



**PESHAWAR INSTITUTE OF CARDIOLOGY  
MEDICAL TEACHING INSTITUTION**

**STANDARD BIDDING DOCUMENTS  
FOR  
“Procurement of following IT Equipment’s  
For the Year 2021-22”**

**REF: (PIC-047)  
After Pre-Bid**

**Single Stage Two Envelope**

S. No	Name of Item	Bid security (PKR)	Tender Process
1	IP Unified Communication System	03 % of the total Bid Value	Single Stage Two Envelope

**(PROCUREMENT SPECIFIC PROVISIONS)**

- Invitation for Bids (IFB)
- Bid Data Sheet (BDS)
- Special Conditions of Contract (SCC)
- Schedule of Requirements
- Technical Specifications
- Sample Forms
- Eligibility

## Preface

These Bidding Documents have been prepared for use by procuring agencies in the procurement of goods through National Competitive Bidding (NCB).

In order to simplify the preparation of bidding documents for each procurement, the Bidding Documents are grouped in two parts based on provisions which are fixed and that which are specific for each procurement. Provisions which are intended to be used unchanged are in Part one, which includes Section I, Instructions to Bidders, and Section II, General Conditions of Contract. Data and provisions specific to each procurement and contract are included in Part Two which includes Section II, Bid Data Sheet; Section III, Special Conditions of Contract; Section IV, Schedule of Requirements; Section V, Technical Specifications; and the forms to be used in Section I, Invitation for Bids, and Section VI, Sample Forms.

This is Part Two and contains data and provisions specific to each procurement. Care should be taken to check the relevance of the provisions of the Bidding Documents against the requirements of the specific goods to be procured. The following general directions should be observed when using the documents. In addition, each section is prepared with notes intended only as information for the Procuring agency or the person drafting the bidding documents. They shall not be included in the final documents, except for the notes introducing Section VI, Forms, where the information is useful for the Bidder.

- a. Specific details, such as the “name of the Procuring agency” and “address for bid submission,” should be furnished in the Invitation for Bids, in the Bid Data Sheet, and in the Special Conditions of Contract. The final documents should contain neither blank spaces nor options.
- b. Amendments, if any, to the Instructions to Bidders and to the General Conditions of Contract should be made through the Bid Data Sheet and the Special Conditions of Contract, respectively.
- c. Footnotes or notes in italics included in the Invitation for Bids, Bid Data Sheet, Special Conditions of Contract, and in the Schedule of Requirements are not part of the text of the document, although they contain instructions that the Procuring agency should strictly follow. The final document should contain no footnotes.
- d. The criteria for bid evaluation and the various methods of evaluation in the Instructions to Bidders (Clauses 25.3 and 25.4, respectively) should be carefully reviewed. Only those that are selected to be used for the procurement in question should be retained and expanded, as required, in the Bid Data Sheet or in the Technical Specifications, as appropriate. The criteria that are not applicable should be deleted from the Bid Data Sheet.

- e. Clauses included in the Special Conditions of Contract are illustrative of the provisions that should be drafted specifically by the Procuring agency for each procurement.
- f. The forms provided in Section VI should be completed by the Bidder or the Supplier; the footnotes in these forms should remain, since they contain instructions which the Bidder or the Supplier should follow.

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**Part Two**  
**Section I. Invitation for Bids**  
Notes on the Invitation for Bids

The Invitation for Bids (IFB) has been issued as an advertisement in leading newspapers of general circulation in the Province of Khyber Pakhtunkhwa as well as on the web site of the Peshawar Institute of Cardiology ([www.pic.edu.pk](http://www.pic.edu.pk)) by allowing at least fifteen days for NCB for bid preparation and submission.

The Invitation for Bids provides information that enables interested bidders to decide whether to participate. Apart from the essential items listed in the Standard Bidding Documents (SBD), the Invitation for Bids also indicates the important bid evaluation criteria or qualification requirement (for example, a requirement for a minimum level of experience in manufacturing a similar type of goods for which the Invitation for Bids is issued) so that the bidders should give their best and final prices as no negotiations are allowed.

The Invitation for Bids is incorporated into these Standard Bidding Documents (SBDs). The information contained in the Invitation for Bids (IFB) conforms to the bidding documents and in particular to the relevant information in the Bid Data Sheet.

## Section II. Bid Data Sheet

DATA SHEET		
Reference ITB	Introduction/Description	Detail
<b>ITB 1.1</b>	Name of Procuring Agency of Government of Khyber Pakhtunkhwa.	<b>Peshawar Institute of Cardiology, Medical Teaching Institution Peshawar.</b>
<b>ITB 1.2</b>	Loan or credit or Project allocation number. Loan or credit or Project allocation amount.	<b>Budget allocated by Government Khyber Pakhtunkhwa to Peshawar Institute of Cardiology.</b>
<b>ITB 1.3</b>	Name of Project.	<b>Procurement of IT Equipment (PIC-047)</b>
<b>ITB 1.4</b>	Name of Contract.	<b>Procurement of IT Equipment (PIC-047)</b>
<b>ITB 1.5</b>	Name of Procuring agency.	<b>Peshawar Institute of Cardiology, Medical Teaching Institution Peshawar.</b>
<b>ITB 1.6</b>	Procuring agency's address, telephone, telex, and facsimile numbers.	<b>Peshawar Institute of Cardiology - MTI Plot No.5-A, Sector B-3, Phase-V, Hayatabad, Peshawar – Pakistan 091-9219645</b>
<b>ITB 1.7</b>	Language of the bid.	<b>English</b>
BID PRICE AND CURRENCY		
<b>ITB 2.1</b>	The price quoted shall be	<b>The bidder must quote. DDP.</b>
<b>ITB 2.2</b>	The Price shall be fixed	<b>The quoted prices will be valid till 15<sup>th</sup> Aug, 2022.</b>
PREPARATION AND SUBMISSION OF BIDS		
<b>ITB 3.1</b>	Qualification requirements.	<b>Manufacturer/Importer/Authorized distributor</b>
<b>ITB 3.2</b>	Amount of bid security.	<b>Each bidder shall furnish, as a part of his bid, at the option of the bidder, a bid security of two (03%) of the quoted price in shape of Call Deposit Receipt (CDR) from a Scheduled Bank of Pakistan in the name of the Hospital Director, Peshawar Institute of</b>

		<p>Cardiology.</p> <ol style="list-style-type: none"> <li>Any bid not accompanied by an acceptable bid security shall be rejected by the employer as non-responsive.</li> <li>Bid security of the unsuccessful bidders shall be released once the successful bidder furnishes the prescribed performance security or on the expiry of the validity of bid security whichever is earlier.</li> <li>The bid security of a successful bidder shall be returned once the successful bidder has signed the contract and furnished the required performance security.</li> </ol> <p>The Bid security shall be forfeited:</p> <ol style="list-style-type: none"> <li>If a bidder withdraws his bid during the period of bid validity; or</li> <li>If a bidder doesn't accept the correction of his Bid Price as described above; or</li> </ol> <p>In the case of a successful bidder, if he fails to:</p> <ol style="list-style-type: none"> <li>Furnish the performance security in accordance with the terms and conditions of the Contract;</li> <li>Sign the contract agreement, in accordance with the terms and conditions of the BSD</li> </ol> <p>The copy of the bid security should be placed in Technical Bid not showing the amount.</p> <p>An affidavit is also mandatory showing that the bid security is attached in the financial Bid.</p>
<b>ITB 3.3</b>	Bid validity period.	180 days from the date of opening of bids
<b>ITB 3.4</b>	Number of copies.	One (original bid)
<b>ITB 3.5</b>	Address for bid submission.	Hospital Director Peshawar Institute of Cardiology – MTI Material Management Department Plot No.5-A, Sector B-3, Phase-V,

		Hayatabad, Peshawar – Pakistan
ITB 3.6	IFB title and number.	Procurement of IT Equipment PIC-047
ITB 3.7	Pre-Bid meeting with the bidders	Jan 27 <sup>th</sup> , 2022. at 10:00 AM (PST)
ITB 3.8	Deadline for bid submission.	Feb 16 <sup>th</sup> at 11:00 AM (PST) in Material Management Department PIC-MTI
ITB 3.9	Time, date, and place for bid opening.	Feb 16 <sup>th</sup> , 2020 11:30 AM (PST) Sharp. in Material Management Department PIC-MTI
<b>BID EVALUATION</b>		
ITB 4.1	Clarification of Bids	The Procuring agency may ask the Bidder in writing, only for clarification regarding the received documents in the bid; however, no change in the prices or substance of the bid shall be sought, offered, permitted or entertained. This communication shall be with the prior approval of chairman T&E committee.
ITB 4.2	Criteria for bid evaluation.	Offers determined to be substantially responsive to the technical specifications given under <b>Appendix-I</b> and meeting the minimum requirement as mentioned below shall be evaluated by comparison of their prices. An offer is not substantially responsive if it contains material deviations or reservations to the terms, conditions, minimum requirements, and specifications in this Bid Solicitation Documents, and it will not be considered further. The Purchaser will evaluate and compare only the Proposal determined to be substantially responsive. In evaluating the Proposal, the Purchaser will adjust for any arithmetical errors as follows: (a) Where there is a discrepancy between amounts in figures and in words, the amount in words will govern; (b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern; (c) If a Supplier refuses to accept the correction, his quotation will be rejected. <b>Merit Point Evaluation</b> The items ranked highest in merit points (obtained through and based on technical and financial evaluation) will declared



		successful bidder for award of Contract.
<b>ITB 4.3 (a)</b> <b>ITB 4.3 (b)</b>	One option only. Delivery schedule. Relevant parameters in accordance with option selected:	Not Applicable
<b>Option (i)</b> <b>Option (ii)</b> <b>Option (iii)</b>	adjustment expressed as a percentage, or adjustment expressed in an amount in the currency of bid evaluation, or adjustment expressed in an amount in the currency of bid evaluation,	Not Applicable
<b>ITB 4.3 (c) (ii)</b>	Deviation in payment schedule.  Annual interest rate.	Not Applicable
<b>ITB 4.3 (d)</b>	Cost of spare parts.	Not Applicable
<b>ITB 4.3 (e)</b>	Spare parts and after sales service facilities in the Procuring agency's country.	Not Applicable
<b>ITB 4.3 (f)</b>	Operating and maintenance costs.	Not Applicable
<b>ITB 4.3 (g)</b>	Performance and productivity of equipment.	Not Applicable
<b>ITB 4.3 (h)</b>	Details on the evaluation method or reference to the Technical Specifications.	As in section on Technical Evaluation of bids.
<b>ITB 4.4 Alternative</b>	Specify the evaluation factors.	Not Applicable
<b>Contract Award</b>		
<b>ITB 5.1</b>	Award Letter/Purchase Order          Percentage for quantity increase or decrease.	The award will be made to the bidder ranked highest in merit points (obtained through and based on technical and financial evaluation) and that meets the required technical specification and fulfill the minimum requirements. The successful bidder will sign a Contract within fifteen (15) days from the issuance of Award Letter as per attached form of contract and terms and conditions of supply.  Number of items can be increased and Decreased as per requirement of the PE within permissible limits under the rules.

## Section III. Special Conditions of Contract

### Notes on the Special Conditions of Contract

Similar to the Bid Data Sheet in Section II, the clauses in this Section are intended to assist the Procuring agency in providing contract-specific information in relation to corresponding clauses in the General Conditions of Contract.

The provisions of Section III complement the General Conditions of Contract included in Part one, Section II, specifying contractual requirements linked to the special circumstances of the Procuring agency, the Procuring agency's country, the sector, and the Goods purchased. In preparing Section III, the following aspects should be checked:

- a. Information that complements provisions of Part One Section II must be incorporated.
- b. Amendments and/or supplements to provisions of Part One Section II, as necessitated by the circumstances of the specific purchase, must also be incorporated.

## Table of clauses

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## SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement & qualify the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

The corresponding clause number of the GCC is indicated in parentheses.

GCC Ref No		
1. DEFINITIONS	1.1 g	<b>The Procuring agency is:</b> Peshawar Institute of Cardiology Medical Teaching Institution Peshawar
	1.1 h	<b>The Procuring agency's country is:</b> Pakistan
	1.1 i	<b>The Supplier is:</b> i. Manufacturer and/or Importer registered with relevant sales and income tax authorities and have requisite qualification and eligibility for supply of Goods in the specialized categories of health sector;
	1.1 j	<b>The Project Site is:</b> Peshawar Institute of Cardiology
Responsiveness Criteria		Following are the mandatory requirements to be fulfilled by participating bidders. The Purchaser will evaluate and compare only Offers which comply the basic requirements given below; p. Registered with FBR and on Active Tax Payer List (ATL) (Attach certificate); q. Registered with Khyber Pakhtunkhwa Provincial Revenue Authority (KPRA) in sale tax on services (Attach certificate); r. Company/firm is not blacklisted by any public or private entity (Attach statement on oath/affidavit to the effect). s. Integrity Pact
BID SECURITY		Each bidder shall furnish, as a part of his bid, at the option of the bidder, a bid security of two (3%) of the quoted price in shape of Call Deposit Receipt (CDR) from a Scheduled Bank of Pakistan in the name of the Hospital Director, Peshawar Institute of Cardiology. a. The bid security shall remain valid for a period of Twenty-Eight (28) days beyond the original validity period of the bids. b. Any bid not accompanied by an acceptable bid security shall be rejected by the employer as non-responsive. c. Bid security of the unsuccessful bidders shall be released once the successful bidder furnishes the prescribed performance security or on the expiry of the validity of bid security whichever is earlier. d. The bid security of a successful bidder shall be returned once the successful bidder has signed the

		<p>contract and furnished the required performance security.</p> <p>The Bid security shall be forfeited:</p> <ol style="list-style-type: none"> <li>If a bidder withdraws his bid during the period of bid validity; or</li> <li>If a bidder doesn't accept the correction of his Bid Price as described above; or</li> </ol> <p>In the case of a successful bidder, if he fails to:</p> <ol style="list-style-type: none"> <li>Furnish the performance security in accordance with the terms and conditions of the Contract;</li> <li>• Sign the contract agreement, in accordance with the terms and conditions of the BSD</li> </ol>
7. PERFORMANCE SECURITY	7.1	<p>The successful bidder shall be required to provide performance security to the amount of F (10%) of the Contract Price from a scheduled bank of Pakistan in form of bank guarantee or Call Deposit Receipt (CDR), within fourteen (14) days of issuance of Award Letter/Letter of Acceptance/Purchase Order. Performance Security shall remain valid throughout the execution of the contract and shall be returned within 10 days after the expiry of warranty period subject to satisfactory performance.</p> <p>The Performance Security shall be forfeited if the Supplier fails to supply and install the goods and remedying defects therein during execution and warranty period in accordance with the terms and conditions of supply or commits any breach under the Contract.</p>
8. Signing of Contract		<p>The award will be made to the bidder offering the lowest evaluated price and that meets the required technical specification and fulfill the minimum requirements. The successful bidder will sign a Contract with fifteen (15) days from the issuance of Award Letter as per attached form of contract and terms and conditions of supply.</p>
9. INSPECTIONS AND TESTS	8.6	<ol style="list-style-type: none"> <li>The Technical Evaluation shall be conducted by the Technical and Evaluation (T&amp;E) Committee to undertake verification of documents submitted by the bidder/s along with the technical bids as well as to conduct the physical inspection of the various samples/relevant premises as per rent agreement or ownership etc. (Section-V -Technical Specification of the Part II of these SBDs).</li> <li>Sample tests as well as pre-shipment inspections will also be carried out as and when needed before signing of contract agreement with all the successful bidders for Procurement of Above mentioned items</li> </ol>
10. PACKING		<p>The Supplier shall provide standard packing of the Goods as required preventing their damage or deterioration during</p>

		transit to their final destination or in accordance with the GCC Clause 9 as well as provided in the relevant clauses of contract agreement of Peshawar Institute of Cardiology with the Supplier/s (Section-VI of these SBDs)
11. DELIVERY AND DOCUMENTS		Applicable Delivery Mode: Delivered Duty Paid (DDP) as per contract agreement of the Successful with the Procuring Agency. The delivery, loading/unloading and installation will be responsibility of bidder. No charges will be paid additionally in case of penalty or any other charges.
15. WARRANTY	15.1	The Goods offered should be covered by manufacturer's warranty. For the period mentioned below in BSD.
	15.2	In partial modification of the provisions, the warranty period shall be as per contract terms and conditions. The Supplier shall, in addition, comply with the performance and/or consumption guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall, at its discretion, either: <ul style="list-style-type: none"> <li>a. Make such changes, modifications, and/or additions to the Goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with SCC 4, or</li> <li>b. Pay liquidated damages to the Procuring agency with respect to the failure to meet the contractual guarantees. The rate of these liquidated damages shall be higher than the adjustment price used in bid evaluation.</li> </ul>
	15.4	The period for correction of defects in the free warranty period as mentioned in the specification after installation.
16. PAYMENT	16.1	The method and conditions of payment to be made to the Supplier under this Contract shall be as follows: <ul style="list-style-type: none"> <li>i. GCC Clause 16 as well as under the terms and condition in Contract Agreement with the Procuring Agency, the goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after the goods having been delivered; hence insurance coverage is seller's responsibility, for which they may arrange appropriate coverage. Payment shall be made in Pak. Rupees in accordance with the relevant and</li> </ul>

		applicable government rules and regulations.
17. PRICES	17.1	<ul style="list-style-type: none"> <li>i. The price quoted by the Supplier shall remain firm and fixed and not subject to any adjustment during contract performance.</li> <li>ii. The bidder will not quote price of any item/s which is/are higher than the prices quoted by the bidder across the country to any procuring entity of the quoted item/s through public funding.</li> <li>iii. In case the bid price is higher than estimated cost, the Procuring agency has the right to reject the bid and scrap the process without any liability.</li> <li>iv. In case of single bid after technical evaluation, the procuring agency may carry out the market analysis before issuing a letter of consent to the successful bidder.</li> </ul>
23. LIQUIDATED DAMAGES		As in relevant clauses of the Contract Agreement signed by the Supplier with the Procuring Agency. Penalties shall be imposed as per contract agreement and blacklisting & debarment guidelines of the department if the firm deviates from Rate Contract Agreement.
28. RESOLUTION OF DISPUTES		The dispute resolution mechanism to be applied will be pursuant to relevant clauses of Contract Agreement signed by Supplier with the Procuring Agency under KPPRA Regime. If at all required, the jurisdiction of Court shall be of Peshawar, Khyber Pakhtunkhwa.
29. GOVERNING LANGUAGE	29.1	The Governing Language shall be: English
30. APPLICABLE LAW	30.1	<p>The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan, which includes the following legislation:</p> <ul style="list-style-type: none"> <li>i. The KPPRA Act 2012</li> <li>ii. The KPPRA Rules 2014</li> <li>iii. The Contract Laws</li> <li>iv. The General Financial Rules of the Govt. of Khyber Pakhtunkhwa and all the</li> <li>v. Relevant laws, rules and regulations pertaining to budgeting &amp; financial management of public fund</li> <li>vi. The Bonded Labor System (Abolition) Act of 1992</li> </ul>

		vii. The Factories Act 1934
31. NOTICES	31.1	<p><b>Procuring Agency address for notice purposes:</b>  Hospital Director  Peshawar Institute of Cardiology, MTI  Plot No.5-A, Sector B-3, Phase-V, Hayatabad,  Peshawar – Pakistan.  Email: <a href="mailto:Shafa.sawal@pic.edu.pk">Shafa.sawal@pic.edu.pk</a></p> <p><b>Supplier's address for notice purposes:</b> As mentioned in their bidding document</p>
32. Duties & Taxes	32.1	The Unit price quoted by the bidder shall be: inclusive of all applicable duties and taxes. All prices shall include relevant taxes & duties, where applicable. The benefit of exemption from or reduction in the GST or other taxes shall be passed on to the Procuring Agency.



## Section IV. Schedule of Requirements

1. As detailed elsewhere in this document, 3 % as mentioned on page 1 of bid security of the total bid value of the quoted equipment shall be submitted by each bidder on the total quantity of items for which bid is being submitted. The mode of provision of bid security shall be in accordance with the modalities as laid down in the relevant KPPRA Rules and these Revised Standard Bidding Documents.
2. Manufacturers/ Importers/Authorized Dealers for procurement of quoted Equipment.
3. All certifications (i.e Manufacturer authorization, ISOs, CE and data/ documents shall be valid. T&E committee will carry out the verifications before award of contract and in case of any fraudulent practice; legal action will be taken against the bidder concerned. Any certificate expires before bid opening will not be consider.
4. Non-Provision of mandatory documents mention in these SBDs shall lead to disqualification of the firm / quoted items.
5. Bid document and required documents must be submitted in Hard Tap binding.
6. The order may increase / decrease as per requirement / decision of the procuring entity and in this connection no claim shall be entertained.
7. The Procuring Agency, at any stage of the procurement proceedings, having credible reasons for or prima facie evidence of any defect in Supplier's capacities may require the Suppliers to provide information concerning their professional, technical, financial, legal or managerial competence.
8. The Procuring Agency has the right to inspect the premises of bidder to inspect the setups ensuring proper after sales services, documents mentioned in technical bids and any other relevant details. Premises (office/workshop) of bidder shall be insured through ownership/or Rent agreement.
9. The Bid security shall be shall be from bank account of the bidder. Ordinary cheque and Payment Order (PO) in the form of bid security shall result in bid rejection.
10. The Unit price quoted by the bidder shall be **inclusive** of all applicable duties and taxes. All prices shall include relevant taxes & duties, where applicable. The benefit of exemption from or reduction in the GST or other taxes shall be passed on to the Procuring Agency.
11. The bidder must be registered with Income / Sales Tax Department, reflected as Active Tax Payer on the list of FBR. NTN/KNTN and KP Professional tax
12. In case of the Importers/Authorized Dealers, the firm will ensure that the items are acquired from the original manufacturer and are procured through proper channel as advised by the original manufacturer.
13. The bidder shall provide an undertaking that the bidder has not been declared black listed by any Governmental/ Semi-Governmental institutions.
14. Bidders shall not be eligible to bid if they are under a declaration of Ineligibility for corrupt and fraudulent practices issued by any government organization in accordance with the Section 44(1) KPPRA Rules 2014

15. Different models/ prices offered for a single item by the same bidder shall be considered as alternate bid and shall be non-responsive.
16. All reservations in SBDs shall be submitted in writing in the pre-bid meeting by authorized person/representative of the firm.
17. PIC-MTI reserve the right to increase or decrease the quantity as per requirement.
18. Installation and delivery is the responsibility of the supplier.
19. The firm should quote prices on. (DDP)
20. The schedule for supply of goods shall be as under:
  - a. Within 90 days from the date of issuance of supply order by the Purchasing Agency for items to be imported.
  - b. Within 60 days from the date of issuance of supply order by the Purchasing Agency for items to be locally manufactured.
21. The Penalty on late supply of goods shall be charged as under
  - i. Penalty @ 2% for late supply up to 15 days.
  - ii. Penalty @ 5% for late supply after 15 days up to 30 days.

## **List of Equipment**

<b>S.No</b>	<b>Name of Item</b>	<b>Bid security (PKR)</b>	<b>Tender Process</b>
1	IP Unified Communication System	<b>03 % of the total Bid Value</b>	<b>Single Stage Two Envelope</b>

## **EVALUATION CRITERIA**

The bids / proposals will be evaluated on the basis of advertisement, bid solicitation documents and the point system as specified below.

A proposal shall be rejected during the technical evaluation if the bid does not fulfill the minimum specified requirements OR if it fails to achieve the minimum score as indicated in the below mentioned table. Relevant certificates / documents must be attached.

S #	Parameters	Sub-parameters	Marks
1	Product Specification		27
		Fully compliance with the required specifications as per statement of Requirement (Up to a maximum of four Minor deviations may be accommodated subject to the condition that main function and performance in any aspect would not affect. However, up to four marks will be deducted	25
	Special features	Additional features of the product if it enhances the Performance of equipment in required Field or Additional Software Provided Free of cost	2
2	Legal Requirement		3
		Sales Tax Registration Certificate	Mandatory
		NTN Registration Certificate	Mandatory
		Manufacture Authorization	Mandatory
		Most recent Sales Tax Return from FBR	1
		Income Tax Returns of last 2 years	2
3	Relevant Experience		10
	Experience in Quoted item  (Multiple performance certificate form 1 institution will be considered as one)	Satisfactory Performance report of similar projects completed at National level, reputable public or private sector organizations (Should be provided on organization / institution letter head) Max 3 performance certificate (2) marks each	6
		Satisfactory Performance report of similar projects completed at Khyber Pakhtunkhwa level, reputable public or private sector organizations (Should be provided on organization / institution letter head) Max 2 performance certificate (2) marks each	4
4	Warranty		5
		3 years Warranty on all components should be	3

		provided on manufacturer letterhead. (Warranty period specified in detail Specification)	
		Additional warranty for 1 year. (Free of cost) on bidders letter head.	2
5	<b>Supplier's office for maintenance and 24/7 support</b>		<b>3</b>
		Availability of workshop in Peshawar to be verified with Ownership / Rent Agreement with Owner / Rent Agreement with Company Name.	2
		Availability of workshop at National level to be verified with Ownership / Rent Agreement with Owner/ Rent Agreement with Company Name.	1
6	<b>Technical Staff / Bidder Certification</b>		<b>10</b>
	Degrees Should be attached IT /Telecommunication	2 Graduate Engineers.	2
		2 Diploma Engineer	2
	Certified Staff	Bidder having 3 principal certified engineers	3
	PEC Certification	Bidder having PEC certification (EE07 / EE09)	3
7	<b>Product Certification</b>		<b>2</b>
	Valid Certificates	CE declaration of conformity	1
	ISO	27001 Certification	1
8	<b>Financial Capabilities</b>		<b>10</b>
	<b>Turnover in Millions Audit Report Should be attached</b>	i. 1-10 million ii. 11-15 million iii. 16 million or above	3 3 4
	Total Marks		<b>70</b>
	Qualifying Marks		<b>49</b>

Total Marks in Technical Criteria: **70**

Qualifying Percentage in Technical Criteria: **70%**

Qualifying Marks: **49**

**Financial Criteria (30 Marks):**

S #	Parameters	Sub-Parameters	Total Marks: 30
	Price		30
		<p>Lowest Price will get full marks.</p> <p>The formula to calculate the marks for the price submitted is:</p> <p>[Lowest Price (Fm)/Price of Bid under consideration (F)] x100 x 0.30</p>	30

**Total Marks (Technical Criteria + Financial Criteria): 100**

The bidders achieving a minimum of **49** marks (i.e., 70%) out of **70** marks in the Technical Evaluation will be declared technically qualified. Financial bids of only technically qualified bidders will be opened publicly at the time to be announced by the Procuring Agency. The Financial Bids of technically disqualified bidders will be returned un-opened to the respective Bidders. After getting the financial score from the remaining **30** marks, the two scores will be combined to identify the highest ranking firm.

**Merit Point Evaluation Methodology:** Contract will be awarded to the lowest evaluated responsive firm which gets the maximum marks and becomes the highest ranking in the Combined Evaluation calculated through the Merit Point Average Methodology which puts greater emphasis on non-price factors like stringent global certifications on Conformance Specifications (i.e., meeting the required technical specifications), Performance Specifications (i.e., meeting the requirements the product is designed for) leading to customer satisfaction verification, certifications of the technical staff, provision of maintenance & services, provision of training on equipment and post-warranty services etc. The following weightages will be given to the technical and financial scores:

Technical Score: 70

Financial Score: 30

## **Statement of Requirement with Specification**

### **STATEMENT OF REQUIREMENT WITH SPECIFICATION**

<b>LOTs</b>	<b>Items</b>	<b>Estimated Qty</b>
	<b>IP Unified Communication System</b>	
	IP Unified Communication System with Contact Center & CRM	01

### **IP Unified Communication System Qty: 1 No**

#### **Mandatory Terms**

- The bidder must be at least Tier-2/OEM Authorized partner for IP Telephony of quoted brand, for at least 5 years.
- The bidder must provide authorization letter verifiable from the principal for the quoted brand.
- Technical design document for complete Unified Communication System to be submitted along with proposal on the bidder letterhead.
- Installation & Commissioning to be completed within four weeks after delivery of equipment on site.
- Vendor must have at least 5 principle certified engineers.
- Bidder must be ISO 9001:2008 or 9001:2015 certified.
- The bidder should provide latest product of the quoted brand.
- The quoted brand/model should have at least 5 years of average lifetime and support from principal.
- Since it is a Turn-Key Solution, the bidder should provide all the items required for the complete deployment and commissioning of the quoted solution.
- Bidder should provide single brand solution for IP-PBX & Contact Center.

<b>IP Unified Communication System with Contact Center</b>	<b>Qty</b>
Enterprise IP Telephony with Communication Server + Redundancy	N+1
Gateway / Control Unit (Redundant / Stackable)	2
Dual ISDN PRIs	2
Analog Trunk Card 8-port	2
Analog Extension Card 16-port (Support for 16 extensions or higher)	1
Voice Mail Pro Ports (Support for 24 users or higher)	1
Mobility User (Softphone Licenses for Android & IOS)	30
IP Phone License	300
Entry level IP phone	220
Mid-Level IP Phone with accessories	73
Power Adapters for IP Phones (Mid-Level IP Phones)	5
Executive IP Phone with camera, and accessories	6
Conference IP Phone Set with accessories	1
Analog Telephone Sets with CLI	5
IP PBX Operators console with soft console support	4
Extension Module for Quick dial with Console	4
Compatible Headsets for Operators Softphone	6
Call recordings support for Operators & extensions (30 lines)	
Billing Software to cater advance reporting unlimited calls	1
IVR Facility with Telephony System (8 studio recordings)	1
Inbound/Outbound/Multimedia Agents	4
Supervisor	1
Softphone for agents / supervisor	5
Outbound Dialer for Callbacks and Feedbacks	1
Support for Call Agent Voice Recording	5
CRM with CTI Integration	1
3 years comprehensive warranty for all items at site with 3 years support.	01 job
OEM IP-PBX Training with Certification should be provided to 2 resources.	
OEM Contact Center training for 2 resources.	
On-Site training for all operators.	

Note: Since it is a Turn-Key Solution, the bidder should provide all the items required for the complete deployment and commissioning of the quoted solution.



IP Unified Communication System with Contact Center	
Items	Description
<b>System Specifications</b>	<ol style="list-style-type: none"> <li>1) The architecture is unification of the voice and data communication infrastructures to build up a communication platform over the IP network infrastructure.</li> <li>2) The system must be composed of two distinct parts: the software that confirms the communications and the hardware components supporting the communications interfaces.</li> <li>3) The system should be based on a centralized design. And deployment should support in customer provided server or virtualized platform.</li> <li>4) The system must be architected on a real time operating system. This operating system must give priority to call processing over management tasks.</li> <li>5) The software programs executed by the processor shall control all telephone functions and features including system control and fault reporting functions.</li> <li>6) The vender shall specify the types of memory and memory back up used within the system.</li> <li>7) The system must support a combination of IP and TDM (Digital &amp; Analog) client devices as well as any combination of SIP and H.323 with traditions trunks (analog or digital) up to 3000 users.</li> <li>8) The system should support more than one LAN interface.</li> <li>9) The system should support inbuilt SIP Server without any additional module. Only licenses should be required.</li> <li>10) Service data changes shall be implemented via terminal or computer.</li> <li>11) The system shall support adaptive band width management between branches adjusting the number of the IP calls allowed according to the bandwidth changes.</li> <li>12) NUMBERING PLAN: <ol style="list-style-type: none"> <li>a) The system should be compatible CUSTOMER numbering plan, and with future plans for changes and expansion.</li> <li>b) The IP' PABX shall have a flexible numbering plan. It shall be possible allocate any code to any function (including station numbers) up to 8 digits, (4 digits for network location coding and 4 digits for extension number).</li> <li>c) The allocation of station numbers to multiple positions shall be variable programming.</li> <li>d) The numbering plan scheme should be stated.</li> </ol> </li> <li>13) Self-test, fault isolation and system alarm. As an ongoing internal function of the IP PBX, self-test routine must identify faults within the system. When faults are located by means the self-test functions, the system alarm and log shall be generated. The displayed alarm discriminates between major and minor alarm condition and shall be displayed on both the attendant/PC console and the IP PBX, The log shall be accessible either locally or remotely and be archived in non-</li> </ol>

	volatile memory.
14)	Email alert should be set for any error or faults occurred.
15)	System should support RAW CDR output which can be processed by any third party billing applications.
16)	The system must put no limitation on the number of the IP to IP calls.
17)	The system shall have a modular design.
18)	The system should support voicemail for all users and voicemail should be routed to email accounts.
19)	The system should support embedded call recording feature for users by adding licenses and resources.
20)	The vender shall specify any additional expansion equipment included.
21)	The vender shall specify the floor space required for equipment.
22)	The system should have capability to interface with ISDN (Integrated Service Digital Network). And the system must support a full suite of PRI services.
23)	The system must allow CLID strings to be asked, blocked or changed blocked system administrator.
24)	CLID within the system must be configurable to support the PSTN interfaces available with the system.
25)	The offered IP PABX shall be capable of being connected to central office lines (CO) and shall be programmable to be used either way (outgoing only, incoming only, or both).
26)	The connections between the IP PBX and traditional (trunk and stations) shall be achieved by means of a main distribution frame (MDF). The MDF shall be separate unit connected to the IP PSX by cables using multipoint plugs and Bix krone unit.
27)	The system should deliver Unified communication and mobility features from the same server.
28)	UC features should have call, presence and chat option in both PC and mobile device.
29)	Basic telephony features and functions must be exactly the same while in survivable mode.
30)	The system must support automatic database sync with redundancy server.
31)	The system must support QOS standards including: <ul style="list-style-type: none"> <li>• Level 2 : IEEE 802.lp/q</li> <li>• Level 3 : ToS / DiffServ</li> </ul>
32)	The system must allow the selection of different codec's per users.
33)	The system must support standard IP trunking (H323 and SIP) with management.
34)	The system must support IP and TDM stations.
35)	The vendor must be committed to interoperate with multi-vendor systems using open standards supported by proposed system such as SIP and H.323.
36)	The IP telephony system must support both SIP and H.323 simultaneously on the same signaling server platform.
37)	For the SIP extensions required, the system shall interoperate with different multi — vender SIP phones.

	<p>38) The system must support both ETSI and ISO ISDN Q.sig standards.</p> <p>39) The system shall support RTP/RTCP standard.</p> <p>40) The system must support an industry standard SIP based IP peer solution with at least the following features:</p> <ul style="list-style-type: none"> <li>a) CLI D</li> <li>b) Calling party name display.</li> <li>c) Call forwarding.</li> <li>d) Call transfer.</li> <li>e) Conferencing.</li> <li>f) Message waiting indication</li> <li>g) T38 fax.</li> </ul> <p>41) In addition to the above-mentioned standards, The IP telephony system must support following standards:</p> <ul style="list-style-type: none"> <li>a) IEEE 802.3af</li> <li>b) SNMP</li> <li>c) G711</li> <li>d) G729a</li> </ul> <p>42) The IP stations must support static address and dynamic address provided by DHCP server.</p> <p>43) VLAN assignment: the system must support VLAN; in the case VLANs are needed.</p> <p>44) The proposed solution should permit the implementation of SIP terminals.</p> <p>45) The IP PBX shall be capable of handling internal traffic between extensions within the IP PBX in any combination (TDM to TDM, TDM to IP, IP to IP) at a fully non- blocking scheme, and should be capable to operate between IP — phones and all types of other phone calls.</p> <p>46) The system should support WebRTC traffic from the same server and supports web based real time communication</p> <p>47) All the licenses provided with solution for IP-PBX, contact center, billing and CRM should be on perpetual basis or at least for the period of 10 years.</p> <p>48) Required IP-PBX software to be installed on Virtual Machines running on VMWare Hypervisor, should be compatible with current hardware.</p> <p>49) Support for recordings of IP-PBX all operators and extensions should be for a period of at least 3 months.</p> <p>50) Support for recordings of Call-Center all agents and supervisor should be for a period of at least 3 months.</p>
<b>Voice Stations</b>	<p><b>IP Phones:</b></p> <ul style="list-style-type: none"> <li>a. All IP telephones sets must support at least the following: <ul style="list-style-type: none"> <li>i. IEEE 802.3 Ethernet</li> <li>ii. Power over Ethernet IEEE 802.3af PoE, all features backlit display and Expansion modules must be supported without requiring external power supplies</li> <li>iii. An integrated Ethernet switch (one part for LAN, and one for PC connection).</li> <li>iv. Support both DHCP and statically (manual) configurable IP addressing.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>v. Standard QoS.</li> <li>vi. VLAN capabilities.</li> <li>vii. G711 and G729 voice codes</li> <li>viii. Support all traditional phones capabilities including but not limited to (integrated message waiting indicator, call forwarding, conference, transfer, multiple lines, hands free, etc...).</li> <li>b. The vendor shall present three types of IP-phone set at least with separate price list for selection of best appropriate as the following:</li> <li>c. Softphones should be available for Laptops and mobile devices</li> <li>d. IP Phones should support PC network connection from the phone and it should provide 1GB through put for specific models.</li> <li>e. All phones required must be the same as the system (manufacturer).</li> <li>f. With SIP phones required they should be open standard so that they can interoperate with multi-vender systems.</li> <li>g. Some executive level IP phones shall have at least 40 fixed facility buttons with associated LEDs and designations, all of the facility buttons shall be freely programmable by the user, these 40 fixed keys shall be achieved by means of expansion modules that are powered without external power supply.</li> <li>h. All IP phone should have a color display.</li> <li>i. The Operator Console/soft phone, with the following features: <ul style="list-style-type: none"> <li>i. Native PABX support.</li> <li>ii. Receptionist solution provides: <ul style="list-style-type: none"> <li>• Inbound &amp; Outbound Call handling</li> <li>• Phone Call Control including Conference Call Control &amp; Conference Rooms; Transfer, Hold, and Park via drag &amp; drop</li> <li>• Up to 16 Park Slots with customized labels</li> <li>• Configuration of Phone Preferences</li> <li>• Receive Caller ID &amp; Name Display (provided by local service provider)</li> <li>• Speed Dial and Busy Lamp Field management of users within and across the enterprise</li> <li>• Local Phone Directory</li> <li>• Separate Call history logs – All, Incoming, Outgoing, Missed Calls, Messages</li> <li>• Ability to create script for incoming call handling</li> <li>• Time on Call display</li> <li>• Monitoring of up to 8 Queues &amp; ability to answer calls in queue</li> <li>• Simple Outlook contact record creation</li> <li>• Distinctive Ringing using WAV file</li> <li>• Centralized receptionist across connected locations</li> </ul> </li> </ul> </li> <li>j. Call Detail Recording Management System <ul style="list-style-type: none"> <li>i. Incoming &amp; Outgoing call details.</li> <li>ii. User management module for user registration and management.</li> <li>iii. Following default reports should be fetched: <ul style="list-style-type: none"> <li>• Trunk-wise Report</li> <li>• CDR Detail Report</li> </ul> </li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>• Daily Traffic Analysis</li> <li>• Hourly Traffic Analysis</li> <li>• Call Disconnection Analysis</li> <li>• Login Activity Report</li> <li>• User Registration</li> <li>• Trunks Administration</li> </ul>
	<p>Entry level IP phone. (desk) (Wall mountable selectable).</p> <p>Standard level IP phone with the following features:</p> <ol style="list-style-type: none"> <li>4 programmable keys.</li> <li>Build in hands free and speaker.</li> <li>LEDs for speaker, mute, headset, message, history</li> <li>Fixed hold key.</li> <li>Fixed release key.</li> <li>Build in liquid crystal 2.8" display.</li> </ol>
	<p>Mid level IP phone with the following features:</p> <ol style="list-style-type: none"> <li>8 buttons with dual LEDs.</li> <li>Color display, LEDs for speaker, mute, headset, message, history</li> <li>8 programmable keys.</li> <li>Build in hands free and Full duplex speakerphone,</li> <li>Fixed hold key.</li> <li>Fixed release key.</li> <li>Automatic firmware upgrade.</li> <li>Gigabit Ethernet (10/100/1000) line interface.</li> <li>SIP protocol support</li> </ol>
	<p>Executive IP Phone with touch screen, camera, and accessories with the following features:</p> <ol style="list-style-type: none"> <li>All glass, no visible buttons.</li> <li>Hinged stand for smooth multi-angle positioning</li> <li>8inch 1200 x 768 pixel or higher portrait touch with multiple microphones.</li> <li>No mechanical dial pad.</li> <li>Message waiting indicator</li> <li>Support for multiple headsets.</li> <li>PoE.</li> <li>USB Type-C for DC Power Input.</li> <li>Integrated Camera, Video Camera.</li> <li>Dual Gigabit Ethernet (10/100/1000) line interface.</li> </ol>
	<p>Conference IP Phone Set with touch screen, and accessories with the following features:</p> <ol style="list-style-type: none"> <li>OEM Communication Manager.</li> <li>H.323 Call handling.</li> <li>Full-Duplex Speaker phone.</li> <li>Super Wideband HD Quality Audio.</li> <li>Multiple Built-in Microphones with range 20ft or higher.</li> <li>4-inch or higher capacitive touch screen display</li> <li>Ethernet RJ45 (10/100/1000) port, Microphone Expansion port.</li> </ol>
<b>Features</b>	The IP PBX shall be capable to offer all the features, assignable to the

	<p>system, an extension or to operator console or trunk lines. The system/ extension/ attendant shall contain but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Basic features.</li> <li>• Multi customer that operates as a full separate IP PBX with separate NLC for each customer.</li> <li>• Code restriction.</li> <li>• Direct access to trunk line.</li> <li>• Flexible numbering of extensions.</li> <li>• Through dialing.</li> <li>• Consultation</li> <li>• Station hunting</li> <li>• Executive override.</li> <li>• Emergency transfer.</li> <li>• Line lockout.</li> <li>• Incoming call forwarding.</li> <li>• Call detail recording (CDR).</li> <li>• System Directory option</li> <li>• Personal directory option</li> <li>• Busy override.</li> <li>• COT- Call No. Identification.</li> <li>• Night service.</li> <li>• Call queue.</li> <li>• Camp-on busy.</li> <li>• Conference.</li> <li>• Attendant call back.</li> <li>• Intercept.</li> <li>• Voice mailbox.</li> <li>• Call number identification (CNI) over network.</li> <li>• Call duration control.</li> <li>• Time and date control and display.</li> <li>• Auto attendant.</li> <li>• Music on hold.</li> <li>• Least cost routing (tariff-based, TOD/DOW).</li> <li>• Timer must be modify on incoming and outgoing public network call</li> </ul>
<b>System Management</b>	<ol style="list-style-type: none"> <li>1. Web-based management shall be provided with SNMP enabled. Additional management solution shall be with separate price list.</li> <li>2. The management interface must provide the administrator with traffic information in the system.</li> <li>3. The system must provide methods for secure backup of system databases.</li> <li>4. Voice quality alarms must classify system performance as good, poor and Unacceptable.</li> <li>5. The system must output CDR both via serial port and/Ethernet interface.</li> <li>6. Call detail record (CDR) data should be compiled for incoming and outgoing trunk calls. Call record field must include the following: <ol style="list-style-type: none"> <li>a) Date.</li> </ol> </li> </ol>



	<ul style="list-style-type: none"> <li>b) Time.</li> <li>c) Call duration.</li> <li>d) Trunk access code.</li> <li>e) Dialed number.</li> <li>f) Incoming trunk ID.</li> <li>g) Outgoing trunk ID.</li> </ul> <p>7. The system must allow a choice between using a third party billing package or through a vender provided billing.</p> <p>8. Billing Software for all the users should be included on the solution.</p> <p>9. Application to use the Smart Phone as an extension of a user is required for 30 users.</p>
<b>Security Features</b>	<ul style="list-style-type: none"> <li>1) Management administrator groups must be authenticated via variety of method</li> <li>2) The system management should be able to done from admin tool and web browser using password based authentication.</li> <li>3) Passwords must be stored in encrypted format.</li> <li>4) The system must, in its software architecture, control the maintenance process and limit the actions that can be performed by users who access the system through it.</li> <li>5) The call servers must implement a detailed reporting system which logs low level information on events such as restarts which is critical to determinate root cause.</li> <li>6) The telephony system must implement Media Security utilizing Secure RTP (SRP) using AES 128-bit encryption SRTP must be available for both clients and for DSF channels. (option)</li> <li>7) System should support Session border device to secure any external public access.</li> <li>8) Transport layer security (TLS) must be used to protect signaling traffic.</li> <li>9) IP end points must support IEEE 802.1x Extensible Authentication Port attempts (option)</li> <li>10) The proposed system must have the ability to track log-in attempts.</li> <li>11) Flexible password access authorization level with restricted and unlimited access to the system according to CUSTOMER security police,</li> </ul>
<b>Contact Center/ Call Center</b>	<ul style="list-style-type: none"> <li>1) The Contact Center Solution must be from the same OEM as for the IPT Solution.</li> <li>2) Context-sensitive, collaborative, voice and multimedia customer experience solution which can be integrated with the above mentioned IPT Solution.</li> <li>3) The solution is required as per below details:</li> <li>4) 01 supervisor, with 04 seat call center agents.</li> <li>5) Should be flexible and scalable.</li> <li>6) Standard IP Phones, Headgears, Softphones and Console.</li> <li>7) Should support wide range of phones and devices for use in contact centers.</li> <li>8) Centralized Control and Management solution should cover the routing, call treatments, reporting, unified agent management, and the graphical Orchestration Designer utility.</li> <li>9) Dashboard support &amp; Configuration for all agents (IP-PBX + Contact</li> </ul>

	<p>Center)</p> <p>10) Turn-Key project for the complete installation and commissioning at PIC site.</p> <p>11) All the software &amp; agent/supervisor licenses provided with solution for contact center should be on perpetual basis or at least for the period of 10 years.</p>
<b>CRM Software</b>	<p>Contact Center Solution should integrate with Oracle Database/HMIS and/or 3<sup>rd</sup> party software's.</p> <p>All the software licenses provided with solution for CRM should be on perpetual basis or at least for the period of 10 years.</p> <p>Basic features required in CRM are as follows:</p> <ol style="list-style-type: none"> <li>1. Caller profile based on CLI (CTI)</li> <li>2. Patient module <ul style="list-style-type: none"> <li>• Out Patient</li> <li>• In Patient</li> </ul> </li> <li>3. Clinical / Lab Module</li> <li>4. Appointment module <ul style="list-style-type: none"> <li>• Calendar</li> </ul> </li> <li>5. Marketing Campaign</li> <li>6. Complaint/Feedback Module <ul style="list-style-type: none"> <li>• Add</li> <li>• Assignment</li> </ul> </li> <li>7. Enquiry Module <ul style="list-style-type: none"> <li>• Add</li> <li>• Assignment</li> </ul> </li> <li>8. Human Resource <ul style="list-style-type: none"> <li>• Job queries</li> </ul> </li> <li>9. Advance Reports</li> <li>10. Dashboard <ul style="list-style-type: none"> <li>• Support for dashboard</li> <li>• Dashboard for patient feedback</li> </ul> </li> </ol>
<b>Training</b>	<p>OEM IP-PBX Training and Certification should be provided to 2 Persons.</p> <p>OEM Contact-Center Training should be provided to 2 Persons.</p>
<b>Warranty</b>	<p>All warranties should be from the principal on letterhead, 3 years comprehensive warranty for all items at site with 3 years support.</p>



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## 1. Bid Form and Price Schedules

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

IFB No: \_\_\_\_\_

To:

Hospital Director,  
Peshawar Institute of Cardiology,  
Medical Teaching Institution,  
Peshawar.

Sir,

Having examined the bidding documents including Addenda Nos. [insert numbers], the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver [description of goods and services] in conformity with the said bidding documents for the sum of [total bid amount in words and figures] or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to \_\_\_\_\_ percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring agency.

We agree to abide by this Bid for a period of [number] days from the date fixed for Bid opening under Clause 22 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity

(if none, state "none")

We understand that you are not bound to accept the lowest or any bid you may receive.

### Price Schedule in Pak. Rupees

Name of Bidder \_\_\_\_\_ IFB Number \_\_\_\_\_ Page of \_\_\_\_\_

1	2	3	4	5	6	7
Item	Description	Country of Origin	Quantity	Unit price DDP named place	Total DDP per item	Unit price of Delivered duty paid (DDP) to final destination plus price of other incidental services if required <sub>3</sub>

Signature of Bidder \_\_\_\_\_

Note: In case of discrepancy between unit price and total, the unit price shall prevail.

## 2. Bid Security Form

Whereas [name of the Bidder] (hereinafter called "the Bidder") has submitted its bid dated [date of submission of bid] for the supply of [name and/or description of the goods] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE [name of bank] of [name of country], having our registered office at [address of bank] (hereinafter called "the Bank"), are bound unto [name of Procuring agency] (hereinafter called "the Procuring agency") in the sum of for which payment well and truly to be made to the said Procuring agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring agency during the period of bid validity:
  - a. fails or refuses to execute the Contract Form, if required; or
  - b. fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

We undertake to pay to the Procuring agency up to the above amount upon receipt of its first written demand, without the Procuring agency having to substantiate its demand, provided that in its demand the Procuring agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including twenty eight (28) days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

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[signature of the bank]

**3. DRAFT AGREEMENT DEED**  
**FOR PROCUREMENT, INSTALLATION & MAINTENANCE OF EQUIPMENT**

**THIS AGREEMENT DEED** is made on this day <sup>st</sup> day of September in the year 2021 by and between;

**Peshawar Institute of Cardiology, Medical Teaching Institute, Peshawar**  
situated at Phase-V, Hayatabad, Peshawar  
through its Hospital Director  
(hereinafter referred to as '**First Party**' which expression shall unless repugnant to the context mean and include its heirs, executors, administrators, successors and assigns)  
And

M/s **[Mention Second Party]**  
(hereinafter referred to as '**Second Party**' which expression shall unless repugnant to the context mean and include its heirs, executors, administrators, successors and assigns).

(both the above hereinafter collectively referred to as '**Parties**')

**WHEREAS** the Second Party has agreed to supply **[Mention Goods]** (hereinafter referred as 'Equipment') out of the fresh stock to the First Party on the following terms and conditions:

**DEFINITIONS:**

- a. '**Consideration**' means the price payable to the Second Party by the First Party under this Agreement Deed for the full and proper performance of its contractual obligations.
- b. '**Equipment**' means all of the equipment, machinery, and/or other materials which the Second Party is required to supply to the First Party under this Agreement Deed.
- c. '**Services**' means those services ancillary to the supply of the Equipment, 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 Second Party.
- d. '**Project Site**' where applicable, means the place or places named in this Agreement Deed.
- e. '**Day**' means a calendar day.
- f. '**Corrupt Practice**' means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- g. '**Fraudulent Practice**' means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the

Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

- h. **'Force Majeure'** means an event beyond the control of the Parties and not involving the Parties fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the First Party in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

**TERMS AND CONDITIONS:**

1. Second Party shall deliver and install the Equipment at the premises and precincts of Peshawar Institute of Cardiology on DDP.
2. The specification, quality, quantity of goods shall be in conformity to Award letter/purchase order, which shall be made part of this Agreement Deed. The Second Party shall include the ancillary Services attached with the Equipment.
3. The Equipment supplied under this Agreement Deed shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, it shall conform to the authoritative standards appropriate to the Equipment's country of origin. Such standards shall be the latest issued by the concerned institution.
4. The Second Party shall be required to provide any or all of the following services, including additional services, if any, specified in contract:
  - i. performance or supervision of on-site assembly and/or start-up of the supplied Equipment;
  - ii. furnishing of tools required for assembly and / or maintenance of the supplied Equipment;
  - iii. furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Equipment;
  - iv. performance or supervision or maintenance and/or repair of the supplied Equipment, for a period of time indicated in Award Letter/purchase order, provided that this service shall not relieve the Second Party of any warranty obligations under this Agreement Deed; and
  - v. Training of the First Party's personnel, at the Second Party's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.

5. The Second Party will be liable to complete the supply within stipulated time limit i.e. 45 days after the issuance Award Letter/Purchase Order from the respective manufacturer of the Equipment.
6. The Second Party will liable to complete the supply within stipulated time limit by confirming quality, quantity and timeline up to the entire satisfaction of First Party.
7. The Second Party warrants that the Equipment supplied under this Agreement Deed are brand new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in this Agreement Deed. The Second Party further warrants that all Equipment supplied under this Agreement Deed shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the First Party specifications) or from any act or omission of the Second party, that may develop under normal use of the supplied Equipment in the conditions prevailing in the country of First Party.
8. The First Party shall promptly notify the Second Party in writing of any claims arising under this warranty.
9. The First Party, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Second party, may terminate this Agreement Deed in whole or in part:
  - a. if the Second Party fails to deliver any or all of the Equipment within the period(s) specified in this Agreement Deed, or within any extension thereof granted by the First Party; or
  - b. if the Second Party fails to perform any other obligation(s) under this Agreement Deed.
  - c. if the Second Party, in the judgment of the First Party has engaged in corrupt or fraudulent practices in competing for or in executing this Agreement Deed.
10. In case the Second Party failed to complete the supply till the due date i.e. 90 days from confirmation of LC from the respective manufacturer of the Equipment, a penalty as per detail below will be charged from the Second Party;
  - i. Penalty @ 2% for late supply up to 15 days.
  - ii. Penalty @ 5% for late supply after 15 days up to 30 days.
  - iii. Penalty @ 07 % for late supply beyond 30 days

Once the maximum is reached, the First Party may consider termination of the contract.

11. The Second Party shall be responsible for the transportation of the Equipment and the transportation charges incurred thereof. The Second Party shall complete the

supply, installation, testing and commissioning of goods within the stipulated period as mentioned in the supply order from the date of execution of this agreement or as extended or reduced by the First Party. In case of failure of Second Party to supply the goods within the stipulated period, the First Party will be at liberty to make an alternate arrangement at the risk and cost of Second Party and the Second Party shall be liable to pay the entire cost/amount to the alternate supplier according to the demand of the First Party. In the event of commuting a default the First Party will be at liberty to take any civil/criminal legal action against the Second Party in accordance with law. A fine up to ten percent (10%) of the Consideration shall also be inflicted against the Second Party.

12. The Second Party shall be responsible for any defect in goods or supply of goods. The entire goods will be free of any charges and encumbrance of what so nature and the First Party or its agent will be authorized at all reasonable time to view, check and examine the conditions of the supplied Equipment.
13. Upon demand made by the First Party at any time or from time to time, to execute all such instruments, deeds or documents which the First Party may in its sole discretion require, the Second Party will do the needful.
14. The First Party will be furnishing all such information as the Second Party may at any time or from time to time required relating to the position of goods and pecuniary liability of the First Party or otherwise whatever.
15. The Second Party shall not, without the prior written consent of First party, disclose this Agreement Deed, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the First Party in connection therewith, to any person other than a person employed by the Second Party in the performance of this Agreement Deed. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
16. The Second Party shall provide such packing of the Equipment as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Agreement Deed. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Equipment's final destination and the absence of heavy handling facilities at all points in transit.
17. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Agreement Deed, including additional requirements, if any, and in any subsequent instructions ordered by the First Party.



18. The First Party will be at liberty, at all times and shall have the right to return the Equipment, provided/delivered by the Second Party with regard to quality, quantity, value or otherwise fitness for use. Notwithstanding anything contained hereinabove, it is hereby agreed by both Parties that the First Party at all times be at liberty and shall have the right to cancel or reduce the quantity, without assigning any reason.
19. The Second Party shall be bound under this Agreement Deed to provide the warranty, maintenance and services of Equipment which must be seven (----) years with spare parts including accessories from the date of installation. The Second Party shall be bound to keep available the spare parts for 10 years.
20. Post warranty shall be ----- % of the contract value per year, for maintenance contract, including service and parts.
21. The Second Party shall deposit an amount of **10%** of the Consideration as service security, which will be refundable after expiry of the period of warranty/guarantee and services after necessary adjustments.
22. The Second Party shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under this Agreement Deed is the result of an event of Force Majeure.

If a Force Majeure situation arises, the Second Party shall promptly notify the First Party in writing of such condition and the cause thereof. Unless otherwise directed by the First Party in writing, the second Party shall continue to perform its obligations under this Agreement Deed as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
23. Any notice given by one party to the other pursuant to this Agreement Deed shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in contract.
24. A notice shall be effective when dispatched on the given address of the Parties in this Agreement Deed via above means.
25. Payment to the Second Party shall be on presenting a bill in the shape of summary duly verified by Finance Department. The bill shall be counter verified from the end using department before clearance. Demand in violation of this clause of agreement may lead to imposition of reasonable amount of fine.
26. The Equipment shall be open to inspection at all times during the agreement period. The inspection of Equipment shall be carried out by a representative from purchase, legal, quality control, finance or end using department.

27. Besides the above conditions the Second Party shall be bound to fulfill the defacing if found at any time and for the purpose shall be ready to sign and execute a fresh agreement if needed.
28. Each Clause of this Agreement Deed shall be and remain separate from and independent of and severable from all and any other Clauses herein except where otherwise indicated by the context of this Agreement Deed. The decision or declaration that one or more of the Clauses are null and void shall have no effect on the remaining Clauses of this Agreement Deed.
29. In the event of any difference or dispute arising between the Parties or their representative agents regarding rights and liabilities of the parties or any other matter relating to this Agreement Deed may be referred to the Board of Governors of the First Party and their decision will be final in all aspects and the Second Party warrants to abide by the decision of the Board of Governors of the First Party and will be bound by the decisions.
30. This Agreement Deed may be reviewed at any stage with mutual consultation of both Parties, if required. All amendments or addition to this Agreement Deed must be in writing and signed by both Parties through addendum to this Agreement. No amendment of any provision of this Agreement Deed shall be valid unless the same shall be in writing and signed by the Parties
31. The validity, interpretation, construction and performance of this Agreement Deed shall be governed by the Laws of Khyber Pakhtunkhwa in Pakistan. This Agreement Deed shall be interpreted with all necessary changes in gender and in number as the context may require and shall convey to the benefit of and be binding upon the respective successors and assigns of the parties hereto.

**IN WITNESS WHEREOF** the Parties mentioned above have carefully pursued the terms and condition embodied in this Agreement Deed and have executed the same, setting their signatures below, on the date and place mentioned above.

#### 4. Performance Security 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 \_\_\_\_\_ 20\_\_\_\_ to supply [description of goods 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 \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

Signature and seal of the Guarantors

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[name of bank or financial institution]

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[Address]

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[date]

## 5. Bank Guarantee for Advance Payment

TO: [name of Procuring agency]

[name of Contract]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends Clause 16 of the General Conditions of Contract to provide for advance payment, [name and address of Supplier] (hereinafter called "the Supplier") shall deposit with the Procuring agency a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of [amount of guarantee in figures and words].

We, the [bank or financial institution], as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring agency on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding [amount of guarantee in figures and words].

We further agree that no change or addition to or other modification of the terms of the Contract to be performed thereunder or of any of the Contract documents which may be made between the Procuring agency and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until [date].

Yours truly,

Signature and seal of the Guarantors

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[name of bank or financial institution]

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[Address]

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[date]

## 6. INTEGRITY PACT

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS

Contract No. \_\_\_\_\_ Dated \_\_\_\_\_ Contract Value: [To be filled in at the time of signing of Contract] 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 Government of Khyber Pakhtunkhwa (GoKP) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoKP 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 from GoKP, 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 GoKP 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 GoKP under any law, contract or other instrument, be voidable at the option of GoKP.

Notwithstanding any rights and remedies exercised by GoKP in this regard, [name of Supplier] agrees to indemnify GoKP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoKP in an amount equivalent to ten times 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 GoKP.

Name of Buyer: .....

Name of Seller/Supplier: .....

Signature: .....[Seal]

Signature: .....{Seal}