



## **BIDDING DOCUMENT**

*Single Stage – One Envelope Bidding Procedure*

**PROCUREMENT OF QUEUE MANAGEMENT SYSTEM  
(Ref No. DUHS/DP/2018/57)**

**N.I.T No. DUHS/DP/2018/-54/61 Dated 10 OCTOBER 2018**

## SCOPE OF WORK

Dow University of Health Sciences (DUHS), Karachi intends to procure the Queue Management System meeting the requirement from the eligible bidders.

DUHS expects that aspirant bidders should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and every page. Moreover, enclose required supporting documents according to the requirement.

## **GENERAL CONDITIONS & INSTRUCTIONS**

- 1) Bids should be submitted in accordance with SPPRA Rules 46 (1) – Single Stage One Envelope Procedure.
- 2) The committee in the presence of the bidders or their authorized representatives, who may like to be present, will open the bids publicly at the prescribed time, date and venue.
- 3) The Bids shall be evaluated in accordance with the specified evaluation / qualification criteria and terms & conditions of the bidding document.
- 4) In case of discrepancies between the Notice Inviting Tender (NIT) and the Bidding Documents, the Bidding Documents shall take precedence.
- 5) Any Bid not received as per terms and conditions of the Bid Document is liable to be ignored. Offer shall not be considered if:
  - i. Bid received without original bid document purchase receipt.
  - ii. Bid received without prescribed Bid Security.
  - iii. Bid received after the time and date fixed for the bid opening.
  - iv. Bid received without samples of the goods.**
  - v. Unsigned Bid.
  - vi. Ambiguous Bid.
  - vii. Conditional Bid.
  - viii. Bid from a firm blacklisted, suspended or removed from the approved list.
  - ix. Bid through telegram.
  - x. Bid with shorter bid validity period.
  - xi. Bid not conforming to the technical requirements.
- 6) The bidders are expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish complete information required in the bidding documents or to submit a bid not substantially responsive to the bidding documents may result in rejection.
- 7) Language of the Bid: 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.

- 8) Sealing and Marking of Bids: The envelope shall
  - (a) Bear the name and address of the Bidder;
  - (b) Bear the specific identification Name and Number of this bidding process indicated in the Bid Data Sheet; and
  - (c) bear the purchaser's name and address i.e. Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi and a statement: "DO NOT OPEN BEFORE," the time and date specified in the Bid Data Sheet.
  - (d) If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.
  
- 9) **Documents comprising the bid**
  - i. Original bid document purchase receipt else the bids will be rejected.
  - ii. Complete Profile of the Bidder with legal status, organization structure and nature of business.
  - iii. Income Tax Certificate
  - iv. GST / SST Registration Certificate (if applicable)
  - v. Manufacturer Authorization Letter
  - vi. Undertaking on 100/- stamp paper (Sample attached)
  - vii. Financial Turn-over of at least last three years.
  - viii. Original Pay Order / Call Deposit / Demand Draft of Bid Security.
  - ix. Original copy of the Financial Proposals with Quoted price and prescribed certificate. The offer should be in PKRs. on Delivered Duty Paid (DDP) Basis at consignee's end.
  - x. Documentary evidence in support of evaluation and qualification criteria.
  
- 10) All rules, regulations and policies will be governed in accordance to the Sindh Public Procurement Regulatory Authority (SPPRA) and Dow University of Health Sciences (DUHS), Karachi.
  
- 11) Goods will be evaluated and approved after inspection by the committee. Samples for the quoted items will be submitted by the bidder before a day of opening of bids. The bids without samples will not be considered and rejected.
  
- 12) Bids shall remain valid for 90 days from the date of its opening. The bid validity date may be extendable in terms of Rule 38(2)(3)(4) of SPPRA Rules 2010 (Amended till date). A bid valid for a shorter period shall be treated as non-responsive and rejected.
  
- 13) Late bids, due to any reason what-so-ever, shall not be considered and returned unopened to the bidder or his authorized representative.
  
- 14) The bidder must be registered with GST / SST (if applicable) and Income Tax Departments otherwise their offer will not be considered and rejected straightaway.

- 15) The tender must be free from erasing, cutting and over writing. In case of erasing, cutting and over writing, authorized person should initial and stamped it, else the offer will not be entertained.
- 16) Arithmetical errors will be rectified on the basis, if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- 17) All items in the Schedule of Supply must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Items not listed in the Price Schedule shall be assumed not to be included in the Bid.
- 18) If there is no mention of taxes, the offered/quoted price will be considered as inclusive of all prevailing taxes/duties. The benefit of exemption from or reduction in the GST or other taxes during the contract period shall be passed on to the Procuring Agency
- 19) Conditional bids against the Govt. Rules / policy and without bid security will not be considered / entertained / accepted.
- 20) The Bidder shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the country.
- 21) DUHS will evaluate and compare the bids on the itemized basis.
- 22) Delivery of the goods shall be made by the Bidder in accordance with the time schedule prescribed by the Purchaser.
- 23) Any undue delay by the Bidder in the performance of its delivery obligations shall render it liable to the imposition of liquidated damages.
- 24) The goods received in the Dow University of Health Services, Karachi from the Bidder will be thoroughly inspected and examine by a Committee to make sure that the goods received conform to the specifications laid down in the bid documents and which have been approved by the Procurement Committee for procurement. The Committee will submit its inspection report, any deficiency pointed out by the Committee shall have to be rectified by the Bidder free of cost.
- 25) Procuring Agency reserve the right to cancel any or all the items, if supplies are contrary to the requisite specification and conditions of the order.
- 26) Bidder will submit the Invoice / Bill, Purchase Order & Delivery Challan / Completion Certificate to procuring agency to facilitate the payment process.
- 27) The Bidder shall pay the prevailing Service Charges as per the article 22-A (Contract) of the schedule of stamp act 1899.
- 28) The bids should be inclusive of all applicable taxes to Federal & Provincial Govt. or local bodies and will be deducted from the bill of the bidder / contractor.
- 29) General Sales Tax / Sindh Sales Tax will be paid on applicable items only by the company / firm / agency.
- 30) Required documents shall be submitted, if the bidder / Supplier will claim Tax exemption facility regarding non deduction of Advance Income Tax.

- 31) Related work may be alter, remove, added or deleted to scope if considered essential to complete related task assigned.
- 32) Bidder shall NOT claim or charge transportation, loading / unloading, labor or any other charges related to or in the name of logistics, accidents, insurance, freight, etc.
- 33) The bidder shall furnish a bid security / earnest money equivalent to **2% of the total value of bid** in the form of a Call Deposit / Bank Draft / Pay Order issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi. Any bid not accompanied by an acceptable bid security shall stand liable to be rejected by the DUHS as non-responsive.
- 34) The bid securities / 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.
- 35) The bid security of the successful bidder will be returned only when the bidder furnish the required Performance Security and signed relevant contract agreement.
- 36) The Bid Security / Performance Security is liable to be forfeited and the store purchased at bidder's risk and expenses in case;
  - a. The acceptance of bid issued during the validity period of the offer is not accepted by the bidder.
  - b. The offer is withdrawn, amended or revised during the validity period of the offer.
  - c. The contractor fails to execute the contract strictly in accordance with the terms and conditions laid down in the contract.
  - d. The contractor delays the supplies as per schedule of delivery.
  - e. The contractor refuses to deliver the goods after receiving Acceptance or signing of Contract in accordance with the terms & conditions laid down in the Contract.
- 37) Procuring agency shall not be responsible for the expenses to be incurred on maintenance of equipment / Ancillaries (if any).
- 38) Bidders shall purchase separate tender documents and furnish original Tender Purchase Receipt and prescribed Bid Security for each alternate offer in case they want to submit alternate offer. All the bids with alternate offers without separate Tender Purchase Receipt (original) and prescribed Bid Security shall not be considered and both bids, original and alternate will be rejected.
- 39) The bids shall be quoted in Pak Rupees on DDP basis.
- 40) The Bidder shall quote the price on the given Price Schedule, and shall sign the certificate given therein to the effect that the goods shall be provided exactly in accordance with the requirements of the procuring agency. In case there is any deviation, it should be clearly stated by the Bidder separately, describing deviation from Specifications, otherwise it would be presumed that offer is strictly in accordance with the requirement and specifications. Only those items shall, be typed on the price schedule / separate letter-head (as per serial number of item) for which the rates are to be quoted.
- 41) The quoted rates once offered by the bidder will not be changed during the contract period.
- 42) No bidder shall be allowed to alter or modify his bid after the opening of the bids. However, the procuring agency may seek and accept clarification to the bid that do not change substances of the bids.

- 43) The Bidder shall not assign, in whole or in part, its obligations to perform to another party under this Contract, except with the Purchaser's prior written consent.
- 44) Any conditional, ambiguous or incomplete offer in any respect shall be ignored. No supplementary or revised offer after the opening of bids shall be entertained.
- 45) The bidder shall have to accept any further conditions introduced by the Government during the period of contract.
- 46) The Bidder should not be blacklisted in the past on any ground by any Government (Federal or Provincial), a local body or a public sector organization. The Bidder will be debarred from the bidding process for submitting a false statement.
- 47) Payment of the bills will be subject to the deduction of mandatory government taxes/levies.
- 48) Bidder shall comply with all Pakistani Laws, other, permits, codes and regulation applicable to the bidder's performance of services.
- 49) The Bidder shall arrange such transportation / cold chain maintenance of the goods as is required to prevent their damage or deterioration during transit to their destination.
- 50) The procuring agency may reject all bids or proposal at any time prior to the acceptance of a bid or proposal. The procuring agency upon request communicate to any supplier or contract who submitted a bid or proposal, the grounds for its rejection of all bids or proposals but is not required to justify those grounds.
- 51) In case of announcement of Public Holiday or any unfavorable circumstance, the bids will be opened on next working day. Other terms and conditions, venue and time for drop and opening will remain unchanged.
- 52) All documents should be submitted duly paginated / flagged and the detailed of the documents should also be mentioned in front of the Index.

# **TECHNICAL EVALUATION / QUALIFICATION CRITERIA**

## **MANDATORY REQUIREMENTS:**

1. Original Tender Purchase Receipt.
2. Valid NTN Certificate of Bidder.
3. Valid GST / SST Certificate of Bidder.
4. Manufacturer Authorization Letter.
5. Compliance to the Terms and Conditions of bid document.
6. Undertaking on Rs. 100/- stamp paper (Sample attached).
7. Compliance to the delivery schedule.
8. Compliance to Bid Validity Period.
9. Submission of required amount and shape of Bid Security.
10. Sample of the quoted goods.

## **GENERAL CRITERIA:**

1. Experience in the relevant field.
2. Financial Position.
  - i. Average turnover of last three years, not less than 0.250 million per year.
  - ii. Tax return of last three years / Verified Audited Statement / Original Bank Certificate.
3. Nature of supplier.
  - i. Distributor / Authorized Dealers.
  - ii. General Traders.

## **NOTE:**

**The offer will not be entertained if the required / supporting documents have not been found attached with the offer.**

**NOTICE INVITING TENDER (NIT)**  
**No. DUHS/DP/2018/-54/61 Dated 10 October 2018**

Dow University of Health Sciences (DUHS), Karachi invites following bids from authorized Dealers / Distributors / Manufacturers, having registration with Federal Board of Revenue (FBR) / Sindh Revenue Board (SRB) for Income Tax and Sales Tax.

Name of Bid	Reference No.
Procurement of Next Generation Firewall	DUHS/DP/2018/54
Procurement of IP PBX, IP Phones and Ancillaries	DUHS/DP/2018/55
Procurement of Attendance Management System with Equipment & Ancillaries	DUHS/DP/2018/56
Procurement of Queue Management System	DUHS/DP/2018/57
Procurement of Gym Equipment	DUHS/DP/2018/58
Procurement of Vacutainer Tubes and Needles / Disposable Syringes / IV Cannula	DUHS/DP/2018/59
Procurement of Horses for ASV Production	DUHS/DP/2018/60
Outsourcing of Laundry Services	DUHS/DP/2018/61

Tender Fee	Rs. 2,000/- (Rupees two thousand only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi
Bid Security	2% of the total bid value.
Purchasing Date & Time	12 <sup>th</sup> to 26 <sup>th</sup> October 2018
Bids Delivery Date & Time	27 <sup>th</sup> October 2018 up to 11:00 a.m.
Bid Opening Date & Time	27 <sup>th</sup> October 2018 at 11:30 a.m. In case of any unforeseen situation or government holiday resulting in closure of office on the date of opening, bids shall be submitted / opened on next working day at the given time.

Bidding document may be purchased by interested bidders on the submission of a written application, NTN, GST Certificates and Pay Order / Demand Draft of tender fee during office hours. Bidding Documents are also available at DUHS and SPPRA websites. Interested Bidders may obtain further information personally from 11:00 A.M. to 02:00 P.M.

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 be rejected.

The Dow University of Health Sciences, Karachi (DUHS) reserves the right to reject any or all the bids subject to the relevant provisions of SPP Rules 2010 (Amended upto date).

Director Procurement  
Dow University of Health Sciences (Ojha Campus)  
Procurement Directorate at Library Block,  
SUPARCO Road, off Main University Road,  
Gulzar-e-Hijri, Scheme No. 33, Karachi.  
Phone No. + 92-21-99261497  
Email: director.procurement@duhs.edu.pk



## BID DATA SHEET

The following specific data for the goods / services to be procured shall complement, supplement, or amend the provisions in the Terms and Conditions. Whenever there is a conflict, the provisions herein shall prevail over those in Terms and Conditions.

<b>Name of Procuring Agency:</b>	Dow University of Health Sciences, Karachi.
<b>Name of Contract:</b>	<b>Procurement of Queue Management System</b>
<b>Bidding Procedure</b>	Bids shall be accepted under the <b>Single Stage - One Envelope Procedure.</b>
<b>Language of Bid</b>	Language of the bid shall be English
<b>Bid Price</b>	The quoted price shall be in PKR on Delivered Duty Paid (DDP) Basis at consignee's end.
<b>Bid Security</b>	The Bid Security shall not be less than 2% of the total Bid amount in Pak Rupees from any scheduled bank in shape of Pay Order / Demand Draft / Call Deposit / Bank Guarantee.
<b>Bid Validity</b>	Bid validity period shall be <b>90 days.</b>
<b>Alternate Bids</b>	Alternate bids are allowed as per the clause 38, General Conditions & Instructions of bidding document.
<b>Identification of bidding process</b>	<b>Procurement of Queue Management System (Ref No. DUHS/PD/2018/57)</b>  NIT No. DUHS/DP/2018/-54/61 Dated 10 October 2018
<b>Place of submission of Bids</b>	Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi.
<b>Deadline for Bid Submission</b>	<b>27 October 2018 up to 11:00 a.m.</b>
<b>Place, Date and time of Bid opening</b>	<b>Place:</b> Dow University of Health Sciences (Ojha Campus), Procurement Directorate at Library Block, SUPARCO Road, off Main University Road, Gulzar-e-Hijri, Scheme No. 33, Karachi. <b>Date:</b> <u><b>27 October 2018</b></u> <b>Time:</b> <u><b>11:30 a.m.</b></u>
<b>Performance Security</b>	The successful Bidder shall furnish the Performance Security equivalent to 5% of the total Contract amount in Pak Rupees from any scheduled bank in shape of Pay Order / Demand Draft / Call Deposit / Bank Guarantee.

## SPECIAL CONDITIONS

1. Stores are required to be supplied within **30 days**. The bidder may, however, give their shortest guaranteed delivery period, by which the supply will be completed positively.
2. The liquidated damage shall be 0.5% per week or part thereof. The maximum amount of liquidated damages shall be 10% of the amount of contract. Once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, the purchaser shall rescind the contract, without prejudice to other courses of action and remedies open to it.
3. Bidder should quote their firm and fixed rates for the entire period of the contract on free delivery basis to consignees' end. Bids of the firms received with prices quoted on variable basis shall be rejected straightaway.
4. Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague / conditional offers and rejected accordingly.
5. If supplied goods are declared sub-standard the bidder will be bound to replace the goods.
6. The successful bidder shall sign the **Contract Agreement** with the Dow University of Health Sciences, Karachi on judicial stamp paper of Rs. 500/- as per approved format.
7. The Technical evaluation carried out by the Committee will be final.
8. No quoting firm would be allowed to withdraw its offer during the bid validity period.
9. **PURCHASER'S RIGHT TO ACCEPT ANY BID AND REJECT ANY OR ALL BIDS:**  
The Procurement Committee reserves the right to approve / drop any item or scrap / cancel the tender as per relevant rules of SPPRA-2010 (Amended till date).
10. **PERFORMANCE SECURITY:**  
The successful bidders shall furnish a performance security within a week's time, equivalent to **5% of the total contract amount** in the form of a Call Deposit / Bank Draft / Pay Order issued by a scheduled bank of Pakistan, in favour of the Dow University of Health Sciences, Karachi. Performance security shall be released to the bidder upon successful completion of the contract. Bid security already submitted with the bid shall only be released upon submission of a performance security.
11. **BID EVALUATION:**  
Bids will be evaluated on "Group Basis" in accordance with the attached Technical Evaluation / Qualification Criteria.  
Bidder offering lowest evaluated responsive bid will be awarded the contract.

**18. NOTIFICATION OF AWARD OF CONTRACT**

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

**19. AWARD OF CONTRACT & CONTRACT AGREEMENT**

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.

**20. REDRESSAL:**

Redressal of Grievances & settlement of dispute will be as per SPPRA Rule-2010 (till date).

**21. ARBITRATION:**

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

**UNDERTAKING**  
**(on Rs. 100/- Non Judicial Stamp Paper)**

1. I / we read / understand the conditions specified in the tender inquiry and undertake:
2. That I / we will remain bound to supply any item as an additional quantity at the same rate on which said item I/ we have supplied during the contract period.
3. That I / we agree whether our bid accepted for total, partial or enhanced quantity for all or any single item.
4. I / we also agree to supply and accept the said item at the rates for the supply of contracted quantity within the stipulated period shown in the contract.
5. I / we undertake that, if any of the information submitted in accordance to this tender inquiry found incorrect, our contract may be cancelled at any stage on our cost and risk.
6. I / we undertake that, I/ we have never been black listed in the past on any ground by any Government (Federal or Provincial), a local body or a public sector organization.
7. I / we undertake that, I/ we have never been involved in any litigation in the past with the Government (Federal or Provincial), a local body or a public sector organization.

**8. TERMS AND CONDITIONS ACCEPTANCE CERTIFICATE**

I / we, M/s. \_\_\_\_\_ is hereby confirmed that we have carefully read all terms and conditions of the bidding document and also agreed to abide SPPR-2010 Rules for procurement of Horses during the validity of the tender.

Signature of Bidder: \_\_\_\_\_  
Name of Authorized person: \_\_\_\_\_  
C.N.I.C : \_\_\_\_\_  
Designation: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Seal & Address: \_\_\_\_\_  
Contact No.: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

**WITNESS**

- 1) Name: \_\_\_\_\_ Signature: \_\_\_\_\_
- 2) Name: \_\_\_\_\_ Signature: \_\_\_\_\_

## CONTRACT AGREEMENT

THIS AGREEMENT made the \_\_\_\_ day of \_\_\_\_\_ 2018 between *Dow University of Health Sciences, Karachi* of *Islamic Republic of Pakistan* (hereinafter called “the Procuring Agency”) of the one part and \_\_\_\_\_ ***[Name of Bidder]*** of \_\_\_\_\_ ***[city and country of Bidder]*** (hereinafter called “the Bidder”) of the other part:

WHEREAS the Procuring Agency invited bids for certain services, viz., \_\_\_\_\_ ***[brief description of goods and services]*** and has accepted a bid by the Bidder for providing the services in the sum of \_\_\_\_\_ ***[contract price in words and figures]*** (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Price Schedule submitted by the Bidder;
  - (b) the Schedule of Requirements;
  - (c) the General Condition & Instruction;
  - (d) the Special Conditions; and
  - (e) the Procuring Agency’s Notification of Award.
3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

\_\_\_\_\_  
Signed / Sealed by the Manufacturer /  
Authorized Bidder / Authorized Agent

\_\_\_\_\_  
Signed/Sealed by Procuring Agency

## INTEGRITY PACT

Declaration of Charges, Fees, Commission, Taxes, Levies etc. payable by the bidder / company / firm / agency works;

M/s. \_\_\_\_\_, the service provider hereby declared that:

- (a) Its intention not to obtain the procurement / services / work of any contract, right, interest, 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).
- (b) 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.
- (c) 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.
- (d) 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.

### **Note:**

**This integrity pact is mandatory requirement other than auxiliary services / works.**

# TECHNICAL SPECIFICATIONS

## GROUP – A QUEUE MANAGEMENT SYSTEM

Item No.	Name of Goods, Technical Description, Specifications and Standards	Quantity Required
1.	<b>10” Touch Screen Ticket Printer with Integrated Queue Processor</b> <ul style="list-style-type: none"> <li>• All-in-one with comprehensive queue processor and ticket printer functions.</li> <li>• Fully web based solutions (Status Monitor, System Setup, Report Generator).</li> <li>• Wizard like system setup.</li> <li>• Integrated tool for designing service selection screen and ticket formats.</li> <li>• Unlimited Web Counter Terminal support.</li> <li>• Graphical and tabular reports.</li> <li>• Integrated basic content management capability.</li> <li>• Multilanguage support.</li> <li>• Supports ticket in alphanumeric.</li> </ul>	6 Nos.
2.	<b>Counter/Web Counter Terminal</b> For the call, Re-call, & Transfer the waiting numbers, put on the hold feature for any waiting number, share the waiting customers of any other services	18 Nos.
3.	<b>Counter Display</b> Four digit 2.3” digit size counter display, showing called waiting number, with chime sound.	18 Nos.
4.	<b>Waiting Area Display</b> Single- line, 2.3”, 7-seg LED) Waiting Area Display with Chime and two arrows	6 Nos.
5.	<b>Power supply Hub</b> 8 Ports junction hub for supply the power to all the connected devices	6 Nos.
6.	<b>Announcement System</b> Amplifier compatible with Speakers (350 Watts) & 1 ticket announcement System	6 Nos.
<b>Note: Price must be included Display fixing accessories, Installation along with Electrical wiring, UTP Data Cabling, fixing, hanging, programming of the systems.</b>		

**PLACE OF DELIVERY / INSTALLATION:**

*Dow Lab. Collection Centre at Gulstan-e-Johar, Karachi.*

*Dow Lab. Collection Centre at IEKC, Karachi.*

*Dow Lab. Collection Centre at Gulshan-e-Hadeed, Karachi.*

*Dow Lab. Collection Centre at Khayaban-e-Jami, Karachi.*

*Dow Lab. Collection Centre at Quetta Baluchistan*

*Dow Lab. Collection Centre at Korangi No. 2½*

**FINANCIAL PROPOSAL**  
**(PRICE SCHEDULE)**

**GROUP – A**  
**QUEUE MANAGEMENT SYSTEM**

S#	Description of Goods / Technical Specifications	Model	Make & Origin	Required Quantity	Rate per Unit	Total Price
1.	2.			3.	4.	5. (3 x 4)
1.	10" Touch Screen Ticket Printer with Integrated Queue Processor			6 Nos.		
2.	Counter/Web Counter Terminal			18 Nos.		
3.	Counter Display			18 Nos.		
4.	Waiting Area Display			6 Nos.		
5.	Power supply Hub			6 Nos.		
6.	Announcement System			6 Nos.		
<b>TOTAL AMOUNT DDP BASIS (IN PAK RS.)</b>						
<b>Including all the taxes</b>						
(Amount in Words _____)						

**CERTIFICATE.**

We guarantee to supply the stores exactly in accordance with the requirement to be specified by the Dow University of Health Sciences, Karachi.

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

Name of Authorized person: \_\_\_\_\_

C.N.I.C : \_\_\_\_\_

Designation: \_\_\_\_\_

Company Name: \_\_\_\_\_

Seal & Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

E-mail Address: \_\_\_\_\_