All KPI verification under this contract shall be performed through that account.**

SOW-8 Monitoring, Evaluation and KPIs

8.1 The system shall compute without manual intervention: complaints by channel, category, severity, district and facility; first-response time; time to notification; resolution time against SOP; percentage resolved within SOP; repeat-complaint rate; reopened-ticket rate; complainant satisfaction; Responder Organisation response rates; and agent-level productivity and quality scores.

8.2 Automated daily, weekly and monthly reports generated and distributed by the system without Contractor editing, reproducible from raw data at any later date.

8.3 Complainant satisfaction surveys by SMS and WhatsApp on closure, stored against the ticket and not aggregated by the Contractor before storage.

8.4 **All figures used for payment, penalty or performance assessment shall be those extracted by the Procuring Agency from the system, and shall prevail over any figure reported by the Contractor.**

SOW-9 Integration

9.1 Working, tested integrations demonstrated in production: (i) complainant identity verification under clause 9.1A; (ii) Sehat Sahulat Program; (iii) hospital and laboratory information systems at facilities

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notified by the Procuring Agency; (iv) aggregated de-identified complaint feed to IDSRS for event-based surveillance; (v) SMS gateway; (vi) WhatsApp Business API; (vii) email server.

9.1A **Complainant identity verification shall be effected by one-time password (OTP) issued to the complainant's mobile number, which shall be verified before the complaint is registered. The complainant's CNIC shall be captured as a declared field and stored against the ticket. For walk-in complaints, the Walk-in Officer shall physically sight the original CNIC and record verification in the system.**

9.1B **Verification of the declared CNIC against the national identity database is an Optional Quantity item. It shall be developed and deployed only on the written order of the Procuring Agency, following the conclusion of a data-access arrangement between the Procuring Agency and the national identity authority. The Contractor shall not be held in default, and no deliverable or acceptance shall be withheld, in respect of any integration which the Procuring Agency has not ordered or for which access has not been granted.**

9.2 All integrations shall use documented, versioned APIs. Complete API documentation, test collections and credentials shall be delivered as a condition of milestone acceptance.

9.3 Where a counterparty delays or refuses connectivity, the Contractor shall deliver and demonstrate its own side in a sandbox and shall not withhold any other deliverable. Payment for that integration is released when the Contractor's side is demonstrably complete and documented.

9.4 **Third-party data-exchange, messaging and telephony charges shall be quoted as separate pass-through items at actuals, supported by the third party's own invoice. No margin, mark-up or handling fee is payable on pass-through items.**

9.5 **All data shall be hosted within the territorial limits of Pakistan. No complaint data, call recording, personal data or audit log may be stored, processed, backed up or replicated outside Pakistan.**

9.6 **No cloud hosting of any kind shall be used for any part of the HCMS solution. All application servers, database servers, storage and supporting infrastructure shall be physical equipment supplied under this contract and located within Pakistan. No programme data, whether complaint, personal, operational, transactional, log or backup data, shall at any time be hosted, mirrored, replicated, cached, processed or stored on any public, private, hybrid or third-party cloud service, whether located inside or outside Pakistan.**

9.7 **Primary site. The primary installation shall be established in the server room at the HCMS premises notified by the Procuring Agency, comprising the application servers, database servers, storage, network equipment, the IP-PBX and contact centre platform and associated infrastructure. Hosting all production services at the HCMS premises ensures that inbound calls continue to be received and answered, and that the system remains fully operable, in the event of failure of the link to any external site.**

9.8 **Secondary site. A secondary backup installation shall be established at the National Health Data Centre (NHDC), IDSRS, National Institute of Health, Islamabad, and shall be maintained at all times in a state permitting restoration of full service. All complaint data, call recordings, notification logs, audit logs and system configuration shall be replicated to the NHDC installation continuously, with a Recovery Point Objective not exceeding fifteen (15) minutes and a Recovery Time Objective not exceeding four (4) hours.**

9.9 **Uninterruptible power - HCMS premises. The Contractor shall supply, install and maintain an uninterruptible power supply at the HCMS premises providing not less than two (2) hours of battery autonomy for the protected load. The protected load comprises the whole HCMS operation with the sole exception of the floor air conditioning, namely: all twenty-eight (28) agent workstations and monitors; all servers, storage and server-room cooling; all network, firewall, switching and structured cabling equipment; the IP-PBX, contact centre platform**

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and all IP telephones; office lighting; printers, biometric terminals and ancillary office equipment. Floor air conditioning is excluded from the protected load. The indicative protected load is approximately thirteen (13) kilowatts; the Contractor shall verify the actual load and size the installation accordingly.

9.9A **Purpose. The generator at the HCMS premises remains the primary means of maintaining supply during an outage. The uninterruptible power supply under clause 9.9 exists so that, in the event the generator fails to start or fails in service, all agents continue to work and no complaint, call recording or transaction is lost. It is not a substitute for the generator.**

9.9B **Uninterruptible power - NHDC. The Contractor shall supply, install and maintain an uninterruptible power supply at NHDC providing not less than four (4) hours of battery autonomy at full load for all HCMS equipment deployed at that site.**

9.10 **Power at NHDC. Normal electrical supply, generator backup and cooling at NHDC are provided by the National Institute of Health. The Contractor shall not install a generator at NHDC. The generator at the HCMS premises serves that premises only.**

9.11 **Access and control. The National Institute of Health retains control of the physical infrastructure, environmental services and backup copies at NHDC. The Contractor shall be granted such access as is necessary to operate and maintain the secondary installation; such access shall be approved in advance, session-recorded, logged and reported monthly. The Contractor shall have no capability to alter or disable backup retention settings or to delete any backup held at NHDC.**

9.12 **Backup. Backups shall be taken not less than daily and written to write-once immutable storage at NHDC which no administrative account can delete or alter within the retention period. In addition, a weekly backup shall be written to removable media and handed to the Procuring Agency for retention at a separate location under its own custody.**

9.13 **Restoration drills. A restoration drill shall be conducted twice during the operations period, witnessed by the Procuring Agency, demonstrating full restoration of the production system from the backup installation at NHDC within the stated Recovery Time Objective. A failed drill is a defect to be remedied at the Contractor's cost.**

9.14 **Disaster Recovery site (Optional Quantity). A Disaster Recovery site may be ordered by the Procuring Agency at a facility of Tier III standard or equivalent, within the territorial limits of Pakistan, situated not less than eight hundred (800) kilometres by straight-line distance from Islamabad, with redundant power, cooling and connectivity. The facility shall be proposed by the Contractor and approved in writing by the Procuring Agency before deployment. Where ordered, the site shall receive continuous replication with a Recovery Point Objective not exceeding fifteen (15) minutes and a Recovery Time Objective not exceeding four (4) hours, and one full failover drill shall be conducted during the operations period, running production from that site for a period specified by the Procuring Agency. This item shall be priced by the bidder but creates no obligation on the Procuring Agency to order it.**

9.15 Call recordings shall be written at the HCMS premises and replicated to NHDC not less than once every twenty-four (24) hours.

9.16 **On expiry or termination of the contract, the installation at NHDC and the data held in it shall be treated as the authoritative record for the purposes of handover under Section 12.**

SOW-10 Transparency, Audit Trail and Governance

10.1 An immutable, append-only audit trail on every ticket recording creation, every view, every edit with before and after values, assignment, reassignment, notification, reminder, escalation, closure and reopening, with identity, role, IP address and timestamp for each event.

10.2 **The audit log shall be technically incapable of deletion or modification by any user including database administrators, shall be write-mirrored to storage controlled by the Procuring Agency, and shall be retained for the life of the system and beyond contract expiry.**

10.3 **A public-facing statistics page publishing complaint volumes, resolution rates, average resolution times and Responder Organisation response rates, refreshed automatically at least daily, with no facility to suppress an individual organisation, district or province from the published aggregates.**

10.4 Call recording for 100% of inbound and outbound helpline calls, stored in a format and location accessible to the Procuring Agency in real time, retained for not less than the contract period plus twelve months, and randomly sampled by Quality Assurance.

SOW-11 Workforce Training and Quality Assurance

11.1 Training of all deployed operational staff shall be completed before Go-Live in complaint-handling SOPs, escalation protocols, the taxonomy, multilingual and Roman Urdu communication, data-protection obligations and system use. No untrained person shall be rostered to a live shift.

11.2 Training of Procuring Agency personnel in three streams - end user, administrator, and technical or systems - the technical stream sufficient to enable the Procuring Agency to operate the system independently at contract end.

11.3 Training of Responder Organisation users, delivered in scheduled sessions, with refresher sessions on request. Quantities are in the BOQ.

11.4 Delivery of SOP manuals, user manuals, administrator manuals, system and database documentation and training material in editable source format, as a condition of acceptance.

11.5 A Quality Assurance function auditing a documented monthly sample of tickets and call recordings against a rubric approved by the Procuring Agency, reported at agent level with remedial action recorded.

11.6 Refresher training for operational staff at least once during the operations period, evidenced by attendance records verified against the biometric roster.

SOW-12 Emergency Response and Feedback to Surveillance

12.1 Automated detection of complaint spikes by symptom keyword, category, facility and geography against a configurable baseline, generating an alert to the Procuring Agency and to IDSRS within the same working day.

12.2 Priority handling for complaints indicating medicine stock-outs, facility failure or possible outbreak signals during declared emergencies.

12.3 Live ticket-status updates to complainants by SMS and WhatsApp on every state change.

SOW-13 Systemic Improvement and Sustainability

13.1 Quarterly analytical reporting identifying repeat negligence, chronic shortages and recurring facility-level failures, delivered with underlying data.

13.2 A documented exit and sustainability plan delivered not later than the sixth month of operations, sufficient for the Procuring Agency or a successor to assume operations without interruption.

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3. Coverage, Jurisdiction and Responder Model

Complaints are received from any person anywhere in Pakistan. The Procuring Agency's authority to compel a remedy is not national, and the system reflects that distinction. Complaints are routed to the office administratively responsible for the facility concerned, not to individual facilities.

SOW-14 Responder Groups

Group	Who	Clock and escalation	Vendor assessed?
A	Health facilities administered by the Ministry, and federal points of entry and border health establishments	Full SOP clock. Escalates to Director General Health, then Secretary Health	Yes
B	Provincial health departments; AJK and Gilgit-Baltistan health departments; ICT Health Directorate	Notified and recorded. No clock imposed. Response rate published monthly	No
C	Federal regulators under MoNHSR&C - DRAP; IHRA (Islamabad Capital Territory only); PMDC; Pakistan Nursing and Midwifery Council; Pharmacy Council of Pakistan	Referred for regulatory action under the regulator's own statutory process. Clock stops on referral	No
D	Health facilities of other federal departments and organisations which are open to the general public, included after written agreement with the department concerned. Until agreement, logged and referred only	As agreed in the written agreement. Configurable by the Procuring Agency	No

14.1 **Group A facilities shall be listed by name in Annexure A. Groups B, C and D are listed by office. Annexure A shall be maintained by the Procuring Agency and may be amended - including addition, removal or reclassification of any entry - without a contract variation.**

14.2 **The Contractor shall not determine, propose or alter the group classification of any organisation. Classification is a decision of the Procuring Agency.**

14.3 Complaints concerning private hospitals, clinics, laboratories and pharmacies within the Islamabad Capital Territory shall be referred to the Islamabad Healthcare Regulatory Authority. Complaints concerning the quality, safety, authenticity or price of medicines shall be referred to the Drug Regulatory Authority of Pakistan, nationwide. Regulatory referral may result in licensing or enforcement action by the regulator; the system does not impose or determine any penalty.

14.3A **Complaints concerning private facilities outside the Islamabad Capital Territory, and all complaints falling within the jurisdiction of a provincial regulatory body, shall be referred to the Health Department of the province or territory concerned, addressed to the Director General Health, the Secretary Health and the Chief Secretary. Onward referral to any provincial healthcare commission, provincial drug controller or other provincial regulatory body is a matter for that Health Department and shall not be undertaken by the Contractor.**

14.3B The federal regulators at Group C are autonomous statutory authorities. Their administrative attachment to the Ministry does not subject them to the service levels at SOW-19, and no timeline under this contract shall be construed as binding upon them.

14.4 Group A organisations shall also be issued responder accounts. The clock and escalation under SOW-6 apply only where no response is recorded within the applicable timeline.

SOW-15 Responder Portal and Onboarding

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15.1 **A single generic Responder Portal module shall be delivered, identical for all Responder Organisations, through which an organisation views and responds to complaints referred to it and to no others. Per-organisation development is not permitted and shall not be priced.**

15.2 Onboarding of a Responder Organisation comprises account provisioning, focal-point configuration, routing configuration and one training session, priced as a unit rate per organisation in the BOQ with a Base and an Optional Quantity.

15.3 **Escalation routes, timelines and focal points for each Responder Organisation shall be configurable by the Procuring Agency through the administration interface, without a contract variation or vendor change request.**

4. Notification, Delivery Tracking and Institutional Response Record

The system shall function as an accountability record irrespective of whether any Responder Organisation uses its dashboard. Notification and its proof, not the dashboard, are the operative mechanism.

SOW-16 Notification, Delivery Tracking and Institutional Response Record

16.1 **On referral of a complaint, the system shall automatically issue notification to the focal person of the Responder Organisation on three channels - SMS, email and WhatsApp - and shall record the delivery status returned by each gateway.**

16.2 **The system shall record and display, for every message issued: date and time, channel, recipient identity and address, message reference, and delivery status - sent, delivered, read where the channel supports it, failed, or bounced. Failure states shall be visible and reportable.**

16.3 **Every complaint record shall display its complete notification timeline in a single view, accessible in one action from the complaint, showing every message issued, to whom, when, and with what delivery result.**

16.4 Automated reminder notifications shall issue on the schedule configured for the applicable severity, each separately logged.

16.5 A weekly summary of pending complaints shall be issued automatically to each Responder Organisation on all three channels.

16.6 **A monthly Institutional Response Report shall be generated and distributed automatically by the system, without human compilation, to each Responder Organisation and to the Ministry, showing for that organisation: complaints referred; notifications issued by channel; notifications delivered and read; dashboard logins; responses received; and response rate.**

16.7 **The notification log is part of the immutable audit trail under SOW-10.2 and shall be incapable of deletion or modification by any user, including Contractor personnel and database administrators.**

16.8 **The monthly report distribution list shall be alterable only by two authorised Procuring Agency users acting together, with the change recorded in the audit log. No Responder Organisation may be excluded from the aggregate response-rate ranking. The Contractor shall have no capability to alter, delay, suppress or edit any report.**

16.9 A national dashboard shall rank all Responder Organisations by response rate, refreshed at least daily, and shall be included in the public statistics page under SOW-10.3.

5. Volume, Staffing Establishment and Service Levels

SOW-17 Design Volume and Workload Basis

Design volume is 20,000 complaints per month (approximately 667 per day), being the approved pilot capacity. The establishment below is derived from the following basis, which forms part of this Scope of Work and shall not be re-validated, re-calculated or varied by the Contractor:

Parameter	Value
Channel mix	Voice 55%; digital (web, app, WhatsApp, SMS) 40%; walk-in 5%
Average handling time - voice	8.0 minutes including after-call work, weighted across severity mix
Average handling time - digital	3.0 minutes including after-call work
Average handling time - walk-in	12.0 minutes
Closure-confirmation contact	One outbound contact per complaint, with retry; average 2.4 minutes per complaint
Case management	Applied to 30% of complaints at 5.0 minutes each
Agent occupancy	80%
Shrinkage (leave, sickness, training, attrition)	25% of scheduled hours
Agent availability	176 gross hours per month; 132 net productive hours after shrinkage

17.1 Where monthly complaint volume exceeds the design volume for two consecutive months, additional seats may be ordered in writing against the Optional Quantity at the contracted unit rate, subject to funding and the contract ceiling. No renegotiation of rates is permitted.

SOW-18 Staffing Establishment

Function	Base	Optional	Notes
Intake agents (voice and digital, blended)	18	12	Blended handling; no separate channel pools
Outbound / closure-confirmation officers	8	4	Closure confirmation under SOW-2
Case and escalation officers	5	3	Experienced staff; not rotating agents
Walk-in counter officers	2	0	Single counter, Islamabad
Team leads (shift supervision)	4	2	24/7 shift cover
Quality assurance auditors	2	1	Ticket and call-recording audit
Trainer	1	0	
MIS / reporting analyst	1	0	
IT support	4	2	24/7 cover
System and database administrator	1	0	
Operations manager	1	0	
Project manager	1	0	
TOTAL	48	24	

18.1 All operational and technical staff shall be recruited, employed, paid and managed by the Contractor. They are not employees of the Procuring Agency and have no claim to regularisation.

18.2 Minimum qualification: Bachelor's degree for customer service representatives and data staff; relevant certification for IT and systems staff.

18.3 Not less than 30% of deployed operational positions shall be filled by female staff.

18.4 Underperforming or unsuitable staff shall be replaced within seven working days of written notice.

18.5 **Staffing is priced as a per-seat-per-month unit rate by designation. Payment is made only for seats actually deployed, verified from biometric records.**

18.6 Minimum staffing at all times: not fewer than two intake agents and one IT support person on the night shift.

SOW-19 Service Levels and Deductions

Service level	**Standard**	**Deduction per month if not met**
Complaints resolved within applicable SOP timeline (Group A only)	> 90%	1% of monthly OPEX invoice for each full percentage point below 90%, capped at 20%
Helpline calls answered within 60 seconds	>= 80%	2% of monthly OPEX invoice
Abandoned call rate	<= 5%	2% of monthly OPEX invoice
Acknowledgement - ticket ID issued to complainant	100% within 5 minutes of lodging	2% of monthly OPEX invoice
Notification issued to Responder Organisation on all three channels	100% within 30 minutes of referral	3% of monthly OPEX invoice
Closure-confirmation contact attempted before closure	100% of closed tickets	5% of monthly OPEX invoice
Production system availability (application, telephony, database)	>= 99.0% monthly, excluding pre-approved maintenance	2% of monthly OPEX invoice for each 0.5% below standard
Deployed seats against contracted roster	100% of rostered seats on every shift	Full pro-rata seat rate for every seat-shift not filled, plus 25% of that amount as liquidated damages
Critical incident restoration (system unusable)	Within 4 hours	PKR 25,000 per hour beyond standard
Critical-severity complaint alerted on receipt	100%	5% of monthly OPEX invoice
Escalation-clock, audit-log or notification-log tampering	Zero tolerance	Material breach - termination and forfeiture of performance security

19.1 Deductions are recoveries, not penalties in lieu of performance, and do not limit the Procuring Agency's right to liquidated damages or termination.

19.2 **The Contractor shall not be assessed against, or penalised in respect of, the response or non-response of any Responder Organisation in Groups B, C or D.**

19.3 **Loss of the secondary installation attributable to failure of electrical supply, generator, cooling, physical security or building infrastructure at the National Health Data Centre, being services provided by the National Institute of Health, shall be excluded from deductions, provided the Contractor demonstrates that its own uninterruptible power supply under clause 9.9B performed as specified and that it notified the Procuring Agency immediately. Availability of the production system at the HCMS premises remains the Contractor's responsibility in full.**

6. Complainant Identity, Protection and Misuse

SOW-20 Identity and Disclosure

20.1 Complaints shall be lodged against verified identity. Anonymous lodging is not accepted.

20.2 A complainant may request that identity be withheld from the respondent organisation. Where requested, identity shall be withheld from all Responder Organisation users and from the Contractor's operational staff other than the handling agent.

20.3 **For complaints concerning a facility operated by the complainant's own employer, identity shall be withheld from the respondent organisation by default, without requiring a request.**

20.4 **Withheld identity may be disclosed only on the joint authorisation of two designated officers of the Procuring Agency, being the Project Director and the HCMS Project Manager (PPS-9), acting together in the system, with the reason recorded. No Contractor personnel shall hold this capability under any circumstance.**

20.5 Every disclosure event shall be recorded in the immutable audit log, and the monthly count of disclosures shall be reported to the Procurement or oversight committee.

20.6 **Complaints alleging harassment or sexual misconduct shall not be routed to the organisation complained against. They follow a separate confidential path to a designated officer, with identity withheld by default.**

SOW-21 Complaints Concerning Named Individuals

21.1 Complaints naming an individual practitioner shall by default be recorded against the facility, with the individual named in the record, and addressed as a facility performance matter.

21.2 Referral to a professional regulatory council for licensing action is reserved for serious allegations - alleged death or grave harm through negligence, sexual misconduct, practising without qualification, or systematic demand for illegal payment.

21.3 **Such referral shall never be automatic. It requires prior verification by a designated officer of the Procuring Agency; the individual shall have had an opportunity to respond at facility level; and the referral decision shall be recorded with reasons.**

21.4 Individual names shall never be published in the public statistics page or in any aggregate report.

21.5 Where the complainant has requested identity protection, the complainant shall be informed before referral that the regulator's statutory process may require disclosure, and shall be given the opportunity to withdraw.

SOW-22 Misuse of the Complaint Channel

22.1 **Where complaints are found false on verification, the following administrative measures apply, decided by a committee constituted by the Ministry. The Contractor may refer with evidence but shall have no power to warn, restrict or block any person.**

22.2 First measure: a written warning identifying the specific complaints found false on verification.

22.3 Second measure, on a further verified instance: restriction of the complainant's lodging identifier for a period not exceeding ninety (90) days. Restriction shall not be permanent.

22.4 A right of appeal lies to an officer other than the one who decided, to be decided within fifteen (15) days.

22.5 **The sole criterion is falsity established on verification. The seniority, office or identity of the person or organisation complained against shall never be a ground for any measure under this clause.**

22.6 Complaints concerning an emergency, alleged death or grave harm, or a suspected outbreak are exempt from restriction in all circumstances.

22.7 **The number of warnings and restrictions issued shall be published monthly in the public statistics page.**

7. Premises, Room Schedule and Fit-Out

The facility is an existing floor of 66 feet by 74 feet, gross area 4,884 square feet, at the premises notified by the Procuring Agency. The room schedule below governs. All quantities in the Bill of Quantities shall be confirmed by a measured site survey certified by the Procuring Agency's engineer before civil works commence; where survey differs from schedule, payment follows measured quantity.

Space	Approx. area (sq ft)	Purpose and requirement
Main operations hall	1,850	28 fitted workstations; power, data and cooling provisioned for 48 positions; acoustic treatment; raised or trunked cable containment
Server and communications room	180	Application and database servers, storage, switches, router, telephony gateway, IP-PBX, patch panels. Secure, separately access-controlled; dedicated cooling; fire detection; no through traffic
UPS and power room	120	Existing location retained; battery ventilation
Team lead and supervisor area	220	4 positions, sightline to hall
Quality assurance and monitoring room	160	2 positions; acoustically separated for call auditing
Training room	320	12 positions; used for responder and staff training
Conference room	480	Existing; retained
Manager and IT supervisor rooms	200	2 rooms, existing; retained
Walk-in reception and counter	200	Public access; separate entrance; seating; privacy screen at counter
Dining and kitchen	290	Existing; retained
Prayer rooms (male and female)	130	Existing; retained
Washroom block	330	Existing; refurbished
Store and records	120	Lockable
Circulation and corridor	284	6 ft corridor as per existing plan
TOTAL	4,884	

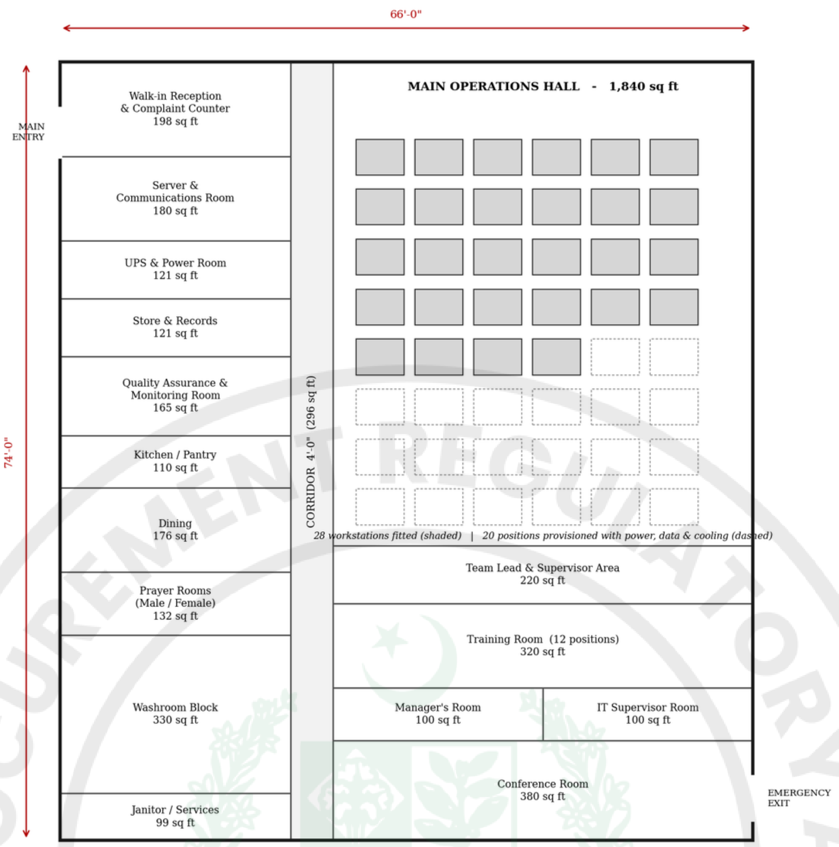
23.1 Fit-out is for 28 workstations. Electrical, data and cooling capacity shall be provisioned for 48 positions so that expansion requires no civil work or service interruption. Additional workstations and furniture are Optional Quantities.

23.2 The Contractor shall submit fully dimensioned 2D layout and services drawings for written approval before commencing civil works. Approval of drawings is a condition precedent to any civil works payment.

7.1 Tentative Floor Plan

The layout below is indicative and is provided to convey the intended arrangement, adjacencies and workstation density. It does not form a construction drawing. Bidders shall satisfy themselves as to actual site conditions; final quantities follow the measured site survey under Section 7.

TENTATIVE FLOOR PLAN - HCMS CALL CENTRE, ISLAMABAD



Indicative layout only. Gross area 4,884 sq ft (66'-0" x 74'-0"). No server room: all servers are deployed at NHDC. Not to be used for construction. The Contractor shall submit fully dimensioned 2D layout and services drawings for written approval before commencing civil works.

8. Milestones, Acceptance and Payment

24.1 The Contractor shall complete the entire Implementation/CAPEX Phase, including civil/interior and allied works, supply and installation of equipment, ICT and telephony infrastructure, HCMS software/platform, integrations, testing, training, commissioning and Go-Live, within three (03) months from the commencement date specified in the Contract/Work Order.

24.2 Final Acceptance shall be subject to successful completion of all contractual deliverables, physical verification of supplied/installed items, successful integration and commissioning of all components, completion of User Acceptance Testing (UAT), closure of all critical/high-priority deficiencies, submission of required documentation and issuance of the Final Acceptance Certificate by the Procuring Agency.

24.3 One hundred percent (100%) payment of the accepted Implementation/CAPEX amount shall be made after complete implementation, successful testing/UAT, commissioning, Go-Live and issuance of the Final Acceptance Certificate by the Procuring Agency, subject to submission of the required invoice and supporting documents and applicable deductions/taxes.

24.4 No advance, mobilization or interim CAPEX payment shall be admissible.

24.5 The O&M/OPEX Phase shall commence from the date of Final Acceptance/Go-Live. O&M payments shall be made monthly in arrears against satisfactory services, verified deployment of required manpower and achievement of the applicable SLA/KPIs, subject to applicable deductions and contractual requirement.

24.6 Acceptance or payment shall not relieve the Contractor from any warranty, defect-liability, O&M, security, data-protection, handover or other continuing obligation under the Contract.

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9. Financial Integrity Controls

FC-1 **Ceiling. The total value of this contract, inclusive of all taxes, duties and levies, shall not exceed the approved allocation for the HCMS outsourcing head of the Revised PC-1 (PKR 285.000 million, the approved allocation), read with any subsequent re-appropriation approved by the competent forum and placed on the procurement file before award.**

FC-2 **Unit rates and fixed quantities. Every item is priced as a unit rate against a quantity fixed by the Procuring Agency. Lump-sum items, lot pricing, provisional sums, "as required" quantities, contingency allowances and open-ended items are prohibited. A bid containing lot or lump-sum pricing for any BOQ item shall be treated as non-responsive. Payment is for quantities actually supplied, installed and accepted.**

FC-3 Firm prices. Rates are firm and fixed for the entire contract duration. No price escalation, exchange-rate adjustment or tax-variation claim shall be entertained. Rates are inclusive of all applicable taxes, with withholding and sales tax deducted at source as per law.

FC-4 **No advance payment of any kind - no mobilisation advance, no secured advance, no payment against inception or design documents, and no payment for services not yet rendered. Operations are paid monthly in arrears. This clause overrides any inconsistent provision elsewhere in the contract.**

FC-5 **Performance Security shall be ten percent (10%) of the Contract Price and shall be furnished and maintained in the form, manner and for the period prescribed in the GCC/SCC and applicable PPRA Standard Bidding Document. The Performance Security shall remain valid for the required contractual period, including any extension thereof, as applicable.**

FC-6 **Documentary chain for supplied goods. Payment under M2 requires original manufacturer or authorised-distributor invoices in the name of the Contractor, matched item-by-item to serial numbers physically verified at site. Rates for goods shall be compared by the Procuring Agency against at least two independent market quotations before release of payment.**

FC-7 **Asset ownership and register. All goods, equipment, furniture, licences, numbers and works vest in the Procuring Agency on delivery, not on completion. The Contractor shall maintain and hand over monthly an asset register recording description, make, model, serial number, asset tag, location, installation date and warranty expiry. Removal or substitution of any tagged asset without prior written approval is a material breach.**

FC-8 **Ghost-staff prevention. Payment for staffing requires, for each seat claimed: CNIC-verified identity; biometric attendance for the rostered shift; system login activity for the same shift; salary disbursed by bank transfer into the individual's own account; and evidence of statutory contributions where applicable. Cash payment of salaries is prohibited. The Procuring Agency may conduct unannounced physical headcount at any time.**

FC-9 No pay for empty seats. The Procuring Agency shall deduct the full pro-rata seat rate for every seat-shift not filled, whether by absence, resignation or non-recruitment, in addition to liquidated damages under SOW-19.

FC-10 Data ownership. All complaint data, call recordings, complainant personal data, notification logs, audit logs and derived analytics are the exclusive property of the Procuring Agency. The Contractor shall not copy, retain, sell, share, mine or use them for any purpose other than performance of this contract, and shall certify destruction of all copies on handover.

FC-11 **Source code and escrow. All source code, database schemas, scripts, configuration and build artefacts developed under this contract vest in the Procuring Agency and shall be delivered in a working, compilable state with build instructions. Third-party and proprietary components shall be placed in escrow with an agent approved by the Procuring Agency, with release triggers including contract expiry, termination and Contractor insolvency. Licences shall be**

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perpetual or shall run for the full period priced, registered in the name of the Procuring Agency.

FC-12 No subcontracting of core system development, database administration or contact-centre operations without prior written approval. Approved subcontractors shall be disclosed with scope and value, and the Contractor remains fully liable.

FC-13 **Audit access. The Procuring Agency, its internal audit, the Auditor-General of Pakistan and any authority nominated by the Ministry may inspect the Contractor's records relating to this contract - including payroll, procurement invoices, subcontracts and attendance - at any time during the contract and for three years thereafter.**

FC-14 Integrity and conflict of interest. The Contractor shall furnish the Integrity Pact and disclose any relationship between its owners, directors or key personnel and any officer of the Procuring Agency, the Ministry or the project. Any undisclosed relationship, gift, hospitality or facilitation payment renders the contract voidable and the security forfeit.

FC-15 **Abnormally low bids. Where an evaluated bid falls below 85% of the official cost estimate, the Procuring Agency shall require written justification with a detailed cost breakdown, and may reject the bid where the justification does not demonstrate capability to perform at the quoted rates.**

10. Testing, Security, Data Protection and Contract Administration

SOW-25 Testing and Performance Verification

25.1 User Acceptance Testing shall be executed against a written test script approved by the Procuring Agency, witnessed by the Technical Committee. All severity-1 and severity-2 defects shall be closed before any acceptance certificate is issued.

25.2 **Before Full Operational Capability the Contractor shall conduct a load and performance test, witnessed by the Procuring Agency, demonstrating sustained throughput equivalent to 300,000 complaints per month across all channels. Passing this test is a condition of FOC acceptance.**

25.3 The load test shall demonstrate, at minimum: helpline concurrent call capacity; concurrent digital and WhatsApp session capacity; database transaction throughput; report generation under full load; and that escalation clock accuracy and notification issue times are unaffected under load. Full methodology, tooling and raw output shall be delivered to the Procuring Agency.

25.4 A restoration test shall be conducted demonstrating restoration of full service from the backup installation at NHDC within the Recovery Time Objective at clause 9.8. Where the Disaster Recovery site is ordered under clause 9.14, a full failover test from that site shall also be conducted.

25.5 Failure of any test under this clause is a defect to be remedied at the Contractor's cost, and acceptance shall be withheld until the test is passed.

SOW-26 Security and Vulnerability Testing

26.1 **An independent third-party penetration test and vulnerability assessment shall be conducted before Minimum Operational Capability, by a firm approved in writing by the Procuring Agency which is not affiliated with, owned by, or a subcontractor of the Contractor.**

26.2 All findings rated critical or high shall be remediated and retested before MOC acceptance. Findings rated medium shall be remediated before FOC acceptance. The full report and the retest report shall be delivered to the Procuring Agency.

26.3 The test shall be repeated annually and after any major change to the system, with the report delivered within fifteen (15) days of completion.

26.4 All data shall be encrypted in transit using TLS 1.2 or later, and encrypted at rest, including databases, call recordings, backups and the NHDC replica.

26.5 Security patches rated critical or high by the vendor shall be applied within thirty (30) days of release, and a patch register shall be maintained and reported monthly.

26.6 **Any security incident, intrusion, unauthorised access or suspected compromise shall be notified to the Procuring Agency within twenty-four (24) hours of detection, with a written root-cause analysis within seven (7) days.**

SOW-27 Data Protection, Retention and Confidentiality

27.1 **Purpose limitation. Data held in the system shall be used solely for complaint handling, resolution, reporting, and disease surveillance under IDSRS. No other use is permitted.**

27.2 **The Contractor shall not use, and shall not permit any person to use, any data held in the system to train, fine-tune or evaluate any machine learning or artificial intelligence model, nor for any commercial, marketing, research or publication purpose, without the prior written approval of the Procuring Agency.**

27.3 No data shall be transferred or disclosed to any third party except as required by the law of Pakistan or on the written instruction of the Procuring Agency. Any legal demand for disclosure shall be notified to the Procuring Agency immediately.

27.4 Retention. Complaint records, audit logs and notification logs shall be retained for the life of the system and beyond contract expiry. Call recordings shall be retained for not less than the contract period plus twelve months. No record shall be deleted without the written instruction of the Procuring Agency.

27.5 **Every person deployed by the Contractor shall sign an individual confidentiality and data protection undertaking before being granted any system access. A register of signed undertakings shall be maintained and made available to the Procuring Agency on request.**

27.6 **Access shall be granted on a need-to-know basis. No bulk export, extract or download of complaint or personal data shall be possible without two-person authorisation by Procuring Agency users, and every such event shall be recorded in the immutable audit log.**

27.7 Any personal data breach shall be notified to the Procuring Agency within twenty-four (24) hours of detection. The Contractor shall cooperate fully in any investigation and shall bear the cost of remediation and of any notification required by law.

27.8 On handover the Contractor shall certify in writing the destruction of all copies of programme data in its possession or control, including copies held by subcontractors, backups and development environments.

SOW-28 Key Personnel

28.1 The following are key personnel: Project Manager; Solution Architect; Operations Manager; System and Database Administrator; and Quality Assurance Lead. Curricula vitae with verifiable employment history shall be submitted with the bid.

28.2 **The persons named in the bid shall be the persons deployed. Substitution between bid submission and deployment is not permitted without written approval.**

28.3 No key person shall be replaced during the contract without the prior written approval of the Procuring Agency. Any replacement shall be of equal or better qualification and experience, assessed against the same criteria applied at evaluation.

28.4 **Unapproved substitution, or failure to fill a vacant key position with an approved replacement within fifteen (15) days, shall attract a deduction of 2% of the monthly OPEX invoice for each affected position for each month or part month.**

SOW-29 Change Control

29.1 Configuration changes - including the complaint taxonomy, severity mapping, SOP timelines, routing rules, focal points, escalation routes, report distribution lists and the Facility and Responder Schedule - shall be instructed by the Procuring Agency through the administration interface or by written instruction, and shall be implemented by the Contractor within five (5) working days at no additional cost.

29.2 A development change request means new functionality outside the scope of this Scope of Work. Such a request shall be made in writing, costed by the Contractor against the contracted rates where applicable, and approved in writing by the Procuring Agency before any work commences.

29.3 No work performed without an approved change request is payable. No configuration change under clause 29.1 shall be treated as a change request or invoiced.

29.4 The Contractor shall maintain a change register recording every configuration change and change request, with date, requester, description and approval, and shall submit it monthly.

SOW-30 Defect Liability

30.1 The software defect liability period shall be twelve (12) months from the date of Final Acceptance/Go-Live. All defects notified during that period shall be remedied at no cost to the Procuring Agency.

30.2 Where a defect is notified in the final thirty (30) days of the defect liability period, liability in respect of that defect continues until it is remedied and accepted.

30.3 Hardware warranty obligations under clause S.2 run independently of, and are not discharged by, expiry of the software defect liability period.

SOW-31 Business Continuity

31.1 A documented business continuity and disaster recovery plan shall be delivered for written approval before MOC, and shall be tested at least once during the operations period.

31.2 The plan shall provide a defined path, executable within four (4) hours, to route the helpline and digital channels to an alternate location or to remote agents in the event of total unavailability of the primary site.

31.3 The HCMS premises shall be served by redundant internet and data links from separate providers over separate physical paths, and the generator at the HCMS premises shall be provisioned with fuel for not less than seventy-two (72) hours of continuous operation. The generator at the HCMS premises serves that premises only.

11. Specification Rules

S.1 Specifications shall be stated as performance and capacity parameters - throughput, cores, memory, storage, concurrent sessions, port counts, uptime, warranty - not as brand names, model numbers, proprietary chipsets or analyst-ranking requirements.

S.2 Quality is assured through the specification floor, not through brand names. Every hardware item shall require: enterprise or business-grade class; minimum three-year on-site warranty backed by the original manufacturer; a Manufacturer's Authorization Form for this tender submitted with the bid; a named authorized service partner with its authorization attached; guaranteed spares availability for the contract period plus three years; and equipment not end-of-life or end-of-sale at the delivery date, with security and firmware updates available.

S.3 Service response is enforced against the Contractor, not the manufacturer: on-site response within four hours for critical infrastructure and replacement by the next business day, with liquidated damages for breach.

S.4 Where a brand is unavoidably named for reference, the words "or equivalent" shall be added AND the written justification required by Rule 10(3) of the Public Procurement Rules, 2004 shall be recorded on the procurement file before issue.

S.5 All goods shall be new, unused and of the current production generation on the date of delivery. No requirement shall be framed by reference to a proprietary processor, an analyst quadrant, a single vendor's datasheet language, or a configuration string traceable to one manufacturer.

12. Transfer of Assets and Final Handover

SOW-32 Transfer of Assets and Final Handover

32.1 **Upon conclusion of this contract, whether by expiry of the term, by completion, or by termination for any cause whatsoever, all assets deployed, supplied, developed, installed or procured under this contract shall be handed over to the Government of Pakistan, vesting jointly in the Ministry of National Health Services, Regulations and Coordination and the National Institute of Health, Pakistan. The National Institute of Health shall retain full administrative and operational control over all components deployed at its premises or integrated with the Integrated Disease Surveillance and Response System. All assets shall be handed over in good working condition, free of any encumbrance, lien, charge or third-party claim, and without any right of retention by the Contractor.**

32.2 This obligation applies to the entirety of the deployed asset base, including but not limited to the categories at clauses 22.2(a) to 22.2(g) below.

(a) Information technology equipment - servers, storage arrays, racks, uninterruptible power supplies, firewalls, switches, agent workstations, desktops, laptops, monitors, headsets, the IP-PBX and contact centre platform, IP telephones, wall displays, printers and biometric attendance terminals, together with all serial numbers, asset tags, warranty documents and original manufacturer invoices, and including all equipment installed at the National Health Data Centre and, where ordered, at the Disaster Recovery site.

(b) Civil, electrical and mechanical installations - the diesel generator and changeover panel, air conditioning and cooling units, distribution boards, light fittings, structured cabling and containment, fire detection equipment, access control, CCTV and recording equipment, earthing and lightning protection, and all fixed partitions, ceilings, flooring and joinery.

(c) Furniture and fittings - all workstations, acoustic screens, chairs, desks, cabinets, lockers, the reception and walk-in counter, and training and conference room furniture.

(d) Software and intellectual property - the complete source code of the HCMS application and all modules developed under this contract, database schemas, scripts, configuration files, build artefacts and build instructions, together with all licences, which shall be perpetual or shall run for the full period priced, and shall be registered in the name of the Procuring Agency.

(e) Data - the complete complaint database, call recordings, complainant records, notification and delivery logs, audit logs, reports and derived analytics, delivered in an open, documented and machine-readable format, with full data dictionaries and architecture documentation.

(f) Numbers, accounts and digital identities - the toll-free UAN or short code, WhatsApp Business account, SMS gateway account and sender identifiers, mobile application listings on all app stores, domain names, SSL certificates, email accounts and any social media handles created for HCMS.

(g) Documentation and credentials - all system, database, administrator, user and SOP manuals, API documentation, test scripts, training material in editable source format, and all administrative, root and database credentials.

32.3 **Retrieval, removal, disablement or substitution of any deployed asset by the Contractor upon or in anticipation of contract end is not permitted. The Contractor shall price this contract on**

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the basis of full asset transfer at contract end and shall assume no residual value or right of retention in any asset when preparing its financial proposal.

32.4 Handover shall be governed by a formal Handover-Takeover Protocol, executed not later than thirty (30) days before contract expiry, comprising: full physical inventory verification against the asset register maintained under FC-7, reconciled item by item against serial numbers and asset tags; a functional demonstration of the production system, of the backup installation at NHDC and, where ordered, of the Disaster Recovery site; release of source code from escrow; transfer of all numbers and accounts; and a documented knowledge-transfer programme for Procuring Agency personnel.

32.5 All equipment shall be handed over in good working condition with valid subsisting warranties. All warranties, maintenance agreements and support contracts shall be assigned to the Procuring Agency at no additional cost.

32.6 **A Handover Certificate signed by the Procuring Agency's Technical Committee, confirming that the inventory is complete and reconciled and that the system is functional, shall constitute evidence of satisfactory completion of the final handover obligations under the Contract.**

32.7 **Withholding of any asset, data, source code, credential, account or number at any time, or any failure to complete handover, shall constitute a material breach. The Procuring Agency may recover the applicable replacement value and invoke the Performance Security, without prejudice to any other remedy available under the Contract.**

32.8 Where the contract is terminated before expiry, this clause applies in full from the date of termination.

32.9 The Contractor shall continue operations if required for up to sixty (60) days beyond expiry or termination at the same contracted monthly rate, to permit orderly transition.

Two-Stage BOQ Finalization: At Stage-I, the Bidder shall submit its proposed/unpriced BOQ, quantities, designs/layouts and technical solution based on the mandatory site assessment and requirements of this Scope of Work. The Procuring Agency may review, clarify, rationalize and finalize the technical requirements, quantities and BOQ during Stage-I in accordance with the Two-Stage Bidding Procedure. The finalized BOQ and technical requirements issued by the Procuring Agency shall form the basis for submission of the Stage-II Technical and Financial Bid. No price or financial information shall be included in the Stage-I Technical Proposal

14. Bill of Quantities

The BOQ contained herein shall be treated as the Procuring Agency's initial requirement for the purposes of Stage-I. At Stage-I, Bidders shall review the requirements following the mandatory site assessment and submit their proposed/unpriced BOQ and quantities as part of the Technical Proposal. No rates, prices or financial information shall be included at Stage-I.

The BOQ contained herein shall be treated as the Procuring Agency's initial requirement for the purposes of Stage-I. At Stage-I, Bidders shall review the requirements following the mandatory site assessment and submit their proposed/unpriced BOQ and quantities as part of the Technical Proposal. No rates, prices or financial information shall be included at Stage-I.

All Stage-II quoted rates shall be inclusive of applicable taxes, duties, delivery, installation, integration, testing, commissioning, warranty and all other costs necessary for complete performance of the respective BOQ item, unless expressly stated otherwise in the Bidding Document

14.1 Part A - CAPEX: Civil, Electrical and Infrastructure Works

#	Description	Unit	Base	Opt.	Rate	Amount
A1	Measured site survey, dimensioned 2D layout and services drawings	Job	1	0		
A2	Removal of existing partitions, fittings and debris disposal	Sq ft	4,884	0		
A3	Porcelain floor tiles, laid complete with skirting	Sq ft	4,000	0		
A4	Anti-skid tiles - washroom, pantry, dado	Sq ft	500	0		
A5	Toughened glass partition, 12 mm, complete with fittings	Sq ft	950	0		
A6	Gypsum board partition, double-skin with insulation	Sq ft	2,200	0		
A7	Suspended false ceiling with tiles and grid	Sq ft	4,000	0		
A8	Acoustic wall and ceiling treatment - operations hall and QA room	Sq ft	1,900	0		
A9	Preparation and painting, walls and ceilings, emulsion	Sq ft	12,000	0		
A10	Solid-core doors with frame, ironmongery and closer	No.	18	0		
A11	Washroom sanitary fixtures and fittings, complete set	Set	8	0		
A12	Pantry cabinets and counter, complete	Sq ft	80	0		
A13	Electrical rewiring, conduits and accessories	Sq ft	4,884	0		
A14	Main distribution board and sub-distribution boards	Set	1	0		
A15	LED light fittings, recessed, complete	No.	120	0		
A16	Power and data outlet points at workstation positions (provisioned for 48)	No.	200	0		
A17	Structured cabling Cat 6A, complete drop with faceplate and patching	Node	48	0		
A18	Cable tray, trunking and containment	R.ft	800	0		
A19	Diesel generator 50 kVA, sound-proof canopy, with installation	No.	1	0		
A20	Automatic transfer switch and changeover panel	Set	1	0		
A21	Split air conditioner, inverter, 2.0 ton, with installation	No.	14	0		
A22	Dedicated cooling unit - server and communications room	No.	1	0		
A23	Fire detection and alarm system with panel and detectors	Set	1	0		
A24	Fire extinguishers, appropriate class, wall-mounted	No.	10	0		
A25	Access control system - 4 doors, controller and readers	Set	1	0		
A26	CCTV system - 16 IP cameras, NVR, 30-day retention	Set	1	0		

#	Description	Unit	Base	Opt.	Rate	Amount
A27	Earthing and lightning protection for server room	Set	1	0		

14.2 Part B - CAPEX: IT Infrastructure, Telephony and Furniture

#	Description	Unit	Base	Opt.	Rate	Amount
B1	Rack server, 2U, dual processor, min. 32 cores total, 128 GB RAM, redundant PSU, 3-yr on-site OEM warranty - HCMS premises	No.	3	0		
B2	Storage array, min. 20 TB usable after RAID, hot-swap, redundant controllers - HCMS premises	No.	1	0		
B3	Server rack 42U with PDU, shelves and cable management	No.	2	0		
B4	Online UPS with extended battery cabinets, HCMS premises, providing minimum 2 hours autonomy for the protected load defined at clause 9.9 - the whole HCMS operation excluding floor air conditioning (28 workstations and monitors, servers, storage, server-room cooling, network, IP-PBX and telephones, lighting and ancillary equipment), indicative load approximately 13 kW	Set	1	0		
B5	Next-generation firewall, min. 5 Gbps threat-inspection throughput, in high-availability pair	No.	2	0		
B6	Core switch, Layer 3, 24-port gigabit with uplinks	No.	2	0		
B7	Access switch, 48-port gigabit PoE+	No.	2	0		
B8	Agent workstation - min. 6-core CPU, 16 GB RAM, 512 GB SSD, 3-yr on-site warranty	No.	28	20		
B9	Management and officer desktop - same minimum specification	No.	12	6		
B10	Laptop, business grade, min. 16 GB RAM, 512 GB SSD	No.	6	2		
B11	Monitor, 22 inch or larger, IPS	No.	40	20		
B12	USB headset, binaural, noise-cancelling microphone	No.	35	25		
B13	IP-PBX / contact centre platform, licensed for 48 concurrent seats, with ACD, IVR, call recording, queue management and reporting	System	1	0		
B14	IP telephone, business grade, PoE	No.	30	18		
B15	Wall display for operations dashboard (55 inch or larger) with mount	No.	4	2		
B16	Network printer / scanner / copier, departmental	No.	3	0		
B17	Biometric attendance terminal with software	No.	2	0		
B18	Agent workstation furniture - desk, acoustic screen, ergonomic chair, drawer unit	Position	28	20		
B19	Supervisor and officer desk with chair	Position	12	4		
B20	Training room furniture - table and chair	Position	12	0		
B21	Reception and walk-in counter with seating and privacy screen	Set	1	0		
B22	Storage cabinets, lockable, and staff lockers	No.	20	0		

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#	Description	Unit	Base	Opt.	Rate	Amount
B23	NHDC secondary site - rack server, 2U, specification as B1, for replication and standby	No.	1	0		
B23A	NHDC secondary site - storage array, minimum 20 TB usable after RAID	No.	1	0		
B23B	NHDC secondary site - rack, PDU and online UPS with extended battery providing minimum 4 hours autonomy at full load for all HCMS equipment at that site (clause 9.9B)	Set	1	0		
B24	Write-once immutable backup appliance at NHDC, minimum 20 TB usable, with removable media drive and media set	Set	1	0		
B25	Disaster Recovery site - rack server, 2U, specification as B1 (Optional, clause 9.14)	No.	0	1		
B26	Disaster Recovery site - storage array, minimum 20 TB usable after RAID (Optional, clause 9.14)	No.	0	1		
B27	Disaster Recovery site - rack, PDU and online UPS (Optional, clause 9.14)	Set	0	1		

14.3 Part C - CAPEX: Software Development and Licences

#	Description	Unit	Base	Opt.	Rate	Amount
C1	HCMS core application - registration, taxonomy, de-duplication, ticketing, workflow, escalation engine, audit trail	System	1	0		
C2	Notification and delivery-tracking module - SMS, email and WhatsApp with per-message delivery and read status logging (Section 4)	Module	1	0		
C3	Responder Portal - single generic module serving all Responder Organisations (SOW-15.1)	Module	1	0		
C4	Role-based dashboards and reporting suite, including national response-rate ranking	Module	1	0		
C5	Public statistics page with automated daily refresh	Module	1	0		
C6	Mobile application, Android and iOS, published under Procuring Agency accounts	App	2	0		
C7	Web portal, responsive	Module	1	0		
C8	WhatsApp Business API integration with concurrent conversation handling	Integration	1	0		
C9	SMS gateway integration	Integration	1	0		
C10	Complainant identity verification module - OTP issue and validation, CNIC capture, walk-in sighting record	Module	1	0		
C10A	Verification of declared CNIC against the national identity database (ordered only on conclusion of a data-access arrangement)	Integration	0	1		
C11	Sehat Sahulat Program integration	Integration	1	0		
C12	IDSRS aggregated de-identified feed with outbreak-signal alerting	Integration	1	0		
C13	Hospital / laboratory information system integration, per facility notified	Integration	2	6		

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#	Description	Unit	Base	Opt.	Rate	Amount
C14	Guided intake scripts and category knowledge base (SOW-4.7)	Module	1	0		
C15	Server operating system licence, per server, for full contract period	Licence	3	0		
C16	Database licence, sized to the deployed configuration, for full contract period	Licence	1	0		
C17	Contact centre agent licence, per seat, for full contract period	Seat	48	24		
C18	Endpoint security licence, per device, for full contract period	Licence	46	26		
C19	Backup software licence and configuration	Licence	1	0		
C20	Source code escrow deposit and agent fees for the contract period	Job	1	0		
C21	Replication and backup software, licences and configuration for the NHDC secondary installation	System	1	0		

14.4 Part D - Implementation Services

#	Description	Unit	Base	Opt.	Rate	Amount
D1	Requirement specification, solution design and architecture document	Job	1	0		
D2	Configuration of taxonomy, severity mapping, SOP timelines and routing rules	Job	1	0		
D3	Seeding of the Facility and Responder Schedule supplied by the Procuring Agency	Job	1	0		
D4	Onboarding of a Responder Organisation - account provisioning, focal-point and routing configuration, one training session	Organisation	30	100		
D5	User Acceptance Testing - test script execution, defect closure and witnessed demonstration	Job	1	0		
D6	Training – Contractor operational staff, pre-Go-Live	User	48	24		
D7	Training - Procuring Agency users (end user, administrator, technical streams)	User	15	5		
D8	Training - Responder Organisation users	User	60	200		
D9	Documentation set - SOP, user, administrator, system and database manuals, in editable source format	Set	1	0		
D10	Final commissioning and Go-Live	Job	1	0		
D11	Final Acceptance / handover support	Job	1	0		
D12	Independent third-party penetration test and vulnerability assessment, pre-Go-Live, including remediation retest	Test	1	0		
D13	Repeat independent penetration test and vulnerability assessment (annual / post major change)	Test	1	1		

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#	Description	Unit	Base	Opt.	Rate	Amount
D14	Load and performance test at 300,000 complaints per month equivalent, witnessed, with full report	Test	1	0		
D15	Restoration drill from the backup installation at NHDC, witnessed	Drill	2	0		
D15A	Full Disaster Recovery failover drill, running production from the DR site, witnessed (Optional, clause 9.14)	Drill	0	1		
D16	Business continuity and disaster recovery plan, documented and tested	Job	1	0		

14.5 Part E - OPEX: Operations, Staffing and Recurring Charges

Staffing is priced per seat per month by designation. Payment is only for seats actually deployed and verified from biometric records (SOW-18.5, FC-8).

E.1 PRICING BASIS. All monthly rates in Part E shall be priced and extended over twelve (12) months. Every bidder shall use this same figure, so that bids are compared on the monthly rate and not on the bidder's assumption about the award date.

E.2 PAYMENT BASIS. Payment shall be made monthly in arrears from the date of Final Acceptance/Go-Live for the initial one (01) year O&M period. Any extension shall be subject to satisfactory performance, availability of funds, approval of the Competent Authority and applicable procurement rules, but in no case beyond 30 June 2028, whichever is earlier. Only the actual period of services rendered and accepted shall be payable.

#	Description	Unit	Base	Opt.	Rate	Amount
E1	Intake agent (voice and digital, blended)	Seat/month x 12	18	12		
E2	Outbound / closure-confirmation officer	Seat/month x 12	8	4		
E3	Case and escalation officer	Seat/month x 12	5	3		
E4	Walk-in counter officer	Seat/month x 12	2	0		
E5	Team lead / shift supervisor	Seat/month x 12	4	2		
E6	Quality assurance auditor	Seat/month x 12	2	1		
E7	Trainer	Seat/month x 12	1	0		
E8	MIS / reporting analyst	Seat/month x 12	1	0		
E9	IT support officer	Seat/month x 12	4	2		
E10	System and database administrator	Seat/month x 12	1	0		
E11	Operations manager	Seat/month x 12	1	0		
E12	Project manager	Seat/month x 12	1	0		
E13	Toll-free UAN / short code - line rental and inbound call charges	Month	12	12		

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#	Description	Unit	Base	Opt.	Rate	Amount
E14	Internet bandwidth, minimum 100 Mbps dedicated, with redundant secondary link	Month	12	12		
E15	SMS - outbound, per message (pass-through at actuals, FC-6.4)	Per SMS	960,000	480,000		
E16	WhatsApp Business - per conversation (pass-through at actuals)	Per conv.	300,000	150,000		
E17	Hardware annual maintenance and on-site support	Month	12	12		
E18	Software maintenance, updates and technical support	Month	12	12		
E19	Generator fuel, servicing and maintenance	Month	12	12		
E20	Redundant data links between the HCMS premises and NHDC, from two providers over separate physical paths	Month	12	12		
E21	Replication link to the Disaster Recovery site (Optional, clause 9.14)	Month	0	12		
E22	Disaster Recovery site colocation - rack space, power and cooling (Optional, clause 9.14; omit if contracted directly by the Procuring Agency)	Month	0	12		

14.6 Summary

Part	Description	Base amount	Optional amount
A	CAPEX - civil, electrical and infrastructure works		
B	CAPEX - IT infrastructure, telephony and furniture		
C	CAPEX - software development and licences		
D	Implementation services		
E	OPEX - operations, staffing and recurring charges (full period)		
	TOTAL (inclusive of all taxes)		
	Total Evaluated Cost shall be determined at Stage-II on the basis prescribed in the finalized Bidding Document and Financial Proposal/Price Schedules		

15. GENERAL AND CONCLUDING PROVISIONS

15.1 The Contractor shall be responsible for the complete, integrated and satisfactory delivery, implementation, operationalization, operation and maintenance of the HCMS in accordance with the finalized Scope of Work, BOQ, Technical Specifications, approved designs, SLA/KPIs and other requirements forming part of the Contract.

15.2 All components of the HCMS, including software, ICT infrastructure, telephony, civil/electrical works, integrations, staffing and associated services, shall be provided and maintained as an integrated solution. The Contractor shall remain the single point of responsibility for complete performance of the contracted scope, irrespective of any approved subcontracting, OEM or third-party arrangement.

15.3 Any defect, deficiency, non-conformity or incomplete integration identified during implementation, testing, UAT, commissioning or operations shall be rectified by the Contractor in accordance with the Contract and, where attributable to the Contractor, at its own cost.

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15.4 Upon completion, expiry or termination of the Contract, the Contractor shall ensure complete handover and transition of all applicable Government-owned assets, data, source code, credentials, configurations, documentation, licences, backups, SOPs and other contractual deliverables to the Procuring Agency or its nominated entity, without vendor lock-in.

15.5 No additional payment shall be admissible for any activity, component or incidental requirement expressly included in, or reasonably necessary for, the complete integration, functionality, commissioning, operation and handover of the contracted HCMS solution.

15.6 This Scope of Work shall be read in conjunction with the finalized BOQ, Technical Specifications, SCC, GCC, SLA/KPIs, accepted Stage-II Bid and other documents forming part of the Contract. In case of any inconsistency, the order of precedence specified in the Contract shall apply.

07/09/26.
Saad Hussain Shah
IT Officer
Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

Past Experience / Contracts

Contracts over *[insert amount]* during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination

Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

<table>
<tr><td colspan="4">☐ Not debarred due to deviation from commitment of Bid Securing Declaration-☐ Not debarred due to non-performance</td></tr>
<tr><th>Year</th><th>Non-performed portion of contract</th><th>Contract Identification</th><th>Total Contract Amount (current value, currency, exchange rate and PKR equivalent)</th></tr>
<tr><td>[insert year]</td><td>[insert amount and percentage]</td><td>Contract Identification: [indicate complete contract name/ number, and any other identification]
Name of Procuring Agency: [insert full name]
Address of Procuring Agency: [insert street/city/country]
Reason(s) for nonperformance: [indicate main reason(s)]</td><td>[insert amount]</td></tr>
<tr><td colspan="4">Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements</td></tr>
<tr><td colspan="4">☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.</td></tr>
<tr><th>Year of dispute</th><th>Amount in dispute (currency)</th><th>Contract Identification</th><th>Total Contract Amount (currency), <s>US$</s> PKR Equivalent (exchange rate)</th></tr>
</table>

[insert year]	*[insert amount]*	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Matter in dispute: *[indicate main issues in dispute]* Party who initiated the dispute: *[indicate "Procuring Agency" or "Supplier"]* Status of dispute: *[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]*	*[insert amount]*

☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4.

☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.

Year of award	**Outcome as percentage of Net Worth**	**Contract Identification**	**Total Contract Amount (currency), PKR Equivalent (exchange rate)**
[insert year]	*[insert percentage]*	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Matter in dispute: *[indicate main issues in dispute]* Party who initiated the dispute: *[indicate "Procuring Agency" or "Supplier"]* Court/ arbitral award decision: *[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]*	*[insert amount]*

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	**Amount Currency**	**Exchange rate* (If applicable)**	**PKR equivalent**
[indicate calendar year]	*[insert amount and indicate currency]*		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.