



Primary & Secondary
Healthcare Department

BIDDING DOCUMENT

FOR

**FRAME WORK CONTRACT FOR PROCUREMENT OF
MULTIPROTOCOL LABEL SWITCHING AND INTERNET
CONNECTIVITY FOR HEALTHCARE DEPARTMENT.**

HISDU(P&SHD)/PROC/4-83/2022

**HEALTH INFORMATION AND SERVICE DELIVERY UNIT (HISDU)
PRIMARY & SECONDARY HEALTHCARE DEPARTMENT
GOVERNMENT OF THE PUNJAB**

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Primary & Secondary
Healthcare Department

**INVITATION FOR BIDS
FRAMEWORK CONTRACT FOR PROCUREMENT OF MULTI
PROTOCOL LABEL SWITCHING AND INTERNET
CONNECTIVITY FOR HEALTHCARE DEPARTMENT**

BID REFERENCE NO: HISDU(P&SHD)PROC/4-83/2022

1. Health Information & Service Delivery Unit (HISDU), Primary & Secondary Healthcare Department (P&SHD), Government of the Punjab, invites sealed bids from the eligible bidders for the "Framework Contract for Procurement of Multi-Protocol Label Switching and Internet Connectivity for Healthcare Department" for various offices of P&SHD and Specialized Healthcare & Medical Education Department.
2. The Bidding Document containing detailed Scope of Services/Terms of References can be downloaded from the Department's official website (www.pshealthpunjab.gov.pk) and from PPRA website (www.ppra.punjab.gov.pk). However, payment of PKR. 1,000/- must be made at the below mentioned address till the closing date and the receipt must be attached with the Technical Bid. **There is no bid security for this tender.**
3. Single Stage – Two Envelopes bidding procedure shall be applied as per rule 38(2) (a) of Punjab Procurement Rules, 2014. The envelopes shall be marked as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL" in bold and legible letters.
4. Sealed bids are required to reach on or before **5th June, 2023 at 11:00 A.M** positively at HISDU, Primary & Secondary Healthcare Department, Government of the Punjab, 01-Birdwood Road, Lahore. Late bids will not be entertained. The bids received till the stipulated date & time shall be opened at **11:30 A.M** on the same date in the presence of the bidders or their authorized representatives, who may choose to attend.

NOTE: The procurement shall be conducted as per PPRA Rules, 2014.

(IPI -3523)

**DEPUTY DIRECTOR
HEALTH INFORMATION AND SERVICE DELIVERY UNIT (HISDU)
PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT
GOVERNMENT OF THE PUNJAB.
01-BIRDWOOD ROAD, LAHORE. PH: 042-99206180**

INSTRUCTIONS TO BIDDERS

A. General Instructions:

i. Scope of Applications:

The Procuring Agency, invited seal bids from the bidders / applicant firms for “**Framework Contract for Procurement of Multiprotocol Label Switching and Internet Connectivity for Primary & Secondary Healthcare Department and any Program / Unit / ADP Scheme / Project/ Directorate / Administrative Department of SH&MED / body under Primary Secondary Healthcare Department** as per the given technical specifications.

1. Content of Bidding Document

Corrupt or Fraudulent Practices:

The Procuring Agency requires that all applicants should observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuance of this policy, the Procuring Agency:

- a. defines, for the purposes of this provision, the terms set forth below as follows:
 - I. “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; and
 - II. “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 Procuring Agency, and includes collusive practice among Applicants (prior to or after proposal submission) designed to establish proposal prices at artificial non-competitive levels and to deprive the Procuring Agency of the benefits of free and open competition;
 - III. “Collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
 - IV. “Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - V. “Obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;
- b. The Procuring Agency shall reject a proposal for Award if it determines that the applicant recommended for award has engaged in corrupt, fraudulent practices, collusive, coercive or obstructive practices in competing for the Contract in question; shall declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Contract.
- c. The Procuring Agency requires that Service Provider/Bidders, Service Provider’s, and Service Providers observe the highest standard of ethics during the procurement and execution of contracts. For the purposes of this provision, the terms set forth in PPR Rules /Act shall be applicable:
- d. The Procuring Agency will bar a firm, in accordance with prevailing Blacklisting procedures under Punjab Procurement Rules 2014 in any case if deems so.

ii. Information of the applicants:

Procuring Agency reserves the right to inspect the accounts and records and other documents relating to the application submission and contract performance of the applicant firms and to have them audited by auditors appointed by the Procuring Agency

iii. Eligible applicant / Services Providers:

This Invitation for Bids is open to all Service Provider's, except as provided hereinafter.

Government-owned enterprises may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government.

Bidders/Service Providers shall not be under a declaration of blacklisting by any Government department or Punjab Procurement Regulatory Authority (PPRA) or involved in any corrupt practice or facing such case anywhere.

The applicants must submit its proposal as per TORs.

Each bidder/service provider is allowed to submit only one bid for either individually or as a partner/Joint of a company/firm etc. In case a bidder/service provider submits more than one bid his/it's all bids shall be rejected.

Joint Venture (JV) as mentioned in Bid Data Sheet.

Bidders must purchase bidding document on payment of PKR.1000/-

Bidders are required to quote for complete LOT on turkey basis. In case of incomplete package/LOT the bid will be rejected straightaway.

The complete application proposal shall be typed or written in indelible ink and signed by the authorized signatory of the applicant who shall initial each page, in blue ink. All the alterations, omissions, additions, or any other amendments made to the application shall be initialed by the person(s) signing the application otherwise the bid will be rejected straightaway. The applications must be properly signed by the authorized representative.

Affidavit on Stamp paper (Rs.200) that firm / bidder is not blacklisted as per technical evaluation criteria.

Page numbering is must and is require on complete document(bid) with page numbering sequence like Page number 1 of 10. Noncompliance will result into rejection of bid.

In case of having contradictory statement, the bid will be technically rejected.

Bid must be book bind (sewn or stapled in such a way that it cannot be opened, in case of noncompliance bid will be technically rejected.

Initially the contract will be signed for two year which is extendable for equal terms or less with mutual consent on same terms and conditions, subject to the satisfactory performance and availability of funds.

iv. Clarification or amendment documents:

The bidder may request a clarification of any part of the Bidding document but not later than as mentioned in Bid data Sheet. Any request for clarification must be sent in writing to the Procuring Agency's address. The Procuring Agency will respond as mentioned in Bid data Sheet if the Procuring Agency deem it necessary to amend the Biding document as a result of a clarification.

B. Preparation of Proposals:

I. Language of Proposal:

The application prepared by the applicant, as well as all correspondence and documents relating to the process exchanged by the applicant and the Procuring Agency shall be written in English. Supporting documents and printed literature furnished by the applicant may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the application, the translation shall govern.

II. Documents Comprising the Bid:

The bid prepared by the Bidder/Service Provider shall comprise the following components:

- a. A Bid Form and a Price Schedule completed in accordance with ITB Clauses B(III)(IV) and (V) and evaluation criteria;
- b. Documentary evidence established in accordance with ITB Clause B(VI) that the Bidder/Service Provider is eligible to bid and is qualified to perform the contract if its bid is accepted;
- c. Documentary evidence established in accordance with relevant ITB Clause that the services to be supplied by the bidder/Service Provider are conform to the bidding documents; and
- d. Bid security furnished in accordance with relevant ITB Clause or any other information required by Procuring Agency.

III. Bid Form:

- a. The Bidder/Service Provider shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the services provided and delivery of any items regarding the provision of services.
- b. The applicant shall bear all costs associated with the preparation and submission of its proposal, and the Procuring Agency (PA) shall not be responsible or liable for those costs, regardless any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the applicant as per PPRA 2014.

IV. Bid Prices:

- a. The Bidder shall fill up the Performa provided in the bidding document as required The Price Schedule is to be filled in very carefully, and should be typed and on bidder's letter head. Any alteration/ correction must be initialed. Every page is to be signed and stamped at the bottom. The hand written financial will be treated as nonresponsive and rejected.
- b. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A bid submitted with an adjustable price / Optional quotation will be treated as nonresponsive and rejected.

V. Bid Currencies:

- a. Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.

VI. Documents Establishing Bidder's Eligibility and Qualification:

- a. Pursuant to ITB Clause B(II), the Bidder/Service Provider shall furnish, as part of its bid, documents establishing the Service Provider/Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted.
- b. The documentary evidence of the Service Provider/Bidder's eligibility to bid shall establish to the Primary and Secondary Healthcare Department satisfaction that the Service Provider/Bidder, at the time of submission of its bid, is eligible as defined under ITB Clause A(IV).
- c. The documentary evidence of the Service Provider/Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Primary and Secondary Healthcare Department satisfaction:
 - i. That if a bidder/Service Provider is a firm / company or organization has a valid certificate from Government entity in respect of its registration / renewal.
 - ii. that the Service Provider/Bidder has the financial, technical, managerial and production capability necessary to perform the contract;

- iii. That the Service Provider/Bidder meets the qualification criteria listed in the Bid Data Sheet.

The Applicant Proposal must remain valid for 90 days after the Proposal submission deadline.

VII. Conformity to Bidding Documents:

- a. Pursuant to ITB Clause A(IV)., the Service Provider/Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all services and any goods of works related to such services, which the Service Provider/Bidder proposes to supply under the contract.
- b. Documentary evidence of the eligibility of the services provider inform of literature, letter, work plan, scope of work etc.

C. Bid Security:

I. Bid Security as mentioned in Bid Data Sheet. .

II. Period of Validity of Bids

- a. Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening. A bid valid for a shorter period shall be rejected by the procuring agency.
- b. In exceptional circumstances, the Primary and Secondary Healthcare Department (CLIENT) may solicit the Service Provider/Bidder’s consent to an extension of the period of validity as provided in PPRA Rules 2014 amended time to time.

D. Submission of Proposals:

I. Format and Signing of proposal:

The proposal shall be typed and signed by the applicant or Lead applicant. The person or persons signing the proposal shall initial all pages of the proposal.

All the documents should be duly attested (signed and stamped) by the authorized person of applicant or Lead applicant.

II. Sealing and Marking of Proposals:

The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold and legible letters to avoid confusion. The envelopes shall then be sealed in an outer envelope. It should contain marking “Frame work contract for procurement of Multi-Protocol Label Switching (MPLS) and internet connectivity for healthcare department”

The inner and outer envelopes shall:

- a) be addressed to the Procuring Agency at the address given in the Invitation for Bids; and
- b) bear the sentence: “DO NOT OPEN BEFORE,” to be completed with the time and the date specified in the invitation letter.

The inner envelopes shall also indicate the name and address of the Applicant/ Lead Applicant to enable the proposal to be returned unopened in case it is declared as non-responsive or late.

If the outer as well as inner envelope is not sealed and marked properly, the Procuring Agency shall assume no responsibility for the proposal’s misplacement or premature opening.

III. Deadline for Submission of Proposals:

Proposals must be submitted by the Applicant and received by the Procuring Agency at the address specified in Invitation Letter.

The Procuring Agency may, at its discretion, extend this deadline for the submission of Proposals by amending the documents, in which case all rights and obligations of the Procuring Agency and Applicants previously subject to the deadline shall thereafter be subject to the deadline as extended.

IV. Late submission:

Any proposal received by the Procuring Agency after the deadline for submission of Proposals prescribed by the Procuring Agency shall be rejected and returned unopened to the Applicant.

V. Withdrawal of Proposals:

The Applicant may withdraw its proposal prior to the deadline specified in the invitation.

No proposal may be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the period of proposal validity. Withdrawal of a proposal during this interval will make the applicant eligible to be debarred for further procurements for a period as deemed necessary by the Procuring Agency.

E. Procedure for selection of firms:

Single stage – two envelopes procedure shall be applied:

- (i) The proposal shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of Procuring Agency without being opened;
- (v) The Procuring Agency shall evaluate the technical proposal, without reference to the price and reject any proposal which do not conform to the specified requirements or fail to fulfill the evaluation criteria.
- (vi) During the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) After the evaluation and approval of the technical proposal the Procuring Agency shall at a time within the proposal validity period, publicly open the financial proposals of the technically accepted Proposals only. The financial proposal of applicant/firm found technically non-responsive shall be returned un-opened to the respective Applicants; and
- (viii) The proposal found to be the lowest evaluated proposal shall be accepted.

F. Opening of Proposals:

I. Opening of Proposals by the Procuring Agency:

The Procuring Agency shall initially open only the envelopes marked “TECHNICAL PROPOSAL” in the presence of Applicant’s representatives who choose to attend, at the time, on the date, and at the place specified in the Invitation for Bids. The Applicant’s representatives who will be present shall sign the attendance sheet as evidence of their attendance. However, the envelope marked as “FINANCIAL PROPOSAL” shall remain unopened and be retained in safe custody of the Procuring Agency till completion of the evaluation process.

The Applicant’s names, amount of Proposal Security and such other details as the Procuring Agency, at its discretion, may consider appropriate, shall be announced at the opening of Technical Proposal. No proposal shall be rejected at technical proposal/ proposal opening, except for late Proposals, which shall be returned unopened to the Applicant. However, at the opening of Financial Proposals (the date, time and venue would be announced later on), the proposal prices, discounts (if any), and the presence or absence of requisite proposal security and such other details as the Procuring Agency, at its discretion, may consider appropriate, shall be announced.

II. Clarification of Proposals:

During evaluation of the Proposals, the Procuring Agency may, at its discretion, ask the Applicant for a clarification of its proposal. The request for clarification and the response shall be in writing,

and no change in the prices or substance of proposal shall be sought, offered, or permitted.

The Procuring Agency, during evaluation of the bids/prior the signing of the contract can also ask for the following clarification (if required):

- a. Request for any technical information deemed essential for the development of the solution design document.
- b. Familiarize themselves with the works to be performed in accordance with the Inquiry documents.
- c. Request the locations coordinates and POC from the concern office.
- d. Familiarize themselves with the working conditions, applicable laws and regulations, labor conditions, environmental aspects and all other conditions that can affect timely delivery of required service.
- e. Ask to the bidder for test report from any lab or institution at the bidder's cost or ask for Submitting the fee for such test (if any).
- f. The Procuring Agency can visit the bidder / applicant office for confirmation of any documents or proposal (if required)

III. The Procuring Agency, at any level prior and after the contract execution can ask for the following Inspections & Tests;

- a. The Procuring Agency or its representative shall have the right to assign any team to inspect and/or to test the services to confirm their conformity to the contract specifications installed by the service provider. The Procuring Agency shall notify the bidder in writing the details of POC for this purpose.
- b. The inspections and tests may be conducted on any premises. If conducted on the premises of the Service Provider/bidder or its JV (Joint Venture(s) if any, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge.
- c. If any inspected or tested services fail to conform to the Specifications, The Procuring Agency may reject the services, and the Service Provider shall either replace the rejected services or make alterations necessary to meet specification requirements free of cost to the Procuring Agency.

G. Evaluation of Proposals:

- I.** The Procuring Agency shall ordinarily be under an obligation to process and evaluate the proposal within the stipulated proposal validity period. However, under exceptional circumstances and for reasons to be recorded in writing, if an extension is considered necessary, all those who have submitted their Proposals shall be asked to extend their respective proposal validity period. Such extension shall be for not more than the period equal to the period of the original proposal validity.

Applicants who,

- (a) agree to the Procuring Agency's request for extension of proposal validity period shall not be permitted to change the substance of their Proposals; and
- (b) Do not agree to an extension of the proposal validity period shall be allowed to withdraw their Proposals, if any.

II. Preliminary Examination:

The Procuring Agency shall examine the Proposals to determine whether they are complete, whether any computational errors have been made (at the time of opening the financial proposal), whether required sureties have been furnished, whether the documents have been properly signed, and whether the Proposals are generally in order.

The Procuring Agency may waive any minor informality, nonconformity, or irregularity in a proposal which does not constitute a material deviation (or changes the substance of the proposal),

provided such waiver does not prejudice or affect the relative ranking of any Applicant.

Prior to the detailed evaluation, the Procuring Agency shall determine the substantial responsiveness of each proposal to the Bidding document. For purposes of these Clauses, a substantially responsive proposal is one, which conforms to all the terms and conditions of the documents without material deviations. Deviations from, or objections or reservations to critical provisions shall be deemed to be a material deviation for technical proposals. The Procuring Agency's determination of a proposal's responsiveness is to be based on the contents of the proposal itself without recourse to extrinsic evidence.

If a proposal is not substantially responsive, it shall be rejected by the Procuring Agency and may not subsequently be made responsive by the Applicant by correction of the nonconformity.

In the financial Proposals (at the time of opening the financial proposal) the arithmetical errors shall be rectified on the following basis.

- a. If there is a discrepancy between the unit price 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. If the Applicants/Suppliers do not accept the correction of the errors, its proposal shall be rejected.
- b. If there is a discrepancy between words and figures, the amount in words shall prevail.

III. Evaluation and Comparison of Proposals:

The Procuring Agency shall evaluate and compare the Proposals on the basis of complete scope of work services. The Procuring Agency's evaluation of technical proposal shall be on the basis of the defined criteria.

A proposal once opened in accordance with the prescribed procedure shall be subject to only those rules, regulations and policies that are in force at the time of issue of notice for invitation of Proposals.

The financial proposals of only technically responsive applicants will be opened.

IV. Evaluation of Financial Proposals:

- a. After technical evaluation is completed, the Procuring Agency shall notify the date, time and location for opening of the financial proposals.
- b. Financial proposals shall be opened publicly in the presence of the applicant's representatives who choose to attend. The name of the applicants shall be read aloud. The financial proposal of the technically responsive applicants shall then be inspected to confirm that they have remained sealed and unopened (financial proposals of technically non-responsive Applicants shall be returned unopened). The financial proposals shall then be opened, and the total prices will be read aloud and recorded.
- c. Incomplete proposal shall stand rejected. The scope of work or services described in the technical proposal must be priced in financial proposal. Items described in the technical proposal but not priced, shall be assumed to be included in the price of other items.
- d. Minor oversight, clerical mistakes, other minor inconsistencies that do not alter the substances of the financial proposal may be corrected by the Procuring Agency. When correcting computation error in case of discrepancy between a partial amount and the total amount or between the words and figures, the formers will prevail.
- e. The Procuring Agency will financially evaluate a bid that's price shall be inclusive of all prevailing taxes and duties, if otherwise not mentioned.
- f. The lowest evaluated applicant will be declared with standard requirements. The price of optional items will not be considered while establishing the winner. The applicant is required to quote the price of goods and services separately. Lowest bidder will be declared on the basis of cumulative price of goods and services.

H. Contacting the Procuring Agency:

No Applicant shall contact the Procuring Agency on any matter relating to its proposal, from the time of the proposal opening to the time the Contract is awarded.

Any effort by any Applicant to influence the Procuring Agency in its decisions on proposal evaluation, proposal comparison, or Contract Award will result in the rejection of the Applicant's proposal and subsequent black listing. Canvassing by any Applicant at any stage of the evaluation is strictly prohibited.

I. Rejection of Proposals:

The Procuring Agency may reject all proposals at any time prior to the acceptance of proposal(s). The Procuring Agency shall upon request communicate to any Applicant who submitted a proposal, the grounds for its rejection of any or all proposals, but is not required to justify those grounds.

Notice of the rejection of any or all proposals shall be given promptly to the concerned Applicants that submitted proposals.

J. Re-Invitation:

If the Procuring Agency rejects all proposals, it may call for a re-invitation or if deems necessary and appropriate the Procuring Agency may seek any alternative methods of procurement.

K. Announcement of Evaluation Report:

The Procuring Agency shall announce the results of proposal evaluation as a report giving justification for acceptance or rejection of proposals as per Punjab Procurement Rules 2014.

L. Notification of award:

Prior to the expiration of the period of proposal/Bid validity, the Procuring Agency shall notify the successful Applicant/Bidder. Subsequently, the department and its attached offices / programs will issue Work Order as per their requirement / need.

M. Signing of Contract:

At the same time as the Procuring Agency notifies the successful Applicant that its proposal has been accepted, the Procuring Agency shall send the Applicant the Contract Form provided in the documents, incorporating all details (Scope of Services, Schedule of requirement / commencement of services and other relevant annexures) to the Service Provider.

Within one week (or extendable date by the CLIENT) of receipt of the Contract Form, both the successful Applicant and the Procuring Agency shall sign the Contract.

N. Performance Guarantee:

- a. On the date of signing of the Contract, the successful Applicant shall furnish the Performance Guarantee/Security as mentioned in Bid Data Sheet for one year and will be released after completion of the contract.
- b. Failure of the successful Service Provider/Bidder to comply with the requirement of relevant ITB Clauses or any other requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security/black listing, in which event or on any other reason deems appropriate, the procuring agency may make the award to the next lowest evaluated Service Provider/Bidder or call for new bids.
- c. The performance security shall be deposited in the shape of Bank Guarantee against the contract / Work Order value as mentioned in Bid Data Sheet.

O. Schedule of Requirement / Commencement of Services:

The detail of services (LOT wise) along with timelines is mentioned below. The timelines will start from the date of issuing of Work Order(s)

Schedule of Requirement / Commencement of Services

LOT #	Office / Health Facility	Tentative Bandwidth (for each site)	Timelines for installation of equipment and commencement of Services
I	Administrative Department of P&SHD & Data Centre (Aggregation site(s) of P&SHD)(22)	Minimum 70% of LOT II,III,IV,V,VI,VII (each site)	Within thirty (30) Days
II	CEO office(s)(36)	20 MB (each site)	Within thirty (30) Days
III	Directorate(s) / Programs / Projects / Units / Wings / Labs under the Administrative Control of P&SHD.dtl5,phdc36	30 MB (each site)	Within thirty (30) Days
IV	All DHQ Hospitals under the administrative control of Punjab(26)	50 MB (each site)	Within forty-five (45) Days
V	All THQ Hospitals under the administrative control of Punjab(127)	50 MB (each site)	Within forty five (45) Days
VI	Administrative Department of SH&MED	50 MB	Within Fifteen (15) Days
VII	Allied Offices under the administrative control of Specialized Healthcare Department	30 MB for each site	Within Fifteen (30) Days
VIII	Trained Network Officer in each district for smooth functioning and Quick response (As and when required basis)	01 personnel for each District	Within forty-five (45) Days

Note: The above stated Bandwidth is tentative which may increase or decrease as per decision of the Department. The Work Order(s) will be issued as per actual requirement. However, the approved rate per MB shall remain the same.

a. Penalty on late Commencement of Services:

In case of delay, beyond the period specified in the Schedule of requirement/commencement of services, penalty shall be imposed as mentioned in Bid Data Sheet.

P. Redressal of grievances by the Procuring Agency

Any applicant feeling aggrieved by any act of the Procuring Agency after the submission of his application may lodge a written complaint concerning his grievances not later than ten days after the announcement of the proposal evaluation report.

The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

Mere fact lodging of a complaint shall not warrant suspension of the procurement process.

Any applicant not satisfied with the decision of the committee of the Procuring Agency may lodge an appeal in the relevant court of jurisdiction.

Q. Arbitration

- a. The Procuring Agency and the Service Provider shall make every effort to resolve amicably by direct informal negotiation or any disagreement or dispute arising between them under or in connection with the Contract within thirty (30) days.
- b. The matter shall be referred to Secretary, Primary and Secondary Healthcare Department (P&SHD) / DGHS, Punjab in case of employer and Service Provider are not agreed or dispute is unsettled after 30 days who shall decide the matter in accordance with prevailing laws after affording opportunity of hearing to the parties whose decision shall be final.
- c. In case of any objection thereafter, the matter may be referred for decision / arbitration in accordance with arbitration Act 1940.
- d. Arbitrator will be appointed by the mutual consent of the Procuring Agency and Contractor/Firm. The decision of the Arbitrator will be final and binding on the applicant.

R Payment:

- Mode of payment will be Delivery Duty Paid (DDP).
- One time Cost (OTC) for the goods/equipment will be made after delivery, successful installation, configuration, commissioning and inspection/acceptance. Vendor have to provide details of OTC equipment in his technical proposal. Note: After the completion of the contract, this equipment will be the property of Purchaser.
- Monthly Recurring Charges (MRC) will be made on per monthly basis, after fulfilling the legal and codal formalities.

S. Duration of Contract:

The contract will be signed initially for the duration of one (02) year which will be extendable for equal term(s) with mutual consent, subject to the satisfactory performance and availability of funds.

T. General Guidelines for the Service provider

- a. In case of any illness/injuries/causality resulting from any accident to the staff of service provider; Department shall not take any responsibility for the same toward compensation, medical care or meeting any/all medical expenses incurred for the same.
- b. In case of any labor dispute regarding the employees of service provider CLIENT; shall not facilitate to the service provider or wait for its resolution. However, in no case the schedule work/services shall be disturbed and the service provider ensure its completion within timeframe.
- c. In no case Department shall be responsible for the conduct/behavior/action of the service provider or its employees toward the breach of any law of the land.

Evaluation Criteria of Services

KNOCK DOWN CRITERIA

(All evaluation parameters defined below are mandatory for compliance)

- a. The bidder must be an active tax payer. National Tax Number (NTN), Punjab Revenue Authority (PRA) registration (if applicable) and General Sales Tax Number (if applicable) with documentary proof shall have to be provided by bidder(s).
- b. The Bidder have to submit their Bid in all LOTs. Partial or incomplete bid will be rejected.
- c. The bidder have to submit only one proposal. If the bidder quotes an alternative Proposal or submit two Proposals then the bidder will be considered as non-responsive.
- d. The bidder shall provide all information required in the bidding document (evaluation criteria & specifications etc.) and documents to substantiate its claim for eligibility.
- e. Bidder must have two upstream providers i.e. PIE, TW1
- f. Bidder must have Relevant PTA license (s) (LL/CVAS)
- g. The service provider should provide the NADRA verification system access
- h. A Certificate that the provision of services will be conducted in conformity with the system requirements and Terms of References (TORs) by following the professional approach under supervision of nominated Key Expert(s).
- i. The bidder must have Minimum fifteen years of similar business experience (provide documentary evidence)
- j. Past experience in last five (05) years (attached copy of five work orders/ contracts having minimum worth of 0.5 million in last five (05) years must be provided);
- k. The Average Annual Turnover for last three (03) years must be greater than 500 Million. The bidder shall submit Audited reports in this regard.
- l. Submission of undertaking of legal duly stamped paper that the bidder is not blacklisted nor involve in any corrupt / illegal practice nor banned by any procuring agency/PPRA.
- m. The bidder have minimum five (03) regional offices / Operation Centers in major cities of Punjab. Bidder must provide the complete details with address in this regard. The Procuring Agency may visit the offices for verification of address, infrastructure and documents submitted by the bidder. (if required)

Bid Data Sheet

The following specific data for the required services shall complement, supplement, or amend under the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB CLAUSE	DESCRIPTION
A (III)	Basic Eligibility requirements are as indicated in ITB clause A (III)
B (I)	Language of Bid & correspondence shall be in English.
A (IV)	Procuring Agency shall respond to requests for clarification which it received on or before 29-05-2023 in the Office of HISDU, Primary & Secondary Healthcare Department, 01-Birdwood Road, Lahore Any amendment in response to clarifications sought by bidder or by Department as its own initiative will be uploaded on the website www.pshealthpunjab.gov.pk on 31-05-2023 .
B (III)	The bidder shall have to quote the prices as per DDP mode along with acceptance of Terms of Reference/ Scope of work, otherwise bid will be straight away rejected.
B (V)	The price shall be quoted in PKR.
C (I)	There is no bid security for this tender.
C (II) a	180 Days from the date of opening of bids.
A (iii)	Joint Venture is permissible.
E	Single Stage-Two Envelope Bidding Procedure (38) (2) (a) shall be used for selection of Contractors.
N/A	Address for communication: For clarification purposes, the Purchaser's address is: HISDU, 01-Birdwood Road Lahore. Phone #: 042-99206180 Primary Contact Name: Mr.Adnan Chohan Designation: Consultant Contact No: 042-99206191 Email: hisdu.proc@gmail.com
N	Performance Guarantee Performance Guarantee/Security equal to 2% of the contract amount for one (01) year which will be renewed every year and will be released after completion of the contract.
30.2	The deployment & installation must be completed in all aspects as mentioned in ITB clause of O from the date of issuance of Work Order. In case of late commencement of services a penalty @ 0.1% per day of respective LOT will be imposed upto 10% of the contract value of respective LOT. The Performance Guarantee and stamp duty may be submitted within 15 days from the date of issuance of AAT.

DRAFT CONTRACT

This Contract (hereinafter called as “Contract”) is made at Lahore the ____ 2023, between on the one hand, Primary & Secondary Healthcare Department (hereinafter referred to as the “Procuring Agency”) (which expression shall include successors, legal representatives and permitted assigns) of the First Part

AND

on the other hand, **M/s (Firm Name)**, a firm registered under the laws of Pakistan and having its registered office at **(Address)** acting through its _____ (hereinafter called the “Service Provider”) (which expression shall include successors, legal representatives and permitted assigns) of the Second Part

WHEREAS

- a) The Purchaser on behalf of the procuring agency invited the bids/tender for Hiring of firm for the provision of Services of Internet connectivity thereafter in which the (Service Provider/firm name) also participated and was declared as Lowest Evaluated Responsive Bidder on the basis of least cost.
- b) The service provider having represented to the Procuring Agency that they have the required professional skills and personnel and technical resources have agreed to provide the services on terms and conditions set forth in this Contract as defined in the General Conditions / Special Conditions of the Contract and the Scope of services (hereinafter called as “Services”)
- c) The procuring agency in response thereof has decided to procure the Services of internet connectivity (Amount in Words and Words).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

- In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of this Contract hereinafter referred to as “Contract”:
- The following documents shall be deemed to form and be read and construed as integral part of this Contract, viz: -
 - the General Conditions of Contract;
 - the Special Conditions of Contract;
 - Advance Acceptance of Tender (AAT);
 - the Schedule of Requirement;
 - the Scope of Services / Terms of Reference;
 - Bid Data Sheet;
 - Bidding Document;
 - Any other document if deemed necessary.
- In consideration of the payments to be made by the Procuring Agency to the Service Provider as hereinafter hereby covenants with the Procuring Agency to provide the Services and to remedy defects therein in conformity in all respects with the provisions of this Contract.
- The Procuring Agency hereby covenants to pay the Service Provider in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of this Contract at the time and in the manner prescribed by this Contract.
- *[The Service Provider]* 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

the Punjab or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Government of the Punjab) through any corrupt business practice.

- Without limiting the generality of the foregoing, *[The Service Provider]* 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 including the procurement of a Contract, right interest, privilege or other obligation or benefit in whatsoever form from Government of the Punjab, except that which has been expressly declared pursuant hereto.
- *[The Service Provider]* certifies that has made and shall make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Government of the Punjab and has not taken any action or shall not take any action to circumvent the above declaration, representation or warranty.
- *[The Service Provider]* 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 right and remedies available to Government of the Punjab under any law, Contract or other instrument, be void able at the option of Government of the Punjab.
- Notwithstanding any rights and remedies exercised by Government of the Punjab in this regard, *[The Service Provider]* agrees to indemnify Government of the Punjab for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of the Punjab in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by *[The Service Provider]* 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 Government of the Punjab.
- In case of any dispute concerning the interpretation and/or application of this Contract shall be settled through arbitration. The decisions taken and/or award made by the Arbitrator shall be final and binding on the Parties.
- The Contract shall not constitute a partnership between the parties and that the *Service Provider* shall not in any manner represent itself as agent or authorized representative of the Procuring Agency of the Government of the Punjab etc. or be considered as such included.
- This Contract shall be governed by the laws of Pakistan and the courts of Pakistan shall have exclusive jurisdiction.

IN WITNESS Whereof the Parties hereto have caused this Contract to be executed at _____ (the place) and shall enter into force on the day, month and year first above mentioned.

_____ Sign/ Seal by the Service Provider	_____ Sign/ Seal by Procuring Agency
Witness for Service Provider	Witness for Procuring Agency
Witness for Service Provider	Witness for Procuring Agency

General Conditions of Contract

General Provisions

1. Definitions

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Applicable Law” means the laws and any other instruments having the force of law in the Procuring Agency’s country, as they may be issued and in force from time to time.
- (b) “Procuring Agency” means *[the implementing/ executing]* agency that signs the Contract for the Services with the Selected Third Party.
- (c) “Third Party” means a legally-established professional consulting firm or entity selected by the Procuring Agency to provide the Services under the signed Contract.
- (d) “Contract” means the legally binding written agreement signed between the Procuring Agency and the Third Party and which includes all the attached documents of the Form of Contract (the General Conditions (GCC), the Special Conditions (SCC), and the Appendices).
- (e) “Day” means a working day unless indicated otherwise.
- (f) “Effective Date” means the date on which this Contract comes into force and effect.
- (g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Third Party, Sub-Third Party or JV member(s) assigned by the Third Party to perform the Services or any part thereof under the Contract.
- (h) “GCC” means these General Conditions of Contract.
- (i) “Government” means the government of the Procuring Agency’s country.
- (j) “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Agency for the performance of the Contract.
- (k) “Key Expert(s)” means an individual professional (s) whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was taken into account in the technical evaluation of the Third Party’s proposal.
- (l) “Local Currency” means the currency of the Procuring Agency’s country.
- (m) “Non-Key Expert(s)” means an individual professional (s)

provided by the Third Party.

- (n) "Party" means the Procuring Agency or the Third Party, as the case may be, and "Parties" means both of them.
- (o) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written.
- (p) "Services" means the work to be performed by the Third Party pursuant to this Contract, as described in Appendix hereto.
- (q) "Third Party" means any person or entity other than the Government, the Procuring Agency, the Third Party.
- (r) "Employer/Client" means the procuring agency that signs the contract for the services with the selected/qualified service provider.
- (s) "The Project Site," where applicable, means the place or places named in SCC.

2.1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

2. Law Governing Contract

3. Language

3.1. This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

4. Communications

4.1. Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address.

4.2. A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified.

5. Location

5.1. The Services shall be performed at such locations as are specified in TORs.

6. Authority of Member in Charge

6.1. In case the Third Party is a Joint Venture, the members hereby authorize the member to act on their behalf in exercising all the Third Party's rights and obligations towards the Procuring Agency under this Contract.

7. Authorized Representatives

7.1. 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 Third Party may be taken or executed by the officials specified.

A. Commencement, Completion, Modification and Termination of Contract

8. Commencement of Services 8.1. The Contract shall be commenced after its signing subject to confirmation the performance guarantee from the concern bank.

9. Expiration of Contract 9.1. Unless terminated earlier, this Contract shall expire at the end of time period mentioned.

10. Entire Agreement 10.1. 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.

11. Force Majeure

a. Definition

11.1. For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.

11.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party’s Experts, Sub-Third Party or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

11.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

b. No Breach of Contract

11.4. The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

c. Measures to be Taken

11.5. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to

minimize the consequences of any event of Force Majeure.

11.6. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

11.7. Any period within which a Party 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.

11.8. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Third Party, upon instructions by the Procuring Agency, shall:

- (b) continue with the Services to the extent reasonably possible, in which case the Third Party shall continue to be paid under the terms of this Contract.

11.9. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled accordingly.

12. Suspension

12.1. The Procuring Agency may, by written notice of suspension to the Third Party, suspend all payments to the Third Party hereunder if the Third Party fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Third Party to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Third Party of such notice of suspension.

13. Termination

13.1. This Contract may be terminated by either Party as per provisions set up below:

a. By the Procuring Agency

13.2. The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Third Party 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); and at least five (5) calendar days' written notice in case of the event referred to in (f):

- (a) If the Third Party fails to remedy a failure in the

performance of its obligations hereunder, as specified in a notice of suspension;

- (b) If the Third Party becomes (or, if the Third Party 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;
- (c) If the Third Party fails to comply with any final decision reached as a result of arbitration proceedings;
- (d) If, as the result of Force Majeure, the Third Party is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;
- (e) If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Third Party fails to confirm availability of Key Experts as required.

13.3. Furthermore, if the Procuring Agency determines that the Third Party has engaged in corrupt, fraudulent, collusive, coercive [*or obstructive*] practices, in competing for or in executing the Contract, then the Procuring Agency may, after giving fourteen (14) calendar days written notice to the Third Party, terminate the Third Party's employment under the Contract.

b. By the Third Party

13.4. The Third Party 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.

- (a) If the Procuring Agency fails to pay any money due to the Third Party pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Third Party that such payment is overdue.
- (b) If, as the result of Force Majeure, the Third Party is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.
- (c) If the Procuring Agency fails to comply with any final decision reached as a result of arbitration.
- (d) 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 Third Party may have subsequently approved in writing) following the receipt by the

Procuring Agency of the Third Party's notice specifying such breach.

- c. Cessation of Rights and Obligations**

13.5. Upon termination of this Contract or upon expiration of this Contract, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth, (iii) the Third Party's obligation to permit inspection, copying and auditing of their accounts and records set forth, and (iv) any right which a Party may have under the Applicable Law.
- d. Cessation of Services**

13.6. Upon termination of this Contract by notice of either Party to the other, the Third Party shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Third Party and equipment and materials furnished by the Procuring Agency, the Third Party shall proceed as provided, respectively.
- e. Payment upon Termination**

13.7. Upon termination of this Contract, the Procuring Agency shall make the following payments to the Third Party:

 - (a) payment for Services satisfactorily performed prior to the effective date of termination; and
 - (b) in the case of termination, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract.

B. Obligations of the Third Party

14. General:

- a. Standard of Performance**

14.1. The Third Party 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 Third Party 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.

14.2. The Third Party shall employ and provide such qualified and experienced Experts as are required to carry out the Services.
- b. Law Applicable to Services**

14.3. The Third Party shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts, comply with the Applicable

Law which is Pakistan's Law.

- 15. Conflict of Interests** 15.1. The Third Party shall hold the Procuring Agency's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.
- 16. Confidentiality** 16.1. Except with the prior written consent of the Procuring Agency, the Third Party and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Third Party and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.
- 17. Accounting, Inspection and Auditing** 17.1. The Third Party shall keep, and shall make all reasonable efforts to keep, accurate and systematic accounts and records in respect of the Services and in such form and detail as will clearly identify relevant time changes and costs.
- 18. Reporting Obligations** 18.1. The Third Party shall submit to the Procuring Agency the reports and documents regularly which will also keep track the activities in right directions as per requirements.
- 19.** 19.1. All reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Third Party for the Procuring Agency in the course of the Services shall be confidential and become and remain the absolute property of the Procuring Agency. The Third Party shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Procuring Agency, together with a detailed inventory thereof. The Third Party may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Procuring Agency. The Third Party will provide all documentation including software and its code.
- 20. Equipment, Vehicles and Materials** 20.1. Equipment, vehicles and materials made available to the Third Party by the Procuring Agency, or purchased by the Third Party wholly or partly with funds provided by the Procuring Agency, shall be the property of the Procuring Agency and shall be marked accordingly. Upon termination or expiration of this Contract, the Third Party shall make available to the Procuring Agency an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the Procuring Agency's instructions. While in possession of such equipment, vehicles and materials, the Third Party, unless otherwise instructed by the Procuring Agency in writing, shall insure them at the expense of the Procuring Agency in an amount equal to their full replacement value.
- 20.2. Any equipment or materials brought by the Third Party or its Experts into the Procuring Agency's country for the use either for

the project or personal use shall remain the property of the Third Party or the Experts concerned, as applicable.

C. Third Party's Experts

21. Replacement of Key Experts 21.1. Except as the Procuring Agency may otherwise agree in writing, no changes shall be made in the Key Experts.

21.2 Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Third Party's written request and due to circumstances outside the reasonable control of the Third Party, including but not limited to death or medical incapacity. In such case, the Third Party shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.

22. Removal of Experts

22.1. If the Procuring Agency finds that any of the Expert(s) has committed serious misconduct or has been charged with having committed a criminal action, or shall the Procuring Agency determine that Third Party's Expert have engaged in corrupt, fraudulent, collusive, coercive [*or obstructive*] practice while performing the Services, the Third Party shall, at the Procuring Agency's written request, provide a replacement.

22.2. In the event that any of Key Expert(s), Non-Key Expert(s) is found by the Procuring Agency to be incompetent or incapable in discharging assigned duties, the Procuring Agency, specifying the grounds therefore, may request the Third Party to provide a replacement.

22.3. Any replacement of the removed Experts shall possess better qualifications and experience and shall be acceptable to the Procuring Agency.

22.4. The Third Party shall bear all costs arising out of or incidental to any removal and/or replacement of such Expert(s).

D. Obligations of the Procuring Agency

23. Assistance and Exemptions

23.1. The Procuring Agency shall use its best efforts to:

- (a) Assist the Third Party in getting work permissions for the health facilities and such other documents as shall be necessary to enable the Third Party to perform the Services.
- (b) Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (e) Provide to the Third Party any such other assistance as may necessary in execution of services.

24. Access to Health

24.1. The Procuring Agency warrants that the Third Party shall

Facilities have, free of charge, unimpeded access to the health facilities in respect of which access is required for the performance of the Services.

25. Change in the Applicable Law Related to Taxes and Duties 25.1. If, after the date of this Contract, there is any change in the applicable law in the country with respect to taxes and duties which increases or decreases the cost shall be incurred by the Third Party in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Third Party under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the Contract price amount.

E. Payments to the Third Party

26. Contract Price 26.1. The Contract price is fixed.
26.2. Any change to the Contract price can be made only if the Parties have agreed to the revised scope of Services and have amended in writing the Terms of Reference.

27. Taxes and Duties 27.1. The Third Party and Experts are responsible for meeting any and all tax liabilities arising out of the Contract.

28. Currency of Payment 28.1. Any payment under this Contract shall be made in the Pak Rs..

29. Mode of Billing and Payment 29.1. The total payments under this Contract shall not exceed the Contract price set forth.

29.2. The payments under this Contract shall be made in lump- sum against deliverables (hardware component) and for the services will be made at the end of every month after fulfilling all the legal and codal formalities as per Service Level Agreement (SLA) by the Procuring Agency.

F. Fairness and Good Faith

30. Good Faith 30.1. The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

G. Settlement of Disputes

31. Amicable Settlement 31.1. The Parties shall seek to resolve any dispute amicably by mutual consultation.

31.2. If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be

amicably settled within fourteen (14) days following the response of that Party, the decision will be made by the Additional Chief Secretary, Punjab; being an Arbitrator.

**32. Dispute
Resolution**

32.1. Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication/arbitration.

Special Conditions of Contract

Duration of Contract:	The Contract is valid for one (02) year after signing of the Contract.
Contract Extension	The Contract is extendable for equal term(s) with mutual consent on same terms and conditions, subject to the satisfactory performance and availability of funds.
Contract price	The Contract price is Rs. _____ inclusive of all taxes.
The payment schedule	The amount will be paid as per terms and conditions of bidding document.
Documents' ownership	Complete documents, Final Report, Data Base will be the property of the Procuring Agency

ANNEXURE-I

TECHNICAL SPECIFICATION

Purpose statement

- a. To provide MPLS / Internet connectivity to Directorate(s) / Programs / Projects / Wings / Units/ Offices / Hospitals under the administrative control of P&HSD and SH&MED
- b. This service will be hub and spoke one to many MPLS, Bandwidth, installation, configuration, maintenance & support and integration with LAN/WAN.
- c. The effective monitoring and reporting will be included using monitoring tools. The Service Level Agreement to maintain uptime and service quality will be part of the contract.
- d. The service design shall be scalable to address any future expansion or modification in network as per requirement of the department(s).

Service Coverage

The service provider will provide to Multiprotocol Label Switching / Virtual Private Network (MPLS/VPN) internet connectivity as follows:

LOT #	Description	Bandwidth Requirement
LOT-I, LOT-II, LOT-III, LOT-VI, LOT-VII	Dedicated (CIR) MPLS/Internet connectivity over Fiber including all equipment onetime cost, labour/transportation charges & other charges.	The details of bandwidth requirement (site wise) is mentioned in ITB Clause O.
	Backup link (CIR) (with Auto fail-over) over Fiber from Separate ring including all equipment onetime cost, labour/transportation charges & other charges.	Same as Above.
LOT-IV, LOT-V	Dedicated (CIR) MPLS/Internet connectivity preferably over Fiber (in hard areas wireless) including all equipment onetime cost, labour/transportation charges & other charges. <i>*80% of the total sites lot must be over fiber (LOT-IV, V).</i>	The details of bandwidth requirement (site wise) is mentioned in ITB Clause O
	Backup link (CIR) (with Auto fail-over) over Fiber/wireless from Separate ring including all equipment onetime cost, labour/transportation charges & other charges.	Same as Above.

Office / Health Facility	Tentative Number of Sites
HISDU / MSD (Aggregation Sites)	22
DHQs	26
THQs	127
CEO Health Offices	36
Allied Programs under the administrative control of P&SHD	41
Administrative Department SH&MED	1
Allied Offices under the Administrative Control of SH&MED	1
Total	254

Note: The above mentioned sites are tentative which may increase or decrease by the department(s). However, the work order(s) will be issued as per actual requirement.

Some applications that would be used over this network are as follows:

The following services amongst others will be carried across these links:

1. IP telephony/PBX Reporting
2. Exchange Email/SMTP
3. Active Directory
4. Video Conferencing
5. Internet and Web Services/applications
6. Database Services
7. Data Replication
8. Communication and monitoring
9. Resources Sharing
10. CCTV
11. Printing Services etc.

Associated Services:

1. Service provider shall be responsible for initialization and configuration as per below
 - a. Implementation of end-to-end connectivity between DHQs / THQs, CEOs offices, other offices /programs of P&SHD and SH&MED as spokes and HISDU Data Center as Hub site.
 - b. Service provider along with HISDU team will scrutinize traffic IN/OUT at each spoke site and do necessary configurations to truncate unnecessary traffic flow.
 - c. Supplier will do necessary configurations for QOS and optimization of bandwidth.
 - d. Supplier will configure/enable branch devices for link health monitoring for better application performance and end user experience. Links will automatically shift on backup links upon packet loss and latency.
2. Service provider will provide OEM based training to 2x resources of HISDU.
3. Service provider will provide high level network diagram upon installations of sites, and will keep on providing diagrams in hard and soft form upon any change or update.
4. In-house training before the project will be the responsible of the service provider for the technical team.

ANNEXURE-I

TERMS OF REFERENCES/SCOPE OF SERVICES

The detailed Terms of References / Scope of Services are as follows:

- The Procuring Agency intends highly available and seamless MPLS/VPN interconnectivity between the sites (Offices / DHQs/THQs/CEO Health Offices etc.) and Data Center (HISDU) and any other side made available by procuring agency.
- The Service provider will install, deploy, configure, commissioning of all site over Fiber with auto failover and backup link of fiber from separate ring.
- The Service Provider must ensure HSE compliance at all sites.
- The services include 36 chief executive officer (DHAs), 26 District Headquarter (DHQ) Hospitals and 127 Tehsil Headquarter (THQ) Hospitals and 65 other offices under administrative control of Primary & Secondary Healthcare Department (Annexure-V).
- The Services also includes offices and administrative Department of Specialized healthcare and Medical Education (Annexure-VI).
- The aggregation site(s) should communicate to the branch offices over secure tunnel using fiber/wireless/Mobile/4G etc.
- The End user shall provide appropriate locations/points and access to service provider for equipment installation. The solution shall allow for dedicated bandwidth to ensure end-to-end quality of Service (QoS).
- Service provider will provide high level network diagram upon installations of sites, and will keep on providing diagrams in hard and soft form upon any change or update.

Network Infrastructure:

- a. For remote access of certain services, like Audio/Video Conferencing and Surveillance system monitoring etc., the overall solution must incorporate certain secure tunnels that would allow such legal access through secure VPN over any general Internet connection.
- b. Installation of dual fiber links (auto-failover) from separate ring at Head office, DHQ Hospitals and CEO and other offices as mentioned in Annex-V to guarantee 95% availability of service.
- c. Implement end to end Quality of Service (QoS).
- d. Service Provider must provide dedicated Bandwidth to Customer Premises.
- e. Availability of 24/7 Call Centre Facility (NOC) for service-related support.
- f. Web based Monitoring System with online Usage of bandwidths i.e. Graphs (With Multiple Logins)
- g. Provision of Redundant Fiber Links (For HISDU Datacenter), DHQ Hospitals and CEO Offices etc. from Different Routes to the customer premises Equipment.
- h. Last Mile connectivity is required on Ethernet. CPE with at power backup (1 KVA Dry Battery UPS or above) will be the responsibility of service provider and after deployment; it will become the property of Client.
- i. Vendor will provide complaint ticketing system matrix (Escalation Matrix) to CLIENT. Service provider will act proactive, his technical team is always monitoring network and upon any issue/or site down/ network down, he will act smartly and resolve the issue.
- j. The Service Provider will provide necessary equipment for connectivity.
- k. The service provider will perform all the installations related to provision and commissioning of connectivity at the service centers. In case of wireless connectivity, any deployed ISM/Pole/Tower will be CLIENT property, however, ISP will remain responsible for maintenance and replacement of faulty components till expiry of contract.

- i. Onsite warranty, troubleshooting, maintenance & upgradation complete in all aspects for 02 year round the clock continuous services without causing any inconvenience.

Network Integration

- a. The bidder/Service Provider shall integrate the service to sites edge devices to ensure bandwidth aggregation and utilization.
- b. Any civil work permission for lying of Cables/ towers Equipment must be the responsibility of service providers however, CLIENT will provide physical locations and access related help.
- c. The Bidder/Service Provider shall carryout the installation, configuration management, commissioning of links along with the required Network Terminating Units, media converters and necessary equipment (patch cords, cables, etc.) for commissioning of the link at each site.
- d. All the cabling shall be done with proper clamping and with conduit & shall be neat and structured.
- e. The network equipment shall be installed in a Racks where applicable.
- f. Maintenance and upkeep of the equipment's are the provide responsibility.
- g. The solution shall support end-to-end Quality of Service with inter-CoS burst ability.

Network Security

The Bidder/Service Provider shall guarantee absolute network security in the shared infrastructure.

- a. Service Provider shall also ensure that health Departments MPLS VPN interfaces, routes and contents of packets must be hidden from all other VPNs and internet.
- b. The Service Provider shall provide MPLS network that is completely isolated from that of internet network or Public Domain.
- c. The data sent across the channel shall be secured by SSL VPN Level security.
- d. The Service Provider on regular basis shall continuously monitor access Violation.
- e. The Service Provider will take all measures to ensure that sensitive and confidential information shall not be shared to any other party, vendor or personnel under any circumstance.

Network Availability:

A Service Level Agreement to be adopted to ensure the smooth Network availability

- a. Service provider have to indicate escalation procedures.

UPS installation:

- a. Service Provider shall provide UPS (minimum 1 KVA dry battery) for power backup on all sites for smooth operations
- b. Service Provider is sole responsible for complete installation/maintenance (in all aspects) of UPS.

Maintenance Service:

- a. Bidder/Service Provider shall be responsible for the maintenance of equipment deployed at CLIENT locations as part of this service for the contract duration.
- b. The solution would include Wireless links (P2P) as well. Service Provider shall be bound to erect high standard poles/towers which would not be a security threat to overall facility of the customer.
- c. Regular maintenance of these towers would be the responsibility of the Service Provider (Quarterly maintenance work, complete PMR plan antenna, cable connections etc. and including tower repaint and changing nuts and bolts etc).

- d. The Bidder/ Service Provider shall submit detailed maintenance report duly signed by the department focal person on monthly basis.

Network Management

- a. A complete Network Management System (NMS) for monitoring all the circuits, remote terminals, and bandwidth management shall support the network. NMS shall support monitoring, control and configuration of the entire network by means of user-friendly Graphical User Interfaces. The NMS shall have necessary security features for management, administration and operation.
- b. The Network Management Systems (NMS) will allow user to conduct performance/trend analysis, capacity planning and to receive threshold alarms and event notifications.
- c. The Service Provider shall provide NMS portal access to department through intranet cloud. Furthermore, the Service Provider shall submit availability and utilization reports to department as per the requirement.
- The Department will appoint a focal person/representative to act on his behalf to monitor and coordinate with the bidder, if required.

Post Implementation Maintenance Plan

The Service Provider shall define its post-implementation support plans including maintenance schedules, escalation matrix, and availability of customer service support.

Inspections & Tests

- a. The Notify inspection committee will inspect and/or to test the services to confirm their conformity to the Contract specifications. The department will share the plan of inspection(s) with the service provider.
- b. The Service provider have to provide relevant documents to inspection team.
- c. Should any inspected or tested services fail to conform to the Specifications/TORs, Department may reject the services, and the Service provider shall either replace the rejected services or make alterations necessary to meet specification/ requirements without any additional cost.

Annexure-II
a. Technical Proposal Submission Form

{Location, Date}

To: [Name and address of Procuring Agency]

Dear Sir:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Invitation to Bids dated [Insert Date] and our Proposal. [Select appropriate wording depending on the selection method stated in the bidding document: "We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope".

We undertake, if our Bid is accepted, to provide the services in accordance with the delivery schedule specified in the Schedule of Requirements. And, prior to execution of the contract no right accrue.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring Agency.

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Procuring Agency and/or may be sanctioned by the Bank.
- (b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the documents.
- (c) We have no conflict of interest.
- (e) Neither we, nor our JV/associate partners or any of the proposed experts prepared the TOR for this assignment.
- (f) We undertake to negotiate the Contract as per PPRA Rules 2014.
- (g) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.
- (h) We undertake to observe the laws against fraud and corruption, including bribery, in force in the country.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in the schedule.

We understand that the Procuring Agency is not bound to accept the lowest or any received bid you and may cancelled the process at any time.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

Annexure-III
Financial Proposal Submission Form

{Location, Date}

To: [Name and address of Procuring Agency]

Dear Sir:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Invitation to Quotation dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding to the amount(s)} {Insert amount(s) in words and figures} which is lump sum for the whole assignment, *including all direct and indirect local taxes.*

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

{For a joint venture, either all members shall sign or only the lead member/Third Party, in which case the power of attorney to sign on behalf of all members shall be attached.}

PRICE SCHEDULE (FOR LOT-II) (DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Table A: One Time Cost (OTC)			
Description	No of Sites (CEO Offices)	One Time Cost inclusive of all taxes (per Site)	Total Cost of All Sites inclusive of all applicable taxes (in PKR)
Installation, configuration & Commissioning of Complete Connectivity with all allied devices	36		

Table B: Monthly Recurring Charges (MRC)			
Description	Required Bandwidth (For each site)	Cost per MB inclusive of all taxes	Total Monthly Recurring Charges inclusive of all applicable taxes (in PKR)
Connectivity of Site(s) in All aspects (MPLS)	20 MB		
Connectivity of Site(s) in All aspects (MPLS + internet)	20 MB		

Note: The bidder must quote MRC for MPLS and MPLS with Internet, the department will notify both rates. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firm's letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

PRICE SCHEDULE (FOR LOT-III)

(DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Table A: One Time Cost (OTC)			
Description	Tentative No of Sites (Directorates/Programs/ Projects/Units/Wings under the administrative control of P&SHD)	One Time Cost inclusive of all taxes (per Site)	Total Cost of All Sites inclusive of all applicable taxes (in PKR)
Installation, configuration & Commissioning of Complete Connectivity with all allied devices	41		

Table B: Monthly Recurring Charges (MRC)			
Description	Required Bandwidth (For each site)	Cost per MB inclusive of all taxes	Total Monthly Recurring Charges inclusive of all applicable taxes (in PKR)
Connectivity of Site(s) in All aspects (MPLS)	30 MB		
Connectivity of Site(s) in All aspects (MPLS + internet)	30 MB		

Note: The above mentioned sites are tentative which may increase or decrease. The bidder must quote MRC for MPLS and MPLS with Internet, the department will notify both rates. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firms letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

PRICE SCHEDULE (FOR LOT-IV)

(DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Table A: One Time Cost (OTC)			
Description	No of Sites (DHQ Hospitals)	One Time Cost inclusive of all taxes (per Site)	Total Cost of All Sites inclusive of all applicable taxes (in PKR)
Installation, configuration & Commissioning of Complete Connectivity with all allied devices	26		

Table B: Monthly Recurring Charges (MRC)			
Description	Required Bandwidth (For each site)	Cost per MB inclusive of all taxes	Total Monthly Recurring Charges inclusive of all applicable taxes (in PKR)
Connectivity of Site(s) in All aspects (MPLS)	50 MB		
Connectivity of Site(s) in All aspects (MPLS + internet)	50 MB		

Note: The bidder must quote MRC for MPLS and MPLS with Internet, the department will notify both rates. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firms letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

PRICE SCHEDULE (FOR LOT-V)

(DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Table A: One Time Cost (OTC)			
Description	No of Sites (THQ Hospitals)	One Time Cost inclusive of all taxes (per Site)	Total Cost of All Sites inclusive of all applicable taxes (in PKR)
Installation, configuration & Commissioning of Complete Connectivity with all allied devices	127		

Table B: Monthly Recurring Charges (MRC)			
Description	Required Bandwidth (For each site)	Cost per MB inclusive of all taxes	Total Monthly Recurring Charges inclusive of all applicable taxes (in PKR)
Connectivity of Site(s) in All aspects (MPLS)	50 MB		
Connectivity of Site(s) in All aspects (MPLS + internet)	50 MB		

Note: The bidder must quote MRC for MPLS and MPLS with Internet, the department will notify both rates. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firms letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

PRICE SCHEDULE (FOR LOT-VI)

(DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Table A: One Time Cost (OTC)			
Description	No of Sites (Administrative Department of SH&MED)	One Time Cost inclusive of all taxes (per Site)	Total Cost of All Sites inclusive of all applicable taxes (in PKR)
Installation, configuration & Commissioning of Complete Connectivity with all allied devices	01		

Table B: Monthly Recurring Charges (MRC)			
Description	Required Bandwidth (For each site)	Cost per MB inclusive of all taxes	Total Monthly Recurring Charges inclusive of all applicable taxes (in PKR)
Connectivity of Site(s) in All aspects (MPLS)	50 MB		
Connectivity of Site(s) in All aspects (MPLS + internet)	50 MB		

Note: The bidder must quote MRC for MPLS and MPLS with Internet, the department will notify both rates. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firms letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

PRICE SCHEDULE (FOR LOT-VII)

(DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Table A: One Time Cost (OTC)			
Description	Tentative No of Sites (Offices /Hospitals under the administrative Control of SH&MED)	One Time Cost inclusive of all taxes (per Site)	Total Cost of All Sites inclusive of all applicable taxes (in PKR)
Installation, configuration & Commissioning of Complete Connectivity with all allied devices	01		

Table B: Monthly Recurring Charges (MRC)			
Description	Required Bandwidth (For each site)	Cost per MB inclusive of all taxes	Total Monthly Recurring Charges inclusive of all applicable taxes (in PKR)
Connectivity of Site(s) in All aspects (MPLS)	30 MB		
Connectivity of Site(s) in All aspects (MPLS + internet)	30 MB		

Note: The above mentioned sites are tentative which may increase or decrease. The bidder must quote MRC for MPLS and MPLS with Internet, the department will notify both rates. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firms letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

PRICE SCHEDULE (FOR LOT-VIII) (DDP Basis)

Name of Bidder _____

Tender No. and the name of the item -----

Description	Total Personnel A	Quoted Rate per person per month including all applicable taxes (in PKR) B	Total Cost (in PKR) for 01 Month inclusive of all applicable taxes C=A * B
Network / Field Engineer	36		

Note: The above mentioned personnel are as and when required basis, which may increase or decrease during the contractual period. The bidder must quote Network Engineer Quote per month, the department will notify Network Engineer wages. However, the end user(s) will issue work order(s) as per their requirement.

Sign and Stamp of Bidder _____

Note: The quoted prices shall be typed and on firms letter head in PKR (DDP Basis). The prices shall be inclusive of all type of taxes, transportation charges etc. and Government will not pay any additional amount.

Lowest will be declared on Least Cost Basis.

Lowest Evaluated Bidder = Sum of the Price Schedule for LOTII, LOTIII, LOTIV, LOTV, LOT VI. LOT VII and LOT VIII

Annexure-IV
Performance Guarantee Form

To: *[Name & Address of the Procuring Agency]*

Whereas *[Name of Supplier]* (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. *[number]* dated *[date]* to supply *[description of goods/service]* (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 scheduled bank for the sum of 10% of the total Contract amount as a 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 _____, 2023

Signature and Seal of the Guarantors/Bank

Address

Date

Note: 1. It should be valid for a period equal to the standard warranty period.

1. The contract will be signed/ issued after submission of this Performance Security

Annexure-V
Details of Sites

Address of CEO Offices (LOT-II)			Coordinates	
Sr.#	Districts	Address of CEO office	LAT.	LONG.
1	Bahawalnagar	Chief Excutive Officer, District Health Authority, DC Office Road Bahawalnagar	30.009314	73.25648
2	Bahawalpur	Chief Excutive Officer, District Health Authority, Near Circuit House Ahmadpur East Road Bahawalpur	29.386753	71.66611
3	Rahim Yar Khan	Chief Excutive Officer, District Health Authority, Near Sheikh Zaid Hospital Rahim Yar Khan	28.417979	70.31242
4	Sahiwal	CEO Office DHA, Sahiwal City, Mission Chowk Road, Near Deputy Commissioner House Sahiwal	30.662158	73.10773
5	Okara	CEO Office DHA, Okara, District Complex Okara	30.797975	73.42588
6	Pakpattan	Office Of The Chief Executive Officer (DHA), Pakpattan	30.361166	73.38351
7	Dera Ghazi Khan	CEO DHA OFFICE RAILWAY ROAD DG KHAN	30.052813	70.62701
		District Dera Ghazi Khan		
		064-9260218		
8	Layyah	CEO DHA OFFICE LAYYAH	30.980676	70.96855
		District Complex Near Kachahri Road Layyah		
		District Layyah		
		0606-920055		
9	M.Garh	CEO DHA OFFICE MUZAFFARGARH	30.06913	71.18983
		Ali Pur Road Muzaffargarh, District Muzaffargarh		
		066-9200236		

10	Rajapur	CEO DHA OFFICE RAJANPUR	29.110124	70.30534
		District Rajapur 604689461		
11	Multan	CEO Multan Office of the CEO, DHA, Kutchary Road Multan 061-9200902	30.202489	71.46237
12	Khanewal	Office Of The Chief Executive Officer (DHA), Khanewal Old Civil Hospital Khanewal 6592900137	30.303358	71.92763
13	Lodhran	Office of The Chief Executive Officer (DHA), Lodhran Block B2, Near Judicial Complex Chak 100/M Lodhran 0608-9200142	29.500931	71.6307
14	Vehari	Office of the Chief Executive Officer (DHA), Vehari DHO Office Complex, behind DHQ Hospital, Girls Degree College Road, Vehari 067-9201111	30.038955	72.36302
15	Lahore	Office of the Chief Executive officer Dist Health Authority 24- Cooper Road Lahore	31.563922	74.32489
16	Sheikhupura	office of the Chief Excutive officer Dist Health Authority main sarghodha Road near chinab Nursery Opposite National school Sheikhupura	31.716273	73.95771
17	Kasur	Office of the Chief Executive officer dist Health Authority Near Baldia Chowk City Kasur	31.119205	74.45579
18	Nankana Sahib	Office of the Chief Executive officer dist Health Authority Nankana sahib, DHQ Hospital Nankana sahib	31.444092	73.70366

19	Bhakkar	CHIEF EXECUTIVE OFFICER (HEALTH) DISTRICT HEALTH AUTHORITY, BHAKKAR	31.618662	71.08052
20	Khushab	CHIEF EXECUTIVE OFFICER (HEALTH), DISTRICT HEALTH AUTHORITY, DISTRICT KHUSHAB	32.286619	72.29224
21	Mianwali	CHIEF EXECUTIVE OFFICER (HEALTH), DISTRICT HEALTH AUTHORITY, MIANWALI, NEAR GULBARG CHOWK, DISTRICT MIANWALI	32.579234	71.54369
22	Sargodha	CHIEF EXECUTIVE OFFICER (HEALTH), DISTRICT HEALTH AUTHORITY, SARGODHA, Old Civil Hospital Sargodha	32.07975	72.66474
23	Attock	EDO (H) District Health Authority Attock	33.782051	72.36135
24	Chakwal	CEO(H) District Health Authority District Complex Chakwal	32.928916	72.8079
25	Jhelum	CEO(H) District Health Authority, Civil Line Near Session Court Jhelum	32.938633	73.73844
26	Rawalpindi	CEO(H) District Health Authority, Sector: 4 Khayaban e Sir-syed Rawalpindi.	33.63321	73.04979
27	Faisalabad	Chief Executive Officer, District Health Authority, Near Halal-e-Ahmar Hospital, Faisalabad	31.421563	73.08402
28	Chiniot	Chief Executive Officer, District Health Authority, EDO Complex Near Girls College, Chiniot	31.723537	72.98576

29	Jhang	Chief Executive Officer, District Health Authority, Gojra Road, Jhang		
30	TTS	Chief Executive Officer, District Health Authority, Pigeon Road, Toba Tek Singh	30.974628	72.48169

31	Gujranwala	Chief Executive Officer Health (CEO), Commissioner Road, Gujranwala	32.175481	74.1946
32	Gujrat	Chief Executive Officer Health (CEO), DC Complex, Gujrat	32.585311	74.0789
33	Hafizabad	Chief Executive Officer Health (CEO), District Complex Near Gujranwala Bypass, Hafizbad	32.072371	73.71655
34	M.B Din	Chief Exuctive Officer Health (CEO), Near District Complex, Mandi Bahauddin		
35	Narowal	Chief Executive Officer Health (CEO), Old Kachahri Road, Narowal	32.095211	74.86666
36	Sialkot	Chief Executive Officer Health (CEO), Old Mair House Near Overhead Bridhge Jinnah Stadium, Sialkot	32.500226	74.55504

Address of DHQ Hospitals (LOT IV)

Sr.	DistrictName	Health Facility FullName	Address	latitude	longitude
37	Bahawalnagar	District Headquarter Hospital, Bahawalnagar	District Headquarter Hospital Bahawalnagar	30.00249	73.24115
38	Layyah	District Headquarter Hospital, Layyah	DHQ HOSPITAL LAYYAH	30.97127	70.95675
39	Muzaffargarh	District Headquarter Hospital, Muzaffargarh	Ali Pur Road, Muzaffargarh	30.06025	71.19102
40	Rajanpur	District Headquarter Hospital, Rajanpur	Katchahry Road Rajanpur City.	29.10443	70.33012
41	Jhang	District Headquarter Hospital, Jhang	Main Gojra Road Jhang Sadar	31.27807	72.33168
42	T.T Singh	District Headquarter Hospital, Toba Tek Singh, T.T Singh	Rajana Road, Toba Tek Singh	30.95189	72.4942

43	Chiniot	District Headquarter Hospital, Chiniot	DHQ Hospital Sargohda Road chiniot	31.72917	72.9822
44	Narowal	District Headquarter Hospital, Narowal	Circular Road Narowal	32.09916	74.88369
45	Hafizabad	District Headquarter Hospital, Hafizabad	Kolo Tarar Road DHQ Hospital Hafizabad	32.07119	73.68947
46	Mandi Bahuddin	District Headquarter Hospital, Mandi Bahuddin	Marala Road, Mandi Bahuddin near district Complex	32.57416	73.48284
47	Kasur	District Headquarter Hospital, Kasur	Steel Bag Chowk Kasur	31.13659	74.4576
48	Sheikhupura	District Headquarter Hospital, Sheikhupura	DHQ Hospital Sheikhupura, Sargodha Road	31.71385	73.97875
49	Nankana Sahib	District Headquarter Hospital, Nankana Sahib	Nankana Sahib	31.44413	73.70328
50	Multan	Govt. Shahbaz Sharif District Headquarter Hospital, Multan City, Multan	Near Indus Plaza Ghanta Ghar Multan	30.19582	71.46533
51	Vehari	District Headquarter Hospital, Vehari	New Sharqi Colony, Hasilpur Rd Vehari, Punjab, Pakistan	30.04415	72.34407
52	Khanewal	District Headquarter Hospital, Khanewal	Jahanian Bypass chowk kot alaa singh, tehsil Khanewal, District Khanewal	30.28186	71.91378
53	Lodhran	District Headquarter Hospital, Lodhran	Chak 100/M City Lodhran Tehsil & District Lodhran	29.49601	71.63841
54	Attock	Isfandyar Bukhari District Hospital, Attock	Kamra Road Attock	33.78175	72.3603
55	Jhelum	District Headquarter Hospital, Jhelum	Old G.T. Road, Jada, Jhelum	32.94246	73.72575
56	Chakwal	District Headquarter Hospital, Chakwal	DHQ Chakwal	32.93167	72.86273
57	Bhakkar	District Headquarter Hospital, Bhakkar	Khansar Road, DHQ Hospital Bhakkar	31.6271	71.08766
58	Khushab	District Headquarter Hospital, Khushab	DHQ Hospital Khushab Jauharabad	32.28118	72.28876
59	Mianwali	District Headquarter Hospital, Mianwali	DHQ Hospital Mianwali	32.58055	71.54334
60	Okara	District Headquarter Hospital South City Okara, Okara	DHQ Okara South City, Depalpur Road Okara	30.79595	73.45165
61	Okara	District Headquarter Hospital, Okara	DHQ Hospital Okara City Eid Gah Road Okara	30.81113	73.44309
62	Pakpattan	District Headquarter Hospital, Pakpattan	District Head Quarter Hospital, Pakpattan	30.34876	73.38353

Address of THQ Lot V

Sr	DistrictName	FullName	Address	latitude	longitude
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63	Bahawalnagar	Tehsil Headquarter Hospital, Minchanabad, Bahawalnagar	Tehsil Headquarter Hospital Minchinabad Distt Bahawalnagar	30.16249	73.5601
64	Bahawalnagar	Tehsil Headquarter Hospital, Chishtian, Bahawalnagar	THQ Hospital Chishtian	29.80141	72.86519
65	Bahawalnagar	Tehsil Headquarter Hospital, Haroonabad, Bahawalnagar	THQ Hospital Haroonabad	29.61185	73.14239
66	Bahawalnagar	Tehsil Headquarter Hospital, Fortabbas, Bahawalnagar	Tehsil Headquarter Hospital Fortabbas	29.19526	72.87322
67	Bahawalpur	Tehsil Head Quarter Hospital Yazman, Yazman, Bahawalpur	THQ Hospital Tehsil Yazman, District Bahawalpur.	29.13491	71.74493
68	Bahawalpur	Tehsil Headquarter Hospital, Hasilpur, Bahawalpur	THQ Hospital Hasilpur Tehsil Hasilpur, Hasilpur Mandi Near Kachehri Road.	29.69446	72.55634
69	Bahawalpur	Tehsil Headquarter Hospital, Ahmedpur East, Bahawalpur	THQ Ahmedpur East Tehsil Ahmedpur, Dera Nawab Road, Rao Colony.	29.13601	71.26329
70	Bahawalpur	Tehsil Headquarter Hospital, Khairpur Tamewali, Bahawalpur	THQ Khairpur Tamewali Distt Bahawalpur	29.57402	72.23963
71	Rahim Yar Khan	Tehsil Headquarter Hospital, Khanpur, Rahim Yar Khan	MS THQ Hospital Khanpur, Rahimyarkhan	28.63318	70.65737
72	Rahim Yar Khan	Tehsil Headquarter Hospital, Liaquatpur, Rahim Yar Khan	MS THQ Hospital Liaquatpur, Rahimyarkhan	28.9394	70.94874
73	Rahim Yar Khan	Tehsil Headquarter Hospital, Sadiqabad, Rahim Yar Khan	THQ Hospital Sadiqabad	28.31094	70.12751
74	Dera Ghazi Khan	Tehsil Headquarter Hospital, Taunsa Sharif, Dera Ghazi Khan	Mouza Taunsa Tehsil Taunsa Dist D.G.Khan	30.71135	70.65264
75	Layyah	Tehsil Headquarter Hospital, Thal (Mian Nawaz Sharif) Hospital, Layyah	Opposite Govt Model High School Layyah	30.95532	70.93958
76	Layyah	Tehsil Headquarter Hospital Choubara, Chaubara, Layyah	THQ HOSPITAL CHOUBARA	30.90532	71.52825
77	Layyah	Tehsil Headquarter Hospital, Karor Lal-E-Son, Layyah	Fathe-pur road karor lale-son	31.22168	70.96824
78	Muzaffargarh	Tehsil Headquarter Hospital, AliPur, Muzaffargarh	THQ Alipur,tehsil alipur	29.38169	70.91307
79	Kot Adu	Tehsil Headquarter Hospital, Kot Adu	THQ Kotadu,tehsil kotadu	30.46851	70.96062
80	Muzaffargarh	Tehsil Headquarter Hospital, Jatoi, Muzaffargarh	THQ Jatoi, Tehsil jatoi	29.50686	70.85362
81	Rajanpur	Tehsil Headquarter Hospital, Jampur, Rajanpur	Dera Road Tehsil Jampur City	29.64595	70.59194
82	Rajanpur	Tehsil Headquarter Hospital, Rojhan, Rajanpur	Rojhan City	28.68613	69.95675
83	Faisalabad	Government General Hospital 224/RB, Faisalabad City, Faisalabad	Hilal Road Haseeb Shaheed Colony 224/RB Faisalabad	31.44303	73.04556

84	Faisalabad	Tehsil Headquarter Govt. General Hospital Samanabad, Faisalabad City, Faisalabad	Samanabad Mandni Chowk Faisalabad	31.39262	73.10167
85	Faisalabad	Tehsil Headquarter Hospital , Samundri, Faisalabad	THQ Hospital Samundri Tehsil Samundri Faisalabad	31.06164	72.95608
86	Faisalabad	Tehsil Headquarter Hospital, Jaranwala, Faisalabad	THQ Hospital Jaranwala Tehsil Jaranwala Faisalabad	31.34052	73.42379
87	Faisalabad	Tehsil Headquarter Hospital , Tandlianwala, Faisalabad	Canal Road Tandlianwala Faisaabad	31.03448	73.13068
88	Faisalabad	Tehsil Headquarter Hospital, Chak Jhumra, Faisalabad	THQ Hospital Chak Jhumra Tehsil Chak Jhumra Faisalabad	31.56515	73.18825
89	Jhang	Tehsil Headquarter Hospital, Ahmadpur Sial, Jhang	THQ Hospital Ahmad pur Sial, Tehsil Ahmad Pur Sial, District Jhang	30.6862	71.76169
90	Jhang	Tehsil Headquarter Hospital, Shorkot, Jhang	THQ Hospital Shorkot, 1Km Multan Road, Shorkot 35050 (Dist Jhang)	30.82088	72.07043
91	Jhang	Tehsil Headquarter Hospital, 18-Hazari, Jhang	THQ Hospital 18-Hazari Tehsil 18-Hazari District Jhang	31.16478	72.09718
92	T.T Singh	Govt. Eye Cum General Hospital, Gojra, T.T Singh	Jhang Road, Gojra	31.15695	72.66501
93	T.T Singh	Tehsil Headquarter Hospital, Kamalia, T.T Singh	Chichawatni and Jhang Highway Road Bagai Wala City Kamalia	30.71196	72.65392
94	T.T Singh	Tehsil Headquarter Hospital, Pirmahal, T.T Singh	Tehsil Headquarter Hospital, Pir Mahal T.T Singh	30.76958	72.43359
95	Chiniot	Tehsil Headquarter Hospital, Bhowana, Chiniot	THQ Hospital, Bhowana	31.57592	72.65078
96	Chiniot	Tehsil Headquarter Hospital, Lalian, Chiniot	THQ Hospital Lalian	31.57592	72.65078
97	Gujranwala	Tehsil Headquarter Hospital, Kamoke, Gujranwala	THQ Hospital Kamoke, GT Road, Kamoke, Gujranwala	31.98416	74.21812
98	Gujranwala	Tehsil Headquarter Hospital, Nowshera Virkan, Gujranwala	THQ Hospital, Main Chowk Nowshera Virkan	31.96296	73.97419
99	Wazirabad	Chaudhary Pevaiz Elahi Institute of Cardiology Wazirabad, Wazirabad		32.41023	74.12391
100	Wazirabad	Tehsil Headquarter Hospital Wazirabad, Wazirabad	Circular Road, Wazirabad	32.44372	74.1145
101	Gujrat	Tehsil Headquarter Hospital, Kharian, Gujrat	GT Road Tehsil Head Quarter Hospital KHarian	32.81931	73.85753
102	Gujrat	Tehsil Headquarter Hospital, Sarai Alamgir, Gujrat	THQ Hospital Sarai Alamgir, Mandi Bahauddin Road	32.90849	73.76544
103	Sialkot	Tehsil Headquarter Hospital, Sambrial, Sialkot	Tehsil Head Quarter Hospital Sambrial, Daska	32.4719	74.33928

			Road, Sambrial, District Sialkot		
104	Sialkot	Tehsil Headquarter Hospital, Daska, Sialkot	THQ Hospital Daska, G.T Road, Daska, District Sialkot	32.33629	74.36752
105	Sialkot	Tehsil Headquarter Hospital, Pasrur, Sialkot	THQ Hospital Pasrur, Near Model Town Pasrur, District Sialkot	32.26382	74.65434
106	Narowal	Tehsil Headquarter Hospital, Shakargarh, Narowal	Railway Road Shakargarh	32.25724	75.16038
107	Hafizabad	Tehsil Headquarter Hospital, Pindi Bhattian, Hafizabad	Lahore Road, Pindi Bhattian	31.89608	73.27792
108	Mandi Bahuddin	Tehsil Headquarter Hospital, Malikwal, Mandi Bahuddin	Mandi Bahauddin Road, Malakwal	32.55071	73.20871
109	Mandi Bahuddin	Tehsil Headquarter Hospital, Phalia, Mandi Bahuddin	THQ Hospital Phalia, Phalia, MBDin	32.42457	73.59542
110	Kasur	Tehsil Head Quarter Hospital Kot Radha kishan , Kot Radha Kishan, Kasur	THQ Hospital kotradha kishan	31.17177	74.10767
111	Kasur	Tehsil Headquarter Hospital, Pattoki, Kasur	Tehsil Headquarter Hospital Pattoki, Kasur.	31.01792	73.84533
112	Kasur	Tehsil Headquarter Hospital, Chunian, Kasur	THQ CHUNIAN	30.96613	73.97407
113	Lahore	Tehsil Headquarter Hospital Sabzazar, Lahore City , Lahore City, Lahore	Near Sakeem Mor Sabzazar Lahore.	31.51727	74.26632
114	Lahore	60-Bedded Police Hospital Police Line Qila Gujjar Singh, Lahore City, Lahore	Police Line Qila Gujjar Singh.,Lahore.	31.56838	74.3324
115	Lahore	Tehsil Headquarter Hospital Kahna nu , Raiwind, Lahore		31.37386	74.36754
116	Lahore	Tehsil Headquarter Hospital, Raiwind, Lahore	NEAR POLICE STATION RAIWIND CITY LAHORE.	31.24078	74.21298
117	Lahore	Govt. Mian Meer 130 Bedded Hospital, Lahore Cantt, Lahore	Mian Meer Darbar Road, Opposite to Hazrat Mian Meer Darbar, Lahore Cantt.	31.54593	74.37753
118	Sheikhupura	Tehsil Headquarter Hospital, Ferozewala, Sheikhupura	Lahore Gujranwala GT Road Ferozewala District Sheikhupura	31.65877	74.28417
119	Sheikhupura	Tehsil Headquarter Hospital Sharaqpur, Sharaqpur, Sheikhupura	Main Jaranwala Road, Sharaqpur Sharif, District Sheikhupura.	31.46321	74.10344
120	Sheikhupura	Tehsil Headquarter Hospital, Muridkey, Sheikhupura	G.T. Road Muridke District Sheikhupura	31.78681	74.25865
121	Sheikhupura	Tehsil Headquarter Hospital Safdarabad, Safdar Abad, Sheikhupura	City Safdarabad District Sheikhupura	31.72811	73.57138
122	Nankana Sahib	Tehsil Headquarter Hospital, Shah Kot, Nankana Sahib	Main Lahore Faisalabad Express way	31.44915	73.71248
123	Nankana Sahib	Tehsil Headquarter Hospital, Sangla Hill, Nankana Sahib	Sangla hill	31.71165	73.38855

124	Multan	Tehsil Headquarter Hospital, Shuja Abad, Multan	Tehsil Head Quarter Hospital, Tehsil Shujabad, District Multan	29.87984	71.30931
125	Multan	Tehsil Headquarter Hospital, Mushtaq Lang, Jalalpur Pirwala, Multan	Multan Road Jalalpur Pirwala District Multan	29.51646	71.22208
126	Vehari	Tehsil Headquarter Hospital, Burewala, Vehari	Tehsil Headquarters Hospital, Near Girls College, Burewala	30.16632	72.68367
127	Vehari	Tehsil Headquarter Hospital, Mailsi, Vehari	THQ Hospital, Railway Road Mails(Vehari).	29.7921	72.17715
128	Khanewal	Tehsil Headquarter Hospital, Kabirwala, Khanewal	Multan road kabirwala, tehsil kabirwala, khanewal	30.40106	71.86306
129	Khanewal	Tehsil Headquarter Hospital, Mian Channu, Khanewal	Near TMA office, Multan Road Lahore.	30.43902	72.35521
130	Khanewal	Tehsil Headquarter Hospital, Jahanian, Khanewal	Bypass Road Jahanian, District Khanewal	30.03602	71.82193
131	Lodhran	Tehsil Headquarter Hospital, Malik Tayab Awan, Duniapur, Lodhran	Dunya Pur City District Lodhran	29.81455	71.72769
132	Lodhran	Tehsil Headquarter Hospital, Kahrora Pacca, Lodhran	Tehsil HeadQuarter Hospital Kahrora Pacca Near BUKhari Chowk, City Kehrora Pakka District Lodhran, Punjab Pakistan	29.61801	71.91451
133	Attock	Tehsil Headquarter Hospital Hazro, Hazro, Attock	THQ Hospital Hazro	33.90532	72.47907
134	Attock	Tehsil Headquarter Hospital, Jand, Attock	THQ Hospital Jand	33.42354	72.00748
135	Attock	Tehsil Headquarter Hospital, Fateh Jang, Attock	Kohat road Fateh Jang	33.56729	72.6506
136	Attock	Tehsil Headquarter Hospital, Pindi Gheb, Attock	Pindi Gheb	33.2462	72.27281
137	Attock	Tehsil Headquarter Hospital, Hassanabdal, Attock	Hazara Road Hassan Abdal	33.82102	72.68002
138	Jhelum	Tehsil Headquarter Hospital, Sohawa, Jhelum	GT Road Sohawa	33.13249	73.40907
139	Jhelum	Tehsil Headquarter Hospital, Pind Dadan Khan, Jhelum	THQ Hospital P.D.Khan	32.58837	73.04348
140	Rawalpindi	Wah General Hospital, Taxila, Rawalpindi	G.T Road, Wah Cantt	33.77521	72.71281
141	Rawalpindi	Tehsil Headquarter Hospital, Taxila, Rawalpindi	"Khan Pur Road Taxila"	33.7461	72.8175
142	Rawalpindi	Tehsil Headquarter Hospital, Kahuta, Rawalpindi	THQHOSPITAL Tehsil Kahuta DIST Rawalpindi.	33.58961	73.38855
143	Murree	Tehsil Headquarter Hospital, Murree	Near GPO Kuldana Road Murree	33.90923	73.39549
145	Murree	Tehsil Headquarter Hospital, Kotli Sattian, Murree	Near Bathal Bazar, Kotli Sattian District Rawalpindi	33.79322	73.51969

146	Rawalpindi	Tehsil Headquarter Hospital, Gujar Khan, Rawalpindi	THQ Hospital Gujar Khan	33.25352	73.30881
147	Rawalpindi	Tehsil Headquarter Hospital, Kallar Syedan, Rawalpindi	THQ Hospital Kallar Syedan, Tehsil Kallar Syedan, District Rawalpindi	33.41374	73.37676
148	Chakwal	Tehsil Headquarter Hospital, Choa Saidan Shah, Chakwal	Choa Saiden Shah	32.71654	72.98733
149	Talagang	Government City Hospital, Talagang	Talagang	32.9286	72.41681
150	Talagang	Tehsil Headquarter Hospital , Talagang	Talagang	32.91719	72.40806
151	Chakwal	Trauma Center-Tehsil Headquarter Hospital , Kallar Kahar, Chakwal	Trauma Center THQ Hospital, Near Motorway Interchange Kallar Kahar	32.77687	72.70676
152	Bhakkar	Tehsil Headquarter Hospital, Mankera, Bhakkar	Tehsil Headquarter Hospital Mankera, Mankera	31.39518	71.4496
153	Bhakkar	Tehsil Headquarter Hospital, Kallurkot, Bhakkar	Bhakkar Road Kalurkot	32.15747	71.2696
154	Bhakkar	Tehsil Headquarter Hospital, Darya Khan, Bhakkar	Darya khan-Kalurkot Road	31.78955	71.10773
155	Khushab	Tehsil Headquarter Hospital, Khushab	Sakasar Road Khushab	32.30374	72.34628
156	Khushab	Tehsil Headquarter Hospital, Noorpur Thal, Khushab	THQ Noor Pur Thal	31.88705	71.89382
157	Khushab	Tehsil Headquarter Hospital, Quaidabad, Khushab	THQ Hospital Quaidabad, Distt Khushab	32.3339	71.89011
158	Khushab	Tehsil Headquarter Hospital, Naushera, Khushab	THQ Hospital Naushera, Takbeer Chowk Naushera	32.57321	72.15709
159	Mianwali	Tehsil Headquarter Hospital, Esa Khel, Mianwali	THQ Hospital Esa Khel	32.96279	71.55053
160	Mianwali	Tehsil Headquarter Hospital, Piplan, Mianwali	THQ Hospital Piplan, near AC office Piplan	32.28778	71.52541
161	Sargodha	Tehsil Headquarter Hospital Chak 90/SB , Sargodha	THQ HOSPITAL 90SB SARGODHA	31.98495	72.83308
162	Sargodha	Tehsil Headquarter Hospital, Bhalwal, Sargodha	THQ Hospital Bhalwal	32.2662	72.89996
163	Sargodha	Tehsil Headquarter Hospital, Sahiwal, Sargodha	THQ Hospital Sahiwal District Sargodha	31.97646	72.32815
164	Sargodha	Tehsil Headquarter Hospital , Shahpur, Sargodha	THQ Hospital , opposite jail , Jail road shahpur saddar.	32.27131	72.47341
165	Sargodha	Tehsil Headquarter Hospital, Sillanwali, Sargodha	Kachari Road Sillanwali	31.82001	72.53884
166	Sargodha	Tehsil Headquarter Hospital, Kot Momin, Sargodha	Salam Road Near Islamabad Interchange Kotmomin.	32.18452	73.02577
167	Sargodha	Tehsil Headquarter Hospital, Bhera, Sargodha	THQ Bhera near police station Bhera	32.47701	72.91357

168	Okara	Tehsil Headquarter Hospital Renala Khurd, Renala Khurd, Okara	Anwar Shaheed Colony	31.01792	73.84533
169	Okara	Tehsil Headquarter Hospital , Depal Pur, Okara	THQ Hospital Main Kasur road Depalpur	30.72924	73.81475
170	Okara	Tehsil Headquarter Hospital, Haveli Lakha, Depal Pur, Okara	PAKPATAN ROAD HAVELI LAKHA	30.45078	73.68242
171	Sahiwal	Tehsil Headquarter Hospital , Chichawatni, Sahiwal	THQ Hospital Chichawatni	30.53728	72.69832
172	Pakpattan	Tehsil Headquarter Hospital, Arifwala, Pakpattan	Tehsil Head Quarter Hospital, Arifwala, Pakpattan	30.2843	73.07232

Address of Directorates Programs / Projects / Units / Wings Under P&SHD (LOT-III)			
Sr. #	Site Name & Address	Latitude	Longitude
173	Development Wing, 15-Birdwood Road.	31.54614984819293	74.32389724288299
174	Punjab Aids Control Program, 6-Birdwood Road.	31.546226460391587	74.32211454268591
175	Drugs Control Wing, Kacha Lawrence Road.	31.549477247274098	74.32708062129342
176	PMU, 31 E-1 Shahrah-e-Imam Hussain, Gulberg.	31.51387678284232	74.33662352662647
177	PQCB, Johar Town.	31.449963213800455	74.27646582602607
178	Directorate General Health Services, 24-Cooper Road.	31.56394174750183	74.32470270930445
179	Hepatitis & Infection Control Program, 24-Cooper Road.	31.563974201238057	74.32471183478292
180	Prevention & Control of NCDs Program, 24-Cooper Road.	31.56394174750183	74.32470270930445
181	TB Control Program, 24-Cooper Road.	31.56383196121424	74.32486376024588
182	DTL Lahore, 1-Birdwood Road.	31.54874535166113	74.32320882760934
183	DTL Rawalpindi, Dhamial Road, Hayal Sharif.	33.542063168143855	73.01397202509847
184	DTL Faisalabad, A-Block, Ghulam Muhammadabad.	31.4376010280267	73.03830526860744
185	DTL Multan, Near Kidney Center, Muzaffargarh Road.	30.13984924391124	71.47738965645833
186	Government Medical Store Depot (MSD), Gurumangat Road.	31.510476904517716	74.35774792190625
187	MERW, Kot Lakhpat, Lahore.	31.43627153489906	74.32278776267594

Address of Administrative Department SH&MED (LOT-VI)			
Sr #	Site Name & Address	Latitude	Longitude
188	Specialized Healthcare & Medical Education 11-A Lawrence Road	31.557704676	74.3218362229

Offices under Administrative Control of SH&MED (LOT-VII)			
Sr #	Site Name & Address	Latitude	Longitude
189	Blood Transfusion Authority 176-C Shahrah e Quaid e Azam, Lahore	31.56573	74.31347
190	Punjab Health Initiative Management Company	31.51864	74.34012
191	Directorate General of Nursing 24 Cooper Road Lahore	31.56394	74.32470
192	Punjab pharmacy council Flat 12-13 Block 7, Huma Block Allama Iqbal Town, Lahore.	31.52343	74.28506
193	Punjab Human Organ Transplant Authority (PHOTA) Street 2, Fazlia Colony, Lahore,	31.52921	74.32892
194	Surgeon Medico Legal Punjab 6 Kutchery Road, New Anarkali Road, near Babar Market, Lahore.	31.57030	74.31023
195	Punjab Healthcare Commission 85 Ahmed Block Round About, New Ahmed Block Garden Town, Lahore.	31.50497	74.31852
196	Nursing examination Board 24 Cooper Road Lahore	31.56394	74.32470

Aggregation Site(s) Department SH&MED (LOT-I)			
Sr #	Site Name & Address	Latitude	Longitude
197	Primary and Secondary Healthcare Department 01-birdwood Road, Lahore.	31.54869	74.32380
198	Government Medical Store Depot 92-Gurumangat Road	31.510476	74.357747

Service Level Agreement

This Service Level Agreement is signed by and between

[Name of the Department] having [address] (hereinafter referred to as "CLIENT" which expression shall, where the context so admits, mean and include its successors-in-interest and assigns) **of the First Party:**

AND

[Name of the Service Provider] having registered office [address] (hereinafter referred to as "**Service Provider**", which expression shall, where the context so admits mean and include its successors-in-interest and assigns) **of the Second Party.**

This Service Level Agreement (SLA) is to be finalized prior to the issuance of Work Order(s) (WO)

Definitions:

"Field Engineer (FE)" means the Engineer representing the service provider, who is entrusted the duty to visit the site and trouble shoot the error for smooth service;

"Incident Reporting Call (IRC)" means a call/contact for reporting of an incident of trouble in the service, in order to intimate the support service provider for troubleshooting;

"Network Operations Center (NOC)" means a centralized location where IT support technicians may supervise, monitor and maintain client network for 24/7, uninterrupted support service;

"Operational Support Services (OSS)" means the uninterrupted services ensured by the Service Provider for smooth operations;

"Trouble Ticket (TT)" means a ticket issued after the client raises an issue related to service and for which the Service Provider provides support services in order to resolve the issue;

"Virtual Private Network (VPN)" means a Network that extends a private network across a public network and enables users to send and receive data across shared or public networks as if their computing devices are directly connected to the private network;

Any word or phrase not specifically defined in the definitions shall have the same meaning as given in the information technology industry in the similar kind of information technology related services.

1. Scope:

1.1 This agreement shall cover the Operational Support Services (OSS) to be provided to the Client by Service Provider.

1.2 Service Provider Shall provide OSS inclusive of

1.2.1 Incident reporting and ticket service available 24x7x365

1.2.2 Helpdesk support service available 24x7x365

1.2.3 On-call and on-site support services available as per service availability

1.3 Specification of communication infrastructure services shall be as:

1.3.1 MPLS Virtual Private Network (VPN) Data Services

1.3.1.1 End-to-End connectivity between CLIENT edge routers for

layer 3 data VPN links

1.3.2 Internet Services (If Applicable)

1.3.2.1 Connectivity between CLIENT edge device and service provider upstream for accessing the internet

1.3.2.2 Connectivity between CLIENT edge devices and service provider upstream for accessing the Data from branch devices.

1.3.2.3 Data should be transferred securely to Head Office CLIENT from DHQs/THQs/CEOs.

1.4 Incident definition

1.4.1 The CLIENT encountering a problem that causes the network to fail from delivering services including

1.4.1.1 Lower Bandwidth than the designated bandwidth for the specific CLIENT site.

1.4.1.2 Bit-errors or non-availability of connectivity

1.4.1.3 Incident would commence when the incident is locked/reported at service provider Network Operations Center (NOC)

2. Services

2.1 Incident Reporting and Ticketing

2.1.1 The CLIENT shall record the incident at the service provider NOC with designated Shift Engineer.

2.1.2 The contact number for CLIENT to call the service provider NOC or through an email, detail escalation matrix to be provided by service provider.

2.1.3 The Service Provider Shift Engineer shall perform initial troubleshooting and shall issue a Trouble Ticket (TT) for the incident reported by the CLIENT.

2.1.4 The issued TT shall be the reference number for all CLIENT calls and correspondence with service provider, regarding that specific incident

2.2 Enterprise NOC Support

2.2.1 Service provider Shift Engineer shall attempt to resolve the problem identified by the CLIENT during the Incident Reporting Call (IRC)

2.2.2 In the event the incident is not resolved during the IRC, the Service Provider Shift Engineer shall engage respective back end subject matter expert teams to resolve the issue remotely and shall forward the TT to the designated Service provider field engineering support team with respect to the type of problem.

2.2.3 In case the problem requires Field Engineering Support, the designated Service provider Field Engineer (FE) shall subsequently contact the CLIENT with the reference TT. Service provider FE shall attempt to resolve the problem identified by the CLIENT during the Incident Reporting Call (IRC)

2.3 On-Site Support

2.3.1 In the event that FE is unable to resolve the reported ticket remotely then the designated Service provider FE shall visit the designated CLIENT site

2.3.2 On-site support call shall be provided by Service provider as follow:

2.3.2.1 Within 30 minutes; in case of service lost(s)

2.3.2.2 Within 03 hours; in case of redundancy lost(s)

2.3.3 In the event that an IRC (Mentioned in 2.3.2.1) remains unresolved beyond 6 hours, the CLIENT shall have the right to escalate the IRC to higher level at

Service Provider as defined in Escalation Matrix

- 2.3.4 In the event that an IRC (Mentioned in 2.3.2.2) remains unresolved beyond 12 hours, the CLIENT shall have the right to escalate the IRC to higher level at Service Provider as defined in Escalation Matrix

3. Site Coverage

Service provider shall provide the maintenance support services for the equipment installed at all CLIENT provided sites.

4. NOC Service Desk

Service provider shall provide best in class, tried and tested service desk facility. CLIENT shall use the same service desk structure for receiving operation and maintenance support for network.

Service desk will be the first point of contact for CLIENT in case of any problem occurs in the network:

Phone Number:	
Email ID:	

5. Escalation Procedure

- 5.1 NOC initial response which includes performing initial troubleshooting and generation of trouble ticket will be done as per following:
 - 5.1.1 For aggregation/ Critical site (Severity – 1) 15 minutes
 - 5.1.2 Non-aggregation site (severity -2) 30 minutes

6. Service/ Network Availability

Each designated CLIENT site is being allocated a specific bandwidth and connectivity link for network operations. These include but not limited to last mile(s), Aggregation Point(s), and backbone network.

6.1 Bandwidth Availability

Service Provider shall render bandwidth availability of 100% for each designated CLIENT site.

6.2 Network Availability

Service Provider shall render network availability of 95% for each designated CLIENT site as defined in Schedule II

6.3 General

- 6.3.1 The measurement of availability of services shall become effective when the last link is deployed by Service provider for the CLIENT and project implementation signed-off, hereinafter to be referred to as the commencement date for SLA;
- 6.3.2 SLA measurement shall be conducted one each quarter to assess the performance of service and to decide the penalties for failure to conform to the SLA;
- 6.3.3 In the interim period, i.e. from the date of deployment of the first link until the deployment of the last link, Service provider shall perform Bandwidth Availability and Network Availability measurement for CLIENT;
- 6.3.4 To ensure all Availability services are in conformance to the SLA, the service provider shall ensure that all CLIENT equipment and software is

operational and in good working condition;

6.3.5 Preventative maintenance shall be planned and performed on quarterly (Every 3 Months) basis and report of PM shall be submitted to the CLIENT.

6.3.6 Any impact of Service provider services caused due to reason stated below shall be beyond the scope of this SLA:

6.3.6.1 Problems caused by unforeseen circumstance beyond the control of service provider such as access issue, not safe to work due to security reason as notified by CLIENT, Power outages.

6.3.6.2 The Service provider shall inform to the CLIENT in writing in that case mentioned in 6.3.6.1.

7. Penalties Covered under this SLA

7.1 The Maximum limit of penalties under this SLA's Network availability are detailed in Schedule II to this SLA:

SLA for VPN/MPLS (LOT-I, LOT-II, LOT-III, LOT-IV, LOT-VI, LOT-VII)

Network / Service availability	95%
Major Loss (service loss)	30 minutes
Minor loss (redundancy loss)	03 hours

SLA for LOT-V

Network / Service availability	95%
Major Loss (service loss)	03 hours

Schedule II

Description	Penalty charges (in PKR)															
<p>Network / Service availability (LOT-I, LOT-II, LOT-III, LOT-VI, LOT-VII)</p>	<p>Network / service availability or Uptime will be calculated on monthly basis separately for each site, the following penalties shall be imposed below 95% uptime.</p> <table border="1" data-bbox="711 289 1409 506"> <thead> <tr> <th>Network / Service availability (in %)</th> <th>Penalty amount</th> </tr> </thead> <tbody> <tr> <td>94.99% to 90%</td> <td>10% of the invoice amount</td> </tr> <tr> <td>89.99% to 85%</td> <td>20% of the invoice amount</td> </tr> <tr> <td>84.99% to 80%</td> <td>30% of the invoice amount</td> </tr> <tr> <td>Below 80%</td> <td>40% of the invoice amount</td> </tr> </tbody> </table>		Network / Service availability (in %)	Penalty amount	94.99% to 90%	10% of the invoice amount	89.99% to 85%	20% of the invoice amount	84.99% to 80%	30% of the invoice amount	Below 80%	40% of the invoice amount				
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<p>Network / Service availability (LOT-IV, LOT-V)</p>	<p>Network / service availability or Uptime will be calculated on monthly basis separately for each site, the following penalties shall be imposed below 95% uptime.</p> <table border="1" data-bbox="711 653 1409 940"> <thead> <tr> <th>Network / Service availability (in %)</th> <th>Penalty amount</th> </tr> </thead> <tbody> <tr> <td>94.99% to 90%</td> <td>05% of the invoice amount</td> </tr> <tr> <td>89.99% to 85%</td> <td>10% of the invoice amount</td> </tr> <tr> <td>84.99% to 80%</td> <td>15% of the invoice amount</td> </tr> <tr> <td>79.99 to 75%</td> <td>20% of the invoice amount</td> </tr> <tr> <td>74.99 to 70%</td> <td>30% of the invoice amount</td> </tr> <tr> <td>Below 70%</td> <td>40 % of the invoice amount</td> </tr> </tbody> </table>		Network / Service availability (in %)	Penalty amount	94.99% to 90%	05% of the invoice amount	89.99% to 85%	10% of the invoice amount	84.99% to 80%	15% of the invoice amount	79.99 to 75%	20% of the invoice amount	74.99 to 70%	30% of the invoice amount	Below 70%	40 % of the invoice amount
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<p>Major Incident (Service Loss) (LOT-I, LOT-II, LOT-III, LOT-IV, LOT-VI, LOT-VII)</p>	<p>Major incident (service loss) will be calculated on monthly basis on monthly basis separately for each site, the following penalties shall be imposed if the turnaround / restore of service loss exceeds 30 minutes</p> <table border="1" data-bbox="711 1115 1409 1325"> <thead> <tr> <th>Major Loss (in minutes)</th> <th>Penalty amount</th> </tr> </thead> <tbody> <tr> <td>31 to 60</td> <td>05% of the invoice amount</td> </tr> <tr> <td>60 to 90</td> <td>10% of the invoice amount</td> </tr> <tr> <td>90 to 120</td> <td>15% of the invoice amount</td> </tr> <tr> <td>above 120</td> <td>20% of the invoice amount</td> </tr> </tbody> </table> <p>Note: Each major incident will be calculated separately.</p>		Major Loss (in minutes)	Penalty amount	31 to 60	05% of the invoice amount	60 to 90	10% of the invoice amount	90 to 120	15% of the invoice amount	above 120	20% of the invoice amount				
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<p>Major Incident (Service Loss) (LOT-V)</p>	<p>Major incident (service loss) will be calculated on monthly basis on monthly basis separately for each site, the following penalties shall be imposed if the turnaround / restore of service loss exceeds 03 hours</p> <table border="1" data-bbox="711 1503 1409 1682"> <thead> <tr> <th>Major Loss (in hours)</th> <th>Penalty amount</th> </tr> </thead> <tbody> <tr> <td>3.1 to 4</td> <td>05% of the invoice amount</td> </tr> <tr> <td>4.1 to 5</td> <td>10% of the invoice amount</td> </tr> <tr> <td>5.1 to 6</td> <td>15% of the invoice amount</td> </tr> <tr> <td>Above 6</td> <td>20% of the invoice amount</td> </tr> </tbody> </table> <p>Note: Each major incident will be calculated separately.</p>		Major Loss (in hours)	Penalty amount	3.1 to 4	05% of the invoice amount	4.1 to 5	10% of the invoice amount	5.1 to 6	15% of the invoice amount	Above 6	20% of the invoice amount				
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