

**Government of Pakistan  
Ministry of National Health Services, Regulation & Coordination  
ISLAMABAD**



**TENDER DOCUMENT**

**FOR**

**“Provision of Various Services for HR Development”**

[www.nhsrc.gov.pk](http://www.nhsrc.gov.pk)

**F.NO 9-92/2019-DD(IT-I)**  
**GOVERNMENT OF PAKISTAN**  
**Ministry of National Health, Services, Regulation & Coordination**  
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**TENDER NOTICE**

Ministry of National Health Services Regulations & Coordination, Islamabad (M/o NHSR&C) invites sealed bids from reputed software development firms having experience of similar works/assignments and registered with FBR for design, development, deployment and support of “Provision of Various Services for HR Development”.

1. The procurement shall be completed in according with the Public Procurement Rules.
2. All the firms / bidders should submit proposals as per Rule 36 (b) of PPRA Rules, 2004 **(Single Stage Single Envelope Procedure)**. Technical Bids will be opened in the presence of bidders and committee members.
3. The tender documents containing detailed information, terms and conditions etc. can be obtained from the Office of Deputy Director (IT-I), M/o National Health Services, Regulation & Coordination, Islamabad
4. Bid Security of a fixed amount of Rs. 250,000/- will be deposited in shape of pay order in favor of Deputy Director (IT-I) for the project titled “Enhancement of ICT infrastructure of M/o NHS, R&C”, Islamabad which in case of unsuccessful tenders will be released and in case of successful bidders after satisfactory completion of work.
5. The sealed bids /proposals containing (Financial and Technical Bids) will be received before or latest by **28<sup>th</sup> Oct, 2026** at **11:00AM**. The technical bid will be opened on the same day at **11:30 AM** in the Committee Room of Ministry of National Health Services, Regulation & Coordination, 3rd Floor, Kohsar Block Pak Secretariat in the presence of available bidders or their representatives. After the evaluation of Technical bids the Financial Bids of technically qualified bidders will be opened.
6. Ministry of NHS, R&C reserves the right to accept /cancel/reject any or all proposals, as per Rule 33 of PPRA Rules, 2004.

**(Ahmad Nauman)**  
Deputy Director (IT-I)  
3rd Floor, Pak Secretariat, Kohsar Block,  
Islamabad. Phone # 9216288

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# **1. SCOPE OF WORK**

- i) The bidder shall be solely responsible for design, development, deployment, configuration, data migration, training and support services of the software.
- ii) **In case of any discrepancy** or less item bid will be rejected. Compliance/ Checklist sheet with the Technical specification must be attached with the Technical proposal.
- iii) The detailed functional and technical requirements of the software are given at Annex-A, which shall form an integral part of this tender document.
- iv) Technical support shall be available during office hours and every complaint shall be responded to within 24 hours of its notification.
- v) The source code, database and documentation of the software developed under this contract, and all data of the system, shall be the exclusive property of M/o NHS, R&C. Any pre-existing components of the bidder used in the system shall be licensed to M/o NHS, R&C in perpetuity, free of cost.
- vi) Hosting charges for 2 years will be born by the firm.
- vii) Firm will provide Backup and Troubleshooting support for 3 years
- viii) The bidder shall keep all employee data strictly confidential and shall not disclose it to any third party during or after the contract.

## **TERMS, CONDITIONS AND INSTRUCTIONS FOR THE BIDDERS**

**(Please Read Carefully)**

A formal agreement will be signed by the qualified bidder with the **M/o NHS, R&C** in this regard.

### **2.1. Documents Required**

- i. Company profile with list of its recent clients.
- ii. Copy of NTN Certificate of the firm.
- iii. Copy of Active Sales Tax Registration Certificate of the firm.
- iv. Bid Security of the fixed amount specified in the Tender Notice in the shape of Bank Draft/Pay Order bearing No. ...., Date ..... & Rs. ....
- v. Compliance sheet for offered product.
- vi. An undertaking on stamp paper that the bidder is the developer of the offered software and shall hand over the source code of the software developed under this contract to M/o NHS, R&C.
- vii. Proof of financial capability (audited accounts or bank statement) and work orders or satisfactory completion certificates of similar software projects.
- viii. Proof of office/support presence located in Islamabad / Rawalpindi.

### **2.2. Opening of Competitive Bids**

- i. All the firms/ bidders should submit proposals as per Rule 36 (b) of PPR 2004 (**Single Stage – Single Envelope Procedure**)
- ii. Bids are required to be submitted for the complete system as a single lot, clearly indicating rates in Pak Rupees and should be valid for 180days.

### **2.3. Rejection of the Bid**

- i. Any offer not compliant with the terms & conditions of the tender

- enquiry is liable to be rejected under provision of PPRA Rules-2004.
- ii. Any offer will not be entertained if:
    - Firm/bidder is black listed/suspended by any Government department.
    - Offer with shorter price/delivery validity than required in the tender enquiry.
    - Not compliant with the required specifications, terms & conditions.
    - Bid submission after the time and date fixed for its receipt.
    - Received without earnest money.
    - Tender/offer is un-signed.
    - Offer is ambiguous.
    - Offer is conditional.
  - M/o NHS, R&C Islamabad further reserves the right to accept or reject any or all tender(s) as per Rule 33 of PPRA Rules, 2004.

#### **2.4. Performance Guarantee**

- i. The qualified bidder/firm will be required to furnish 2% performance guarantee of the total amount of supply order in the shape of CDR/Bank Guarantee and released after satisfactory completion of the warranty/guarantee period. In addition, earnest money can also be retained as a performance guarantee, if vendor desires.
- ii. In case, if supplier/contractor fails to complete the given assignment within specified timeframe, the performance guarantee/security deposit will be forfeited.

#### **2.5. Warranty/ Guarantee**

- i. The successful bidder shall provide warranty of the software for a period of 3 years. After 3 years support agreement will be renewed on agreed terms and conditions.
- ii. The warranty period will start from the date of final acceptance of the software by M/o NHS, R&C
- iii. The qualified bidder must warranty the Software and ensure availability of Technical support services as informed through electronic & non-electronic means. Each and every complaint should be completely responded by the competent resource of the firm within 24 hours of its notification, remotely or on-site as the case may require.
- iv. If any bidder fails to rectify the problem in the software during warranty period due to any reason, M/o NHS, R&C will be authorized to get the defect rectified at the risk and cost of the bidder and forfeit the Bank Guarantee/retained value.
- v. The security deposit for warranty and guarantee will be released after expiry of the warranty period.

#### **2.6. Taxes**

- i. The rates should be quoted inclusive of all applicable taxes.
- ii. The bidder should provide the Income Tax and Sales Tax Registration Certificates.
- iii. The project authorities will deduct the taxes at source as per prevailing rules/regulations of the Government.
- iv. In case the supplies or part thereof are exempt from levy of any tax, the bidder shall provide an exemption certificate (SRO) to this effect, otherwise taxes will be deducted.

#### **2.7. Bidding**

- i. Rate quoted for the offered product in Pak Rupees.

- ii. Charges for deployment, training and hosting for the first year must be included in the quoted rates. Also Data Entry and reconciliation will be done by the company.
- iii. Tender documents must be filled in, stamped and signed by authorized representative of the firm.
- iv. Any bid with erasing/cutting/crossing etc. must be properly signed by the authorized person signing the tender. Moreover, all pages of the tender must also be properly signed. Offers with any over writing, not authenticated with signatures of authorized person, shall in no circumstances be accepted. Softcopy should also be provided.

## **2.8. Bid Evaluation**

- i. Bids shall be evaluated in accordance with the requirements at Annex-A, terms & conditions.
- ii. Rates offered by the firms.
- iii. Supply time, and maintenance of warranty/ support period.
- iv. Technically responsive bidders shall give a presentation and demonstration of similar systems developed by them.
- v. M/o NHS, R&C may verify the past performance of the bidder from the clients concerned.
- vi. Willingness of the firm to enter into contract agreement with the M/o NHS, R&C for delivery of the system on the rates tendered by the firm/bidder in its financial bid.
- vii. The weightage of Technical bid will be 60% and Financial bid will be 40%.
- viii. Technical bids shall be evaluated as per the following criteria: relevant experience of similar systems in Health related Organization / Hospital (\_\_\_20\_\_\_ marks); qualification and experience of the proposed team (\_\_\_20\_\_\_ marks); approach, methodology and work plan (\_\_\_20\_\_\_ marks); presentation and demonstration (\_\_\_20\_\_\_ marks); support and maintenance plan (\_\_\_20\_\_\_ marks). Bidders securing less than \_\_\_90\_\_\_% marks shall be treated as technically non-responsive.

## **2.9. Delivery Schedule**

- i. The system shall be developed, deployed and made operational within 02 months from the date of issuance of work order.

## **2.10. M/o NHS, R&C Rights Within Provision Of PPRA Rules-2004**

- i. M/o NHS, R&C reserves the right to:
  - Accept or reject any or all tenders
  - Purchase full or part of the store or ignore/scrap/cancel the tender.
  - Claim compensation for the loss caused by the delay in the delivery or any other damage pointed out at time of delivery or commissioning or installation or during warranty period.
  - Quantity may increase or decrease

## **2.11. Payment**

The payment for the supplies made by the successful bidder shall be released provided that:-

- i. The invoice is complete, accurate and to the entire satisfaction of the procuring agency/client.
- ii. Supplies are delivered/installed according to the instructions of the M/o NHS, R&C
- iii. Vendor must produce satisfactory inspection with the invoice issued

- by the M/o NHS, R&C that authenticates the quality conformance, quantity of products delivered and amount of work done successfully.
- iv. 2% performance guarantee is provided with the invoice having validity up to the date of Warranty period.
- v. Payment shall be made in the following stages: 25% on system design and hosting of system requirements; 30% on delivery of the system for testing; 25% on successful user acceptance testing; 20% on final deployment and training.
- vi. The system shall be accepted after successful user acceptance testing, duly certified by the committee nominated by M/o NHS, R&C

## **2.12. Arbitration**

Any disputed situation/condition between the bidder and the procuring agency regarding this bid or any other matter ancillary thereto whatsoever, the same shall be referred to the sole arbitrator i.e. Grievance Redressed Committee of M/o NHS, R&C

The Arbitrator shall give its award within two months from the date on which it enters upon the reference. The provisions of the Arbitration Act, 1940 shall apply to the arbitration proceeding. Reference to arbitration shall be a condition precedent for any other action at law.

## **2.13. Penalty**

For failure to comply with the supply/work order and the liquidated damages will be levied as under:-

- i. Liquidated damages at the rate of 1% of the contract value for each week of delay shall be levied, up to a maximum of 10% of the contract value.
  - ii. If the delay exceeds the period covered by the maximum liquidated damages, M/o NHR&C reserves the right to cancel the contract and get the full or remaining assignment completed from the other competitive bidders on the equivalent price/amount that will be deducted from the securities deposited by the default firm/supplier.
- 1- Only registered suppliers, who are on Active Taxpayers List (ATL) of FBR, are eligible to supply goods / services to Government departments.
  - 2- The payment to the registered persons may be linked with the active taxpayer status of the suppliers as per FBR database. If any registered supplier is not in ATL his payment should be stopped till he files his mandatory returns and appears on ATL of FBR.

## **2.14. Undertaking**

We undertake and declare that

- i. The prices quoted including of all taxes, transportation and cost of installation etc.
- ii. The offered prices must be valid up to **90** days starting from the date of tender opening.
- iii. The software is covered under warranty of the bidder starting from the date of final acceptance and in case of any defect and malfunctioning we shall be responsible for its rectification free of cost.
- iv. The supplier is responsible to arrange replacement/technical support during warranty/guarantee period.

We understand that:-

M/o NHS, R&C reserves the right to accept or reject our bid as per PPRA Rules, 2004.

The earnest money amounting Rs. .... submitted by us is liable to forfeiture in case our firm fails to abide by the terms and conditions given in the advertisement referred to above

**Signature &**

**Stamp Of**

**Authorized Agent**

### 3. Technical Specification and Responsibility of Firm

Design, development, deployment, configuration, training and support services of Software at M/o NHS,R&C.

- i. Training of M/o NHR&C and Attached Departments etc will be responsibility of Firm
- ii. Customization, Designing and Deployment at M/o NHR&C and Attached Departments etc will be responsibility of Firm
- iii. Online / Hosting Issues will be resolved by the Firm
- iv. Customized Reports will be generated as per requirements of M/o NHR&C and Attached Departments etc will be responsibility of Firm
- v. Deployment of Resources for Data Updataion.
- vi. Each Department will have Separate Username / Password. With Overall Admin View of Ministry.

#### A. SOFTWARE SPECIFICATIONS

Attached at Annex-A

| Human Resource Management Information System (HRMIS) |                           |                                   |     |                      |              |        |           |            |            |                                  |                             |
|------------------------------------------------------|---------------------------|-----------------------------------|-----|----------------------|--------------|--------|-----------|------------|------------|----------------------------------|-----------------------------|
| Department HR Inventory                              |                           |                                   |     |                      |              |        |           |            |            |                                  |                             |
| 1                                                    | Department Name           | Planning & Development Department | 5   | Autonomous Body Name |              |        |           |            |            |                                  |                             |
| 2                                                    | Directorate Name          |                                   | 6   | Unit Name            |              |        |           |            |            |                                  |                             |
| 3                                                    | Board Name                |                                   | 7   | Cell Name            |              |        |           |            |            |                                  |                             |
| 4                                                    | Authority Name            |                                   | 8   | Project Name         |              |        |           |            |            |                                  |                             |
|                                                      | EMAIL/CONTACT             |                                   | 9   | Field Office Name    |              |        |           |            |            |                                  |                             |
| Section I: General Information                       |                           |                                   |     |                      |              |        |           |            |            |                                  |                             |
| S.No                                                 | Department / Offices Name | Designation                       | BPS | Positions            |              |        | Basic Pay | House Rent | Conveyance | Total Salary for Sanctioned Post | Total Salary of Filled Post |
|                                                      |                           |                                   |     | Sanctioned           | Filled Posts | Vacant |           |            |            |                                  |                             |
| 1                                                    |                           |                                   |     |                      |              |        |           |            |            |                                  |                             |

**FORM B:**

# Human Resource Management Information System (HRMIS)

## Department HR Inventory [Add Picture]

### Section II: Individual Employee Details

| S.No. | Full Name | Father's Name | Employee Personal Number | Dept | Designation | BPS | Employment Type (Regular/Contract/Project) | Sub Employment Type (EFG, EPG, PAS, PCS, PMS, FDC) | Employment Date | Joining Date | Retirement / Contract Expiry Date |
|-------|-----------|---------------|--------------------------|------|-------------|-----|--------------------------------------------|----------------------------------------------------|-----------------|--------------|-----------------------------------|
| 1     |           |               |                          |      |             |     | Will be selected from Drop Down            |                                                    |                 |              |                                   |

**EFG:** Employee from Federal Government

**EPG:** Employee from Provincial Government

**PAS:** Pakistan Administrative Services

**PCS:** Provincial Civil Service

**PMS:** Provincial Management Service

**ADD CATEGORY**

**Each Employee Will have Computerized ID**

**FORM C:**

| Department HR Inventory               |         |      |     |        |          |               |               |       |             |                |                            |
|---------------------------------------|---------|------|-----|--------|----------|---------------|---------------|-------|-------------|----------------|----------------------------|
| Section III: Employee Personal Detail |         |      |     |        |          |               |               |       |             |                |                            |
| S.No.                                 | Address | CNIC | DOB | Gender | Domicile | Mobile Number | Land Line No. | Email | Blood Group | Marital Status | Computer Literate (Yes/NO) |
| 1                                     |         |      |     |        |          |               |               | -     |             |                |                            |

**FORM D:**

| Section IV: Employee Qualification and Achievements |           |                                      |              |             |                  |              |         |                                           |
|-----------------------------------------------------|-----------|--------------------------------------|--------------|-------------|------------------|--------------|---------|-------------------------------------------|
| S.No.                                               | Full Name | Diploma / Certificate / Degree Level | Degree Title | Institution | Grade / Division | Passing Year | Country | Additional Academic Achievements (if any) |
| 1                                                   |           |                                      |              |             |                  |              |         |                                           |
|                                                     |           |                                      |              |             |                  |              |         |                                           |
|                                                     |           |                                      |              |             |                  |              |         |                                           |
|                                                     |           |                                      |              |             |                  |              |         |                                           |
|                                                     |           |                                      |              |             |                  |              |         |                                           |
|                                                     |           |                                      |              |             |                  |              |         |                                           |

Form E:

| Section V: Employee Experience |           |           |              |          |    |                            |      |          |         |                            |                           |
|--------------------------------|-----------|-----------|--------------|----------|----|----------------------------|------|----------|---------|----------------------------|---------------------------|
| S.N o.                         | Full Name | Job Title | Organization | Duration |    | Functional Area / Industry | City | Province | Country | Total Duration (in Months) | Total Experience in Years |
|                                |           |           |              | From     | To |                            |      |          |         |                            |                           |
|                                |           |           |              |          |    |                            |      |          |         |                            |                           |

Form F:

| Department HR Inventory                                   |           |                   |                 |                  |                   |            |          |         |               |              |                        |
|-----------------------------------------------------------|-----------|-------------------|-----------------|------------------|-------------------|------------|----------|---------|---------------|--------------|------------------------|
| Section VI: Employee Postal Address and Dependent Details |           |                   |                 |                  |                   |            |          |         |               |              |                        |
| S.N o.                                                    | Full Name | Permanent Address | Current Address | Employee Picture | No. of Dependents |            |          |         |               |              | Total No. of Dependent |
|                                                           |           |                   |                 |                  | Spouse Name       | Spouse DOB | Son Name | Son DOB | Daughter Name | Daughter DOB |                        |
| 1                                                         |           |                   |                 |                  |                   |            |          |         |               |              |                        |
|                                                           |           |                   |                 |                  |                   |            |          |         |               |              |                        |
|                                                           |           |                   |                 |                  |                   |            |          |         |               |              |                        |
|                                                           |           |                   |                 |                  |                   |            |          |         |               |              |                        |

Form G:

| Disciplinary Proceeding Details |                 |      |      |    |         |         |
|---------------------------------|-----------------|------|------|----|---------|---------|
| Section VII: Inquires           |                 |      |      |    |         |         |
| S.No.                           | Name of Inquiry | ToRs | Date |    | Members | Outcome |
|                                 |                 |      | From | To |         |         |
| 1                               |                 |      |      |    |         |         |
|                                 |                 |      |      |    |         |         |
|                                 |                 |      |      |    |         |         |
|                                 |                 |      |      |    |         |         |
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|                                 |                 |      |      |    |         |         |

**REPORTS: [Check Box Option to Generate Customize reports /Add Fields]**

**Filter Start Date [] End Date []**

| Name of Department | Total Positions | Filled   | Vacant   |
|--------------------|-----------------|----------|----------|
|                    |                 | Break Up | Break Up |
|                    |                 | Details  |          |

**Promotion Reports**

**Filter Start Date [] End Date []**

| Name of Department | Designation | BPS | Name of Employee | Promotion Due Date |
|--------------------|-------------|-----|------------------|--------------------|
|                    |             |     |                  |                    |
|                    |             |     |                  |                    |

**Retirement Reports**

**Promotion Reports**

**Filter Start Date [] End Date []**

| Name of Department | Name of Employee | BPS | Designation | Salary | Date of Joining | Retirement Due Date |
|--------------------|------------------|-----|-------------|--------|-----------------|---------------------|
|                    |                  |     |             |        |                 |                     |
|                    |                  |     |             |        |                 |                     |

**Gazetted / Non Gazetted / Contractual**

| Name of Department | Designation / BPS | No Of gazette Position /BPS | No Of Non Gazette Positions | No of Contractual Positions |
|--------------------|-------------------|-----------------------------|-----------------------------|-----------------------------|
|                    |                   |                             |                             |                             |
|                    |                   |                             |                             |                             |

**Promotion Reports / ACRs [Upload]**

| S.No | Pers. No. | Personnel Name   | E m p l o y m e n t S t a t u s | ESg rp | Employee Subgroup | Position  | Ministry                                                                       | Department                                               | Cos t Ctr | Cost Center              | PArea | Payr oil Area | Nation al ID (CNIC) | D at e T y p e | Date       |
|------|-----------|------------------|---------------------------------|--------|-------------------|-----------|--------------------------------------------------------------------------------|----------------------------------------------------------|-----------|--------------------------|-------|---------------|---------------------|----------------|------------|
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## Allocated Budget [Select Year]

| NAME OF ENTITY CURRENTLY IN THE PURVIEW OF THE MINISTRY/DIVISION<br>(Including organizations, authorities, regulatory bodies, autonomous bodies, statutory bodies, corporations, companies, SOEs, commissions, councils boards, trusts, funds, institutes, subordinates offices, attached departments, projects, programs, units or any other public-sector entities) | REVISED BUDGET ESTIMATES FOR FY 2024-25.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) | OF WHICH ALLOCATED BY THE MINISTRY OF FINANCE.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) | EXPENDITURE IN FY 2024-25.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) | REVISED BUDGET ESTIMATES FOR FY 2025-26.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN(Rs in Million) | OF WHICH ALLOCATED BY THE MINISTRY OF FINANCE.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) | EXPENDITURE IN FY 2025-26.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) | BUDGET ESTIMATES FOR FOR FY 2026-27.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) | OF WHICH ALLOCATED BY THE MINISTRY OF FINANCE.<br>PLEASE GIVE GRAND TOTAL AT THE END OF THE COLUMN (Rs in Million) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
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