

Dow University of Health Sciences



Bidding Documents

Single Stage – Single Envelope Procedure
As per Rule 46 (1) of SPPRA, 2010 (Amended up to date)

NIT # DUHS/W&S/2025/1392 Dated: 22nd January, 2025

(RE-RE-TENDER)
HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES
(REF NO: DUHS/W&S-NIT/176)

NOTICE INVITING TENDER (NIT)



OFFICE OF THE DIRECTOR WORKS & SERVICES 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/2025/1392

TENDER NOTICE

Dated: January 22, 2025

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.	PROVIDING, FIXING, INSTALLATION AND COMMISSIONING OF 2 NOS. PASSENGER LIFTS INCLUDING ANCILLARY WORKS AT SEMINAR HALL, OJHA CAMPUS, DUHS, KARACHI. (REF NO: DUHS/W&S-NIT/172)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
2.	REPAIR AND MAINTENANCE FOR AIR CONDITIONING AND OPERATION, REPAIR & MAINTENANCE OF PACKAGE UNITS AND OPERATION, REPAIR AND MAINTENANCE OF CENTRAL HVAC SYSTEM (CHILLER PLANTS, COOLING TOWERS, VRF UNITS, AHUs, DX CONDENSING UNITS, FCUs & ALLIED EQUIPMENT) (REF NO: DUHS/W&S-NIT/173)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
3.	REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS) (REF NO: DUHS/W&S-NIT/174)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
4.	REPAIR AND MAINTENANCE OF GENERATORS. (REF NO: DUHS/W&S-NIT/175)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
5.	(RE-RE-TENDER) HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES. (REF NO: DUHS/W&S-NIT/176)	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 **10-02-2025** at 10:00 Hrs. Manual bids, shall not be accepted. Electronic Bids will be opened on **10-02-2025** 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 shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) / Terms & Conditions. Whenever there is a conflict, the provisions herein shall prevail over those in ITB / T&C.

1.	Name of Procuring Agency:	Dow University of Health Sciences, Karachi (DUHS)
2.	Bidding Procedure:	Single Stage –Single Envelope Procedure
3.	Name of Contract:	(Re-Re-Tender) Hiring of Mobile Application Development 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, 5814
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 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.
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/)
14.	Alternate / Conditional Bid:	Not Allowed
15.	Joint Venture / Consortium Bid:	Not Allowed
16.	Period of Contract:	Initially contract shall be signed for a period of One year (12 months), however, DUHS at its own discretion can extend the contract for a further period of 06 months. The contractor shall be bound to provide the services for extended period without any increase in rate and terms & conditions.
17.	Performance Security:	The amount of Performance Security shall not be less than 10% of the total contract value of one year (12 months).

INSTRUCTIONS TO THE BIDDERS

Tender Notice for Mobile Application Development: Self-Care App

Project Title:

Improving Health Outcomes among Type II diabetics in Pakistan: A Randomized Controlled Trial

Objective:

To develop a mobile application in Urdu language to assist in improving health outcomes among the diabetic population in Pakistan.

This application will be pilot tested on a limited number of diabetics in Pakistan; however, this app should also have the potential to be up-scaled on commercial level in future. The app admin will be responsible for

Key Requirements and Specifications:

1. Language and Compliance:

- Develop a mobile app in Urdu, compliant with the mERA checklist.
- Assist participants in organizing and sharing their medical information with healthcare providers.

2. Installation and Connectivity:

- The app should be installable on Android smartphones, compatible with version 13
- It should connect to a mobile data plan or local Wi-Fi networks.
- Displayed icon, followed by flash screen and login interphase requiring username and password after one time registration.
- Backed by cloud storage.

3. Features:

- Offer a standardized participant education plan.
- Provide medication time reminders and physical activity prompts.
- Include nutrition information and a health tracking system in Urdu.
- Allow participants to enter information related to daily vitals & readings, medication, food intake, and physical activity.
- Deliver customized messages based on the entered data.

4. Community and Data Transfer:

- Provide a safe space for connecting with other people with similar health issues.
- Facilitate sharing of data from participants to healthcare providers.
- Ensure organized medical record-keeping by participants.

Technical Specifications:

- **Framework and Technology Stack:**
 - **Backend:** Core PHP or Laravel, Node.js
 - **Frontend:** React Native
 - **Database:** MySQL, PostgreSQL, or MongoDB
 - **Cloud Services:** AWS or Google Cloud
- **API Integration:**
 - RESTful API or GraphQL
- **Security:**
 - Data encryption (AES-256)
 - Secure user authentication
- **Testing and QA:**
 - Automated and manual testing
- **Deployment:**
 - CI/CD with GitHub Actions or Jenkins
- **User Experience:**
 - Intuitive UI/UX design
 - Accessibility features

5. The Scope of work of the admin:

1. **Requirement Analysis:** understand client needs by gathering and documenting the functional and non-functional requirements of the mobile application.
2. **Planning and Design:** Create a detailed project plan with timelines, milestones, and deliverables. Develop wireframes and prototypes to visualize the application's user interface and user experience. Design the overall architecture of the app, considering the choice of platform, frameworks, and technology stack.
3. **Development:** Frontend Development by writing code to implement the app's user interface, ensuring a seamless and responsive design. Backend Development by developing server-side logic, database structures, and APIs to support app functionalities. Conduct unit testing, integration testing, and user acceptance testing to ensure the app functions correctly and meets the requirements.
4. **Deployment:** Deploy the app to the respective app stores. Monitor app performance, handle user feedback, and fix any post-launch issues or bugs.
5. **Maintenance and Updates:** Provide regular maintenance to ensure the app remains functional and up-to-date with the latest OS updates and security patches for a specific time, mutually agreed upon by the client and the admin. The admin will also maintain comprehensive documentation of the project requirements, design decisions, and development process.
6. **Security Measures:** The admin will implement robust security measures to protect user data and ensure the app is secure against vulnerabilities.

Additional Requirements:

7. Timeline for MVP:

- The Minimum Viable Product (MVP) must be delivered within 3 months from the date of contract award.

Evaluation of technical and financial proposals: the technical and financial aspects of proposals will be based on the following criteria:

Technical Proposal Evaluation

- Project Understanding and Methodological Approach
- Technical Feasibility and Architecture for scalability, security, and maintainability.
- Quality of User Interface Design and User Experience
- Comprehensive Development Plan with clear Milestones and Deliverables and Timelines
- Quality Assurance and Testing Strategy.
- Appropriate Security Measures to protect user data and secure user authentication and authorization.
- Post-Launch Support and Maintenance for a mutually agreed time
- Company Credentials: The Company must be a member of the Pakistan Software Export Board, and must have more than 15 years of IT software & mobile application development experience.

Financial Proposal Evaluation

- Detailed Cost Breakdown against the development, design, testing, and maintenance expenses.
- Value for Money
- Budget Alignment and Payment terms
- Financial Risk Assessment and Management

1. ELIGIBLE BIDDERS (Mandatory Criteria)

Please review the following list of all documents to be enclosed with the Technical Proposal. These are the **“MANDATORY DOCUMENTS”** Non submission of any one of the mandatory documents will lead to disqualification and further assessment of tender will not be done hence **“TECHNICALLY REJECTED”**.

S.no	Mandatory Requirements - Eligibility Criteria (Attach Supporting Document)	Attached / Not Attached
1	Scanned copy of Tender Purchase Receipt / Pay Order.	
2	Scanned Copy of the Pay order / Bank Draft of Bid Security should be attached with the technical Profile.(Original bid security should be submitted at DUHS before the deadline of E-bid opening.	
3	Complete Bidding Document, duly signed and stamped on its each/every page as acceptance of all terms & conditions.	
4	Copy of CNIC of signatory of the Bid Form/Price Schedule.	
5	Bidder / Company Complete profile and history of the Bidder including complete address.	
6	Copy of NTN / Income Tax Registration Certificate, Sales Tax Registration Certificate, Companies Must be available on ‘List of Active Taxpayers’ of FBR (for Income Tax & GST) and SRB (For Sales Tax) websites.	
7	Affidavit on stamp paper duly notarized to the effect that: (i) The bidder is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government. (ii) The bidder is not awarded any punishment from any Court of Law. 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.	
8	The bidder must have done at least Two (02) similar projects experience during the last Five (05) Years. Submit proper evidences e.g. work order, Agreement, performance certificate etc.	
9	Financial Proposal on Bidder’s Letterhead duly signed and stamped as per Annexure-J .	
10	Average Annual Turnover during the last 03 financial years up to the closing of last fiscal year should not be less than Rs 01 Million (As per Income Tax Returns / Audited Statements of Accounts / bank statements must be provided) as per Annexure – E.	

2. COST OF TENDERING

- 2.1 The bidder shall bear all costs associated with the preparation and submission of its documents, while DUHS, in no case, shall be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

3. CLARIFICATIONS OF TENDERING DOCUMENTS

- 3.1 A prospective bidder requiring any clarification(s) may notify to DUHS or an Officer authorized on its behalf in writing. The DUHS or concerned Officer authorized on its behalf will respond to any request for clarification, which is received well before **05 calendar days** or more to the deadline set for the submission of bids. Copies of DUHS response will be forwarded to prospective bidders (if not already clarified in the tender document or deemed necessary for the bidder).

4. LANGUAGE OF DOCUMENTS

- 4.1 Bid Documents and related correspondence will always be in the English language.
- 4.2 The bid should have a covering letter on printed letterhead of the firm. All pages of the bid shall be initiated / signed and shall bear official seal of the person(s) authorized to sign/endorse.
- 4.3 All the relevant technical literature in English Language should be attached with the bid.

5. PRICE

- 5.1 Price / bid offer should be quoted in Pak Rupees as per format given at **Annexure – J**.
- 5.2 The price / bid offer quoted should be firm, final and clearly written / typed without any ambiguity.
- 5.3 The bid price should include all the government taxes, as per prevailing taxation rates of provincial / federal / local governments etc. (e.g., SST/GST, Income Tax, Withholding Tax etc.).
- 5.4 If there is no mention of taxes, the offered/quoted price will be considered as inclusive of all prevailing taxes/duties.
- 5.5 The bidder shall deem to have obtained all related information as to the requirements thereto which may affect the bid offer / price if required.

6. BID SECURITY / EARNEST MONEY

- 6.1 The bidder shall furnish a bid security/ earnest money equivalent to **5% of the total value of bid** in form of Pay Order/ Call Deposit/ Bank Guarantee in favor of Dow University of Health Sciences, Karachi as per **Annexure – H**.
- 6.2 Any bid not accompanied by an acceptable bid security shall stand liable to be rejected by the DUHS as non-responsive.
- 6.3 The bid security / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of bid security whichever is earlier.

7. VALIDITY OF BIDS

7.1 All bids shall remain valid for **90 days** from the date of opening of bids.

8. CLARIFICATIONS / CORRECTIONS OF BID

8.1 To assist in the evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought offered or permitted.

8.2 Arithmetical errors will be rectified on the following basis:

i. If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected.

ii. If the bidder does not accept the corrected amount of bid, his bid will be rejected and bid security will be forfeited.

9. RESPONSIVENESS OF BIDS

9.1 The valid bid security / earnest money is submitted (Bank instrument of requisite Bid Security must be attached.)

9.2 The bid is valid till required period.

9.3 The bid prices are firm during its validity and inclusive of all taxes, duties etc.

9.4 Compliance to all important terms and conditions of tender document on specified formats.

9.5 The bidder is eligible for tendering and possesses the requisite experience.

9.6 The bid does not deviate from basic requirements.

9.7 The bidder submitted all mandatory/requisite documents as mentioned in the tender document.

9.8 The bid is generally in order etc.

Announcement of Bid Evaluation Report

9.9 Bids/Offeres including Technical & Financial Proposals to be evaluated by the Committee constituted by the DUHS for the purpose.

9.10 The Bid Evaluation Report shall be announced and shall be hoisted on websites of the SPPRA Authority EPADS and Procuring Agency and intimated to all the bidders at least three (3) working days prior to the award of Contract.

10. AWARD OF CONTRACT: -

10.1 The bidder whose offered rate is found lowest amongst other technically qualified bidders shall be considered for acceptance.

10.2 DUHS reserve rights to cancel any/all bids, subject to the relevant provisions of SPPRA Rules 2010 (Amended up to date).

11. SIGNING OF CONTRACT: -

11.1 In case of award, the contractor shall sign the contract on appropriate stamp paper. All charges including payment of duty shall be borne by the Contractor.

12. PERIOD OF CONTRACT: -

12.1 Initially contract shall be signed for a period of One year (12 months), however, DUHS at its own discretion can extend the contract for a further period of 06 months. The contractor shall be bound to provide the services & goods for extended period without any increase in rate and terms & conditions.

13. BID SECURITY / PERFORMANCE GUARANTEE: -

- 13.1 The Bidder shall enclose the **Bid Security not less than 5% of the total contract value** in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favour of Dow University of Health Sciences, Karachi issued by a scheduled bank in Pakistan valid for a period of 28 days beyond the bid validity period.
- 13.2 The Bid Security of unsuccessful bidder shall be returned after award of contract.
- 13.3 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.
- 13.4 The Successful bidder shall submit the **Performance Security / Guarantee not less than 10% of the total contract value** within twenty (20) days in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favour 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.

Forfeiture of Performance Security

- a) In the event of failure to provide services as per Contract Agreement / Work Order within the stipulated period, the security deposit may be forfeited.
- b) If any equipment / instrument or property of DUHS is damaged by the representative of approved firm, cost of the same will be deducted from the performance security money / pending bills of the contractor.
- c) Refund of Performance Security: After successful completion of services in contractual period, performance security will be refunded within the six months if not extended for further period.

14. EVALUATION OF BIDS

- 14.1 A bid determined as substantially non-responsive will be rejected and will not subsequently be made responsive by the bidder by correction of the non- conformity.
- 14.2 The relevant Committee will evaluate and compare only the bids previously determined to be substantially responsive.
- 14.3 It will be examined in detail whether the services offered by the bidder complies with the provisions of this tender document. For this purpose, the bidder's data will be compared with the tender document eligibility and evaluation criteria along with visit to bidder facilities / offices for physical inspection.
- 14.4 It will be examined in detail whether the documents comply with the conditions of the tender document. It is expected that no major deviation / stipulation shall be taken by the bidder.
- 14.5 The lowest quoted technically qualified bidder will be selected.

15. PROCESS TO BE CONFIDENTIAL

- No bidder shall contact DUHS on any matter relating to its tendering process from the time of opening to the time of tendering announcement.
- Any effort by a bidder to influence DUHS in the evaluation, comparison or selection decision may result in the rejection of its bid.

16. COMPLIANCE CERTIFICATE

- 16.1 The bidder should agree with the terms and conditions as mentioned in **Annexure – A**.

17. AWARD CRITERIA

- 17.1 The DUHS reserves the right to accept or reject any submitted bid, as per SPPRA Rules 2010 (Amended up to date) and to annul the tendering process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the DUHS's action.

18. PROCURING AGENCY'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

- 18.1 The Procuring agency reserves the right to accept or reject any bid, as per SPPRA Rules 2010 (Amended up to date) without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency's action.

19. PROCURING AGENCY'S RIGHT TO VARY QUANTITIES

The Procuring agency reserves the right to increase or decrease the quantity of goods and services originally specified in the Format for Quoting the Rates / Schedule of Requirements / BoQ without any change in unit price or other terms and conditions.

20. REQUIREMENT / FORMAT OF BID

- 20.1 All bidders shall quote **final rates** including all the taxes, duties, levies etc. on the format given at **Annexure – J** and attach the requisite **Bid Security / Earnest Money** in the form of a Pay Order / Demand Draft / Bank Guarantee as per this Tender Document requirement / obligations.

21. NOTIFICATION OF AWARD OF CONTRACT

- 21.1 Prior to the expiration of the bid validity period, the procuring Agency will notify the successful bidder in writing about the acceptance of the offer delivery by hand or by registered letter or by Courier or by email. The notification of award will constitute the formation of the contract.

22. CONTRACT AGREEMENT

- 22.1 Subject to the fulfillment of all codal formalities, the purchaser will award the contract to successful bidder whose bid has determined to be qualified to perform the contract satisfactorily. Both parties i.e. Purchaser and Bidder will sign the Contract Agreement on the stamp paper with stamp duties as per prevailing Govt. Rules. The expenditure involved on the said contract agreement will be borne by the bidder.
- 22.2 DUHS reserves the right to cancel the agreement with or without giving notice (depending on nature of violation of contract agreement) and forfeit Security Deposit/ Performance Bond and any amount due to the service provider. The bidder shall reproduce draft contract agreement provided by DUHS on stamp paper with stamps affixed of the value equals to the prevailing Government rules / rates. Bidder shall pay the prevailing Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.
- 22.3 The bidder shall not alter/add/delete any article, clause or chapter of the draft contract agreement. However, the Service Provider may rephrase any clause, article or chapter with the consent of the DUHS for the purpose of clarity, legality, or otherwise except where scope of work, terms & conditions, and service charges is not adversely affected against the DUHS.
- 22.4 Within Twenty (20) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.

22.5 Initially contract shall be signed for a period of One year (12 months), however, DUHS at its own discretion can extend the contract for a further period of 06 months. The contractor shall be bound to provide the services & goods for extended period without any increase in rate and terms & conditions.

23. REDRESSAL

23.1 Redressal of Grievances & settlement of dispute will be as per SPPRA Rule- 2010 (Up to date)

ARBITRATION

23.2 In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the DUHS and CEO of the company / firm / agency for arbitration / settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties.

24. APPLICABLE LAWS

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

25. FORCE MAJEURE

25.1 The Bidder shall not be liable for forfeiture of its Performance Guaranty/ Bid Security, or termination / blacklisting for default if and to the extent that this delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For the purposes of this Clause Force Majeure means an act of God or an event beyond the control of the Bidder and not involving the Bidder's fault or negligence directly or indirectly purporting to mal-planning, mismanagement and /or lack of foresight to handle the situation. Such events may include but are not restricted to acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, earthquakes, strikes, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Bidder shall promptly notify the Procuring Agency in writing with sufficient and valid evidence of such condition and the cause thereof. The Committee, constituted for redressing grievances, will examine the pros and cons of the case and all reasonable alternative means for completion of purchase order under the Contract and will submit its recommendations to the competent authority. However, unless otherwise directed by the Procuring Agency in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek reasonable' alternative means for performance not prevented by the Force Majeure event.

25.2 The Bidder shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent of his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.

GENERAL COMPLIANCE CERTIFICATE

The bid is accompanying with all the requisite documents mentioned in bidding document and bid evaluation criteria.

The following be signed and attached with the bid as a general compliance to tender document requirements, if agreed upon:

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On PKR 100/- Stamp Paper)

[Location, Date]

To: [Name and address of Employer]

Dear Sir,

I/we carefully gone through the Terms & Conditions as mentioned in the above referred DUHS Tender document. I/we declare that all the provisions of this Tender are acceptable to my company. I/we further certify that I'm an authorized signatory of my company therefore, competent to make this declaration.

Yours sincerely

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Signature

BIDDER PROFILE /DETAILS

1.	Registered Company Name	
2.	Company Registration Number with Institute of chartered Accountants	
3.	Date of Registration	
4.	National Tax Number	
5.	General Sales Tax Number	
6.	Sindh Sales Tax Number	
7.	Number of Partners	
8.	Years of Operation of Company after its Registration	
9.	Details of Technical Staff to be assigned for the project	
10.	Bank Name and Branch	
11.	Bank Account Number	
12.	Additional Professional Registration Details (if any):	
13.	Physical address	
14.	Postal address	
15.	Telephone Number	
16.	Fax Number	
17.	E-mail address	
18.	Blacklisting / Complaint / Litigation against the firm (By any govt. or other org. if any)	
19.	Name & Address of the companies / subsidiaries and associated companies, if any, with whom there is collaboration or joint Venture	
20.	Any other relevant detail	

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

DECLARATION OF ANNUAL TURNOVER AND INCOME TAX RETURN
(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: [Name and address of Employer]

Dear Sir,

1) I/we hereby declare that, our firm's Annual Turnover is as follow (As per Income Tax Returns & Audit Reports attached):

F.Y ONE	F. Y. TWO	F. Y. THREE
PKR_____ (Million)	PKR_____ (Million)	PKR_____ (Million)

And,

2) I/we hereby declare that, our firm had filed Income Tax Returns for last 3 years Supported by copy ITR/STR of Last 03 (three) years.

Yours sincerely

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Encl: As above

VALID LIST OF CLIENT'S DETAILS
(On Bidder / Company / firm's Letterhead)

[Location, Date]

To: [Name and address of Employer]

Dear Sir,

I/we hereby mention following list of valid Clients details where our firm had provided services, supported by copy of agreements / orders / work orders for your reference:

Sr. No.	Client Name / End User	Nature of Client (Govt. / Semi Govt. / Private Sector)	Scope of Work / Specifications	Name & Location of Project	Year	Total Order Value (PKR)

Yours sincerely

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Encls: As above.

DECLARATION FOR COMPLETION OF SIMILAR CONTRACTS WITH**GOVERNMENT/ SEMI GOVERNMENT / PRIVATE ORGANIZATION DURING LAST 05 YEARS****(On Bidder / Company / firm's Letterhead)**

[Location, Date]

To: [Name and address of Employer]

Dear Sir,

I/we hereby declare that, our firm M/s _____ was completed the following similar projects experience during the last Five (05) Years.

Sr. No.	Client Name / End User	Nature of Client (Govt. / Semi Govt. / Private Sector)	Scope of Work / Specifications	Name & Location of Project	Year	Total Order Value (PKR)

I/We also enclosed herewith the attested copy of certificates which bear the name, address and telephone nos. of the authorized signatory.

Yours sincerely

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Date:

Encls: As above.

FORMAT OF BANK GUARANTEE FOR BID SECURITY

Bank Guarantee No.: _____
Dated of issue: _____
Valid upto: _____
Value (Rs.): _____

To: [Name & Address of the Procuring Agency]

Dear Sir,

WHEREAS M/s. _____ (hereinafter called the Bidder) have requested us through _____ Bank Ltd., to furnish Bid Security by way of Bank Guarantee in your favor in the sum of [Amount of the Guarantee in Words and Figures] against your tender Notice No. _____ Dated _____ for (RE-RE-TENDER) HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES (REF NO: DUHS/W&S-NIT/176) NIT No. _____

WE HEREBY AGREE AND UNDERTAKE:

- i. To make unconditional payment to you on demand without further question or reference to the Bidder in case of withdrawal or modification of bid or any default or non- execution of the Contract or refusal to accept order by the Bidder from the date of opening of bids until the expiry of the validity of their offer.
- ii. To keep this guarantee in full force from (date) _____ up to (date) _____ he dates until which the Bidder offer is valid.
- iii. To extend the period of guarantee if such extension be necessary beyond the date stated in Para (ii) and as so desired by the Bidder.

Any claim arising out of this guarantee must be lodged with this Bank within the period the guarantee is valid and before the date of its expiry. After this date the guarantee will be considered null and void and should be returned to us.

Yours faithfully,

Name of the Bank: _____

Authorized officer's Signature & Seal: _____

Witness 1: _____

Witness 2: _____

Sworn & Sign before me

This day of

FORMAT OF BANK GUARANTEE FOR PERFORMANCE BOND

Bank Guarantee No.: _____
Dated of issue: _____
Valid upto: _____
Value (Rs.): _____

To: [Name & Address of the Procuring Agency]

Whereas [Name of Bidder] (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. [number] dated [date] to supply [description of services] (hereinafter called "the Contract").

And whereas it has been stipulated in the said Contract that the Bidder shall furnish to the Dow University of Health Sciences, Karachi with a Bank Guarantee by a scheduled bank for the sum of 10% of the total Contract amount as Security for compliance with the Bidder's performance obligations in accordance with the Contract.

And whereas we have agreed to provide a Guarantee: for the said Bidder

Therefore, we hereby unconditionally and irrevocably guarantee, on behalf of the Bidder, up to a total of [Amount of the Guarantee in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without requiring the Dow University of Health Sciences, Karachi to initiate action against the Bidder and without cavil or argument any sum or sums within the limits of [Amount of Guarantee] as aforesaid. The amount stated in the demand made under this guarantee shall be conclusive proof of the amount payable by the Guarantor under this guarantee.

The obligations of the Guarantor under this guarantee shall be valid for one month after the completion of contractual obligations by the Bidder to the Dow University of Health Sciences, Karachi for which this Guarantee is being given, and until all and any obligations and sums due have been paid in full.

Yours faithfully,

Name of the Bank: _____

Authorized officer's Signature & Seal: _____

Witness 1: _____

Witness 2: _____

Sworn & Sign before me

This day of

**(RE-RE-TENDER) HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES
(REF NO: DUHS/W&S-NIT/176)**

FORMAT FOR QUOTING OF RATES

BID FORM / PRICE SCHEDULE

FINANCIAL PROPOSAL

Bidder must submit its financial proposal in accordance with the following format: -

[Location, Date]

To:

**Procurement Committee
Dow University of Health Sciences**

Dear Sir,

We, the undersigned, offer to provide the services for (RE-RE-TENDER) “**HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES**” in accordance with your Notice Inviting Tender (NIT) / Request for Proposal (RFP) / Expression of Interest (EoI) No. (REF NO: DUHS/W&S-NIT/176) (NIT No. and our Financial Bid / Proposal is for the sum of **Insert amount(s) in words and figures**. This amount is inclusive of all the applicable taxes.

Our Financial Bid / Proposal shall be binding upon us up to expiration of the validity period of the Bid / Proposal.

No commissions or gratuities have been or are to be paid by us to agents relating to this Bid / Proposal and Contract execution.

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 Authorized Signatory:

Name of Bidder:

Stamp / Seal:

UNDERTAKING / CERTIFICATE

(Must be Printed on Rs. 100/- Stamp Paper)

Affidavit on stamp paper duly notarized to the effect that:

- (iii) The bidder is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government.
- (iv) The bidder is not awarded any punishment from any Court of Law.
- (v) 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.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

ATTESTED BY NOTARY PUBLIC

AFFIDAVIT INTEGRITY PACT

Privilege, or other obligation or benefit from the DUHS or any administrative or financial offices thereof or any other department under the control of the DUHS through any corrupt practice(s).

- (a) Without limiting the generality of the forgoing the bidder / company / firm / agency represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the DUHS directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the DUHS, except that which has been expressly declared pursuant hereto.
- (b) The bidder / company / firm / agency / accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract / order obtained aforesaid shall without prejudice to any other right & remedies available to the DUHS under any law, contract, or other instrument, be stand void at the discretion of the DUHS.
- (c) Notwithstanding any right and remedies exercised by the DUHS in this regard, bidder / company / firm / agency agrees to indemnify the DUHS for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the DUHS in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the bidder / company / firm / supplier / agency / service provider as aforesaid for the purpose of obtaining or inducing procurement / work / service or other obligation or benefit in whatsoever from the DUHS.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

CONTRACT AGREEMENT FORM

Specimen Purpose only

THIS AGREEMENT made on this _____ day of _____ 2025 between M/s. _____
_____(Name and Address of the Contractor)
(hereinafter referred to as the CONTRACTOR, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the ONE PART and the DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI (hereinafter referred to as the DUHS, which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

WHEREAS the Contractor is a service provider.

AND

WHEREAS the DUHS is procuring agency. The DUHS intends to hire services for (RE-RE-TENDER) HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES (REF NO: DUHS/W&S-NIT/176)

(NIT No. _____.

WHEREAS the Contractor (successful bidder) submitted his bid vide _____ in accordance with the bid document and was selected as “successful bidder” pursuant to the bidding process and negotiation on contract prices, awarded the “Letter of Acceptance” (LoA) No. _____ to the Contractor on _____. BOTH THE PARTIES HERETO agree to abide the terms and conditions as mentioned in:

(Conditions of Contract) of Tender Document.

(Signature of Contractor / Authorized Representative)
Name: _____
Designation: _____
Address: _____
Seal: _____

(Signature of Authorized Officer of the DUHS)
Name: _____
Designation: _____
Address: _____
Seal: _____

WITNESS – 1

WITNESS – 2

Name: _____
CNIC #: _____
Address: _____

Name: _____
CNIC #: _____
Address: _____



OFFICE OF THE DIRECTOR WORKS & SERVICES 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/2025/1392

TENDER NOTICE

Dated: January 22, 2025

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.	PROVIDING, FIXING, INSTALLATION AND COMMISSIONING OF 2 NOS. PASSENGER LIFTS INCLUDING ANCILLARY WORKS AT SEMINAR HALL, OJHA CAMPUS, DUHS, KARACHI. (REF NO: DUHS/W&S-NIT/172)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
2.	REPAIR AND MAINTENANCE FOR AIR CONDITIONING AND OPERATION, REPAIR & MAINTENANCE OF PACKAGE UNITS AND OPERATION, REPAIR AND MAINTENANCE OF CENTRAL HVAC SYSTEM (CHILLER PLANTS, COOLING TOWERS, VRF UNITS, AHUs, DX CONDENSING UNITS, FCUs & ALLIED EQUIPMENT) (REF NO: DUHS/W&S-NIT/173)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
3.	REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS) (REF NO: DUHS/W&S-NIT/174)	Single Stage – Single Envelope Procedure as per rule 46 sub rule-1 of SPP Rules 2010 (Amended upto date)
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5.	(RE-RE-TENDER) HIRING OF MOBILE APPLICATION DEVELOPMENT SERVICES. (REF NO: DUHS/W&S-NIT/176)	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 **10-02-2025** at 10:00 Hrs. Manual bids, shall not be accepted. Electronic Bids will be opened on **10-02-2025** 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



OFFICE OF THE DIRECTOR WORKS & SERVICES DOW UNIVERSITY OF HEALTH SCIENCES

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