

Punjab Health Foundation



Procurement of Supply and Installation of Internet Services

November, 2022

Punjab Health Foundation

GOVERNMENT OF THE PUNJAB

Poonch House, 38- Multan Road, Lahore

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PUNJAB HEALTH FOUNDATION (PHF)

TENDER NOTICE

Procurement of Supply and Installation of Internet Services

Sealed bids are invited for Procurement of supply and Installation of Internet services for office use of PHF.

Companies/ firms are required to be registered with FBR and PRA. The interested participants/ bidders must be **active tax payers**. Tender document can be obtained from the under mentioned office on payment of RKR. 1000/-. The same can be downloaded from the websites of Punjab Health Foundation and PPRA. Bids shall be submitted on the prescribed forms up to **27th December, 2022** till 11:00 A.M. in the Punjab Health Foundation office. Bids shall be opened on the same day at 11:30 A.M. in the presence of the representatives of the firms who may wish to attend.

Terms & Conditions:

1. Procurement method: Single stage two envelopes.
2. The contract mode will be Framework for the period of one year or less.
3. PHF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
4. All bids should be submitted in ring or tape binding. All documents should contain proper page marking, attached in sequence as indicated for evaluation in bidding documents and each page must be stamped signed by the firms authorized person.
5. The interested firms having 5 years of experience are eligible to participate.
6. Bid Security amounting to Rs. **12,000/-** (2% of the estimated price) in the form of CDR or demand draft favoring Punjab Health Foundation, shall be provided by the bidding firm.

Address & contact person for sending Bids, Obtaining Documents and for any Clarification:

Procurement Officer

Punjab Health Foundation

Poonch House 38, Multan Road Lahore, Ph# 04299210984-5

Web Address: www.phf.punjab.gov.pk

1. Name of Procuring Agency:

Punjab Health Foundation, Specialized Healthcare and Medical Education Department, Government of the Punjab.

The Punjab Health Foundation (PHF) was established in 1993 with the prime mandate to provide financial assistance and technical support to the private sector healthcare providers so that they could share the burden of public sector in provision of healthcare services to the general public. The Foundation is an autonomous body, governed by a Board of Directors. The basic role of the Foundation is to encourage the concerned Health Professionals for establishing and upgrading health institutions and allied projects. This was an encouraging step of Government of the Punjab towards proactively assisting and promoting the private sector in broadening the overall health coverage to the people of this province.

2. Technical Specification and requirement: Supply and Installation of Internet Services

Sr. No.	Item	Qty	Minimum Specifications
1	CIR Internet Bandwidth	1	<ul style="list-style-type: none"> • As per requirement, Up to 30-Mbps or higher, CIR Internet Bandwidth on Optical Fiber. • Backup 30-Mbps Up to 30-Mbps or higher CIR Internet Bandwidth on Optical Fiber with Auto Failover from separate Ring. • The firm will be responsible for the laying, installation and terminating of the cables, wireless equipment, tower and allied equipment necessary for effective commissioning of the link for internet bandwidth. • The firm will be responsible for the failover configuration to transfer internet traffic to the backup link in case of any issue in the primary link. In case of failure of both the links the firm will be responsible to make the link operational within 1 hour. • All the equipment for the dedicated (CIR) circuit installed at both the ends, will be the property of the firm and the firm will be responsible for its repair and maintenance at its own cost.

		<ul style="list-style-type: none"> • The firm will be responsible for the 99.9% uptime of the internet services. • The firm will be responsible for the technical support on the basis of 24x7x365. • The firm will be responsible to open the ports from PTA for video conferencing services. In this regard necessary required information/documents would be provided by PHF. • IP Address Pool/29 (8 WAN IPs) on each site. • Provisioning of NMS (MRTG etc.) centralized and each site. • The firm must have its own ISP setup in major cities including Lahore, Karachi, Islamabad, etc. • Termination of Agreement: - The Customer may terminate this Agreement for any of the cause:- <ul style="list-style-type: none"> a. The Firm fails to make delivery of goods or services as specified in the Agreement. b. The Firm fails to perform any of the provision of this Agreement. c. The PHF or the Firm may give one-month notice to terminate the agreement. • In case of problem/fault the complaint will be made telephonically by the Customer. The Firm will be responsible to attend the complaint call and resolve the issue within 1 hour.
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3.Mandatory Requirement:

For a bid to be considered valid, Bid shall contain all the following documents having complete information as required. No document shall contain partial or incomplete information. In case, if any of the documents is missing or incomplete, the bid shall be rejected by the Procuring Agency as non-responsive.

- i. Present head office address, phone number, fax number, email address and URL of the bidder.
- ii. Type of firm (Public, Private, Limited, etc.)

- iii. National Tax Number (NTN) registration certificate for local firms and international firms must provide the relevant tax ID Number.
- iv. Registration certificate of the company. The bidder shall be a registered firm according to rules of Government of Punjab or Government of Pakistan.
- v. Bidder must have valid license issued by the relevant department of Government of Punjab or Government of Pakistan regarding said services. Attach valid copy of license / certificate.
- vi. 5 years of experience is required to participate in the bidding process.

6. Documents comprising the Bid:

Along with the quotation, bidder shall provide the following documents / information:

- a) Company profile including years of experience in service provision.
- b) Functional and system diagrams specifying interfaces.
- c) Details of past projects related to selling of services.
- d) Complaint escalation procedure related to operations and maintenance support of the system.
- e) Disaster recovery mechanism.
- f) A certificate that the system is configured for high availability 24x7 of all hardware and software.

7.Submission of Bid:

- a) The bids must reach the office of the Procuring Agency at **1100 hours on mentioned date**. Late bids will not be entertained.
- b) Bids submitted through telegraph, telex, fax or e-mail shall not be considered.
- c) Bid received after the deadline will be returned unopened to such bidder.
- d) Partial, incomplete or conditional bids will not be entertained/ considered.

8.Format of Bid:

- a) Bidder shall submit the bid in a sealed envelope.
- b) Name and Address of the bidder shall be clearly mentioned in bold letters on the envelope.
- c) The sealed envelope shall contain two (2) separate envelopes. Each envelope shall contain separately the financial proposal

and the technical proposal. The envelopes shall be clearly marked as **"FINANCIAL PROPOSAL"** and **"TECHNICAL PROPOSAL"** in bold letters to avoid confusion.

- d) The Procuring Agency will reject the bid if both the financial proposal and the technical proposal are in the same envelope or the technical proposal is found to include any financial information.

9. Technical Proposal:

- a) The Technical Proposal must contain the entire bid items mentioned above must not contain any financial quotation or figure.
- b) Technical Bid should accompany with complete project methodology, technical details on service and support assurance, and the time period required for Services Implementation Plan (SIP) and relevant Technical Literature/Brochures.
- c) Bid Security shall be included in Technical Proposal.

10. Financial Proposal:

- Financial Proposal shall be in a separate envelope. The bid data sheet should contain the financial figures and representation only.

11. Bid Opening and Evaluation:

- a) The Procuring Agency shall open technical bids at **1130 hours dated 27.12.2022** in the presence of bidders' representatives who choose to attend, in the office of the Procuring Agency located at Poonch House, 38 Multan Road, Lahore.
- b) Opening of the bids shall be done as a single stage two envelope procedure.
- c) The Procuring Agency shall open envelopes marked **"TECHNICAL PROPOSAL"** and evaluate the technical proposals in accordance with the set of evaluation criteria without reference to the Financial Proposal's quoted price.
- d) The Procuring Agency shall initially shortlist the bidders in accordance with the set of evaluation criteria. Technically qualified bidders may be called for a presentation / demo by the Procuring Agency.
- e) The Procuring Agency shall open financial bids of only technically qualified bidders in the presence of bidders'

representatives who choose to attend, at the specified date, time and venue.

- f) The Procuring Agency shall reject any bid if
 - i. The Bid does not conform to the mandatory requirements of the bidding document.
 - ii. The offer is from any blacklisted firm in Federal / Provincial Government Department.
 - iii. The Bid is found ambiguous.
 - iv. The Bid is conditional with currency fluctuations etc. No supplementary or revised offer for the opening of the tender shall be entertained.
- g) Financial proposals of non-qualified bidders will be returned unopened to the respective bidders.
- h) The bidder's name, Bid Prices, any discount, the presence or absence of Bid Security and such other details as the Procuring Agency at its discretion may consider appropriate, will be announced by the Procuring Agency at the bid opening.

12. Notification of Award & Signing of Contract Agreement:

- a) Prior to expiry of the period of bid validity specified bidding document, the Procuring Agency shall notify the successful bidder in writing a "Notification of Award" that his bid has been accepted.
- b) After the receipt of "Notification of Award" and submission of required documents by the successful bidder within timelines mentioned in the "Notification of Award", the Procuring Agency shall send the successful bidder formal Purchase Order / Contract Agreement incorporating all agreements between the parties.
- c) The formal Agreement between the Procuring Agency and the successful bidder shall be executed **within two (02) weeks** of the issue/receipt of Purchase Order / Contract Agreement by the successful bidder from the Procuring Agency.

13. Contract Period:

- a) The contract period for providing the bandwidth and allied services to the PHF shall be for **one (01) year**. The contract may be extended subject to the satisfactory provision of services to the Procuring Agency.
- b) The agreed price(s) would be applicable throughout the contract period. No subsequent hike in price would be acceptable; however, if the prices are reduced on any account, benefit of the same should be passed on to the PHF.

14. Clarification of Bidding Documents:

A prospective bidder requiring any clarification(s) in respect of the Tender Documents may contact the Procuring Agency's representative at the following address:

The contact detail for technical details and submission of bids:

Procurement Officer

Punjab Health Foundation,
ali.zarakkhan72@gmail.com

Assistant Manager (Procurement)

Punjab Health Foundation,
Naeem.bhatti@punjab.gov.pk

15. Bid Security

- a) Each bidder shall furnish, as part of the bid a Bid Security of 2% of the estimated price that is **PKR 12,000/-** in the form of Bank Draft, Pay order, Bank Guarantee or Call Deposit in favor of the Procuring Agency valid for a period up to **One (1) year or on completion of the project (whichever is later)**.
- b) Any bid not accompanied by an acceptable Bid Security shall be rejected by the Procuring Agency as non-responsive.
- c) The bid securities of unsuccessful bidders will be returned upon award of contract to the successful bidder or on the expiry of validity of Bid Security, whichever is earlier.
- d) The bid security of the successful bidder will be returned upon successful completion of one (1) year or on completion of the project (whichever is later) of the service.
- e) The Bid Security may be forfeited in any of the following scenarios:
 - i. If a bidder withdraws his bid during the period of bid validity.
 - ii. In the case of a successful bidder, if he fails to supply the required bandwidth connectivity and other services.

16. Performance Guarantee:

- a) The successful bidder shall be required to furnish a Performance Guarantee equal to 10% of the total contract amount in the form of Bank Draft, Pay order, Bank Guarantee or Call Deposit in favor

of the PHF valid for a period up to **one (01) year** beyond the starting date of service delivery.

- b) The Performance Guarantee of the successful bidder will be returned upon completion of complete contract period, the bidder having fulfilled all the warranty claims as agreed.
- c) The performance guarantee may be forfeited if the successful bidder fails to fulfill warranty claims.

17. Validity of Bid:

Bids shall remain valid for a period of twelve (12) weeks after the date of bid opening.

