

Dow University of Health Sciences Karachi



BIDDING DOCUMENTS

Single Stage – Two Envelope Procedure
As per Rule 46 (2) of SPPRA, 2010 (Amended up to date)

NIT No: DUHS/W&S/2024/1333, Dated: 06 December, 2024

HEALTH INSURANCE SERVICES
(REF NO: DUHS/W&S-NIT/169)

NOTICE INVITING TENDER (NIT)



DOW UNIVERSITY OF HEALTH SCIENCES

Baba-e-Urdu Road, Karachi-74200 Pakistan.

Tel: 9215754-57 Ext: 5814 Website: www.duhs.edu.pk

No. DUHS/W&S/2024/1333

Dated: December 6, 2024

TENDER NOTICE

Dow University of Health Sciences (DUHS), Karachi is a Public Sector University invites e-bids through E-Pak Acquisition & Disposable System (EPADS) from well-reputed Companies / Bidders / firms having registration with Federal Board of Revenue (FBR), Income Tax Department, Sindh Revenue Service Board & Sales Tax.

S. NO:	NAME OF WORK	METHOD OF PROCUREMENT
1.	HIRING OF JANITORIAL SERVICES FOR ACADEMIC AND ADMINISTRATION BLOCKS OF DUHS. (REF NO: DUHS/W&S-NIT/166)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
2.	HIRING OF JANITORIAL SERVICES FOR HEALTH FACILITIES OF DUHS ALONG WITH DOW LAB COLLECTIONS POINTS IN KARACHI CITY AND ACROSS SINDH PROVINCE BESIDES QUETTA & HUB CITY OF BALUCHISTAN PROVINCE. (REF NO: DUHS/W&S-NIT/167)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3.	HIRING OF SECURITY SERVICES COMPANY. (REF NO: DUHS/W&S-NIT/168)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4.	HEALTH INSURANCE SERVICES. (REF NO: DUHS/W&S-NIT/169)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
5.	(RE-RE-TENDER) HIRING OF AGENCY FOR EMPLOYMENT VERIFICATION. (REF NO: DUHS/W&S-NIT/170)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 7,000/- (Rupees Seven Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Security	Bid Security and Performance Security as mentioned in the bidding document.

E-Bidding documents as per detailed terms and conditions, specifications and requirements are available for the registered bidders on Sindh Public Procurement Regulatory Authority's EPADS at <https://portalsindh.eprocure.gov.pk/#/> and University website <https://duhs.edu.pk> on the payment noted above (non-refundable) on any working day except the day of opening of tenders.

The electronics bids must be submitted using EPADS before closing time **26-12-2024** at 10:00 Hrs. Manual bids, shall not be accepted. Electronic Bids will be opened on **26-12-2024** at 11:30 Hrs., The tender fee (non-refundable) and earnest money of total bid (refundable) in the form of a Pay Order or Demand Draft issued by a Scheduled Bank of Pakistan in favor of Dow University of Health Sciences, Karachi should be submitted at the 5th Floor of Administration Block DMC Campus near Civil Hospital before the deadline for submission of Electronic Bids through EPADS.

In case of any unforeseen situation resulting in the closure of the office on the date of opening or if Government declares Holiday the tenders shall be submitted/opened on the next working day at the same time & venue. The Procuring Agency reserves the right to reject any or all bids subject to relevant provisions of SPP Rules, 2010 (Amended upto date) and may cancel the bidding process at any time prior to the acceptance of a bid or proposal under "Rule-25" of said Rules.

For any query for e-bidding, contact the Office of the undersigned (DMC Campus), 5th Floor Administration Block, Baba-e-Urdu Road near Civil Hospital Karachi.

DIRECTOR
Works & Services
Dow University of Health Sciences, Karachi

BID DATA SHEET

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

1.	Name of Procuring Agency:	Dow University of Health Sciences, Karachi (DUHS)
2.	Bidding Procedure:	Single Stage –Two Envelope Procedure
3.	Name of Contract:	Health Insurance Services
4.	Tender fee:	Rs. 7,000/- (Seven Thousand Rupees Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
5.	Submission of Tender fee & Bid Security Address:	Dow University of Health Sciences (DMC Campus), Planning & Development Department Admin Block 5 th Floor DMC Campus, Baba-e-Urdu Road near Civil Hospital Karachi. Phone No. 021-38771000 Extension 5820
6.	Language of the Bid:	English
7.	Currency of the Bid:	The price quoted shall be in Pakistani Rupee on DDP Basis
8.	Bid Prices:	The price shall be fixed during the contract period.
9.	Bid Security:	The amount of bid security shall not be less than Rs 2.5% of the total bid value in the form of a Call Deposit, Bank Draft or a Bank Guarantee issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi.
10.	Bid Validity Period:	90 days
11.	Tender Purchasing date:	As Per NIT
12.	Deadline for bid submission:	As Per NIT (Online through EPADs at https://eprocure.gov.pk/)
13.	Date, Time and Place of Bid opening:	As Per NIT (Online through EPADs at https://eprocure.gov.pk/)
15.	Alternate Bid:	Not Allowed
16.	Joint Venture / Consortium Bid:	Not Allowed
17.	Period of Contract:	Initially contract shall be signed for a period of one year (12 months), however, contract can be extended with mutual agreement for a period of further six months or till the finalization of new tender. The Insurance Company shall bound to provide their services for extended contract period without any increase in rate. The policy extension for the next two years will be based on the rates provided by the Insurance Company, as per the matrix below. Furthermore, the extension will be granted to the Insurance Company upon mutual consent of both parties.
18.	Performance Security:	The Successful bidder submit the amount of Performance security shall not be less than Rs 5% of the total contract value in the form of a Call Deposit, Bank Draft or a Bank Guarantee issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi.

BIDDING DOCUMENT **FOR HEALTH INSURANCE SERVICES**

1. Introduction: -

1.1. Dow University of Health Sciences Karachi ("DUHS") is a Public Sector University founded in December 2003. DUHS has been developing tradition of excellence in education, research and community service. DUHS offering MBBS and BDS undergraduate education, with a strong emphasis in the medical, biomedical sciences, public health, allied health sciences and business management programs. The University has one main campus, and another sub-campus located in the urban metropolitan city of Karachi, Sindh. The University has a school of Postgraduate studies, which offers postgraduate and doctoral programs in almost all academic disciplines relating to the biomedical and health sciences, including clinical diplomas in 13 specialties, Masters/MS /MPhil and Ph.D. programs in 32 different specialties, such as Master of Advanced Physiotherapy, Masters in Nursing, Master of Business Administration, with 18 specialties of the biomedical and basic sciences offered at the MPhil level, including MPhil in Biotechnology, Genetics, Microbiology, Pharmacology and Ph.D. programs in the health and allied sciences. Furthermore, the flagship MBBS program is offered through Dow International Medical College, catering to international students or overseas sponsored students. The CPSP has also accredited the institution for FCPS training in 29 different specialties. The University has 17 Schools/Colleges and Institutes, including 9 clinical entities, and 25 other nonacademic, administrative departments.

2. Scope of Work: -

- 2.1 Provision of comprehensive medical coverage to the employees and their dependents according to their Category for a period of **12 MONTHS (1 YEAR)**. **That can be extended with the mutual consent of both the parties according to the mentioned renewal pricing template in TORs, clause 16.** The insurance coverage shall include:
- 2.2 In-Patient Treatment (Hospitalization);
- 2.3 Day Care Treatment;
- 2.4 Maternity Care;
- 2.5 Other Medical Services / Allied facilities.
- 2.7. Emergency Treatment, Pain Management, conservative Management; and
- 2.8 DUHS Employees and their dependents will be covered under the following policies:

i DUHS HEALTH INSURANCE POLICY

- For Hospitalization of Employees and their dependent spouses, children & Parents.
- Details of the employees according to their categories covered under the Premium Policy are given below:

Summary				
Category	A	B	C	Total
Self Employees	550	1867	1821	4238
Spouse	465	1318	1370	3153
Daughter	517	1147	1344	3008
Son	527	1242	1439	3208
Father	292	1257	1079	2628
Mother	392	1575	1387	3354
	2743	8406	8440	19589

- i In case of increase / decrease of any employee / dependent, the DUHS shall inform in writing and the Insurance coverage shall accordingly be commenced / ceased, as the case may be, on the same rates and terms and condition of the Contract Agreement.**
- 2.9 In case of birth of new born baby of the employee / dependent, the new born baby shall Immediately cover under the Insurance Coverage.

2.10 The Insurance coverage shall provide/covered the following services according to category: -

2.11 The benefits plan of DUHS for Premium Policy per person per annum is as under:-

Sr. #	Benefits / Coverage	Categories and Annual Entitlements in Rs.		
		A (B-19-22)	B (B-16-18)	C (B-1-15)
1.	Hospitalization + Major Medical Limits (Employees & Spouses)	1,100,000	800,000	500,000
2.	Hospitalization + Major Medical Limits (Children) (Each)	750,000	400,000	250,000
3.	Hospitalization + Major Medical Limits (Parents) (Each)	1,100,000	600,000	400,000
4.	Daily Room & Board Limits	45,000	30,000	20,000
5.	Normal Delivery & Miscarriage	150,000	125,000	100,000
6.	Caesarean Section & Multiple Births	350,000	250,000	200,000

2.12 Eligible Medical Expenses (including but not limited) to be covered from **ANNUAL HOSPITALIZATION LIMITS** shall include Hospitalization & Day Care Treatment as Follows: -

HOSPITALIZATION	DAY CARE
<ul style="list-style-type: none"> • Daily Room & Board Charges • In-Hospital Consultation Charges • Surgical Fee • Diagnostic Investigations • OT Charges • Blood & Oxygen Supplies • ICU/CCU/SCU/HDU Charges • Organ Transplant • Local Ambulance Charges • Burns • Stroke/CVA • Pre & Post Hospitalization including Medicines, Consultation & Diagnostic Tests before & after (30 days) 	<ul style="list-style-type: none"> • Lithotripsy + other laser procedures • Endoscopy • Excision Biopsy + Histopathology • Gastroscopy • Partial Mastectomy • Tonsillectomy / Adenoidectomy / Procedures • Veins / Varicose • Non-Malignant Tumors/Abscess • Cholecystectomy • Herniorrhaphy • Appendectomy • Cataract Surgery + other ophthalmic procedures including the value lens upto Rs. Rs 50,000/-

HOSPITALIZATION	DAY CARE
<ul style="list-style-type: none"> • Angioplasty / By-Pass Surgery • Thyroid Dichotomy • Miscellaneous Hospital Services and Supplies • Emergency Room Treatment leading to Hospitalization. • Other Operative Procedures. 	<ul style="list-style-type: none"> • Angiography • MRI • CT Scan • Thallium Scan • Kidney Dialysis • Treatment of Cancer (including Chemotherapy with pre & post cover) up to full Hospitalization Limits. • Other day care procedures.
HOSPITALIZATION	DAY CARE
<ul style="list-style-type: none"> • Congenital Birth Defects will be fully covered. • Psychiatric Treatments • Maternity related • complications. • Enhancement of Hospitalization Limit in case of Accidental Injuries. (50% of available limit). Declared / Undeclared Pre-Existing Conditions will be fully covered. • Addition: In case of the IPD benefit (only) limit exhaust than limit can be increase / decrease upon the request of approval authority @ 50% Employee (Self) and spouse and other dependents: This extended limit is only eligible for Dow University Hospital. • Coverage of IPD benefit required on the basis of family pool model, where the limit may share or exchange within family members. • COVID-19 related covered expenses will be excluded for non-vaccinated individuals, over the age of 18 year 	<ul style="list-style-type: none"> • Treatment of Hepatitis A B & C such as Inj. Interferon Therapy / Tab. Sovaldi or Equivalent along with all combination Therapy, consultation & Lab Tests such as PCR / LFT up to Hospitalization Limits. • Treatment of all injuries / fractures & Lacerated wounds. • Accidental Dental Treatment. Other • Operative Procedures. • Blood Screening tests Blood / blood products / blood components transfusion / Plasmapheresis / Hb- • Electrophoresis Minor Urological procedures etc Hemodialysis inclusive of medicines and investigation Laparoscopic procedures / ERCP/MRCP Lumpectomy / Incision and drainage Procedures. • Bronchoscopy • Thyroid Scan • Renal Scan • Bone Scan • Carotid Doppler • Barium Meal / Swallow / Enema • CT Angio • MRA / MRV • NCS /EMG • EEG

	<ul style="list-style-type: none"> • Mammography • ETT • Holter Monitoring • Echo /Stress Echo • OCT • FFA • Spirometry • 6 minutes' Walk Test • DLCO • Avstin inj for Ophiomancy • Sleep Study • Dexa Scan X-ray • 4/s Coverage in case of Pregnancy • Any other emergency coverage without caping
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2.13 EMERGENCY TREATMENT

Emergency treatment up to 25% of the hospitalization limit as per standard emergency protocol. But all injectables high grade fever will be covered.

2.14 Eligible Medical Expenses to be covered from Annual **MATERNITY CARE LIMITS** (including but not limited) shall include Hospitalization & Day Care Treatment as Follows: -

MATERNITY CARE
<ul style="list-style-type: none"> • Normal/Caesarean/Multiple Births/Force Delivery. • Pre & Post Natal Expenses, • Obstetricians Fee for Delivery & Consultation during Hospitalization. • Coverage of Congenital Birth Defects. • New Born Babies are to be covered from very 1st day of Birth • New Born Babies Nursery Care Charges including incubator facility. • Miscarriage resulting into D&C or D&E. • Midwife Charges if delivery takes place at home. • Operation Theatre / Physician's / Surgeon's Charges • Prescribed Medical Supplies & Services during Hospitalization. • Anesthesia Charges. • Circumcision Charges of Newborn Baby Boys. • Declared / Undeclared Pre-Existing Conditions will be fully covered.

- 2.15 Employees of DUHS either Male or Female covered with no age restrictions.
- 2.16 Dependent Spouse(s) covered. Maternity upto 50 years of age.
- 2.17 Dependent Son(s) covered upto 25 years of age.
- 2.18 Dependent Daughter(s) covered till marriage.
- 2.19 Parents covered with no age restrictions.

3 Submission of E-Bids online on EPADS

3.1 All bids should be submitted online through SPPRA EPADS.

3.2 Deadline for submission of bids as per NIT.

3.3 The Procuring Agency will open all bids Online through EPADS system, as per NIT date & time.

4 Bidding Procedure: -

4.1 Bids are invited as per Single Stage – Two Envelope Procedure in accordance with rule sub rule 2 of rule 46of the Sindh Public Procurement Rules, 2010 (Amended up to date).

5 Instructions to the Bidders: -

5.1 Bidder must read all the contents of IFB/NIT as well as Bidding Document and understand all the requirements.

5.2 Bidder must ensure that the Bid Form is filled in all respect, without any confusion.

5.3 Bid Security shall be submitted at DUHS before the opening of the tender However, a copy of the same shall be inserted in the Technical Proposal after hiding the amount.

5.4 There should not be any over-writing, double writing, crossed, additional conditions.

5.5 Rates are to be quoted clearly in digits as well as in words.

5.6 Each document/paper submitted by the bidder shall be signed/stamped by the bidder on the face of the documents

5.7 Bids shall be submitted on EPADS SPPRA in accordance with Single stage – Two Envelope Procedure.

5.8 Bidder shall prepare and upload two separate profiles on EPADS for Technical as well as Financial Proposal.

5.9 Bidder shall examine the Bid Evaluation Criteria and insert an appropriate document in the Technical / Financial Proposal accordingly.

5.10 Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms shall be treated as rejected / nonresponsive.

5.12 CLARIFICATIONS OF BIDDING DOCUMENTS

An interested bidder, who has obtained bidding documents, may request for clarification of contents of the bidding document in accordance with the Rule 23(1) of SPP Rules, 2010.

At any time prior to the deadline for submission of bids, the Procuring Agency may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding documents by amendment.

All prospective bidders that have received the bidding documents will be notified the amendment(s) in writing, which will be binding on them.

In order to allow prospective bidders reasonable time to take the amendment(s) into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for submission of the bids.

6. ELIGIBILITY EVALUATION CRITERIA (MANDATORY REQUIREMENTS)

Eligibility Criteria: The bidder who meets the following eligibility criteria / mandatory requirements would be declared responsive for further evaluation as per the Evaluation Criteria specified in this bidding document. Verifiable documentary proof for all following requirements is a mandatory requirement, noncompliance will lead to disqualification. a) The bids disqualified / not responsive to the MANDATORY ELIGIBILITY EVALUATION CRITERIA provided shall not be eligible for further Technical Evaluation.

S#	List of documents to be enclosed: - (Mandatory Requirements) Bidder(s) must ensure that the following documents are enclosed with the Technical Proposal.
1.	Complete Bidding Document, duly signed and stamped on each/every page as acceptance of all terms & Condition and shall be signed by a person or persons duly authorized to sign on behalf of the bidder.
2.	Tender Purchase Receipt / Pay order (Scanned)
3.	Copy of Purchase Receipt or Pay Order in favor of Dow University of Health Sciences Karachi should be attached with technical proposal.
4.	Bid Security shall be submitted at DUHS before the opening of the tender However, a copy of the same shall be inserted in the Technical Proposal after hiding the amount.
5	The Bid Form(s) shall be inserted in the Financial Proposal. However, a copy of the same shall be inserted in the Technical Proposal after hiding the amount.
6.	Copy of CNIC of signatory of the Bid Form.
7.	Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate / Online Verification of Active Tax Payer for Sales Tax;
8	Complete profile and history of the Bidder/Participant including complete address and complete details of Directors including their CNIC Numbers;
9.	List of panel Hospitals all over the Pakistan.
10.	List of present <u>CORPORATE CLIENTS</u> of Group Health Insurance with name and contact persons, cell/telephone numbers, addresses and number of employees of that each client. Provide the document evidence in the form of satisfactory certificate & work order
11.	Audited the Financial Statement of the bidder for the last three years;
12	The Equity / Net Worth of the bidder as of the closing of last fiscal year should not be less than Rs. 0.5 billion and the same shall be reflected in the Audited Accounts of the last three years.
13	Bidder must have Credit Rating minimum "AA" of PACRA/JCR-VIS as on the date of submission of bid.
14.	Affidavit on stamp paper of Rs. 100/- duly notarized to the effect that: <ul style="list-style-type: none"> i. Affidavit on stamp paper duly notarized to the effect that the Insurance Company is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government. ii. Affidavit on stamp paper duly notarized to the effect that any director of the Insurance Company is not awarded any punishment from any Court of Law. iii. Affidavits duly notarized to the effect that the bidder has submitted the correct and complete information along with the bid/offer. If any document/information is found forged/engineered /fake/bogus at any stage, the bidder may be declared as Blacklisted in accordance with law and the performance guarantee and payment, if any may be forfeited.
15.	Details of Full-Time Doctors for Case Management in Medical & Claims Dept.
16	Bidder must have at least five of Full-Time Doctor for Case Management in the Medical & Claims Dept.
17.	Details of Medial Call Center (24 / 7 Help Line).
18.	Existing and any past service providers are only eligible for bidding upon providing Satisfactory Performance Certificates of recent or past contracts for respective periods of services from the DUHS Office of the Registrar duly signed and stamped. No other certificates will be accepted for eligibility & participation in the tender process.
19.	Certificate of Incorporation issued by the Securities & Exchange Commission of Pakistan (SECP)
20.	Valid documentary evidence in support of evaluation and qualification criteria.

7. Validity of Bids: -

7.1 Bids shall remain valid for ninety (90) days w.e.f. date of opening of Technical Proposals. The bids without or less than Ninety (90) days of validity will be rejected.

8. Language of Bids: -

8.1 The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and the Procuring Agency shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case for purposes of interpretation of the Bid, the translated version shall prevail.

9. Submission of Bid Security: -

Under any circumstances, whatsoever, the sealed bids security shall be reached before the deadline for submission of the bid. Any bid security submitted late due to any reason whatsoever, shall not be considered at any stage and shall be returned un-opened. Any claim against the bid security received late shall not be considered at any stage. And it would be considered disqualified from the bidding process.

10. Opening of E-Bids: -

10.1 All Proposals shall be opened Online on EPADS at <https://eprocure.gov.pk/> as per NIT.

10.2 After the evaluation and approval of the technical proposal, the Financial Proposals shall be opened of the technically accepted / qualified bids having the minimum qualifying points / marks of 80% or more, at a time, date and venue announced and communicated to the bidders in advance.

10.3 The opening of the Financial Proposal may be extended by the DUHS. However, the same shall be informed through email DUHS, but the bids shall be opened within the bid validity period.

11. Evaluation of Bids: -

11.1 Bids/Offer including Technical Proposal/Financial Proposals of only eligible bidders to be evaluated by the Committee constituted by the DUHS for the purpose.

11.2 The Committee may seek the clarification from the bidder in writing or oral as the case may be, in case of committee deemed fit, however any clarification shall not be changing the sanctity of original bid;

11.3 The Bids/Offer shall be evaluated conformity the requirements of terms & conditions of the bidding document based on the record / documentary evidence submitted by the bidder.

11.4 Technical Proposal Evaluation:

11.4.1 THE BIDS SHALL BE EVALUATED ON MOST ADVANTAGEOUS BID BASIS.

The bidder which attains the highest combined weighted technical and financial score according to the following criteria shall be selected.

11.4.2 The Bids shall be evaluated on complete Lot / Group / Package basis reflected in the Bid Form / Price Schedule. Bids for partial / limited item(s) shall not be considered and rejected.

11.4.3 The following merit point system for weighing evaluation factors / criteria will be applied for technical proposals.

11.4.4 Bidders achieving **minimum 80% overall points / marks** will be considered only for further process Documentary evidence must be attached in support of your claim.

11.4.5 Only those Financial Proposals will be announced / considered which were technically qualified by the Committee.

TECHNICAL PROPOSAL EVALUATION CRITERIA

S #	Evaluation Parameters/Sub-parameters	Maximum Points
1	Number of Years in the Business of providing Health Insurance Services <i>(Credible documentary evidence must be provided)</i>	Max. 10
1.1	Above 45 years	10
1.2	Between 40 years to 45 years	5
1.3	Less than 40 years	3
2	Paid up Capital (As of 31st Dec, 2023)	Max. 20
2.1	Above 6 Billion	20
2.2	Between 3 Billion to 6 Billion	12
2.3	Less than PKR 3 Billion	5
3	Number of Full-Time MBBS Doctors for Case Management of Corporate Clients in Medical & Claims Department <i>(Provide details duly signed by authorized person)</i> (as of 31 st Dec, 2023)	Max. 10
3.1	Above 50	10
3.2	between 21 to 50	5
3.3	Less than 20	3
4	PACRA/JCR-VIS Rating – MANDATORY REQUIREMENT	Max. 10
4.1	AA++ Rating or above	10
4.2	AA to AA+ Rating or above	5
5	Annual Insurance Gross Premium [General/ Life] (as of 31 st Dec, 2023)	Max. 10
5.1	Above 40 billion	10
5.2	Between 25 Billion to 40 Billion	5
5.3	Below 25 Billion	3
6	Existing Corporate Health Insurance Portfolio of Insurance Company (as of 31 st Dec, 2023)	Max. 10
6.1	Above 4.0 Billion	10
6.2	Between 3.5 Billion to 4 Billion	5
6.3	Below 3.5 billion	3
7	Availability of Web portal for the claims/policy monitoring <i>(at least 5 years of Web Portal services experience)</i>	Max. 15
7.1	YES	15
7.2	NO	0
8	Availability of Mobile App for every employee for claims processing <i>(at least 5 years of Mobile App services experience)</i>	Max. 15
8.1	YES	15
8.2	NO	0
TOTAL POINTS		100

12. Financial Proposal Evaluation:

- 12.1.1 Procuring Agency shall not be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. However, any subsequent changes in rates or structure of applicable taxes by the Government at any time during execution / evaluation period shall be passed **to the** Procuring Agency.
- 12.1.2 Technically qualified/successful bidder(s)/Tenderer(s) shall be eligible for Financial Proposal(s). The Financial bids shall be opened in the presence of the Bidders at the scheduled date, time and venue communicated in advance.
- 12.1.3 Financial Bids / Proposals of Technically disqualified / rejected bidders will not be opened and sealed envelope shall be returned to the bidder.
- 12.1.4 Bids not accompanied by the Bid Security of required **amount** and form shall be rejected.
- 12.1.5 Procuring Agency **shall not** be responsible for any erroneous calculation of taxes and all differences arising out shall be fully borne by the Successful Bidder. **However**, any subsequent changes in rates or structure of applicable taxes by the Government at any **time during execution** / evaluation period shall be passed to the Procuring Agency.
- 12.1.6 Marks obtained in the detailed technical evaluation will be carried forward and prorated. Tender will be awarded to the Responding Organization with maximum accumulative points (Technical Score + Financial Score).
- 12.1.7 The **formula** for technical scoring is "Technical Marks / Score = Total Technical Marks of the respective bidder x 0.85".
- 12.1.8 The **formula** for financial scoring is that the lowest bidder gets 20% Marks and the other bidders score 20 multiplied **by** the ratio of the lowest **bid** divided by the quoted price.

EXAMPLE:

TECHNICAL EVALUATION

The formula to calculate the technical points / marks / score of the bidder is given below: Technical Marks / Score = Total Technical Marks of respective bidder x 0.75

- **Solved Example of Financial Scoring:**
Technical scoring out of 100 = 85
Carried Forward & Prorated Technical scoring = 85 x 0.75

FINANCIAL EVALUATION

The formula to calculate the Marks for the price by the bidders other than lowest bidder is given below:

- **Financial Evaluation Score of individual quoted Product:**
[Lowest quoted price of the item ÷ Next higher proposed price of the competing item] x Total Allocable financial score
- **Solved Example of Financial Scoring:**
If the lowest quoted price of an item is Rs. 25 million the same lowest will obtain score as below:
= $[25 \div 25] \times 25 = 25$
= 25 marks being the lowest bidder for the quoted item

If the next higher quoted price of the same item is Rs. 30 million the marks obtained will be:
= $[25 \div 30] \times 25 = 20.83$

If the next higher quoted price of the same items is Rs. 37 million the marks obtained will be:
= $[25 \div 37] \times 25 = 16.89$ Marks and so on.

13. Announcement of Bid Evaluation Report

- 13.1. Bids/Offers including Technical Proposal/Financial Proposals to be evaluated by the Committee Constituted by the DUHS for the purpose.
- 13.2 The Bid Evaluation Report shall be announced and shall be hoisted on websites of the Authority and Procuring Agency and intimated to all the bidders at least three (3) working days prior to the award of Contract.

14. Award of Contract: -

- 14.1 The bidder who attains the highest combined weighted technical and financial score shall be considered for acceptance of the offer provided that it fulfills the laid down terms and conditions of the tender
- 14.2 DUHS reserve rights to cancel any/all bids, subject to the relevant provisions of SPP Rules 2010 (Amended up to Date).

15. Signing of Contract: -

- 15.1 In case of award, DUHS may send to the successful bidder a formal agreement format incorporating all the terms and conditions herein.
- 15.2 Within seven (7) days of the receipt of such formal agreement, the bidder/ service provider shall sign the same and return it to the procuring agency

16. Period of Contract: -

Initially **contract shall be signed for a period of one year (12 months)**, however, contract can be extended with mutual agreement for a period of further six months or till the finalization of new tender. The Insurance Company shall be bound to provide their services for extended contract period without any increase in rate.

Note: The filled bidding documents will be part of agreement.

The policy extension for the next two years will be based on the rates provided by the Insurance Company, as per the matrix below. Furthermore, the extension will be granted to the Insurance Company upon mutual consent of both parties.

Pricing Template for Renewal (IPD only)

S#	Description	Matrix	Renewal Pricing
			%age
1	For 2 nd Year* and For 3 rd Year		
	Gross premium rate	Loss ratio between 81%-85%	
		Loss ratio between 86%-90%	
		Loss ratio between 91%-95%	
		Loss ratio between 96%-100%	
		Loss ratio between 101%-110%	
		Loss ratio between 110%-120%	
		Loss ratio above 120%	

- Vendor shall keep the base price (*for the expiring policy*) and loading or profit share would be applicable
- on base price for the expiring period
- Above Loading structure is subject to existing benefit structure.
- The Agreement for 2nd year shall be continue upon Mutual Consent of Both Parties
- *Premium Rates of Existing Year Policy shall be considered as Base Rates for calculation of 2nd Year Policy Premium
- The Agreement for 3rd year shall be continue upon Mutual Consent of Both Parties
- *Premium Rates of Existing Year Policy shall be considered as Base Rates for calculation of 3rd Year Policy Premium.

17. Bid Security / Performance Guarantee: -

- 17.1 The Bidder shall enclose the Bid Security not less than 2.5% of the total contract value of the one year (12 months) in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favor of Dow University of Health Sciences, Karachi issued by a scheduled bank in Pakistan valid for a period of 90 days beyond the bid validity period. The Bid Security shall be attached with the Financial Proposal. Photocopy of the Bid Security shall be attached with the Technical Proposal after hiding the amount.
- 17.2 The Bid Security of unsuccessful bidder shall be returned after award of contract or within one week of expiry of bid.
- 17.3 The Successful bidder shall submit the Performance Security / Guarantee not less than 5% of the total contract value of the one year (12 months) in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favor of Dow University of Health Sciences, Karachi issued by a scheduled bank in Pakistan valid for a period of ninety (90) days beyond the date of completion / expiry of the contract.
- 17.4 The Bid Security of successful bidder shall be returned after receipt of Performance Security / Guarantee. However, the successful bidder can adjust the Bid Security towards Performance Guarantee, in this situation, the successful bidder shall submit the balance amount on account of Performance Guarantee.
- 17.5 The successful bidder shall be adjusted towards Performance Security / Guarantee.
- 17.6 The Performance Security / Guarantee of the Insurance Company shall be forfeited, in case of Insurance Company fails to provide the satisfactory services. The Performance Security / Guarantee of the Insurance Company shall be returned after expiry of contract and settlement of all claims by the Insurance Company.

18 Commencement of Insurance Coverage: -

- 18.1 Insurance coverage shall commence from the contract date.
- 18.2 DUHS shall provide the complete details of employees at least one month before commencement of Insurance Coverage.
- 18.3 The Insurance Company shall arrange the preparation of necessary documents and Health Card for the insured person well before commencement of insurance coverage.
- 18.4 The Insurance Company shall ensure the delivery of Health Card and complete details about the Panel Hospitals, available facilities at those hospitals, telephone numbers, claim filing process and other relevant information to the insured person well before commencement of Insurance coverage.

19 Processing of Claim: -

- 19.1 The Insurance Company shall process the claim within a working day of receipt of claim.
- 19.2 The Insurance Company cannot demand any unrealistic document for processing of claim.
- 19.3 The Insurance Company shall ensure the payment of claim within 15 working days, subject to fulfillment of minimum required formalities. If insurance company does not pay any valid claim within 15 working days for whatsoever reason including any reason because of terms of this Bidding document, DUHS has power to charge penalty up to 1% of quarterly premium amount for each default / delay in claim payments and will deduct such penalties from premium bill amount at that time of making payments to insurance company. Provided further that if insurance company incur consequent five delays / defaults in claim payments DUHS has right to cancel agreement along with imposition of penalty amounting maximum to 1 quarter premium payment.
- 19.4 All the legitimate claims will be entertained which fall during the policy period without restriction of time period of submission till policy expiry

20 General Conditions: -

- 20.1 Bidder shall comply with all Pakistani Laws, permits, codes and regulation applicable to the bidder's performance of services. Bids against the Government Rules and Policy, Conditional Bids, Telegraphic Bids, Bids not accompanied by Bid Security of required amount and form, bids received after specific date and time and bids of Black Listed firms will not be considered and will be rejected.
- 20.2 The DUHS reserves the right to increase / delete the number of lives to be covered on the same rates and terms and condition of the Contract Agreement.
- 20.3 All the Health Insurance Cards in case of new Employees or Addition / Deletion / Plan Revision Correction cases shall be provided by the Insurance Company within 10 days from the submission of intimation.
- 20.4 Premium for New lives to be Added / Deleted or Plan Revise shall on the same rates as per Premium Rates quoted in the Bid.
- 20.5 Bidder must provide Hotline numbers of the Company's Representatives / Focal Person (s) in order to Facilitate and provide necessary information to the patients in case of Hospitalization in Panel Hospitals.
- 20.6 Approval / Authorization of Hospitalization shall be provided to the Hospital / Patient in not more than 01 Day. All intimations of Approvals / Regrets must also be furnished to the Dow University of Health Sciences through email.

- 20.7 All the IPD Reimbursement Claims would be paid within 10 days from the date of submission of claims.
- 20.8 In case of IPD / Maternity Reimbursement Claim of a Non-Panel Hospital, a deduction of not more than 10% of the Total Claim may be made. This shall be waived if the treatment is unavailable at a Panel Hospital or is some Special or peculiar circumstances.
- 20.9 In case of return or withholding of Claim for Reimbursement, a formal intimation by letter or email would be required by the Insurance Company describing the reason for return or withholding.
- 20.10 If an Employee / Patient wishes not to disclose certain personal information such as Investigations Reports, the requirement in Reimbursement Cases shall be waived upon the request of the Employee / Patient.
- 20.11 Requirement of Prescriptions shall be waived in case the Employee / Patient is a Doctor/ Medical Practitioner upon request.
- 20.12 All the Health Insurance Cards must bear the DUHS Employee ID and Name of Institute / Department, provided in the list as and when the contract is awarded.
- 20.13 The Bidder will provide the Claims Utilization Report for Hospitalization and Reimbursement on Quarterly Basis.
- 20.14 In case of non-issuance of Insurance Card to an existing employee, due to non-provision of data required for issuance of Health Insurance Card, the employee or his dependent shall be provided Hospitalization Coverage after obtaining necessary approval / verification from the DUHS.

21 Payment: -

- 21.1 Payment of Premium shall be processed on quarterly basis.
- 21.2 The Insurance Company shall submit the following documents along with the Invoice:
- 21.2.1 Original Invoice in triplicate.
 - 21.2.2 Copy of the Signed Contract.
 - 21.2.3 List of Insured Employees / Dependents
 - 21.2.4 Complete details of claims received, paid, pending during the quarter.
 - 21.2.5 Complete details of pending claims with reason of pendency.
 - 21.2.6 Endorsement (additions/ deletions) payment will be settled on quarterly basis.

22 Profit Sharing: -

- 22.1 Any Profit / Premium left at the end of the Contract Agreement will be shared on 50:50 basis after deducting the Admin Charges of 10%,

23 Last Year Claim Amount: -

- 23.1 Total Amount of Rs. 440 Million (of all hospitalization including maternity cases).

24 Redressal of Grievances by the Procuring Agency: -

- 22.1 Redressal of Grievances & settlement of dispute will be as per Rule 31 of SPPRA Rule-2010 (Amended 2019).

25 Termination & Cancellation of Contract: -

- 25.1 If the Insurance Company fails to provide the satisfactory services, the DUHS shall be entitled at his option to cancel the contract and recover the damages besides forfeiture of Performance Guarantee. The DUHS shall not be liable to any risks and costs whatsoever in consequence of such cancellation of the contract.

26 Arbitration: -

- 26.1 Any difference or dispute or liability of whatsoever nature arising out of the contract or in any way relating to the contract or to its construction or fulfillment should be settled as far as possible, amicably between the DUHS and Insurance Company. Should the parties fail to come to an amicable settlement the same shall be referred to the award of Arbitrators to be nominated one each by the DUHS and Insurance Company within fifteen (15) days of notice from either side or in the case of the said Arbitrators not agreeing, then to the award of an Umpire to be appointed by the Arbitrators in writing prior to proceeding with the arbitration. The decision of the Arbitrators or the Umpire, as the case may be, shall be final and binding on both the parties. The arbitration shall take place at Karachi, under Pakistani Law of Arbitration.

27 Applicable Laws : -

- 27.1 The Contract shall be governed by the Laws of Pakistan and the Courts of Karachi – Pakistan shall have exclusive jurisdiction.

BID FORM / PRICE SCHEDULE

HEALTH INSURANCE SERVICES
IFB /NIT No. DUHS/P&D/2023/11541 Dated 09 Sep 2023
(REF NO: DUHS/W&S-NIT/129)

(To be submitted on Official Company Letterhead duly Signed & Stamp)

SR.#	DESCRIPTIONS	PREMIUM RATES FOR 12 MONTHS (in PKR)
1.	Hospitalization Premium	
2.	Maternity Premium	
3.	Admin Charges	
4.	Stamp Duty	
5.	Any Other Charges / Taxes FIF 1%	
6.	ASO Charges on Pool	
Total Premium / Bid Value for 12 months (one year) In Pak Rs. Including FIF		
Amount of Bid Security@ 2.5%		

**Provisional SST and /or any other government levies/ taxes will be applied separately*

Signature: _____

Name: _____

CNIC: _____

Designation: _____

Company: _____

Stamp: _____

Date: _____

Pricing Template for Renewal (IPD only)

S#	Description	Matrix	Renewal Pricing
			%age
1	For 2 nd Year* and For 3 rd Year		
	Gross premium rate	Loss ratio between 81%-85%	
		Loss ratio between 86%-90%	
		Loss ratio between 91%-95%	
		Loss ratio between 96%-100%	
		Loss ratio between 101%-110%	
		Loss ratio between 110%-120%	
		Loss ratio above 120%	

- Vendor shall keep the base price (*for the expiring policy*) and loading or profit share would be applicable
- on base price for the expiring period
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- The Agreement for 3rd year shall be continue upon Mutual Consent of Both Parties
- *Premium Rates of Existing Year Policy shall be considered as Base Rates for calculation of 3rd Year Policy Premium

Signature: _____

Name: _____

CNIC: _____

Designation: _____

Company: _____

Stamp: _____

Date: _____

AGE BAND & BREAKUP OF QUOTED PREMIUM

(To be submitted on Official Company Letterhead duly Signed & Stamp)

Age	A	B	C	Quoted Premium		
Employees				A	B	C
Male						
18-30	0	228	423			
31-40	59	324	399			
41-50	122	246	373			
51-60+	102	210	393			
Total	283	1008	1588			
Female				Quoted Premium		
				A	B	C
18-30	2	425	104			
31-40	62	254	69			
41-50	146	165	58			
51-60+	57	15	2			
Total	267	859	233			
Spouses				Quoted Premium		
Male				A	B	C
18-30	6	40	6			
31-40	32	244	54			
41-50	86	157	45			
51-60+	70	81	34			
Total	194	522	139			
Female				Quoted Premium		
				A	B	C
18-30	10	160	231			
31-40	99	384	493			
41-50	10	142	272			
51-60+	52	110	235			
Total	171	796	1231			
SONS				Quoted Premium		
				A	B	C
0-10	209	820	787			
11 to 25	318	422	852			
Total	527	1242	1639			
Daughters				Quoted Premium		
				A	B	C
0-10	197	737	648			
11 to 20	210	331	467			
21-30	100	71	203			
30+	10	8	26			
Total	517	1147	1344			
PARENTS				Quoted Premium		
				A	B	C
Up to 50	1	173	167			
51-60	23	760	713			

61-70	240	1138	916			
Above 70	420	661	670			
Total	684	2732	2466			
Grand Total	2643	8306	8640			

Signature with Name & Official Stamp: _____

INTEGRITY PACK

(AFFIDAVIT)

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS.

Contract Number: _____ Contract Value: _____ Contract Title: _____

[Name of Supplier/Contractor/Consultant] 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 Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

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

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

[Name of Supplier/Contractor/Consultant] 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 PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, **[Name of Supplier/Contractor/Consultant]** agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by **[Name of Supplier/Contractor/Consultant]** 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 PA.

[Procuring Agency]

[Supplier /Contractor/Consultant]

Date:



DOW UNIVERSITY OF HEALTH SCIENCES

Baba-e-Urdu Road, Karachi-74200 Pakistan.

Tel: 9215754-57 Ext: 5814 Website: www.duhs.edu.pk

No. DUHS/W&S/2024/1333

Dated: December 6, 2024

TENDER NOTICE

Dow University of Health Sciences (DUHS), Karachi is a Public Sector University invites e-bids through E-Pak Acquisition & Disposable System (EPADS) from well-reputed Companies / Bidders / firms having registration with Federal Board of Revenue (FBR), Income Tax Department, Sindh Revenue Service Board & Sales Tax.

S. NO:	NAME OF WORK	METHOD OF PROCUREMENT
1.	HIRING OF JANITORIAL SERVICES FOR ACADEMIC AND ADMINISTRATION BLOCKS OF DUHS. (REF NO: DUHS/W&S-NIT/166)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
2.	HIRING OF JANITORIAL SERVICES FOR HEALTH FACILITIES OF DUHS ALONG WITH DOW LAB COLLECTIONS POINTS IN KARACHI CITY AND ACROSS SINDH PROVINCE BESIDES QUETTA & HUB CITY OF BALUCHISTAN PROVINCE. (REF NO: DUHS/W&S-NIT/167)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3.	HIRING OF SECURITY SERVICES COMPANY. (REF NO: DUHS/W&S-NIT/168)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4.	HEALTH INSURANCE SERVICES. (REF NO: DUHS/W&S-NIT/169)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
5.	(RE-RE-TENDER) HIRING OF AGENCY FOR EMPLOYMENT VERIFICATION. (REF NO: DUHS/W&S-NIT/170)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 7,000/- (Rupees Seven Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Security	Bid Security and Performance Security as mentioned in the bidding document.

E-Bidding documents as per detailed terms and conditions, specifications and requirements are available for the registered bidders on Sindh Public Procurement Regulatory Authority's EPADS at <https://portalsindh.eprocure.gov.pk/#/> and University website <https://duhs.edu.pk> on the payment noted above (non-refundable) on any working day except the day of opening of tenders.

The electronics bids must be submitted using EPADS before closing time **26-12-2024** at 10:00 Hrs. Manual bids, shall not be accepted. Electronic Bids will be opened on **26-12-2024** at 11:30 Hrs., The tender fee (non-refundable) and earnest money of total bid (refundable) in the form of a Pay Order or Demand Draft issued by a Scheduled Bank of Pakistan in favor of Dow University of Health Sciences, Karachi should be submitted at the 5th Floor of Administration Block DMC Campus near Civil Hospital before the deadline for submission of Electronic Bids through EPADS.

In case of any unforeseen situation resulting in the closure of the office on the date of opening or if Government declares Holiday the tenders shall be submitted/opened on the next working day at the same time & venue. The Procuring Agency reserves the right to reject any or all bids subject to relevant provisions of SPP Rules, 2010 (Amended upto date) and may cancel the bidding process at any time prior to the acceptance of a bid or proposal under "Rule-25" of said Rules.

For any query for e-bidding, contact the Office of the undersigned (DMC Campus), 5th Floor Administration Block, Baba-e-Urdu Road near Civil Hospital Karachi.

DIRECTOR
Works & Services
Dow University of Health Sciences, Karachi



DOW UNIVERSITY OF HEALTH SCIENCES

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عوامی حقن جی ترجمان، کمپیوٹر تی پھرین مکمل اخبار

کراچی، حیدرآباد ۽ سکرمان هک ئی وقت شایع ٿیندڙ

Daily AWAMI AWAZ

روزانی

عوامی آواز

سال 35، شمارو 331، چنبر 7 دسمبر 2024، 4 جمادی الثاني 1446ھ، صفحا 08، قیمت 40 روپيا



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