Government of Pakistan
Ministry of National Health Services Regulation & Coordination
Integrated Disease Surveillance and Response System
National Institute of Health (NIH)

Procurement Notice # F.29-1/2025-IDSRS-NIH

CORRIGENDUM IN ADVERTISEMENT PUBLISHED ON 03-04-2026 – PID(I) 8015 – 25

1- The date for receiving the bids (EPADS & original hard copy of the uploaded bid) against the Tender Notice **"*TENDER FOR TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (M/MoNHSR&C), ISLAMABAD*"**, has been extend up to **13th May, 2026**.

Chairman Purchase Committee
Integrated Disease Surveillance and Response System (IDSRS) Project
National Institute of Health (NIH)
Park Road, Chak Shahzad, Islamabad
Ph: 051-9255237

Government of Pakistan
Ministry of National Health Services Regulation & Coordination
Integrated Disease Surveillance and Response System
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Procurement Notice # F.29-1/2025-IDSRS-NIH

CORRIGENDUM IN ADVERTISEMENT PUBLISHED ON 03-04-2026 – PID(I) 8015 – 25

1- The date for receiving the bids (EPADS & original hard copy of the uploaded bid) against the Tender Notice ***"TENDER FOR TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (M/MoNHSR&C), ISLAMABAD"***, has been extend up to **22nd April, 2026**.

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CORRIGENDUM IN ADVERTISEMENT PUBLISHED ON 03-04-2026 – PID(I) 8015 – 25

1- With reference to the Tender titled ***"Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad,"*** a corrigendum to the Bill of Quantities (BOQ) has been uploaded on the EPADS portal **(https://eprocure.gov.pk)**.

2- Furthermore, under the ***Technical Evaluation Criteria / Checklist (Clause 12),*** **the requirement stating:** ***"The firm must be duly registered with the Pakistan Software Export Board (PSEB) and must possess a b at the time of bid submission, demonstrating its eligibility and compliance for execution of IT/ICT-related components of the project"*** shall be **treated as deleted in its entirety**.

3- All prospective bidders are advised to review the revised BOQ and the above amendment carefully and submit their bids accordingly. All other terms and conditions shall remain unchanged.

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TENDER FOR TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (M/o NHSR&C), ISLAMABAD

SINGLE STAGE SINGLE ENVELOPE PROCEDURE
UNDER PPRA RULE 36(A)

GOVERNMENT OF PAKISTAN

Integrated Disease Surveillance and Response System (IDSRS)

National Institute of Health (NIH)

2nd April, 2026

National Institute of Health (NIH)
Park Road, Chak Shahzad, Islamabad
Office Ph # (92-051) 9255237

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

TENDER FOR TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (MoNHSR&C), ISLAMABAD

1. This project involves the design, establishment, deployment, and operationalization of a Digital Master Control Room (MCR) under **Integrated Disease Surveillance and Response System (IDSRS)**, at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad. The assignment shall be executed on a turnkey basis and shall include, but not be limited to, the following components:

2. Identification, planning, design, and establishment of the Master Control Room facility, including renovation (where required), interior layout, command stations, video wall configuration, server/data room setup, utilities, controlled access systems, and supporting infrastructure at the Ministry Office, Islamabad.

3. Assessment, specification, supply, installation, testing, and commissioning of all required IT infrastructure including servers, storage systems, networking equipment (switches, routers, firewalls), structured cabling, video wall systems, operator workstations, surveillance systems, audio-visual and conferencing equipment, power backup systems (UPS), furniture, fixtures, and allied infrastructure required for continuous 24/7 control room operations.

4. Design, development, deployment, and integration of a centralized digital monitoring platform enabling real-time data aggregation, dashboard visualization, program performance tracking (KPIs), incident and alert management, analytics, reporting tools, and secure integration with existing Ministry systems and attached departments.

5. Conducting a needs assessment of affiliated departments and their information systems in order to establish standardized operational workflows, monitoring and evaluation mechanisms, escalation protocols, response timelines, incident reporting procedures, and quality assurance frameworks.

6. Implementation of governance, cybersecurity, interoperability, data protection, and disaster recovery mechanisms to ensure compliance with Government regulations, applicable procurement rules, and national cybersecurity standards.

TENDER DOCUMENT Reference No: F.29-1/2025-IDSRS-NIH
Date of Issuance: 02/04/2026
Bid Submission Deadline: 20-04-2026 @11:00 AM
Bid Opening: 20-04-2026 @11:30 AM

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

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TENDER FOR TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (M/MoNHSR&C), ISLAMABAD

The Ministry of National Health Services, Regulations & Coordination (M/o NHSR&C), Government of Pakistan, through the Integrated Disease Surveillance and Response System (IDSRS) Project, National Institute of Health (NIH), Islamabad, intends to procure services for the Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training, and Operation of a Digital Master Control Room (MCR) at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad.

2. The assignment shall include, but shall not be limited to, interior setup, electrical systems, IT infrastructure deployment, dashboard and digital platform development, system integration, cybersecurity implementation, operationalization of the control room, training, testing, commissioning, and operational support, on a turnkey basis.

3. Accordingly, the IDSRS Project, MoNHSR&C invites bids from well-reputed, technically qualified, and financially sound firms having proven experience in IT infrastructure deployment, command center / control room establishment, digital platform development, system integration, and related turnkey solutions.

4. The procurement shall be conducted under the Single Stage – Single Envelope procedure in accordance with Rule 36(a) of the Public Procurement Rules, 2004.

5. Interested eligible bidders are requested to register themselves on the EPADS (https://pa.epads.gov.pk) and submit their documents on EPADS. The interested eligible bidders may obtain a complete set of bidding documents containing list of items, specifications of required items and detailed terms & conditions from the websites of PPRA and EPADS. The same shall also be obtained from Manager Procurement, IDSRS on payment of Rs. 1,000/- on any working days within the office hours (before the submission date of bid) on submission of written application on company letter head, duly supported by a copy of NTN and GST certificates

6. The fixed bid security, earmarked above in the shape of Demand Draft in favor of Finance Manager, IDSRS along with bid documents should be uploaded through EPADS (scanned copy) original Demand Draft along with the original hard copy of the uploaded bid must be submitted physically on or before 11:00 A.M by 20-04-2026 in Finance Manager, IDSRS room, NIH, Islamabad. Bids will be opened on the same date at 11:30 P.M in Finance Manager, IDSRS room, NIH, Islamabad in terms of Rule 28 of PPRA, 2004. Manual submission of bids without EPADS submission shall not be accepted.

7. In accordance with Rule 48 of the Public Procurement Rules, 2004, a Grievance Redressal Committee (GRC) has been constituted for this procurement. The notification of the said GRC is available on the EPADS portal.

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8. The **Integrated Disease Surveillance and Response System (IDSRS) Project** reserves the right to accept or reject any or all bids at any time prior to the award of contract in accordance with the relevant provisions of the Public Procurement Rules, 2004.

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SECTION I. INSTRUCTIONS TO BIDDERS

A. General Provisions		
Clause	Heading	Terms and Conditions
1	Definitions	1. Definitions For the purposes of this Tender Document, the following terms shall have the meanings assigned to them below: a) "Affiliate(s)" means an individual or entity that directly or indirectly controls, is controlled by, or is under common control with the Bidder. b) "Applicable Law" means the laws and regulations of the Islamic Republic of Pakistan, including any other legal instruments having the force of law applicable to the execution of the Contract. c) "Bidder" means a legally established firm which submits a bid for the turnkey design, development, supply, installation, integration, commissioning, training, and operations of the Digital Master Control Room at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad. d) "Procuring Agency" means the Integrated Disease Surveillance and Response System (IDSRS), MoNHSR&C, Government of Pakistan. e) "Contract" means the legally binding written agreement signed between the Procuring Agency and the selected Bidder, including all annexures, appendices, General Conditions of Contract (GCC), Special Conditions of Contract (SCC), specifications, and other documents forming part of the agreement. f) "Data Sheet" means an integral part of the Instructions to Bidders (ITB) providing specific information and conditions applicable to this procurement that supplement the provisions of the ITB. g) "Day" means a calendar day unless otherwise specified. h) "Joint Venture (JV)" means an association of two or more firms formed to submit a joint bid where one member is authorized to conduct all business on behalf of the members and where all members are jointly and severally liable for performance of the Contract. i) "ITB" means the Instructions to Bidders section of the Tender Document, which provides guidance and requirements for preparing and submitting bids. j) "Bid" means the complete submission by the Bidder in response to this Tender Document, containing all technical, financial, and documentary information required by the Procuring Agency. k) "Tender Document" means the bidding document issued by the Procuring Agency inviting eligible bidders to submit bids for the project. l) "Services" means the tasks, responsibilities, works, and deliverables to be performed by the Bidder in accordance with the Scope of Work and the Contract.

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		m) "Subcontractor" means an entity to whom the Bidder may subcontract part of the Services with prior written approval of the Procuring Agency, while the Bidder remains fully responsible for the performance of the Contract. n) "Scope of Work / Technical Requirements" means the section of the Tender Document that describes the objectives, scope of work, activities, deliverables, and responsibilities of the Procuring Agency and the Bidder under this assignment.
2	**Introduction**	2.1 The Procuring Agency invites bids from eligible firms for the turnkey design, development, supply, installation, integration, commissioning, training, and operation of the Digital Master Control Room (MCR) at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad. The procurement shall be conducted in accordance with the Public Procurement Rules, 2004 under Single Stage – Single Envelope procedure [Rule 36(a)]. Bids must be submitted electronically through the PPRA Electronic Procurement and Auction System (EPADS) within the deadline specified in the bidding documents. 2.2 In addition to electronic submission through EPADS, one (01) signed and stamped hard copy of the bid shall also be submitted at the office of the Procuring Agency before the bid submission deadline. In case of any discrepancy between the electronic bid and the hard copy, the bid submitted through EPADS shall prevail. The bids shall be evaluated in accordance with the evaluation criteria specified in the Data Sheet, and the contract shall be awarded to the bidder whose bid is determined to be the most advantageous in accordance with the bidding documents. 2.3 A pre-bid meeting, if required, may be conducted by the Procuring Agency to provide clarifications regarding the scope of work and bidding requirements. The meeting shall be held on the date, time, and venue specified in the Data Sheet or the tender advertisement. Interested bidders may submit their queries in writing prior to the meeting. Any clarification issued during the pre-bid meeting shall be shared with all prospective bidders through appropriate communication channels. Queries may also be submitted via email at mnhsrc1@gmail.com.
3	**Conflict of Interest**	a. The Bidder shall provide professional, objective, and impartial services and shall at all times act in the best interests of the Procuring Agency. The Bidder shall avoid any situation that may create a conflict between its own interests and those of the Procuring Agency. b. The Bidder shall disclose to the Procuring Agency any actual or potential conflict of interest that may affect its ability to perform the services under this Contract. Failure to disclose such conflict may result in disqualification of the Bidder, termination of the Contract, and/or other actions in accordance with the applicable procurement rules. c. Without limiting the generality of the above, the Bidder shall not be engaged under the circumstances described below:
3.1	**Conflicting activities**	Bidder shall not engage in any activity that may create a conflict of interest with the performance of the Contract.
3.2	**Conflicting assignments**	A Bidder shall not be engaged in any assignment that, by its nature, may conflict with another assignment of the Bidder for the same or another Procuring Agency.

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3.3	Conflicting relationships	**Relationship with the Procuring Agency's staff:** A Bidder who has a close business or family relationship with a staff member of the Procuring Agency directly or indirectly involved in (i) preparation of the Scope of Work / Technical Requirements, (ii) the bid evaluation or selection process; or (iii) supervision or administration of the Contract; shall not be awarded the Contract unless the conflict arising from such relationship has been resolved in a manner acceptable to the Procuring Agency in accordance with the applicable procurement rules.
4	Unfair Competitive Advantage	Fairness and transparency in the procurement process require that Bidders or their Affiliates competing for this assignment do not derive any unfair competitive advantage from having previously provided services related to the assignment in question. To ensure a level playing field, the Procuring Agency shall indicate in the Data Sheet and make available to all eligible Bidders, together with this Tender Document, any relevant information that may provide a competitive advantage to any Bidder. Such information shall be shared with all prospective Bidders to ensure equal access and transparency in the procurement process
5	Corrupt and Fraudulent Practices	The Procuring Agency requires that Bidders observe the highest standards of ethics during the procurement process and execution of the Contract. In pursuance of this requirement, Bidders shall ensure that their agents, subcontractors, suppliers, personnel, and representatives allow the Procuring Agency to inspect all accounts, records, and other documents relating to the bid submission and contract performance (in case of award), and to have them audited by representatives designated by the Procuring Agency. Any misleading information, corrupt practice, fraudulent practice, collusive practice, or coercive practice may result in: i. disqualification of the Bidder, ii. termination of the Contract (if awarded), and/or iii. other actions in accordance with the Public Procurement Rules, 2004 and applicable regulations.
6	Eligibility of Bidders	The Procuring Agency permits Bidders from all countries to participate in this procurement process and to offer services for the project, unless otherwise restricted under the applicable laws and regulations of the Government of Pakistan. It shall be the responsibility of the Bidder to ensure that subcontractors, agents, suppliers, and other personnel involved in the execution of the project meet all applicable eligibility requirements. The following provisions shall apply with respect to bidder eligibility:
6.1	Sanctions	A firm or individual blacklisted or debarred by the Authority in accordance with Clause 5 shall be ineligible to participate in the procurement process or be awarded a contract during the period determined by the Authority.
6.2	Prohibitions	Firms and individuals of a country may be ineligible to participate if restricted under the applicable laws, regulations, or policies of the Government of Pakistan.

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6.3	**Restrictions for public employees**	6.3 Restrictions for Public Employees Government officials and civil servants of Pakistan shall not be eligible to be included in the Bidder's bid unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Government of Pakistan, and provided that: a) they are on leave of absence without pay or have resigned or retired; and b) they are not being hired by the same agency in which they were working before going on leave of absence without pay, resigning, or retiring. In the case of retirement or resignation, a minimum period of two (02) years, or any longer period prescribed under applicable statutory provisions for civil servants, must have elapsed. Experts employed by government-owned universities, educational institutions, or research organizations may be engaged provided that: a) they have been full-time employees of their institution for at least one year; and b) their engagement does not create any conflict of interest with their existing responsibilities.
	B. Preparation of Bids	
7	**General Considerations**	In preparing the Bid, the Bidder is expected to examine the Tender Document in detail. Material deficiencies in providing the information requested in the Tender Document may result in rejection of the Bid.
8	**Cost of Preparation of Bid**	The Bidder shall bear all costs associated with the preparation and submission of its Bid. The Procuring Agency shall not be responsible or liable for these costs, regardless of the conduct or outcome of the procurement process. The Procuring Agency reserves the right to annul or cancel the procurement process at any time prior to the award of contract, in accordance with the applicable provisions of the Public Procurement Rules, 2004, without assigning any reason.
9	**Language**	The Bid, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the Procuring Agency, shall be written in the language specified in the Data Sheet.
10	**Documents Comprising the Bid**	The Bid shall comprise the documents and forms listed in the Data Sheet. If specified in the Data Sheet, the Bidder shall include a written undertaking confirming that it shall observe, in competing for and executing the Contract, the applicabl procurement regulatory framework regarding corrupt and fraudulent practices. Any Bidder failing to submit the mandatory documents specified in the Data Sheet shal be considered non-responsive and shall not be considered for further evaluation.
11	**Only One Bid**	Each Bidder shall submit only one bid in its own name. Joint Ventures (JV), consortiums, or associations of firms are not permitted under th procurement. Any bid submitted by a Joint Venture or by multiple entities jointly shall l rejected as non-responsive.
12	**Bid Validity**	12.1. Bids shall remain valid for a period of ninety (90) days from the bid submissi deadline specified by the Procuring Agency. 12.2. To ensure the validity of the bid, Bidders shall submit Bid Security in the amou and form specified in the Data Sheet, which shall remain valid for twenty-eig (28) days beyond the bid validity period. 12.3. The Procuring Agency may request an extension of the bid validity period exceptional circumstances. Such request and the responses thereto shall be ma in writing.

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		12.4. If the Bidder agrees to extend the validity of its Bid, such extension shall be made without any change in the original Bid and, where applicable, with confirmation of the continued availability of the proposed personnel/technical team/staff.
	Substitution of Proposed Personnel During Bid Validity Extension	12.5. If any of the personnel/technical team/staff become unavailable during the extended bid validity period, the Bidder shall provide satisfactory evidence and written justification to the Procuring Agency together with the substitution request. In such case, the replacement personnel/technical team/staff shall have qualifications and experience equal to or better than those of the originally proposed personnel/technical team/staff. However, the technical evaluation score shall remain based on the credentials of the originally proposed personnel/technical team/staff. 12.6. If the Bidder fails to provide a replacement personnel/technical team/staff with equal or better qualifications, or if the reasons for substitution are not acceptable to the Procuring Agency, the Bid may be rejected.
	Sub-Contracting	12.7. The Bidder may subcontract specific components of the Services only with the prior written approval of the Procuring Agency. However, the Bidder shall remain fully responsible for the performance of the Contract. 12.8. Bidders shall submit Bid Security as specified in the Data Sheet. The Bid Security shall serve as a guarantee against the Bidder's misconduct during the procurement process. 12.9. Any Bid not accompanied by the required Bid Security shall be declared non-responsive by the Procuring Agency. 12.10. A Bidder may be declared ineligible to participate in future procurements of the Procuring Agency for a period specified under the applicable procurement regulatory framework if: a. the Bidder withdraws its Bid during the bid validity period, or b. the successful Bidder fails to sign the Contract or furnish the required Performance Security within the stipulated time
13.1	**Clarification and Amendment of Tender Document**	Any Bidder may request clarification of any provision of the Tender Document within the period specified in the Data Sheet and prior to the bid submission deadline. Such request for clarification shall be submitted in writing or through electronic means to the Procuring Agency at the address specified in the Data Sheet: **Email: mnhsrc1@gmail.com** The Procuring Agency shall respond in writing or through electronic means and shall circulate copies of the response, including a description of the inquiry but without identifying the source of the request, to all prospective Bidders who have obtained the Tender Document. At any time prior to the bid submission deadline, the Procuring Agency may, for any reason, whether on its own initiative or in response to a clarification requested by a Bidder, amend the Tender Document. Such amendment shall be issued in writing or through electronic means and shall be uploaded on PPADS and communicated to all prospective Bidders. The amendment shall form an integral part of the Tender Document and shall be binding on all Bidders.

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		If the amendment is considered substantial, the Procuring Agency may extend the bid submission deadline to provide Bidders sufficient time to incorporate the amendment into their bids. A Bidder who has already submitted a bid prior to the issuance of an amendment may withdraw and resubmit a revised bid, provided that the revised bid is submitted before the bid submission deadline. No modification or revision of a bid shall be accepted after the bid submission deadline. All amendments shall also be uploaded on the EPADS system and shall be deemed part of the Tender Document.
13.2	**Joint Venture**	Not allowed.
14	**Preparation of Bids – Specific Considerations**	While preparing the Bid, the Bidder shall give particular attention to the following: a) The Bid shall be complete in all respects and shall include all technical, financial, and documentary information required under this Tender Document. b) Where specified in the Data Sheet, the Bidder shall provide details of the proposed personnel/technical team/staff, methodology, work plan, equipment, and other resources required for the execution of the Services. c) The Bidder shall ensure that all required forms, supporting documents, and declarations are duly completed, signed, and stamped by the authorized representative of the Bidder. d) The Bid shall include the financial quotation for the complete scope of services as specified in the Scope of Work/Technical Requirements. The quoted price shall be considered for evaluation in accordance with the procedure specified in this Tender Document. e) The bidder shall submit a detailed Bill of Materials specifying make, model, specifications, and quantities of all hardware, software, and infrastructure components proposed under the project.
15	**Technical Information**	The Bidder shall submit technical information demonstrating its capability to perform the Services in accordance with the requirements of the Tender Document and Scope of Work / Technical Requirements. The bidder shall submit OEM authorization letters for major equipment and software proposed in the project including servers, storage systems, network switches, firewalls, video wall systems, and licensed software platforms wherever applicable. The technical information may include, but shall not be limited to: a) firm profile and relevant experience; b) proposed methodology and work plan; c) qualification and experience of proposed personnel / technical team; d) details of equipment, systems, or technology proposed for the assignment; and e) any other information required in the Data Sheet.
16.1	**Financial Bid**	The Bidder shall submit a financial bid for the complete scope of services in accordance with the forms provided in the Tender Document. The financial bid shall include all costs associated with the execution of the Services, including professional fees, equipment, operational expenses, taxes, duties, and all other applicable costs.

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16.2	Taxes	The Bidder, including its subcontractors, suppliers, and personnel, shall be responsible for meeting all tax liabilities arising out of the execution of the Contract unless stated otherwise in the Data Sheet. Information regarding applicable taxes and duties in Pakistan shall be provided in the Data Sheet.
16.3	Currency of Bid	The Bidder shall quote the price of the Services in Pakistani Rupees (PKR).
16.4	Currency of Payment	Payments under the Contract shall be made in the currency or currencies specified in the Bid and as stated in the Contract.
		C. Submission, Opening and Evaluation
17	Submission and Withdrawal of Bids	The procurement shall be conducted under the Single Stage – Single Envelope procedure in accordance with Rule 36(a) of the Public Procurement Rules, 2004. **Submission through EPADS** Bidders shall submit their bids electronically through the PPRA Electronic Procurement and Auction System (EPADS) within the deadline specified in the Data Sheet. Submission of bids through EPADS shall be mandatory. **Hard Copy Submission (Original)** In addition to electronic submission through EPADS, bidders shall submit one (01) signed and stamped hard copy of the bid at the office of the Procuring Agency before the bid submission deadline for record purposes. In case of any discrepancy between the bid submitted through EPADS and the hard copy, the bid submitted through EPADS shall prevail. **Signing of Bid** The bid shall be signed by an authorized representative of the Bidder. The authorization shall be supported by a written power of attorney or board authorization, which shall be attached with the bid. All pages of the bid shall be duly signed and stamped by the authorized representative of the Bidder. **Completeness of Bid** The bid shall comprise all documents, forms, and supporting information required under Clause 10 of this Tender Document. Failure to submit the required documents may result in the bid being declared non-responsive. **Joint Ventures** Joint Ventures (JV), consortiums, or associations of firms are not permitted under this procurement. Any bid submitted by a Joint Venture or by multiple entities jointly shall be rejected as non-responsive. **Modification of Bid** A bidder may modify or revise its bid before the bid submission deadline through the EPADS system. No modification shall be allowed after the bid submission deadline. **Withdrawal of Bid** A bidder may withdraw its bid before the bid submission deadline by submitting a written request through EPADS or by written communication duly signed by the

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		authorized representative of the bidder. No withdrawal of bid shall be permitted after the bid submission deadline. **Late Bids** Any bid received after the deadline for submission of bids shall be rejected as late and shall not be considered for evaluation.
18	**Confidentiality**	From the time the bids are opened until the publication of the Evaluation Report, no bidder shall contact the Procurement Evaluation Committee or the Procuring Agency on any matter related to the examination, clarification, evaluation, or comparison of bids. Information relating to the evaluation of bids shall not be disclosed to the bidders who submitted the bids or to any other person not officially concerned with the procurement process until the Evaluation Report is published in accordance with the Public Procurement Rules, 2004. Any attempt by a Bidder, or anyone acting on behalf of a Bidder, to influence the Procuring Agency or the Procurement Evaluation Committee in the evaluation of bids may result in: i. rejection of the bid, and/or ii. initiation of blacklisting proceedings in accordance with the applicable procurement rules. If a bidder wishes to communicate with the Procuring Agency regarding any matter related to the procurement process, such communication shall be made only in writing through official channels.
19	**Opening of Bids**	The procurement shall be conducted under the Single Stage – Single Envelope procedure in accordance with Rule 36(a) of the Public Procurement Rules, 2004. **19.1 Bid Opening** The Procuring Agency shall open the bids at the date, time, and place specified in the Data Sheet, in the presence of bidders or their authorized representatives who choose to attend. Bids submitted through the PPRA Electronic Procurement and Auction System (EPADS) shall be opened electronically through the system. The bidders' representatives present shall sign an attendance sheet/register as proof of their presence. **19.2 Announcement at Bid Opening** At the time of bid opening, the following information shall be read out and recorded: i. name of the bidder; ii. total bid price / quoted amount; iii. confirmation of submission of the required bid security; iv. any modification or withdrawal of bid submitted before the deadline; and v. any other information considered appropriate by the Procuring Agency. **19.3 Withdrawal of Bids** Bids marked as "Withdrawal" and received prior to the bid submission deadline shall be opened and read out first. The corresponding bid shall not be opened and shall be returned to the bidder. No bid withdrawal shall be permitted after the bid submission deadline. **19.4 Recording of Bid Opening** The Procuring Agency shall prepare a record/minutes of the bid opening, which shall

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		include the information read out during the bid opening. The record shall be made available to bidders upon request and shall also be uploaded on EPADS, where applicable.
19(A)	**Change Order & Scope Clarification Clause**	No modification, alteration, or additional work outside the approved Scope of Work, Technical Proposal, BOQ, and System Architecture shall be undertaken by the Contractor unless authorized through a written Change Order issued by the Procuring Agency. Any claim for additional cost, time extension, or scope adjustment shall only be considered if supported by an approved written Change Order signed by the Procuring Agency prior to execution of the additional work. Verbal instructions, informal communications, or undocumented changes shall not constitute a valid basis for variation claims.
20	**Examination and Evaluation of Bids**	20.1 The Procuring Agency shall evaluate the bids in accordance with the Single Stage – Single Envelope procedure prescribed under Rule 36(a) of the Public Procurement Rules, 2004 and the evaluation criteria specified in the Data Sheet. 20.2 The evaluation of bids shall be conducted by the Evaluation Committee appointed by the Procuring Agency. 20.3 The evaluation shall be carried out in the following stages: a) **Preliminary Examination** The Procuring Agency shall examine the bids to determine whether they are complete, properly signed, and accompanied by all required documents specified in the Tender Document. b) **Determination of Responsiveness** The Procuring Agency shall determine whether the bids are substantially responsive to the requirements of the Tender Document, including verification of: i. eligibility of the bidder; ii. submission of mandatory documents; iii. compliance with the technical specifications and Scope of Work / Technical Requirements; and iv. conformity with the conditions of the Tender Document. 20.4 A bid shall be declared non-responsive if it materially deviates from the requirements of the Tender Document or fails to meet the mandatory requirements specified therein. 20.5 Only bids determined to be substantially responsive shall be considered for financial comparison. 20.6 The Procuring Agency shall compare the financial quotations of all substantially responsive bids to determine the lowest evaluated substantially responsive bid price among substantially responsive bids. 20.7 The contract shall be awarded to the bidder whose bid has been determined substantially responsive to the bidding documents and has the lowest evaluated substantially responsive bid price, and is thereby considered the most advantageous bid for award, subject to the bidder being qualified to perform the contract satisfactorily. 20.8 No Bidder shall be permitted to alter, modify, or revise its bid after the bid submission deadline. 20.9 During the evaluation process, the Procuring Agency may request clarification from a Bidder regarding its bid. Such clarification shall be provided in writing and shall

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		not change the substance or price of the bid. 20.10 If considered necessary during the evaluation process, the Evaluation Committee may request any bidder to provide clarification regarding its bid. The bidder shall submit the requested clarification within the time specified by the Procuring Agency. 20.11 Failure of a bidder to provide the required clarification within the stipulated time may result in the bid being evaluated based on the information already available or may lead to the bid being declared non-responsive
21	**Financial Evaluation of Bids**	21.1 After determining the bids that are substantially responsive to the requirements of the Tender Document, the Procuring Agency shall compare the financial quotations of the responsive bidders. 21.2 The evaluation committee shall verify the financial bids to ensure that: a) the financial quotation is complete and properly filled; b) arithmetic errors, if any, are corrected in accordance with the provisions of the Tender Document; c) the quoted prices include all applicable costs, duties, and taxes as specified in the Tender Document. 21.3 The comparison of financial bids shall be carried out among the substantially responsive bidders only. 21.4 The contract shall be awarded to the bidder whose bid has been determined substantially responsive to the bidding documents and has the lowest evaluated substantially responsive bid price, and is thereby considered the most advantageous bid for award, subject to the bidder being qualified to perform the contract satisfactorily.
22	**Determination of Lowest Evaluated / Most Advantageous Bid**	22.1 After completion of the technical and financial evaluation of the bids, the Procuring Agency shall determine the Most Advantageous Bid among the bids that have been found substantially responsive to the requirements of the Tender Document. 22.2 The financial comparison shall be conducted only among the bids that meet the eligibility requirements, mandatory documentation, and technical specifications provided in the Tender Document. 22.3 The contract shall be awarded to the Bidder offering the lowest evaluated substantially responsive bid price, provided that the Bidder is determined to be qualified and its bid is substantially responsive to the Tender Document. 22.4 Upon completion of the evaluation process, the Procuring Agency shall prepare an Evaluation Report in accordance with Rule 35 of the Public Procurement Rules, 2004, which shall be uploaded on the PPRA website and EPADS for information of all bidders. 22.5 The contract shall be awarded after expiry of fifteen (15) days from publication of the Final Evaluation Report, provided that no complaint or grievance is pending under the applicable procurement rules.
23	**Correction of Errors**	23.1 Bids determined to be substantially responsive shall be checked by the Procuring Agency for arithmetical errors. 23.2 Any arithmetic errors shall be corrected by the Procuring Agency on the following basis: a) If there is a discrepancy between the unit price and the total price obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected accordingly.

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		b) If there is a discrepancy between the amount in figures and the amount in words, the amount in words shall prevail. c) If there is an error in the total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected. 23.3 If the Bidder does not accept the correction of errors made by the Procuring Agency, its bid shall be rejected and the bid security may be forfeited in accordance with the provisions of the Tender Document. 23.4 The corrected bid price shall be considered for the purpose of financial evaluation and determination of the lowest evaluated substantially responsive bid price / most advantageous bid, as applicable under the evaluation criteria.
24	**Taxes**	24.1 The Bidder shall quote the price of the Services inclusive of all applicable taxes, duties, and levies in accordance with the laws of the Islamic Republic of Pakistan unless otherwise specified in the Data Sheet. 24.2 For the purpose of evaluation and comparison of bids, the financial quotations shall include all applicable taxes. 24.3 Any change in applicable taxes imposed by the Government of Pakistan after the submission of bids shall be dealt with in accordance with the provisions of the Contract.
25	**Special Conditions Related to Project Implementation**	**1. <u>Acceptance Testing, Inspection and Commissioning</u>** All goods, systems, software, electrical works, HVAC works, networking components, surveillance systems, access control systems, dashboards, APIs, and related services supplied or executed under this Contract shall be subject to inspection, testing, commissioning, and formal acceptance by the Procuring Agency or its authorized representative. No component shall be treated as complete unless it has been successfully installed, tested, commissioned, and accepted in writing by the Procuring Agency. **1A. <u>System Acceptance Testing</u>** The contractor shall conduct system acceptance testing in the presence of the Procuring Agency before commissioning. Acceptance testing shall include: • Hardware installation verification • Dashboard functionality testing • API and system integrations • Network and cybersecurity verification • Video wall and control room functionality • UPS and electrical load testing • Documentation and training completion Final acceptance shall be issued only after successful completion of all tests. **2. <u>Warranty and Defects Liability</u>** The successful bidder shall provide a minimum warranty and defects liability period of twelve (12) months from the date of final acceptance and commissioning of the system. During this period the contractor shall rectify any defect, malfunction, or deficiency at its own cost within the response time specified in the Service Level Agreement. **3. <u>Service Levels and Operational Performance</u>** The Bidder shall meet the service levels specified in the Contract, including system uptime, response times, rectification times, backup schedules, incident escalation timelines, and operational support obligations for all digital, electrical, networking,

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surveillance, and control room systems. Failure to meet the agreed service levels may result in penalties or other contractual remedies in accordance with the Contract.

3(A). Spare Parts Availability

The contractor shall ensure availability of spare parts and technical support for all supplied equipment for the warranty period and operational support duration.

4. Ownership of Deliverables and Intellectual Property

All deliverables, reports, designs, layouts, drawings, source code, dashboards, software configurations, databases, manuals, credentials, documentation, digital assets, and any other outputs developed, configured, supplied, or generated under this Contract shall vest in and remain the exclusive property of the Procuring Agency, unless otherwise expressly stated in the Contract.

5. Licenses, OEM Authorization and Legality of Supplies

The Bidder shall provide only genuine, brand-new, and lawfully procured goods, software, and equipment. Wherever required, the Bidder shall furnish valid OEM authorizations, software license certificates, warranty certificates, and documentary proof of lawful supply, use, and deployment.

6. Training, Knowledge Transfer and Handover

The Bidder shall provide comprehensive training to the designated staff of the Procuring Agency on operation, maintenance, monitoring, reporting, and administration of all systems deployed under the Contract. The Bidder shall also provide complete user manuals, technical documentation, SOPs, and handover support before completion of the Contract.

7. Implementation Schedule and Milestones

The Bidder shall complete the assignment in accordance with the approved implementation schedule and milestones specified in the Contract. Any delay in achieving the agreed milestones may attract liquidated damages or other remedies under the Contract.

7(A). User Acceptance Testing (UAT)

Before final commissioning, the system shall undergo a User Acceptance Testing period of not less than thirty (30) days. Any defects identified during UAT shall be rectified by the contractor prior to final acceptance of the project.

8. Payment Milestones and Acceptance

Payments shall be made only against defined milestones, deliverables, inspections, testing, commissioning, and written acceptance by the Procuring Agency, as specified in the Contract. Submission of invoice alone shall not constitute entitlement to payment unless the relevant milestone or deliverable has been duly verified and accepted.

9. Site Safety, Protection and Restoration

The Bidder shall be responsible for safety at site, protection of existing infrastructure, removal of debris, safe disposal of waste, and restoration of any area damaged during execution of the works. All works shall be carried out in compliance with applicable safety standards and directions of the Procuring Agency.

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10. Data Security, Confidentiality and Access Control

The Bidder shall ensure confidentiality, integrity, and security of all data, systems, records, and digital assets handled under the Contract. No data shall be copied, transferred, disclosed, or used for any purpose other than execution of the Contract without prior written approval of the Procuring Agency.

11. Delay Attributable to Procuring Agency

Any delay in implementation caused solely due to non-availability of site, non-provision of required access, delayed approvals, or delayed decisions by the Procuring Agency shall be dealt with in accordance with the Contract, and the Bidder shall not be held responsible for such delay to the extent so affected.

12. Compatibility and Integration Responsibility

The Bidder shall be responsible for end-to-end compatibility and successful integration of all supplied systems, software, hardware, dashboards, APIs, networking components, and related services under the Contract, regardless of whether supplied directly or through approved subcontractors.

13. As-Built Drawings and Final Documentation

Before final completion and handover, the Bidder shall submit complete as-built drawings, network diagrams, asset inventory, configuration details, operating manuals, warranty records, and all other final documentation required by the Procuring Agency.

14. Payment Milestone Schedule

Payments shall be released based on successful completion of the following milestones:

Milestone 1 – Project Design & Architecture Approval – 10%
Milestone 2 – Furniture & Infrastructure Completion – 25%
Milestone 3 – IT Infrastructure Supply & Installation – 25%
Milestone 4 – System Integration, Dashboard Deployment & Testing – 20%
Milestone 5 – Commissioning, Training & Final Handover – 10%
Milestone 6 – Completion of Operational Support Period – 10%

Each milestone payment shall be made only after verification and written acceptance by the Procuring Agency.

15. Minimum Deliverables

The contractor shall submit the following deliverables:

- Approved system architecture and implementation design
- Detailed engineering drawings and layouts
- IT infrastructure deployment
- Functional dashboards and control room software
- API integration with ministry systems
- Standard Operating Procedures and manuals
- Training completion reports
- As-built drawings and asset inventory
- Source code and configuration documentation
- Final completion report

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		16. Project Governance / Reporting The contractor shall nominate a project manager and establish a coordination mechanism with the Procuring Agency. Weekly progress reports and implementation updates shall be submitted throughout the project implementation period. **17. Insurance** The contractor shall be responsible for insurance of equipment, materials, and works during transportation, installation, and commissioning. **18. Product Substitution and Specification Integrity** The bidder shall supply and install only those equipment, systems, software, and materials that are explicitly specified in the approved technical proposal, bill of quantities (BOQ), and system architecture submitted with the bid. No substitution, downgrade, modification, or change of brand, model, technical specifications, architecture, or system configuration shall be permitted after award of contract without the prior written approval of the Procuring Agency. Any request for substitution shall be supported with full technical justification and shall only be considered where the proposed replacement is equal or superior in specification, performance, compatibility, and warranty. Any unauthorized substitution or deviation shall be treated as a material breach of contract and may result in rejection of the supplied equipment, imposition of penalties, or termination of the contract at the risk and cost of the contractor. **19. Minimum Equipment Specification Compliance** All hardware and software proposed under the bid shall meet or exceed the minimum technical specifications submitted in the bidder's technical proposal. Any equipment failing to meet the approved specifications during inspection or commissioning shall be replaced by the contractor at no additional cost to the Procuring Agency. **20. System Acceptance Testing** The deployed system shall meet the functional and operational performance benchmarks described in the approved technical proposal and system architecture. Failure to achieve the required performance benchmarks during acceptance testing may result in rejection of the system until rectified by the contractor without additional cost.
		D. Award of Contract
26	**Award Criteria**	26.1 The contract shall be awarded to the bidder whose bid is substantially responsive, qualified, and offers the lowest evaluated substantially responsive bid price, which shall be treated as the most advantageous bid for award. 26.2 The award of contract shall be made in accordance with the Public Procurement Rules, 2004 and the evaluation procedure specified in this Tender Document.
27	**Grievance Redressal Mechanism**	27.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of the Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement. 27.2 Any party can file its written complaint against the eligibility parameters or any other

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		terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the bid submission deadline. 27.3 Any bidder feeling aggrieved by any act of the Procuring Agency after submission of its bid may lodge a written complaint within seven (07) days of publication/issuance of the Final Evaluation Report, in accordance with the applicable PPRA Rules and Grievance Redressal Regulations. 27.4 If a complaint is filed within the prescribed period, the Procuring Agency shall process and decide the same through the Grievance Redressal Committee in accordance with the applicable procurement rules and regulations. 27.5 The filing of a complaint shall be processed in accordance with applicable procurement rules and shall not be entertained after expiry of prescribed limitation period. 27.6 The GRC shall investigate and decide the complaint within ten (10) days of its receipt. 27.7 Any bidder aggrieved by the decision of the GRC may file an appeal before the Authority in the prescribed manner and subject to the prescribed fee. 27.8 Any grievance or complaint shall be dealt with strictly in accordance with Rule 48 of the Public Procurement Rules, 2004 and the applicable Grievance Redressal Regulations.
28	**Mechanism of Blacklisting**	28.1 The Procuring Agency shall bar for not more than the time prescribed in Rule 19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either: i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Failure to meet contractual obligations or material breach of contract and; iii. Fails to abide by the securing declaration; 28.2 The show cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the bidder or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debarring the bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as may be deemed appropriate. 28.3 The Procuring Agency shall give a minimum of seven days to the bidder or contractor for submission of written reply to the show cause notice. 28.4 In case, the bidder or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor, and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed. 28.5 In case the bidder or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the

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bidder or contractor for personal hearing for personal hearing.

28.6 The Procuring Agency shall give a minimum of seven days to the bidder or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.

28.7 The Procuring Agency shall decide the matter within ten days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.

28.8 The Procuring Agency shall communicate to the bidder or contractor the order of debarring the bidder or contractor from participating in any public procurement with a statement that the bidder or contractor may, within thirty days, prefer a representation against the order before the Authority.

28.9 Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.

28.10 The bidder may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with "Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021". The Committee shall evaluate the case and decide within ninety days of filing of review petition.

28.11 The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.

28.12 The Authority on the basis of decision made by the committee either may debar a bidder or contractor from Participating in any public procurement process of all or Some of the procuring agencies for such period as the deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.

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SECTION II. BID DATA SHEET

A. General Provisions		
Clause and Heading		**Terms and Conditions**
Procuring Agency		**INTEGRATED DISEASE SURVEILLANCE AND RESPONSE SYSTEM (IDSRS), MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS AND COORDINATION (MONHSR&C), ISLAMABAD**
2.1	**Introduction**	Turnkey design, development, supply, installation, integration, commissioning, training, and operation of Digitalized Central Control Room under the Ministry of National Health Services, Regulations and Coordination (MoNHSR&C), Islamabad.
6.1	**Sanctions**	The Bidder shall submit a duly notarized affidavit stating that the firm has not been blacklisted or debarred by any public sector organization or procuring agency in Pakistan and is not currently under any such sanction. Any misrepresentation in this regard shall lead to disqualification of the Bidder.
B. Preparation of Bids		
9	**Language**	The Bid, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the Procuring Agency, shall be written in English.
10	**Documents Comprising the Bid**	The Bid shall comprise all documents, forms, affidavits, technical information, financial quotation, and supporting documents specified in the Technical Evaluation Criteria, Bid Forms, and the Tender Document.
11	**Only One Bid**	Each Bidder shall submit only one bid in its own name. Submission of more than one bid by a Bidder shall result in disqualification of all such bids.
12	**Bid Validity**	The Bid shall remain valid for a period of ninety (90) days from the deadline for submission of bids.
13.1	**Clarification and Amendment of TENDER DOCUMENT**	Clarifications and amendments to the Tender Document shall be issued in accordance with ITB Clause 13 and the applicable provisions of the Public Procurement Rules, 2004. All amendments, if any, shall be uploaded on EPADS and shall form an integral part of the Tender Document.
11 & 13.2	**Joint Venture**	Joint Ventures (JV), consortiums, or associations of firms are not permitted under this procurement.
16.3	**Currency of Bid**	The Bidder shall quote the price of the Services in Pakistani Rupees (PKR).
16.4	**Currency of Payment**	Payment under the Contract shall be made in PKR (Pakistani Rupee).

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C. Submission, Opening and Evaluation		
17	**Submission of Bids**	The procurement shall be conducted under the Single Stage – Single Envelope procedure in accordance with Rule 36(a) of the Public Procurement Rules, 2004. Bids shall be submitted electronically through the PPRA Electronic Procurement and Auction System (EPADS) within the deadline specified in the tender advertisement and bidding documents. Bids must be submitted through EPADS not later than the date and time specified in the tender advertisement and EPADS portal. In addition to the electronic submission through EPADS, the bidder shall submit one (01) signed and stamped hard copy of the bid at the following address: Finance Manager (Chairman Committee) Integrated Disease Surveillance and Response System (IDSRS) Project National Institute of Health (NIH) Park Road, Chak Shahzad, Islamabad Ph: 051-9255237 In case of any discrepancy between the electronic bid and the hard copy, the bid submitted through EPADS shall prevail.
19	**Opening of Bid**	Bids shall be opened in accordance with the Single Stage – Single Envelope procedure prescribed under Rule 36(a) of the Public Procurement Rules, 2004. The bids shall be opened through EPADS on the same date, thirty (30) minutes after the bid submission deadline, at the place specified in the bidding documents, in the presence of bidders or their authorized representatives who choose to attend.
20	**Evaluation of Bids**	The bids shall be evaluated by the Evaluation Committee appointed by the Procuring Agency in accordance with the evaluation procedure and criteria specified in the bidding documents. The Evaluation Committee shall examine the bids to determine responsiveness, compliance with the technical specifications, submission of mandatory documents, and overall conformity with the Tender Document.
20.9 & 20.11	**Clarification After bid submission**	During the evaluation process, the Evaluation Committee may request any bidder, in writing, to provide clarification regarding its bid. Such clarification shall be limited to the information already submitted in the bid and shall not be used to modify, alter, or supplement the substance or price of the bid.
20 & 22	**Method of Selection**	The contract shall be awarded to the bidder whose bid is substantially responsive, qualified, and offers the lowest evaluated substantially responsive bid price, which shall be treated as the most advantageous bid for award.

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24	**Taxes and Financial Bid**	The financial bid shall be inclusive of all applicable taxes, duties, and levies in accordance with the laws of the Islamic Republic of Pakistan. No additional payments shall be made by the Procuring Agency beyond the quoted price.
	D. Additional Terms and Conditions	
12.2 & 12.9	**Bid security**	Bidders shall submit a Bid Security in the fixed amount of Rs. 2,000,000/- (Rupees Two Million Only), in the form of Bank Draft or Bank Guarantee issued by a scheduled bank of Pakistan in favour of Finance Manager, IDSRS Project. Any bid not accompanied by the required Bid Security shall be rejected by the Procuring Agency as non-responsive.
25.7	**Delay in Submission of Deliverables / Liquidated Damages**	In case of delay in completion of the services or submission of deliverables beyond the agreed project completion period, liquidated damages shall be imposed at the rate of 0.02% of the contract price per day of delay, subject to the maximum limit specified in the Contract. Extension of Time (EOT) may be granted by the Procuring Agency where the delay is justified and beyond the control of the contractor.
	Performance Guarantee	The successful bidder shall furnish Performance Security equivalent to ten percent (10%) of the contract price, in the form of Bank Guarantee issued by a scheduled bank operating in Pakistan, within the period specified in the Letter of Acceptance and prior to signing of the Contract.
2.3	**Pre bid Meeting**	The pre-bid meeting, if required, shall be held as specified in the tender advertisement or bidding documents.
	Access to the facilities	The Procuring Agency shall facilitate the contractor by providing reasonable access to the project site, relevant project data, reports, and necessary coordination with concerned departments or agencies wherever required for execution of the assignment.
6.1 & 28	**Blacklisted Individuals and Firm(s)**	Firms or individuals blacklisted or debarred by the Public Procurement Regulatory Authority (PPRA) or any government organization shall be ineligible to participate in this procurement. The list of debarred firms and individuals is available on the PPRA website: **https://ppra.org.pk**
13	**Clarification of Bids**	Any clarification regarding the Tender Document may be requested from the Procuring Agency not later than five (05) days prior to the deadline for submission of bids.
	Price Adjustment	Price adjustment shall not be applicable under this Contract and the quoted price shall remain fixed throughout the contract period.
17 & 19	**Date of Submission of Bid and opening of bids**	The deadline for submission and opening of bids shall be as specified in the tender advertisement and bidding documents

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	Right to Vary Quantities	The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantity/scope up to 15% originally specified in the bidding documents, without any change in unit price or other terms and conditions, to the extent permissible under applicable rules and the bidding documents.
26	**Contract Signing Period**	The successful bidder shall sign the Contract Agreement within the period specified in the Letter of Acceptance issued by the Procuring Agency.
12.2	**Validity of Bid Security**	The Bid Security shall remain valid for a period of twenty-eight (28) days beyond the bid validity period.

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TECHNICAL EVALUATION CRITERIA / CHECKLIST

Mandatory Eligibility Requirements

The Evaluation Committee shall verify that the Bidder meets the mandatory eligibility criteria specified in the Tender Document. Failure to comply with any of the following requirements shall render the bid non-responsive and the bid shall not be considered for further evaluation.

S.#	Details of Documents	Compliance Status responsive / Non responsive	Page #
1.	Proof of purchase of **Tender Document receipt.**		
2.	**Firm Information:** Name of the firm, complete postal address, telephone number, mobile number, fax (if applicable), and official email address.		
3.	**Company Registration Certificate** issued by the relevant authority (SECP / Registrar of Firms / other applicable authority)		
4.	**Proof of Active Taxpayer** Status issued by the Federal Board of Revenue (FBR).		
5.	**Valid National Tax Number (NTN) Certificate and Sales Tax** Registration Certificate		
6.	**Covering Letter on Company Letterhead**, duly signed and stamped by the authorized representative of the firm.		
7.	**Signed Acceptance of Tender Terms and Conditions**, duly signed and stamped by the bidder.		
8.	**Bid Security:** Fixed Bid security **Rs. 2,000,000/-**, in the form of Bank Draft or Bank Guarantee issued by a scheduled bank of Pakistan in favour of Finance Manager, IDSRS Project, MoNHSR&C, Islamabad. Bids not accompanied by the required bid security shall be declared non-responsive.		
9.	**Affidavit regarding Non-Blacklisting and Litigation Status**, on Rs.100 stamp paper, confirming that the firm has not been blacklisted by any public sector organization.		
10.	**Details of Firm Offices**, clearly identifying Head Office and Regional Offices (if any).		
11.	**Company Profile**, including organizational structure and core areas of expertise.		
12.	The firm must be duly registered with the **Pakistan Software Export Board (PSEB)** and must possess a b at the time of bid		

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Bint Barkatullah Qureshi
Software Engineer/MIS
Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

Rana Shakeel Ahmad
Server Administrator (N)
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	submission, demonstrating its eligibility and compliance for execution of **IT/ICT-related components of the project**.		
13.	Undertaking for Project Completion, confirming that the bidder shall complete the project within ninety (90) days		
14.	CNIC Copies of Directors / Owners / Partners of the bidding firm.		

*Responsive = details attached with in Technical Proposal, **Non-Responsive = not attached

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TECHNICAL EVALUATION – MARKING CRITERIA-TOTAL 100 MARKS

The technical proposals shall be evaluated by the Evaluation Committee in accordance with the criteria and point system specified below. The total technical score shall be 100 marks. Bidders obtaining 70 marks or above shall be considered technically responsive and eligible for financial evaluation. Bidders scoring below the minimum qualifying score shall be declared technically non-responsive.

TECHNICAL EVALUATION – MARKING CRITERIA (100 MARKS)

1	**Similar Projects Experience (20 Marks)** **Executed similar control rooms / IT command centers / monitoring systems**		
	Projects Completed	**Marks**	**Evidence Required**
	1 similar project	5	work orders/ contracts/ completion certificates/ client references in the last 10 years
	2 similar projects	10	
	3–4 similar projects	15	
	5 or more	20	
2	**Financial Capacity (10 Marks)** **Firm Financial Strength**		
	Average Turnover	**Marks**	**Evidence Required**
	PKR 100–200 Million	5	Bank Statement & average turnover from audited financial statements for last 3 years
	PKR 200–500 Million	7	
	PKR 500M – 1 Billion	9	
	Above 1 Billion	10	
3	**Key Technical Personnel (15 Marks)** **Bidder has qualified professionals for project implementation**		
	Expert	**Marks**	**Evidence Required**
	Project Manager	5	CVs + Degrees + Experience Certificates + Employment/Offer Letter + Proof of salary from bank statement (minimum 6 months)
	IT / Network Engineer	3	
	Software Developer	3	
	Electrical / Infrastructure Engineer	2	
	Operations Supervisor	2	
4	**IT Infrastructure Design (10 Marks)** **Bidder to provides a proper Technical Architecture.**		
	Component	**Marks**	**Evidence Required**
	Server Architecture & Storage Design	3	Bidder provides detailed server specifications (CPU, RAM, storage, virtualization plan, redundancy).
	Networking Design	3	Bidder provides LAN architecture, switches, routers, VLAN segmentation, and structured cabling plan.
	Cybersecurity Framework	2	Proposal includes firewall architecture, access control encryption, monitoring, or IDS/IPS
	Backup & Disaster Recovery	2	Bidder provides backup architecture, replication plan disaster recovery strategy.

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Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Isl

5	**Dashboard & Integration Plan (10 Marks)** **Capability to develop digital dashboards and integrate with ministry systems**		
	Component	**Marks**	**Evidence Required**
	API integration with external systems	4	Integration plan with ministry systems described
	Dashboard architecture design	3	Dashboard architecture design
	Reporting & analytics module	3	Reporting dashboards and analytics features explained
6	**Control Room Design (10 Marks)** **Capability to implement physical control room infrastructure**		
	Component	**Marks**	**Evidence Required**
	Control room layout design	4	2D/3D layout submitted
	Electrical power & UPS design	4	Load plan and UPS backup provided
	HVAC / environmental control design	2	Cooling system plan submitted
7	**Operations & Staffing Plan (10 Marks)** **Capability to run 24/7 monitoring operations**		
	Component	**Marks**	**Evidence Required**
	24/7 operational staffing plan	5	Shift structure and staff roles defined
	Monitoring & incident management procedures	5	SOP for alerts and escalation submitted
8	**Implementation Timeline (5 Marks)** **Bidder to provide clear project schedule**		
	Submission	**Marks**	**Evidence Required**
	Detailed timeline submitted	5	Gantt chart or schedule covering design, installation, commissioning
	Incomplete schedule	2–3	
	No schedule	0	
9	**Training & Knowledge Transfer Plan (5 Marks)** **Bidder to provide training plan to train ministry staff**		
	Submission	**Marks**	**Evidence Required**
	Complete training program	5	Training plan and modules submitted
	Basic training plan	3	SOPs and manuals included
	No training plan	0	
10	**Technical Presentation (5 Marks)** **Bidder understands the project and solution architecture.**		
	Presentation	**Marks**	**Evidence Required**
	Excellent demonstration	5	Marks based on presentation and demonstration to the evaluation committee
	Average	3	
	Poor	1	

Note:

- Marks shall be awarded strictly on the basis of documentary evidence submitted by the bidder. Any claim not supported by verifiable documents shall not be considered for scoring purposes.
- Bidders obtaining a minimum technical score of 70 marks shall be considered technically responsive. Financial comparison shall be conducted only among technically responsive bids.

Bilal Barkatullah Qureshi
Software Engineer Mis
Integrated Disease Surveillance and Response System (IDSR)
National Institute of Health, Islamabad

Rana Shakeel Ahmad
Server Administrator (IT)
Integrated Disease Surveillance and Response System (IDSR)
National Institute of Health, Islamabad

ANNEXURE A

BID SUBMISSION FORM

Tender Title: Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad.

Tender Reference No.: _____

To:
Chairman Procurement Committee
Integrated Disease Surveillance and Response System (IDSRS) Project
National Institute of Health (NIH)
Park Road, Chak Shahzad, Islamabad

Dear Sir,

We, the undersigned, hereby submit our Bid for the above-mentioned tender in accordance with the requirements of the Tender Document.

1. We confirm that we have carefully examined the Tender Document, including all instructions, specifications, annexures, amendments, and clarifications issued by the Procuring Agency.
2. We agree to comply fully with the terms and conditions of the Tender Document and undertake to execute the project in accordance with the Scope of Work and contractual requirements.
3. We confirm that our Bid shall remain valid for a period of **ninety (90) days** from the deadline for submission of bids.
4. If our Bid is accepted, we undertake to:

- Sign the Contract Agreement within the time specified by the Procuring Agency.
- Furnish the required **Performance Security (10% of the Contract Price)** as specified in the Tender Document.
- Complete the project within the prescribed timeframe and in accordance with the agreed specifications.

5. We confirm that the financial quotation submitted in our Financial Proposal includes all applicable taxes, duties, and charges required for the execution of the project.
6. We certify that all information and documents provided in our Bid are true and correct. Any misrepresentation may result in disqualification of our Bid or termination of the Contract.

Bidder Information	**Authorized Representative**
Name of Firm / Company: _____	Name: _____
Registered Address: _____	Designation: _____
Telephone Number: _____	CNIC: _____
Mobile Number: _____	Signature: _____
Email Address: _____	Company Stamp: _____
	Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE B

BIDDER INFORMATION FORM

Tender Title:
Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad.

Tender Reference No.: _____

The Bidder shall provide the following information along with supporting documentary evidence where applicable.

S. No.	Particulars	Details to be Provided
1	Name of Firm / Company	
2	Legal Status of Firm (Company / Partnership / Sole Proprietor)	
3	Registration Authority (SECP / Registrar of Firms / Other)	
4	Registration Number	
5	Year of Establishment	
6	National Tax Number (NTN)	
7	Sales Tax Registration Number	
8	Active Taxpayer Status (FBR ATL)	Yes / No
9	Head Office Address	
10	Regional / Branch Offices (if any)	
11	Telephone Number	
12	Mobile Number	
13	Fax Number (if applicable)	
14	Official Email Address	
15	Website (if applicable)	
16	Name of Chief Executive / Managing Director	
17	Name of Authorized Contact Person for this Bid	
18	Designation of Contact Person	
19	Contact Person Telephone Number	
20	Contact Person Mobile Number	
21	Contact Person Email Address	

Authorized Representative

Name: _____

Designation: _____

CNIC: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE C

POWER OF ATTORNEY

I/We, the undersigned, hereby authorize **Mr./Ms.** _____ **(CNIC No.** _____), holding the position of _____, to sign the bid, submit documents, and represent **M/s** _____ in all matters relating to the tender titled:

"Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad."

The signature of the above-mentioned authorized representative shall be binding upon the firm for all commitments made in connection with this bid.

Authorized by:

Name: _____

Designation: _____

CNIC No.: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE D

NON-BLACKLISTING AFFIDAVIT

I/We, **M/s** _____, having registered office at _____, do hereby solemnly affirm and declare that:

1. The firm has **not been blacklisted, debarred, or declared ineligible** by any Government Department, Public Sector Organization, or Procuring Agency in Pakistan.
2. The firm is **not involved in any litigation** that may adversely affect its ability to perform the contract under this tender.
3. All information provided in the bid documents is **true and correct** to the best of our knowledge.
4. In case any information provided is found false or misleading, the Procuring Agency shall have the right to **disqualify the firm and take action in accordance with applicable PPRA Rules.**

This affidavit is submitted on **Rs. 100/- Stamp Paper** for the purpose of participation in the tender titled:

"Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad."

Authorized Representative

Name: _____

Designation: _____

CNIC No.: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE E

COMPLETION UNDERTAKING

I/We, **M/s** _____, hereby undertake that if awarded the contract for the tender titled:

"Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad,"

we shall complete the project **within ninety (90) days** from the date of issuance of the Work Order / Contract Agreement, in accordance with the scope of work, specifications, and conditions specified in the Tender Document.

We further undertake that failure to complete the project within the stipulated time may result in **imposition of penalties or other actions as per the Tender Document and applicable PPRA Rules.**

Authorized Representative

Name: _____

Designation: _____

CNIC No.: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE F

TECHNICAL PROPOSAL FORMAT

Bidders shall submit a detailed Technical Proposal demonstrating their understanding, capability, and approach for execution of the project titled:

"Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad."

The Technical Proposal shall include, but not be limited to, the following sections:

1. Company Profile

Brief introduction of the firm, organizational structure, core expertise, and relevant experience in similar projects.

2. Understanding of the Project

Description of the bidder's understanding of the project objectives, scope of work, and key requirements for establishment and operation of the Digital Master Control Room.

3. Methodology and Work Plan

Detailed methodology explaining how the bidder will execute the project, including implementation approach, work plan, milestones, and resource deployment.

4. System Architecture and IT Infrastructure

Proposed architecture for the digital platform, networking systems, servers, dashboards, integration mechanisms, and cybersecurity framework.

5. Electrical and Interior Works Plan

Approach for renovation, interior design, command consoles, video wall installation, electrical wiring, HVAC systems, and related infrastructure.

6. Integration and Software Development Plan

Strategy for development of dashboards, data integration with existing Ministry systems, API integration, and real-time monitoring capabilities.

7. Operations and Maintenance Plan

Plan for operation of the Master Control Room, staffing structure, monitoring procedures, reporting mechanisms, and maintenance support.

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

8. Implementation Timeline

Proposed project implementation schedule including major activities, milestones, and completion timeframe.

9. Quality Assurance and Risk Management

Measures for ensuring quality of work, system reliability, cybersecurity compliance, and mitigation of operational risks.

10. Training and Knowledge Transfer Plan

Approach for training Ministry staff, preparation of user manuals, system documentation, and handover procedures.

The Technical Proposal must clearly demonstrate the bidder's capability to successfully execute the project in accordance with the requirements specified in the Tender Document.
All relevant diagrams, system layouts, architectural drawings, and supporting documents may be included where applicable.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE G

KEY EXPERTS FORM

Bidders shall provide details of the key technical personnel proposed for execution of the project titled:

"Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad."

S. No.	Name of Expert	Position / Role in Project	Qualification	Relevant Experience (Years)	Key Responsibilities
1		Project Manager			
2		IT / Network Engineer			
3		Software / Dashboard Developer			
4		System / Server Administrator			
5		Electrical / Infrastructure Engineer			
6		Operations / Monitoring Supervisor			

All operational staff deployed under the project shall remain employees of the contractor and shall not create any employment liability for the Procuring Agency. The bidder shall ensure that the proposed personnel possess the required qualifications and relevant experience to perform the assigned roles effectively.

Authorized Representative

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

Name: _____
Designation: _____
Signature: _____
Company Stamp: _____
Date: _____

ANNEXURE H

SIMILAR PROJECTS FORM

Bidders shall provide details of similar projects successfully completed during the last several years relevant to the scope of this tender.

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

S. No.	Project Title	Client / Organization	Scope of Work	Contract Value (PKR)	Year of Completion	Supporting Document Attached (Yes/No)
1						
2						
3						
4						
5						

The bidder shall attach relevant supporting documents such as **work orders, contracts, completion certificates, or client satisfaction letters** as evidence of the above projects.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE I

FINANCIAL PROPOSAL FORM

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

Tender Reference No.: _____

To:

Chairman Procurement Committee

Integrated Disease Surveillance and Response System (IDSRS) Project

National Institute of Health (NIH)

Park Road, Chak Shahzad, Islamabad

Dear Sir,

We, the undersigned, hereby submit our **Financial Proposal** for execution of the above-mentioned project in accordance with the requirements of the Tender Document.

1. We offer to execute the complete scope of work as specified in the Tender Document for the **total bid price quoted in the attached Price Schedule / BOQ**.
2. The quoted price is **inclusive of all applicable taxes, duties, levies, transportation, installation, commissioning, and all other costs** required for completion of the project.
3. We confirm that the financial quotation shall remain **valid for a period of ninety (90) days** from the deadline for submission of bids.
4. We further confirm that the quoted price shall remain **fixed and shall not be subject to any price adjustment** during the contract period unless otherwise specified in Tender Document.

Total Bid Price (PKR): _____

(Amount in words) _____

Authorized Representative

Integrated Disease Surveillance and Response System (IDSRS) National Institute of Health, Islamabad

Name: _____
Designation: _____
Signature: _____
Company Stamp: _____
Date: _____

ANNEXURE J

PRICE SCHEDULE / BOQ

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

Tender Reference No.: _____

Bidders shall quote their prices for the items/services listed below in accordance with the Scope of Work and Technical Specifications provided in the Tender Document. All prices shall be quoted in **Pakistani Rupees (PKR)** and shall be **inclusive of all applicable taxes, duties, transportation, installation, and commissioning costs.**

S. No.	Description of Item / Service	Unit	Quantity	Unit Price (PKR)	Total Price (PKR)
1	Consultancy Services, System Architecture Design and Governance Framework	Job	1		
2	Development of Centralized Digitization Platform (Dashboards, Analytics, DMS)	Job	1		
3	Integration with Existing Ministry Systems and APIs	Job	1		
4	Real-Time Monitoring and Incident Management Software	Job	1		
5	IT Infrastructure and Networking Systems	Job	1		
6	Interior and Master Control Room Facility Setup	Job	1		
7	Electrical Systems, Power Backup and UPS Integration	Job	1		
8	Video Wall Systems and Display Infrastructure	Job	1		
9	Security Systems (CCTV, Access Control, Fire Safety)	Job	1		
10	Operations and Maintenance Services (06 Months)	Job	1		

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

Total Bid Price (PKR): _____

(Amount in Words) _____

The bidder shall ensure that the prices quoted above correspond with the detailed **BOQ submitted with the Financial Proposal**.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

SERVICE LEVEL COMMITMENT

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

The bidder shall commit to the following minimum service levels for successful implementation, operation, and maintenance of the Digital Master Control Room and associated digital platforms.

S. No.	Service Parameter	Minimum Service Level Commitment
1	System Availability / Uptime	Minimum 99% system uptime
2	Incident Response Time	Within 2 hours of reporting
3	Issue Resolution Time	Within 24 hours depending on severity
4	Data Backup	Daily automated backup
5	System Monitoring	24/7 monitoring and alert management
6	Preventive Maintenance	Monthly preventive maintenance checks
7	Software Updates / Security Patches	As required or recommended by OEM
8	Technical Support	Dedicated technical support during operational period
9	Reporting	Monthly operational and performance reports

If the Service Provider fails to meet the defined service levels, the Procuring Agency may impose the following penalties:

The bidder confirms that the above service levels shall be maintained during the **implementation and operational period** of the project in accordance with the Tender Document.

Failure to meet the committed service levels may result in **penalties or contractual actions** as specified in the Contract.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE L

SITE VISIT CERTIFICATE

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

This is to certify that **Mr./Ms.** _____, representing **M/s** _____, has visited the project site located at **Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad**, in connection with the above-mentioned tender.

The representative has inspected the site conditions, existing infrastructure, and has obtained necessary information required for preparation of the bid.

This certificate is issued for submission along with the **Technical Proposal**.

Representative of Bidder

Name: _____

Designation: _____

Signature: _____

Company Name: _____

Date of Visit: _____

Authorized Representative of Procuring Agency

Name: _____

Designation: _____

Signature: _____

Official Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE M

PERFORMANCE GUARANTEE FORMAT

No.
To:

Finance Manager
Integrated Disease Surveillance and Response System (IDSRS) Project
National Institute of Health (NIH)
Park Road, Chak Shahzad, Islamabad

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

Dear Sir,

Whereas **M/s** _____ **(hereinafter called the "Contractor")** has been awarded the contract for the above-mentioned project in accordance with the Contract Agreement dated _____.

We, _____ **Bank**, having our registered office at _____, hereby irrevocably undertake and guarantee to pay the Procuring Agency an amount not exceeding **ten percent (10%) of the Contract Price** upon first written demand, without any demur, in the event that the Contractor fails to perform its obligations under the Contract.

This Performance Guarantee shall remain valid for the entire duration of the Contract and shall remain in force until completion of the project and acceptance of the deliverables by the Procuring Agency.

The liability of the Bank under this guarantee shall not exceed the amount stated above.

This guarantee shall be governed by the laws of the **Islamic Republic of Pakistan**.

Authorized Signatory of Bank

Name: _____
Designation: _____
Bank Name: _____
Branch: _____
Signature & Bank Seal: _____
Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE-N

INTEGRITY PACT

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

This Integrity Pact is made between **Integrated Disease Surveillance and Response System (IDSRS), Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad (hereinafter referred to as the "Procuring Agency")** and **M/s _____ (hereinafter referred to as the "Bidder/Contractor").**

The Bidder/Contractor hereby declares and undertakes that:

1. The Bidder has not offered, given, or agreed to give any **bribe, commission, gift, or other unlawful benefit** to any employee or representative of the Procuring Agency in connection with this tender or the execution of the contract.
2. The Bidder shall not engage in any **corrupt, fraudulent, collusive, or coercive practices** during the bidding process or during the execution of the contract.
3. The Bidder shall ensure that **all payments made under the contract are properly documented and accounted for** in the company's official records.
4. The Bidder agrees that any violation of this Integrity Pact may result in **disqualification from the procurement process, termination of the contract, forfeiture of bid security/performance guarantee, and possible blacklisting** in accordance with applicable rules and regulations.
5. The Bidder acknowledges that the Procuring Agency reserves the right to **inspect and audit relevant documents and accounts** relating to the bid and contract performance.

This Integrity Pact shall remain valid for the **entire duration of the procurement process and contract execution.**

For the Bidder

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

Name of Firm: _____
Authorized Representative: _____
Designation: _____
Signature: _____
Company Stamp: _____
Date: _____

For the Procuring Agency

Name: _____
Designation: _____
Signature: _____
Official Stamp: _____
Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health Islamabad

ANNEXURE O

DRAFT CONTRACT AGREEMENT

This Contract Agreement is made on this _____ **day of** _____ **2026** between:

Integrated Disease Surveillance and Response System (IDSRS), Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Government of Pakistan, Islamabad (hereinafter referred to as the **"Procuring Agency"**)

AND

M/s _____, having its registered office at _____ (hereinafter referred to as the **"Contractor"**).

1. Contract Documents

The following documents shall form an integral part of this Contract Agreement:

a. Tender Document and its Annexures
b. Bid Submission and Technical Proposal submitted by the Contractor
c. Financial Proposal / Price Schedule (BOQ)
d. Letter of Acceptance issued by the Procuring Agency
e. Performance Guarantee
f. Any amendments or clarifications issued during the procurement process

2. Scope of Contract

The Contractor shall undertake the **design, development, supply, installation, integration, commissioning, training, and operation of the Digital Master Control Room (MCR)** at the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), Islamabad, in accordance with the Scope of Work and specifications defined in the Tender Document.

3. Contract Price

Integrated Disease Surveillance and Response System (IDSRS) Ministry of Health, Islamabad

The total contract price for execution of the project shall be:

PKR _____ **(Rupees** _____ **Only)**

The price shall be **inclusive of all applicable taxes, duties, installation, integration, testing, and commissioning costs.**

4. Contract Duration

The Contractor shall complete the project within **ninety (90) days** from the date of issuance of the Work Order or signing of the Contract Agreement, unless otherwise extended by the Procuring Agency.

5. Performance Security

The Contractor shall furnish a **Performance Guarantee equal to ten percent (10%) of the Contract Price** in favor of the Procuring Agency from a scheduled bank operating in Pakistan.

6. Payments

Payments shall be made by the Procuring Agency against verified milestones, deliverables, and successful installation, testing, and commissioning of systems, in accordance with the payment terms specified in the Contract.

7. Liquidated Damages

In case of delay in completion of the project beyond the agreed timeline, **liquidated damages may be imposed as per the Tender Document and applicable PPRA rules.**

8. Ownership of Deliverables

All systems, hardware, software, dashboards, reports, documentation, and digital assets developed under this Contract shall remain the **exclusive property of the Procuring Agency**.

9. Confidentiality

The Contractor shall maintain strict confidentiality of all information, data, and documents related to the project and shall not disclose such information to any third party without prior written consent of the Procuring Agency.

10. Termination

Integrated Disease Surveillance
Response System (IDSR)
National Institute of Health

The Procuring Agency may terminate the Contract in case of:

- Failure of the Contractor to perform contractual obligations

- Delay in completion of the project without valid justification
- Involvement in corrupt or fraudulent practices

11. Force Majeure

Neither party shall be liable for delay caused by force majeure including natural disasters, government restrictions, or unforeseen events beyond control.

12. Governing Law

This Contract shall be governed by the **laws of the Islamic Republic of Pakistan**.

12. Signatures

For the Procuring Agency

Name: _____

Designation: _____

Signature: _____

Official Stamp: _____

Date: _____

For the Contractor

Name of Firm: _____

Authorized Representative: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE P

SYSTEM ARCHITECTURE DECLARATION

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

We, **M/s** _____, hereby declare that the proposed system architecture for the Digital Master Control Room shall be designed and implemented in accordance with the technical requirements and specifications defined in the Tender Document.

The bidder confirms that the proposed architecture shall:

1. Support centralized monitoring through dashboards and video wall systems.
2. Enable integration with existing Ministry systems through secure APIs or data connectors.
3. Provide scalable and secure infrastructure capable of supporting multiple users and real-time monitoring operations.
4. Implement appropriate cybersecurity controls including secure authentication, access control, and data protection mechanisms.
5. Ensure system reliability, interoperability, and compatibility with Government IT infrastructure standards.

We further undertake that the system architecture proposed in the Technical Proposal shall be implemented as approved by the Procuring Agency, and any changes during implementation shall be made only with prior written approval of the Procuring Agency.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

ANNEXURE Q

CYBERSECURITY COMPLIANCE DECLARATION

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

We, **M/s** _____, hereby declare that the proposed system, software, and IT infrastructure under this project shall comply with applicable cybersecurity standards and data protection requirements.

The bidder undertakes that the implemented system shall include:

1. Secure data transmission and encryption mechanisms for protection of sensitive information.
2. Role-Based Access Control (RBAC) and secure user authentication mechanisms.
3. System monitoring, logging, and audit trail capabilities for security and operational oversight.
4. Network security measures including firewalls, secure connectivity, and protection against unauthorized access.
5. Regular data backup and appropriate disaster recovery mechanisms to ensure system continuity.
6. The bidder shall conduct vulnerability assessment and basic security testing and submit a cybersecurity compliance report to the Procuring Agency.

The bidder further confirms that all cybersecurity measures shall comply with applicable Government IT policies and security practices, and shall remain operational throughout the implementation and operational period of the project.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and Response System (IDSRS)
National Institute of Health, Islamabad

DATA OWNERSHIP & SOURCE CODE DECLARATION

Tender Title:

Turnkey Design, Development, Supply, Installation, Integration, Commissioning, Training and Operation of Digital Master Control Room (MCR) at MoNHSR&C, Islamabad.

We, **M/s** _____, hereby declare and undertake that all deliverables developed, supplied, or implemented under this project shall remain the exclusive property of the **Procuring Agency**.

The bidder confirms that:

1. All software applications, dashboards, databases, documentation, configurations, reports, and digital assets developed under this contract shall belong solely to the Procuring Agency.
2. Where software or digital platforms are developed as part of the project, the bidder shall provide the Procuring Agency with the **complete source code, technical documentation, system configurations, and deployment details** upon completion of the project.
3. All software licenses, tools, and systems supplied under this contract shall be **genuine, legally procured, and transferable** for use by the Procuring Agency where applicable.
4. The bidder shall maintain strict **confidentiality of all data and information** related to the project and shall not disclose or use such information for any purpose other than execution of the contract without prior written approval of the Procuring Agency.
5. Upon completion of the project, the bidder shall provide full **handover of the system, documentation, and administrative access credentials** to the Procuring Agency.

Authorized Representative

Name: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Integrated Disease Surveillance and
Response System (IDSRS)
National Institute of Health, Islamabad

Government of Pakistan
Ministry of National Health Services Regulation & Coordination
Integrated Disease Surveillance and Response System
National Institute of Health (NIH)

Procurement Notice # F.29-1/2025-IDSRS-NIH

CORRIGENDUM IN ADVERTISEMENT PUBLISHED ON 03-04-2026 – PID(I) 8015 – 25

1- The date for receiving the bids (EPADS & original hard copy of the uploaded bid) against the Tender Notice "***TENDER FOR TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (M/MoNHSR&C), ISLAMABAD***", has been extend up to **30th April, 2026**.

2- Furthermore, the below may please be read as following in the tender document: -

Annex-I	Item Sr. No.	Item Name	Specifications as Per Tender Document	Should Be Read as Follows
70	B18.1	Cat-6 UTP/STP Cabling for local Control Room drops (Consoles, CCTV, Access)	12V DC/PoE power supply IP67 protection	Hikvision / Dahua / Uniview **or equivalent**
71	B19.1	Core Network Switch (Installed in Server Room) C9300X-48TX-E	DRAM / Flash 16 GB / 16 GB	Huawei S5735-L48T4X / Cisco CBS350-48T / TP-Link JetStream L3 **or equivalent**
72	B19.2	Edge Network Switch (Installed in Control Room to receive Fiber uplink) C9300X-48TX-E	DRAM / Flash 16 GB / 16 GB	Huawei / TP-Link JetStream / Cisco SMB series **or equivalent**
73	B21	**Servers System** (With heat/moist proofing in server room)	2x 10G/25G ports 3 years Warranty	Dell PowerEdge R350 / HPE ProLiant DL360 / Lenovo Think System SR250 **or equivalent**

73	B21.1	**NAS/SAN storage** Server 12 Bay	2 x 480GB Enterprise SATA SSD 3 Years Warranty	Synology DS1821+ / QNAP TS-873A / Dell EMC entry series **or equivalent**
69	B13 &14	**UPS System** Online UPS 10–15 KVA with battery backup (based on load)	**UPS System (6–8 Hour Backup) & Generator Integration with ATS**	APC / Vertiv / Eaton **or equivalent**
69	B12	**Video Wall System and Wiring**	**Video Wall Systems & Power Wiring for Video Wall Systems** 7 x 29, 3 x 29	As per approved vendor specification **or equivalent**
74	B34	**Firewall**	**Next-Generation Firewall sized for MCR traffic, VPN, IPS, basic filtering**	Fortinet FortiGate 60F / 100E / Sophos XGS116 / Cisco Firepower **or equivalent**

Chairman Purchase Committee
Integrated Disease Surveillance and Response System (IDSRS) Project
National Institute of Health (NIH)
Park Road, Chak Shahzad, Islamabad
Ph: 051-9255237

TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (MoNHSR&C), ISLAMABAD.

Scope of Work and Deliverables

1. Overview

The Ministry of National Health Services, Regulations & Coordination (MoNHSR&C) invites proposals from eligible and experienced consultancy / service provider firms for the Design, Development, Deployment, Implementation, Operation, and Maintenance of Digitization and Master Control Room (MCR) at the Ministry Office, Islamabad.

The objective of this assignment is to establish a centralized, secure, technology-enabled Master Control Room integrated with a comprehensive digitization framework for monitoring, coordination, analytics, documentation, and real-time decision support across Ministry functions and affiliated projects.

The Digitization and Master Control Room shall be implemented on a turnkey and outsourcing basis, encompassing system architecture design, renovation and infrastructure setup, hardware procurement and installation, digital platform development, integration with existing Ministry systems, staffing, monitoring operations, cybersecurity controls, training, testing, commissioning, and final handover.

2. Key Components of Work

A. Civil, Interior & Master Control Room Facility Setup

• Identification, renovation, and functional establishment of the Master Control Room premises within the Ministry, including flooring, partitioning, acoustic treatment, ceilings, lighting layout, control console positioning, and finishing works.

• Interior furnishing including control room operator stations, video wall structure, server racks area, supervisor desks, meeting room, briefing area, storage space, and documentation room.

• Installation of ergonomic control consoles and structured layout to ensure uninterrupted 24/7 monitoring operations compliant with occupational health and safety standards.

B. Electrical, Power & Backup Systems

• Complete electrical load assessment, structured wiring, panel installation, and dedicated power circuits for IT infrastructure, servers, video walls, networking systems, and workstations.

• Installation of energy-efficient LED lighting systems suitable for continuous monitoring operations.

• Provision and integration of uninterrupted power supply (UPS) systems with adequate backup duration and generator connectivity to ensure zero downtime of the Master Control Room.

C. AC & Environmental Control Systems

• Installation and commissioning of precision AC systems to maintain optimal temperature and humidity for servers, networking equipment, and video wall infrastructure.

• Deployment of proper ventilation systems and environmental monitoring mechanisms to ensure operational continuity and equipment safety.

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D. IT Infrastructure & Networking Systems

• Design and deployment of complete IT and networking infrastructure including structured LAN cabling, fiber connectivity (if required), switches, routers, firewalls configuration, racks, and secure installation server architecture.

• Installation and commissioning of high-resolution video walls / display panels for centralized real-time monitoring and dashboard visualization.

• Deployment of centralized servers, storage systems, data backup solutions, and disaster recovery mechanisms.
• Integration of secure access control systems, CCTV surveillance, biometric entry systems, and fire detection and suppression systems.

E. Digitization Framework & Digital Platform Development

• Design and deployment of a comprehensive digitization framework for Ministry records, documentation, dashboards, monitoring systems, and digital workflows using the existing dashboards and software.
• Development of centralized monitoring dashboards for real-time project tracking, performance monitoring, data visualization, and analytics.
• Integration with existing Ministry platforms as suggested by Ministry's technical committee for this project/focal person(s).
• Implementation of role-based access control (RBAC), encryption standards, and cybersecurity protocols in line with Government of Pakistan policies.

F. Master Control Room Operations & Staffing

• Establishment of a fully functional 24/7 Master Control Room Operations Unit under an outsourcing model, including all required operational staff.
• Provision of trained personnel including:
  o Control Room Operators
  o IT Engineers and Network Administrators
  o Data Analysts and Monitoring Officers
  o Supervisors and Shift Managers

• Development of standardized operational workflows, incident reporting mechanisms, escalation protocols, and service-level benchmarks.
• Continuous monitoring of Ministry programs, digital systems, and integrated dashboards through centralized command interfaces.
• As per implementing model, it is built, train and transfer formula on outsourcing model, the vendor will maintain, manage and train ministry staff for next 06 months (six months). Including all licensing, fees, and other expenses.

G. Data Security, Compliance & Governance

• Implementation of secure data management protocols including AES-256 encryption (data at rest and in transit), firewall configurations, intrusion detection systems, and audit logs.
• All Capex and Data shall remain the sole property of the Procuring Agency.
• Compliance with Government cybersecurity policies, PPRA regulations, and applicable digital governance standards.
• Development of SOPs, governance manuals, cybersecurity policies, and system documentation.

H. Capacity Building & Knowledge Transfer

• Training of Ministry officials and designated staff on system usage, dashboard interpretation, incident management, and reporting tools.
• Preparation of user manuals, operational guidelines, technical documentation, and maintenance schedules.
• Structured knowledge transfer to ensure sustainability and Ministry ownership post-implementation.

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1. Operations, Monitoring & Handover

• Operation and maintenance of the Digitization and Master Control Room, including system uptime assurance, performance monitoring, helpdesk support, and periodic upgrades.
• Submission of periodic operational reports, analytics summaries, performance dashboards, and incident logs to MoNHSR&C for six months of contract period.

• Conduct audits and upgrades of the existing software, security assessments, and performance evaluations as directed by the Ministry.
• Final handover of all systems, hardware, software, documentation, digital assets, intellectual property rights, and operational records to the Ministry upon completion of contractual obligations.
• Development and deployment of centralized Digitization Platform including dashboards, monitoring, analytics,
document management system (DMS), and reporting tools
• Integration with existing Ministry systems and approved health IT platforms
• Operation & maintenance of Master Control Room including technical support, system monitoring, DR setup, and backups
• Support system of operation tablet kiosk with software 12 inches.
• 24/7 monitoring operations including reporting, alerts, and escalation management
• Training of Ministry officials and MCR operational staff
• Preparation of user manuals, SOPs, cybersecurity guidelines, and technical documentation
• Periodic system audits, upgrades, performance reviews, and enhancements 06 months
• Voice overs with music and 10 opening and closing 3D animations

3. General Instructions

• The selected firm shall be responsible for the complete end-to-end design, development, establishment, deployment, operationalization, maintenance, and final handover of the Digitization & Master Control Room (MCR) on a turnkey basis, in accordance with the approved scope of work and contractual obligations.
• All systems, software, hardware, infrastructure, documentation, digital assets, source codes (where applicable), databases, reports, and allied materials developed or deployed under this assignment shall be brand new, compliant with applicable Government standards and cybersecurity requirements, and shall vest exclusively with the Ministry of National Health Services, Regulations & Coordination (MoNHSR&C), unless otherwise expressly stated in the Contract Agreement.
• Any deviation from the approved scope of work, Bill of Quantities (BOQ), system architecture, technical specifications, implementation schedule, or operational framework shall require prior written approval from MoNHSR&C before execution.
• The selected firm shall ensure compliance with all applicable provisions of the Public Procurement Rules (PPRA), 2004 (as amended), Government IT policies, data protection requirements, and cybersecurity standards throughout the duration of the project.
• Failure to deliver the required services within the defined scope, timelines, technical specifications, performance indicators, and service-level benchmarks may result in imposition of penalties, suspension of payments, contract termination, and forfeiture of bid security and/or performance guarantee, strictly in accordance with the applicable PPRA Rules and conditions of contract.

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1. **Mandatory Site Visit and Workshop**

- Bidders must visit the site before submitting proposals.
- A Site Visit Certificate must be signed and uploaded with the Technical Proposal.
- The bidder must demonstrate availability of fabrication facilities in Islamabad/Rawalpindi region for timely execution of interior and control room works.

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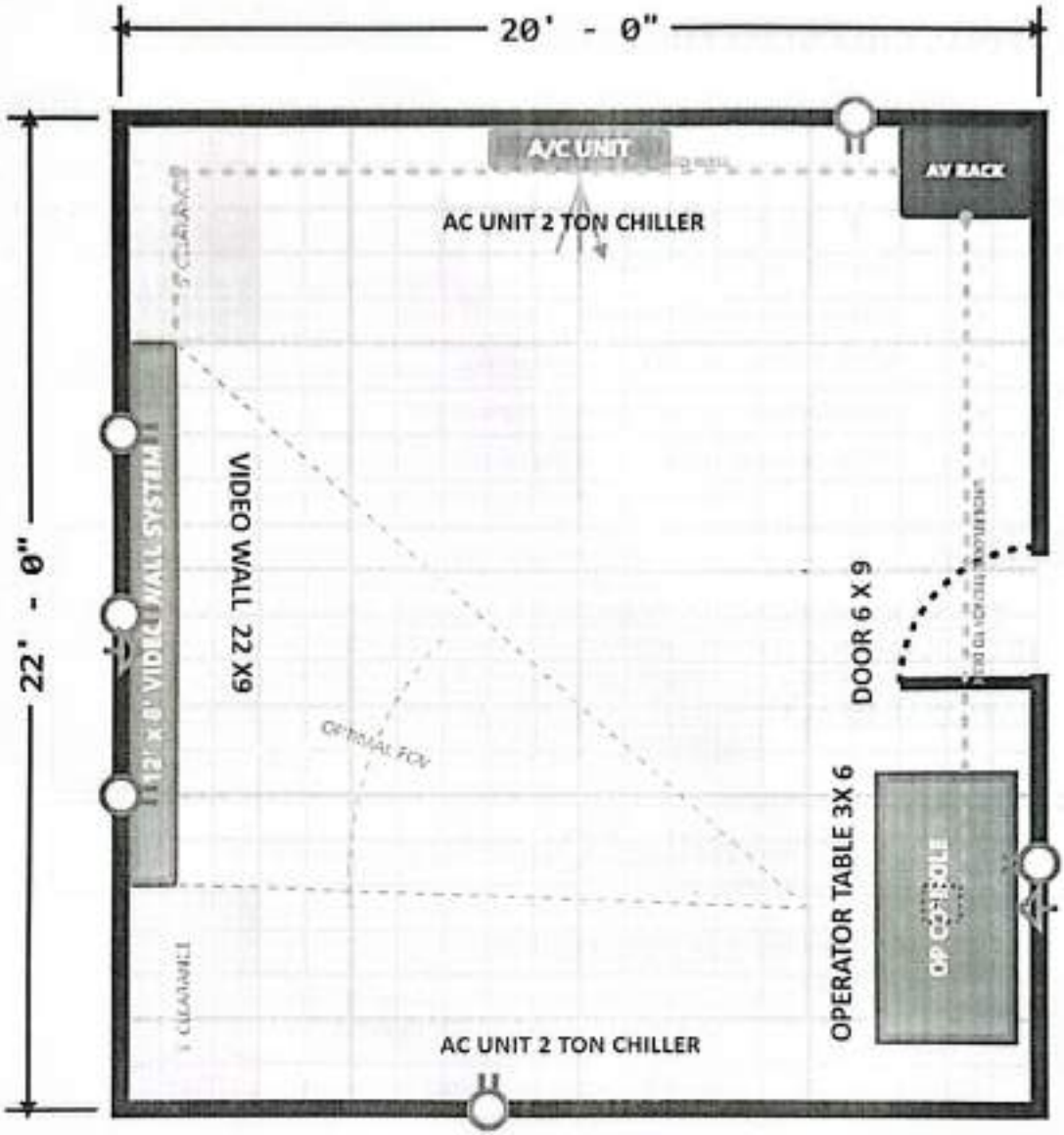
SPECIMEN CAD DRAWING WITH EXACT SIZES AND DIMENSIONS IS ATTACHED (FOR THE REFERENCE OF 3D MODEL AND IMPLEMENTATION.



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FINAL CHECKLIST FOR BIDDERS:

- ☐ Technical & Financial Proposal submitted
- ☐ Bid Security attached
- ☐ Workshop ownership proof attached
- ☐ Site visit certificate attached
- ☐ Compliance sheet attached
- ☐ NTN, STRN, and ATL status verified
- ☐ Manufacturer Authorization (if applicable)
- ☐ All documents signed and stamped

Project Title:
TURNKEY DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAINING AND OPERATION OF DIGITAL MASTER CONTROL ROOM (MCR) AT THE MINISTRY OF NATIONAL HEALTH SERVICES, REGULATIONS & COORDINATION (M/o NHSR&C), Islamabad

Bill of Quantity

Project Reference: **29/01/2026 TELEMEDICINE**
Date if Issue:

Date:

Preamble:

This Bill of Quantities shall be read in conjunction with the tender drawings, specifications, and conditions of contract. All items are deemed to include all necessary materials, labour, plant, equipment, transportation, supervision, testing, and incidentals required to deliver the works complete and functional, unless otherwise stated. Rates shall be all-inclusive. Quantities are provisional and subject to measurement upon completion based on actual work done.

Unit: Abbreviation
NOS: Numbers

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SQFT: Square Foot
RFT: Running Foot
JOB: Job (Lump Sum)

*Specimen CAD drawing with Exact Sizes and Dimensions is Attached (for the reference of 3D Model and Implementation.

PART A: CONSULTANCY, SYSTEM ARCHITECTURE & DIGITAL PLATFORM:

Item No.	Description	Unit	Quantity
A1	Consultancy Services – System Architecture Design, Governance Framework, Technical Specifications Development and deployment of centralized Digitization Platform including dashboards, monitoring, analytics, document management system (DMS), and reporting tools The proposed **Master Health Control Room Integration Platform** will consolidate the Ministry's existing **8–10 siloed dashboards** into a **single, secure, real-time command-and-control application** that ingests data through APIs/connectors or development of APIs (where needed), normalizes it into a unified data model, and renders role-based operational views for monitoring, evaluation, and outbreak intelligence. The system will deliver a standardized KPI framework, alerting and incident workflows, and analytics-ready storage while preserving integration with current Ministry systems and complying with government cybersecurity, interoperability, and governance requirements. The consultant should do the need assessment of all affiliated department / bodies and their information systems. • **Architecture & Stack:** Microservices-based platform (Docker + Kubernetes), API Gateway, development of API, Integration with DHIS2, hosting at National Health Data Center (NHDC) server and event-driven ingestion (Apache Kafka/RabbitMQ) with services built in **Java (Spring Boot)** or **.NET (C#)** for core APIs and **Python** for analytics/ML modules; frontend control-room UI in **React/TypeScript** with real-time streaming via **WebSockets**. • **Data Integration Layer:** Connectors for existing dashboards and HIS sources using **REST/GraphQL**, ETL/ELT pipelines, and scheduled syncs; canonical data model with MDM concepts, metadata catalog, and data quality rules (validation, deduplication,	JOB	1

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	anomaly detection). • **Real-Time Ops & Outbreak Intelligence:** Rules engine for thresholds and syndromic signals, geospatial mapping (PostGIS), automated alerts (SMS/Email/WhatsApp gateway), escalation matrix, and incident management module with TAT tracking and audit trails. • **Security & Compliance:** End-to-end encryption **(TLS 1.2+ in transit, AES-256 at rest), RBAC/ABAC**, SSO (SAML/OAuth2), immutable audit logs (WORM), SIEM integration, and DR/BCP with backups, retention policies, and periodic security testing. • **Control Room UX & Video Wall Mode:** Multi-screen "video wall" layouts, role-based dashboards, drill-down analytics, and **gesture-control** integration using a dedicated input service (e.g., **Python/C++** computer-vision module via OpenCV/MediaPipe-like pipeline, DHIS2) exposed to the UI through a low-latency local service. • **Operational Platform & Tooling:** Admin console for configuring data sources, KPIs, alert rules, user roles, and report templates; automated report generation (PDF/Excel), SLA monitoring, and observability stack (Prometheus/Grafana + centralized logging) for 24/7 operations.		
A2	Centralized Digitization Platform Development (Dashboards, Analytics, DMS, Reporting Tools)	JOB	1
A3	Integration with Existing Ministry Systems & Health IT Platforms (APIs, ETL/ELT)	JOB	1
A4	Real-Time Monitoring, Alert Engine & Incident Management Software	JOB	1
A5	Gesture Control & Video Wall Operational Software	JOB	1
A6	Cybersecurity Framework (RBAC, SSO, Encryption, Audit Logs, SIEM)	JOB	1
A7	Operation & Maintenance – 06 Months (Monitoring, DR, Backups)	JOB	1
A8	24/7 Monitoring & Escalation Management Setup	JOB	1
A9	Training of Ministry Officials & MCR Staff	JOB	1
A10	Preparation of SOPs, Manuals & Technical Documentation	JOB	1
A11	System Audits, Upgrades & Enhancements – 06 Months	JOB	1
A12	Fail-over internet connectivity from two different ISP	JOB	1
A13	Multiple access of the software / dashboard to various users	JOB	1

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B7.1	Ergonomic 24/7 command center console desk with integrated cable channels	SQFT	45
B8	**LED & Task Lighting (24/7 Environment) different luminance, DMX 6 channel Mixer**	**NOS**	**21**
B8.1	Dimmable, flicker-free LED panel lights to reduce operator eye strain	NOS	20
B8.2	DMX 6-Channel Lighting Mixer for scene control (e.g., emergency mode, presentation mode)	NOS	1
B9	**Dedicated Electrical Wiring & Load Distribution**	**JOB**	**1**
B9.1	Main Power Feed: Heavy-duty 4-core copper cable (Server Room UPS to Control Room) spanning the 150ft distance + 50ft routing buffer	RFT	200 x 2
B9.2	Localized internal wiring (3-core 2.5mm/4mm) for desks, lighting, and wall sockets	RFT	Coil x 2
B10	**Cable Trays & Structured Routing**	**RFT**	**900**
B10.1	Primary Data Tray (Perforated MS) spanning 150ft Server-to-CR gap + internal CR routing	RFT	450
B10.2	Primary Power Tray (Perforated MS) spanning 150ft gap + internal CR routing (Must be physically separated from Data Tray to stop EMI)	RFT	450
B11	**Main Distribution Panel (Server Room)**	**NOS**	01 Details below
B11.1	**Panel Enclosure** 16-18 SWG powder-coated MS enclosure (IP54 rated for dust/moisture) with digital Volt/Amp/Phase meters on the front door.	SET	1
	Main Incoming & ATS **Main Incoming MCCB (63A - 100A):** Primary breaker receiving grid (WAPDA) power.	NOS	1
	Automatic Transfer Switch (ATS) Module: Motorized changeover contactors to automatically switch to the Backup Generator when the grid fails.	SET	1
	Heavy Outgoing (The 150ft Link) **Control Room Outgoing MCCB (40A - 63A):** A heavy-duty dedicated breaker that protects the long 150ft 4-core copper cable feeding the Sub-Distribution Board (SDB) in the Control Room.	NOS	1
	Raw/Generator Power Breakers **AC Unit Breakers (32A MCB):** Dedicated breakers for the 2-Ton Precision/Inverter AC units (ACs must run on raw/generator power, never on the UPS).	NOS	2

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	Ventilation & General Breakers (16A MCB): For Server Room exhaust fans and utility wall sockets.	NOS	2
	UPS Integration Breakers **UPS Input Breaker (63A MCCB/MCB):** Feeds raw/generator power *into* the 20-25 kVA double-conversion UPS system.	NOS	1
	UPS Output Main Breaker (63A MCCB): Receives the clean power back from the UPS to distribute to sensitive IT equipment.	NOS	1
	Clean IT Power Breakers (Server Room) **Server Rack Breakers (16A/20A MCB):** Dedicated clean-power circuits feeding the IT Network Racks, Servers, and SAN Storage (Item B21) inside the Server Room.	NOS	4
	Video Wall Controller Breaker (16A MCB): Clean power specifically for the Video Wall Matrix/Controller hardware housed in the Server Room.	NOS	1
B11.2.	**Panel Enclosure** 16-18 SWG powder-coated MS enclosure (Flush-mounted/concealed in the acoustic wall so it blends into the Control Room interior) with a glass or lockable front door.	SET	1
	Main Incoming Isolator **Main Incoming MCCB/MCB (40A - 63A):** Acts as the master kill-switch for the entire Control Room. It receives the 150ft power feed originating from the Server Room MDB.	NOS	1
	Video Wall Circuits (Clean Power) **Video Wall Panel Breakers (16A / 20A C-Curve MCBs):** A 22x9 video wall has a massive initial power draw (inrush current) when turned on. It must be divided across multiple dedicated breakers so one failing screen doesn't take down the whole wall.	NOS	4
	Operator Console Circuits (Clean Power) **Operator & Supervisor Desk Breakers (10A / 16A MCB):** Dedicated UPS-backed breakers for the primary Operator Table (Item B7), Supervisor Desk (Item B23), and the 70-inch Interactive Touch Screen (Item B6.3).	NOS	3
	IT & Security Circuits (Clean Power) **Edge Switch & Security Breaker (10A MCB):** Powers the local Network Edge Switch, Biometric controllers, and local CCTV power supplies located inside the Control Room.	NOS	1
	Lighting & Aux Circuits (Clean Power) **Task Lighting & DMX Mixer (10A MCB):** Dedicated circuit for dimmable LED ceiling lights and the 6-channel DMX lighting	NOS	1

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	mixer (Item B8).		
	Maintenance Sockets (Raw Power) **Utility / Cleaning Sockets (16A MCB):** *Crucial segregation.* A distinctly marked breaker feeding non-UPS wall sockets intended *only* for vacuum cleaners or maintenance tools, ensuring cleaning staff don't trip the UPS.	NOS	2
B12	**Power Wiring for Video Wall Systems** 7 x 29, 3 x 29	**JOB**	Coil x 3
B12.1	Dedicated UPS-backed circuits originating from CR SDB specifically for the Video Wall	JOB	16
B13	**UPS System (6–8 Hour Backup) & Generator Integration with ATS**	**JOB**	**1+1**
B13.1	Centralized Online Double-Conversion UPS (Capacity determined by total load) with external battery bank	SET	22-2 kva
B13.2	Auto Transfer Switch (ATS) and synchronization module for seamless Generator failover	SET	01
B14	**Fire Safety, Smoke Detectors, Emergency Signage & Equipment**	**JOB/SET**	**As mentioned below**
B14.1	Addressable smoke/heat detectors linked to main fire panel	NOS	2
B14.2	Battery-backed exit signs and emergency route lighting	NOS	As Req.
B14.3	Clean-agent (CO2) extinguishers (safe for electronics) and DCP extinguishers	SET	2
B15,	**Structured Cat-6 Cabling, Switches, Routers & Network Hardware**	**JOB**	**1**
B15.1	Cat-6 UTP/STP Cabling for local Control Room drops (Consoles, CCTV, Access)	RFT	1000
	Chip Inch Size 1/3 inch Colour Type Colour / Monochrome Resolution 4 MP resolution Digital (DSP) Yes Specialist Type Network Sensitivity Lux 0.004 Auto Iris Yes Direct Drive Yes Electrical Specifications Voltage: 12 V DC, PoE Power Consumption: < 10.2 W Motion Activated Yes Focal Length mm 3.6 mm; 6 mm Mount Type Wall Wide Dynamic Range Yes		

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SECTION B: CIVIL, ELECTRICAL, HVAC, SECURITY & PHYSICAL INFRASTRUCTURE WORKS

Item No.	Description & Sub-Components	Unit	Quantity as actual or above
B1	**Anti-static Flooring Installation**	**SQFT**	**500**
B1.1	Anti-static/Conductive PVC tiles (to prevent ESD damage to electronics)	SQFT	500
B1.2	Raised flooring pedestals and grid structure (allows under-floor cable routing)	SQFT	500
B2	**Acoustic Partitions (Control Room, Server Room, Monitoring Units)**	**SQFT**	**800**
B2.1	Aluminum/GI framing with Rockwool/Glasswool acoustic insulation core	SQFT	800
B3	**Soundproof Doors motion sensor sliding doors**	SQFT	**54**
	Biometric Secure Access	**JOB**	**02**
B3.2	Biometric (Fingerprint/Facial) readers and magnetic locks integrated via Cat-6 back to Server Room access controller (150ft run)	SET	2
B4	**Wall Finishing / Acoustic Panels**	**SQFT**	**800**
B4.1	Fire-retardant fabric-wrapped acoustic wall panels for echo reduction	SQFT	800
B5			
B5.1	Video wall structure & MS support frame Custom fabricated heavy Steel (MS) load-bearing frame for 22x9 Video Wall	SQFT	198
B6	**Interior Ceiling & Raise floor Finish + Dynamic Glass Wall + Audio Console (180 SQFT with touch screen 70 inches)**	**SQFT**	**90**
	Dynamic Glass Wall with audio console	**SQFT**	**180**
	Touch Screen console with kiosk	**JOB**	**12 inch**
B6.1	Drop/False ceiling for overhead for AC ducting and cable management	SQFT	484
B6.2	Dynamic/Switchable Smart Glass Wall (Clear to Opaque via electric current)	SQFT	180
B6.3	70-inch Interactive Touch Screen with integrated Audio Console	NOS	1
B7	**Operation Table with Touch Display & Laptop Setup**	**SQFT**	**45**

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	Picture Elements HxV 2688 x 1520 Network Properties Image Frame Rate: 25 fps / 30 fps Inclusion DVR/ Web Server: Yes Interface: RJ-45 (10/100 Base-T) Network Protocols: HTTP; TCP; ARP; RTSP; RTP; UDP; RTCP; SMTP; FTP; DHCP; DNS; DDNS; PPPoE; IPv4/v6; QoS; UPnP; NTP; RTMP; Multicast; HTTPS; SFTP; 802.1x; ICMP; IGMP; Bonjour Back Light Compensation Yes Auto Gain Control Yes White Balance Yes Electronic Shutter Range 1/3 s ~ 1/100,000 s S/ N (Signal/ Noise) Ratio dB > 56 Signal Mode PAL, NTSC Compression Type H.265; H.264; H.264B; MJPEG Physical Specifications Weight g: 725 Dimensions mm: 194 x 96 x 90 Environmental Specifications Protection: IP67 Operating Temperature oC: -40 ~ +60 C (-40 ~ 140 F) Operating Humidity %: < 95 System Requirements Web Browser: IE; Chrome; Firefox HD Yes Additional info 4MP, 1/3" CMOS image sensor, low illuminance, high image definition Outputs 4MP (2560 × 1440) @ 25/30 fps, Max. supports 4MP (2688 × 1520) @ 20 fps H.265 codec, high compression rate, ultra-low bit rate Built-in warm lights, max. illumination distance: 40 m ROI, SMART H.264+/H.265+, flexible coding, applicable to various bandwidth and storage environments Rotation mode, WDR, 3D DNR, HLC, BLC, digital watermarking, applicable to various monitoring scenes Intelligent detection: Intrusion, tripwire Abnormality detection: Motion detection, video tampering, scene changing, no SD card, SD card full, SD card error, network disconnection, IP conflict, illegal access, voltage detection Alarm: 2 in, 2 out; audio: 1 in, 1 out; supports max. 256 G Micro SD card 12V DC/PoE power supply IP67 protection		
B15.1	Core Network Switch (Installed in Server Room) C9300X-48TX-E Downlink Ports 48 × 10GBASE-T (10G/5G/2.5G/1G/100M) copper RJ-45 Uplink Module Slots Modular (supports 10G/25G/40G/100G modules, not included by default)	NOS	1

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	PoE Standard Not supported (Data only) Default Power Supply 715W AC Switching Capacity 1,760 Gbps standalone / 2,760 Gbps with stacking Forwarding Rate 1,309 Mpps standalone / 2,232 Mpps with stacking StackWise Bandwidth Up to 1 Tbps (StackWise-1T) DRAM / Flash 16 GB / 16 GB		
B15.2	Edge Network Switch (Installed in Control Room to receive Fiber uplink) Specification Model C9300X-48TX-E Downlink Ports 48 × 10GBASE-T (10G/5G/2.5G/1G/100M) copper RJ-45 Uplink Module Slots Modular (supports 10G/25G/40G/100G modules, not included by default) PoE Standard Not supported (Data only) Default Power Supply 715W AC Switching Capacity 1,760 Gbps standalone / 2,760 Gbps with stacking Forwarding Rate 1,309 Mpps standalone / 2,232 Mpps with stacking StackWise Bandwidth Up to 1 Tbps (StackWise-1T) DRAM / Flash 16 GB / 16 GB	NOS	1
B16	**HDMI, Fiber & Power Cabling**	**JOB**	900 RFT each
B16.1	**Data Backbone:** Multi-mode Fiber Optic cable connecting Server Room Core Switch to Control Room Edge Switch over the 150ft gap	RFT	200
B16.2	**Video Wall Signal:** Active Optical HDMI Cables OR HDBaseT UTP Extenders (Standard HDMI will completely fail over 150ft)	RFT	440
B17	**Servers System** (With heat/moist proofing in server room) **Server Technical Specification:** • 2U Rack Mounted Server • 2x Intel® Xeon® 6 Performance 6517P 3.2G, 16C/32T, 24GT/s, 72M Cache,	**JOB**	**1**

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	Turbo, (190W) DDR5-6400 • 16x 64GB RDIMM, 6400MT/s, Dual Rank • 2x 960GB SSD • 5x 1.92TB SSD SATA • Dual redundant Power Supply for full load and future populated load • 4x 1G Rj45 ports • 2x 10G/25G ports • 3 years Warranty		
B17.1	**NAS/SAN storage** Server 12 Bay •AMD Ryzen 4-Core 3.35 GHz •8GB RAM DDR4 ECC UDIMM •USB Ports: 2 x USB3.2 Gen-1 Port •Ethernet Ports: 4 x RJ45 1GbE (with Link Aggregation) 1 x RJ45 10GbE •PCIe Expansion: 1 x Gen3 x8 slot (PCIe 3.0 slot) •2 x 10GbE Ethernet ports Adapter Card •Max. Drive Bays: 24 (with expansion unit) •Raid support: Basic, JBOD, RAID 0, 1, 5, 6, 10, Hybrid RAID •2U Rackmount Model •Power Supply 350W (Redundant PSU) Storage: 9 x 8TB Enterprise SATA hard drives (50.9TB usable with RAID-6) 2 x 480GB Enterprise SATA SSD 3 Years Warranty	SET	1
B17.2	Thermal and moisture insulation coating/cladding for Server Room walls	SQFT	350
B18	**Operator Consoles, Supervisor Desk & Storage Cabinets**	**NOS**	**1+1+8**
B19	**Precision AC (2 Ton x 3) & Ventilation Ductwork**	**TON**	**2x3**
B19.1	Copper refrigerant piping spanning from indoor units to outdoor condensers	RFT	As Req.
B19.2	Fresh air ventilation fans and minimal ducting	JOB	2 (8 inch)
B20,	**Environmental Sensors & CCTV System (5 Cameras)**	**JOB/NOS**	**2 / 5**
B20.1	IoT Temperature/Humidity sensors linked to dashboard	NOS	2
B20.2	IP-based 4MP/5MP Dome/Bullet Cameras wired via Cat-6	NOS	5
B21	**Video Wall & Command Center Display System**	**SQFT**	484
B21.1	Ultra-narrow bezel LED/LCD commercial display panels (combined to SQFT)	NOS	As Req.

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B21.2	Video Wall Controller/Matrix hardware (Installed in Server Room, transmitting via Fiber/HDBaseT to the panels)	NOS	1

TOTAL CONTRACT SUM (EXCLUDING TAXES & CONTINGENCIES):
[AMOUNT IN WORDS]

Notes

1. All works shall comply with applicable Government rules, PPRA regulations, and safety standards.
2. The Service provider shall execute the assignment on a **turnkey basis**.
3. All assets, systems, data, and documentation produced shall be the **property of MoNHSR&C**.
4. This BOQ is subject to the terms and conditions of the main contract

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