

DOW UNIVERSITY OF HEALTH SCIENCES



BIDDING DOCUMENT

Single Stage – Two Envelope Procedure

As per Rule 46 (2) of SPPRA, 2010 (Amended up to date)

NIT # DUHS/W&S/2025/1640

Dated: 29th December, 2025

HIRING OF BUSINESS SMS SERVICES

(REF NO: DUHS/W&S-NIT/187)

NOTICE INVITING TENDER (NIT)



OFFICE OF THE DIRECTOR WORKS & SERVICES DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI.

Baba-e-Urdu Road, Karachi. Direct No. 92-21- 99216065

Website: www.duhs.edu.pk E-mail: rahim.khan@duhs.edu.pk

NIT No. DUHS/W&S/2025/1640

Dated: 29th December, 2025

TENDER NOTICE

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

S #	DESCRIPTION	METHOD OF PROCUREMENT
1.	PROVISION OF LAUNDRY SERVICES (REF. NO. DUHS/W&S-NIT/185)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
2.	REPAIR AND MAINTENANCE SERVICE FOR PASSENGER LIFTS AND PATIENTS/ BED LIFTS (REF. NO. DUHS/W&S-NIT/186)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3.	HIRING OF BUSINESS SMS SERVICES (REF. NO. DUHS/W&S-NIT/187)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4.	PROVISION OF PRIMARY 4G INTERNET GSM CONNECTIVITY (REF. NO. DUHS/W&S-NIT/188)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
5.	(RE-TENDER) REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS) (REF. NO. DUHS/W&S-NIT/190)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 5,000/- (Rupees Five Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Security	Bid Security and Performance Security as mentioned in the bidding document.

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

The electronics bids must be submitted using EPADS before closing time **19-01-2026 at 10:00 Hrs.** Manual bids, shall not be accepted. Electronic Bids will be opened on **19-01-2026 at 11:30 Hrs.** For any query related to e-bidding, please Contact to the facilitator /Coordinator, Procurement Committee Services at Admin Block 5th floor DMC Campus, Baba-e-Urdu Road near Civil Hospital Karachi, Phone No. 021-38771000 (Ext. 5820 /5907).The tender fee (non-refundable) and bid security (refundable) shall be submitted in the form of a Pay Order / Demand Draft / Bank Guarantee issued by a Scheduled Bank of Pakistan in favor of Dow University of Health Sciences, Karachi and must be delivered to the above-mentioned office of the Facilitator / Coordinator, Procurement Committee at the same address.

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

DIRECTOR

**Works & Services
Dow University of Health Sciences, Karachi**

BID DATA SHEET

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

1. Name of Procuring Agency:	Dow University of Health Sciences (DUHS)
2. Bidding Procedure:	Single Stage – Two Envelope through online EPADS
3. Name of Contract:	Hiring of Business SMS Services
4. Tender fee:	Rs.5,000/- (Five Thousand Rupees Only) Non-Refundable in Shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
5. Submission of Tender fee & Bid Security Address:	Dow University of Health Sciences (DMC Campus), Facilitator / Coordinator, Procurement Committee-Services, Admin Block 5 th Floor DMC Campus, Baba-e-Urdu Road near Civil Hospital Karachi. Phone No. 021-38771000 Extension 5820, 5907
6. Language of the Bid:	English.
7. Currency of the Bid:	The price quoted shall be in required currency.
8. Bid Security:	The amount of bid security shall be amounting to Rs. 2,000,000/- (Rupees Two Million Only) in the form of a Call Deposit, Bank Draft or a Bank Guarantee issued by a scheduled bank of Pakistan, in favor of the Dow University of Health Sciences, Karachi.
9. Bid Validity Period:	90 days
10. Tender Purchasing date:	As per NIT
11. Deadline for bid submission:	As per NIT (Online through EPADs at https://eprocure.gov.pk/)
12. Date and Time of Bid opening:	As per NIT (Online through EPADs at https://eprocure.gov.pk/)
13. Alternate Bid:	Not Allowed
14. Joint Venture / Consortium Bid:	Not Allowed
15. Period of Contract:	The initial contract shall be signed for a period of two (02) years. It may be extended till the finalization of new tender on same terms & conditions or renewed once for an additional period of twelve (12) months, subject to: (i) the Service Provider's / Service Provider's satisfactory performance during the preceding contract period, (ii) a pre-renewal performance evaluation conducted by DUHS, and (iii) mutual written consent of both parties. All terms and conditions of the contract shall remain unchanged during the renewal period, except that the contract rates may be increased with mutual consent by upto ten percent (10%) annually.
16. Performance Security:	The amount of Performance Security shall be ten percent (10%) of the contract value for one (01) year (12 months) .

BIDDING DOCUMENT

HIRING OF BUSINESS SMS SERVICES

A. INTRODUCTION: -

Dow University of Health Sciences, Karachi (DUHS) is a premier institute of health sciences in Pakistan, established under the Dow University of Health Sciences Act 2004 having its main campus at Baba-e-Urdu Road, Karachi. DUHS has been developing tradition of excellence in education, research and community service. DUHS has educated and trained more than 8,000 students and residents from more than 20 institutions.

B. OBJECTIVE:-

The main objective of contract is to acquire the services of Pakistan Telecommunication (PTA) Approved GSM Services Provider for SMS/WhatsApp Alert Services. The proposed solution must be comprising of a Cloud based Web Application Portal & SMS/WhatsApp Service that supports two-way SMS communication to send and receive SMS, to & from any network in Pakistan. The Web Application and API will be used to send Alert Notifications, Upcoming events, Public Announcements and Reminders.

C. SCOPE OF SERVICES AND TERMS & CONDITIONS OF CONTRACT:-

1. SCOPE OF SERVICES: -

1.1. The scope of services includes but not limited to providing 24x7 availability for Short Messaging Service (SMS) & WhatsApp Platform & Services. The scope of platform / application covers two-way SMS/WhatsApp communication to enable application users to send and receive WhatsApp & SMS to & from customers of Local cellular service.

1.2. Service Description, Technical Requirements & Service Delivery Attributes:

a. Sending SMS/WhatsApp:

- i. Approximately 6 million SMS (per year)
- ii. Approximately 3 million Transactional/utility/authentication WhatsApp messages (per year)
- iii. Approximately 0.5 million Marketing WhatsApp messages (per year)
- iv. SMS masks & short-codes will be provided by service providers for sending Transactional and Promotional messages.
- v. Service provider to use standard HTTPS port for sending bulk SMS/WhatsApp. For high-security services, provider must also support the SSL layer for transferring information.
- vi. DUHS CRM will initially send Transactional/utility/authentication WhatsApp messages, using Service Provider's provided API. If the intended receiver's number isn't available on WhatsApp or delivery of message not completed within stipulated/set interval of time, DUHS CRM must be informed by Service Provider's API. DUHS must not be charged for not sent WhatsApp messages, due to recipient account not found. DUHS CRM will then send the message using SMS service.
- vii. SMS & WhatsApp API must have compatibility with all Applications.
- viii. SMS & WhatsApp API will be provided by the service provider for sending SMS through web and desktop applications using programming languages like PHP, .Net, Java etc.
- ix. Service Provider to ensure delivery of SMS to mobile operators without any delay.
- x. Minimum throughput of 1,000 SMS per minute.

b. Receiving SMS:

- i. Incoming SMS can be sent by mobile phones on a virtual number provided by the service provider.
- ii. Virtual numbers could be SHORT CODE (4 Digit number) or LONG CODE (10 Digit Virtual GSM Number).
- iii. Masking Code for SMS.

c. Web-Based SMS & WhatsApp Portal

- i. Must offer an Interactive and Intuitive secured password protected Graphical User Interface to be available 24x7, along with MFA.
- ii. The offered Portal Dashboard must be showing summary report on current & previous Campaigns.
- iii. Send one message to multiple mobile numbers or address-book contacts (Bulk messaging feature).
- iv. Get the Delivery or Failure status for each message.
- v. Feature for scheduling jobs to send messages after office hours or early morning without user intervention.
- vi. Must allow Create, Edit, Reply, Forward, and Export, Delete or Send messages.
- vii. Mail Merge sort of Functionality to send the same messages to multiple users with their respective Title Name, Designation, User ID etc.
- viii. Real-time monitoring of push messages delivery services.
- ix. Send messages to user-defined groups of individuals.
- x. Feature to Import Contacts through CSV or Excel files.
- xi. Reports and Dashboards to view sent/received/pending status of messages.
- xii. Statistical reports for utilization of local and international SMS & WhatsApp

d. Quality of Service:

- i. The Service Provider will ensure a high quality of service.
- ii. The messaging platform must support transmission of large-scale SMS messages to multiple users regardless mobile networks.
- iii. The messaging platform must be capable to provide commitment to service levels with guaranteed delivery times.
- iv. The Service Provider must provide real-time detailed reports of sent SMS messages. The report must contain data from concerned Telecom Operator's logs detailing the date & time when the SMS messages were sent by the operator, as well as when the message was delivered. The reports must also contain details of lag or time delays occurred (if any) due to network load or any other reason. The lag will be calculated as time difference between SMS sent from DUHS to the SMS Sent by the operator.
- v. The Service Provider must ensure delivery of SMS to MNP (Ported) numbers, with provisioning of system to support automatic process for marking of number as MNP by end-users themselves (if require).
- vi. Offered service(s) must be deployed in a Tier-III certified data center and deployed infrastructure should have in-built redundancy and a failover mechanism, with full geo-redundancy to ensure high availability and disaster recovery capability.

e. Documentation & Technical Support:

- i. The Service Provider will provide DUHS with documentation in the form of User Guides to run the Application smoothly.
- ii. The Service Provider would provide technical support on all working days over the phone and email. For this purpose, DUHS would be provided with a contact number and e-mail address at which the contact person can get in touch in case of any problems about the service of sending/receiving SMS. For urgent & critical support, 24x7 accessible (during non-working days) POC details must also be provided.

f. Training Capabilities:

- i. The Service Provider should indicate its training capabilities to provide training of SMS Portal software application. It should also provide a detailed training schedule and will arrange training premises Interactive sessions.

2. TERMS AND CONDITIONS OF CONTRACT:-

- 2.1. The Service Provider expressly acknowledges that, prior to submitting its bid, it had carefully examined, investigated, and considered all relevant factors, conditions, requirements, and circumstances pertaining to the Contract. Accordingly, the Service Provider shall not be entitled, during the term of this Agreement, to make any claim for additional payment, financial adjustments, or extensions of time on account of its failure to duly account for such factors, conditions, requirements, or circumstances at the time of bidding.
- 2.2. The Service Provider shall bear full responsibility for all deliveries and deliverables to the DUHS. The Service Provider shall not claim or charge on account of any other charges. No separate claims will be entertained.
- 2.3. DUHS reserves the right, at any time during the contract period, to change quantities or drop any service originally specified in the Bid Form / Price Schedule / Annexure-H / Schedule of Requirements / BOQ, based on actual operational requirements. Such variations shall not affect the quoted unit rates or other terms and conditions of the contract. The quantities indicated in the bidding documents are estimates only and payment shall be made strictly on the basis of actual usage of SMS/WhatsApp.
- 2.4. The Service Provider shall be liable for any loss or damage caused to DUHS, DUHS shall have the right to recover the cost of such loss or damage, from the Service Provider in additions to other remedies available under the Contract or applicable law.
- 2.5. The Service Provider shall comply with all applicable Pakistani laws, permits, codes, and regulations, as well as DUHS's internal rules and policies.
- 2.6. The Service Provider must be PTA Approved GSM Service Provider and must also be holding all required License(s) from PTA for providing service.

3. PERIOD OF CONTRACT & COMMENCEMENT OF SERVICES:-

- 3.1. The initial contract shall be signed for a period of two (02) years. It may be extended till the finalization of new tender on same terms & conditions or renewed once for an additional period of twelve (12) months, subject to:
 - (i) the Service Provider's / Service Provider's satisfactory performance during the preceding contract period,
 - (ii) a pre-renewal performance evaluation conducted by DUHS, and (iii) mutual written consent of both parties.All terms and conditions of the contract shall remain unchanged during the renewal period, except that the contract rates may be increased with mutual consent by upto ten percent (10%) annually.
- 3.2. Services shall be commenced from the effective date of contract agreement.

4. PERFORMANCE SECURITY:-

- 4.1. The Successful Bidder/ Service Provider shall submit the Performance Security / Guarantee in the amount specified in the Bid Data Sheet in the shape of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee in favor of Dow University of Health Sciences, Karachi issued by a scheduled bank in Pakistan valid for a period of ninety (90) days beyond the date of completion / expiry of the contract (Annexure-E). No interest will be paid on Performance Security.
- 4.2. Bid Security of successful bidder/ Service Provider shall be returned after receipt of Performance Security / Guarantee.

4.3. **Forfeiture of Performance Security / Guarantee:** The Performance Security/Guarantee submitted by the Service Provider shall be liable to forfeiture, in whole or in part, under the following circumstances:

- If the Service Provider, fails to commence, deliver, or maintain the required services, or provides unsatisfactory services, breaching the Contract Agreement/Work Order and/or failing to perform within the stipulated timelines.
- In case of such failure, DUHS reserves the right to obtain the required services from the next advantageous bidder or any alternate source at the Service Provider's risk and cost, without further reference. Any additional expenses incurred by DUHS shall be recovered from the Performance Security and/or any sums payable to the Service Provider.
- If any loss or damage is caused to DUHS by the Service Provider or its staff, DUHS shall have the right to recover the cost of such loss or damage, including repair or replacement expenses, from the Service Provider by way of deduction from the Performance Security, any pending bills, or through any other legal remedies available under the Contract or applicable law.
- If the Service Provider fails to settle any dues, claims, or recoveries lawfully payable to DUHS under the Contract, such amounts shall be adjusted against the Performance Security and/or other payments due to the Service Provider.

4.4. **Refund of Performance Security / Guarantee:** After successful completion of services in contractual period, performance security / guarantee will be refunded, without any interest, within three months if contract not extended for a further period.

5. CANCELLATION / TERMINATION OF CONTRACT:-

5.1. **Termination For Default:** DUHS reserves the right to cancel or terminate the Contract, in whole or in part, at its sole discretion, with thirty (30) days' written notice or without giving notice (depending on nature of violation of agreement), in any of the following cases, and DUHS shall not be liable to any risks and costs whatsoever in consequence of such cancellation/termination of the contract:

- Failure to provide services as per the Contract Agreement/Work Order within the stipulated period or failure to perform any contractual obligation.
- Failure to maintain satisfactory performance levels despite written notice.
- Violation of any material term or condition of the Contract.
- Loss or damage caused by the Service Provider or its staff.
- If the Service Provider becomes bankrupt, insolvent, or enters into composition with creditors.
- If the Service Provider, in the judgment of the DUHS has engaged in "Corrupt and Fraudulent Practices" in competing for or in executing the Contract.
"For the purposes of this Bidding Document and the resulting Contract, the term "Corrupt and Fraudulent Practices" shall have the meaning assigned to it under the Sindh Public Procurement Rules, 2010 (as amended up to date)"

5.2. In case of termination for default, DUHS shall be entitled to:

- Forfeit the Performance Security in part or full;
- Recover the damages besides forfeiture of Performance Security / Guarantee.
- Obtain the required services from the next advantageous bidder or alternate sources at the Service Provider's risk and cost;
- Recover any additional costs or loss or damages incurred from the Service Provider's Performance Security or any other dues payable to the Service Provider.

5.3. **Blacklisting:** In addition to termination, DUHS reserves the right to recommend blacklisting of the Service Provider under Rule 19 of the Sindh Public Procurement Rules, 2010 (as amended up to date), subject to due process of law.

5.4. **Preservation of Rights:** Cancellation, termination, forfeiture, or blacklisting shall not prejudice or affect any rights, remedies, or claims already accrued to DUHS under the Contract or applicable law.

6. GOVERNING LAW & RESOLUTION OF DISPUTES:-

- 6.1. This Contract shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan.
- 6.2. Any dispute or difference or liability of whatsoever nature arising out of the contract shall be first settled amicably by the parties. In the event, parties are unable to amicably resolve the dispute, the dispute shall be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended up to date, by one or more arbitrators selected in accordance with said Law where each party will bear their own cost. The seat/place of arbitration shall be at Karachi, Pakistan.
- 6.3. Parties agrees that the courts of Karachi, Pakistan shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Contract or its subject matter or formation.

7. CONFIDENTIALITY:-

- 7.1. DUHS and Service Provider acknowledge and agree to maintain the confidentiality of any information (**including the mobile numbers and the text of SMS sent**) exchanged during the provision of services under this contract, in compliance with applicable laws and regulations.

8. ENTIRE AGREEMENT:-

- 8.1. This Contract constitutes the entire understanding between the Parties with respect to the subject matter hereof and supersedes all prior agreements, understandings, and negotiations, whether oral or written.

9. INDEMNITY:-

- 9.1. The Service Provider undertakes and agrees to indemnify and hold harmless DUHS & its employees and agents from and against all claims, demands, liabilities, damages and expenses of any nature whatsoever, arising out due to performance / non-performance or poor performance of any services under this Contract by the Service Provider, its employees or its agents.
- 9.2. Both parties shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the each other indemnified against all penalties and liability of any kind for breach of any of the same.

10. SEVERABILITY:-

- 10.1. In case any portion of this Contract becomes illegal or unenforceable either by the force of law, the remainder of this Contract shall continue in full force and effect. The parties may mutually negotiate the terms effected by such a severance.

11. ASSIGNMENT & SUBCONTRACTING:-

- 11.1. The Service Provider shall not assign, transfer, or subcontract, in whole or in part, any of its rights, obligations, or responsibilities under this Contract. Any such assignment, transfer, or subcontracting shall be deemed null and void and shall constitute a material breach of this Contract. In such event, DUHS shall have the right to terminate the Contract forthwith, forfeit the Performance Security, recover damages, and initiate blacklisting proceedings under Rule 19 of the Sindh Public Procurement Rules, 2010 (as amended up to date).

12. INDEPENDENT:-

- 12.1. This Contract in no way creates an employer-employee or partnership or agency relationship between the Parties.

13. FORCE MAJEURE:-

- 13.1. Neither party shall be held liable for any failure or delay in fulfilling its obligations under this Contract if such failure or delay is caused by circumstances of Force Majeure, which are beyond the reasonable control and without the fault or negligence of the affected party. Force Majeure events may include, but are not limited to: acts of God, natural disasters, declared war, armed conflict, revolution, civil commotion, acts of terrorism, sabotage, explosions, or other events of a similar nature directly impacting the parties.
- 13.2. Force Majeure shall not include party's fault or negligence directly or indirectly purporting to mal-planning, mismanagement and /or lack of foresight to handle the situation, strikes or industrial disputes limited to the Service Provider's own workforce, or arising from the Service Provider's failure to manage its labor relations. Nationwide strikes, citywide shutdowns, or government-declared closures that are demonstrably beyond the Service Provider's control may, however, be considered Force Majeure.
- 13.3. The party affected by a Force Majeure event shall promptly notify the other party in writing, providing reasonable evidence of the event and its expected duration. Performance obligations may be suspended for the period of delay caused by Force Majeure, but resume as soon as reasonably practicable after the event has ceased.

14. WAIVER:-

- 14.1. Failure by either Party to enforce any provision of this Contract shall not constitute a waiver of the right to enforce that provision or any other provision in the future. No waiver of any provision of this Contract shall be effective unless it is in writing and signed by the Party waiving the provision.

15. BILLING & PAYMENT:-

- 15.1. Payment shall be processed on monthly basis as per agreed prices at Annexure-H on actual usage for SMS/WhatsApp in Pakistani Rupees (PKR). DUHS will make payment against timely submitted invoices within forty-five (45) days after receipt of original invoice. The Service Provider must also ensure to keep the record of all delivered Invoices, which may need to be produced in case any dispute arises due to non-delivery of Original Invoice to the DUHS within due date. The Service Provider must make arrangements for Pickup of Payment Cheques from DUHS.
- 15.2. All prices must be inclusive of all applicable taxes, duties, levies, and charges. If taxes are not specifically mentioned, the price shall be deemed inclusive of all applicable taxes, duties and levies as per prevailing laws. DUHS will deduct applicable taxes, duties and other levies at source. Errors in calculation of taxes, duties, levies, and charges shall be borne by the Service Provider. **The price shall be fixed during the contract period** (the offered tariff must not increase during the contract period, except any changes made by the government on taxes). However, benefits of subsequent decrease in base tariff or subsequent exemption / reduction in tax rate / reduced rates in indirect taxes during contract period will be adjusted accordingly.
- 15.3. **All associated costs (OTC & MRC) for necessary required integrations with APIs, must be in-built (included in quoted price).**
- 15.4. **WhatsApp messaging charges shall be quoted in US Dollars (USD). For bid evaluation purposes only, conversion into Pakistani Rupees (PKR) shall be made using the tentative USD–PKR exchange rate specified in the Bidding Document. However, actual payments to the Service Provider shall be made in PKR, converted at the prevailing SBP exchange rate on the date of invoice. No claim or adjustment on account of exchange rate variation shall be entertained beyond the mechanism stated herein.**
- 15.5. The Service Provider required to submit the following documents along with Monthly Physical (Paper-based) Invoices before 10th of each month to DUHS:

- a. The Service Provider shall submit bill in the prescribed form duly approved by DUHS.
- b. Invoice with covering letter, both duly signed and stamped by authorized officer.
- c. Copy of Contract Agreement on Stamp Paper duly signed by Service Provider and The Registrar.
- d. Original services received certificate issued by the I.T. Department of the DUHS.
- e. Evidence / support & detailed breakdown (if applicable) must be attached with Invoices.
- f. Any other details/documents, if required by DUHS.

15.6. Tax Deduction Challans will be annually provided by DUHS to Service Provider within 30 days, after closing of Financial Year in June. Similarly, WHT challans must be submitted to DUHS by Service Provider within 30 days after closing of Financial Year in June.

15.7. If any loss or damage is caused to DUHS by the Service Provider, DUHS shall have the right to recover the cost of such loss or damage, from the Service Provider by way of deduction from any pending bills, or through any other legal remedies available under the Contract or applicable law.

D. BIDDING PROCEDURE AND AWARD OF CONTRACT:-

1. OBTAINING OF BIDDING DOCUMENT: -

1.1. Bidding Document can be obtained from Dow University of Health Sciences (DMC Campus), Facilitator / Coordinator, Procurement Committee-Services, Admin Block 5th Floor DMC Campus, Baba-e-Urdu Road near Civil Hospital Karachi against non-refundable payment of Rs. 5,000/- (in shape of Pay Order in favor of “Dow University of Health Sciences, Karachi”) from the date of publishing of this NIT in the print media, up to day before the date of opening of bid. No tender document shall be sold on the date of opening of bid.

E-BIDDING

1.2. Bidding documents are also available on Sindh Public Procurement Regulatory Authority's EPADS at <https://portalsindh.eprocure.gov.pk/#/> and University website <https://duhs.edu.pk> on the payment noted above (non- refundable) on any working day except the day of opening of tender.

2. BIDDING PROCEDURE: -

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

3. INSTRUCTIONS TO THE BIDDERS: -

- 3.1. Bidders must carefully read the Notice Inviting Tender (NIT) and all sections of the Bidding Document to fully understand requirements before submission.
- 3.2. The Bid Form/Price Schedule must be completed in all respects, free from overwriting, double writing, crossed, erasures, confusion or conditional terms. Rates shall be quoted clearly in digits and words.
- 3.3. The Bid Form/Price Schedule shall be placed in the Financial Proposal.
- 3.4. Each document submitted by the bidder shall be signed and stamped by the bidder.
- 3.5. Bids must be uploaded on SPPRA's EPADS system under the Single Stage – Two Envelope Procedure.
- 3.6. Bid Security and Tender Fee must be submitted to Dow University of Health Sciences (DMC Campus), Facilitator / Coordinator, Procurement Committee-Services, Admin Block 5th Floor DMC Campus, Baba-e-Urdu Road near Civil Hospital, Karachi.
- 3.7. Technical Proposals must include all documents required for evaluation criteria. Financial Proposals shall include only the bid form/price schedule, and scanned bid security.
- 3.8. Conditional, alternative, telegraphic, incomplete, late, or non-compliant bids, bids not accompanied by Bid Security, bids for partial / limited items / limited groups shall be rejected. Joint ventures or consortium bids are not permitted.

- 3.9. Bids submitted by any bidder who stands blacklisted, debarred, suspended, and declared ineligible by any Federal, Provincial, or Local Government department, agency, regulatory authority, or by any national or international organization, whether public or private shall be rejected.
- 3.10. The bidder must nominate an authorized representative with name, designation, contact number, email, and address for communication during the procurement process.
- 3.11. No alteration or modification of bids shall be allowed after opening. However, DUHS may seek written clarification of ambiguities, provided such clarification does not change the substance of the bid.
- 3.12. Bids will be evaluated strictly in accordance with the criteria, terms, and conditions of this bidding document. In case of discrepancies, the Bidding Documents shall prevail over the NIT.
- 3.13. DUHS will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- 3.14. It is the bidder's responsibility to examine, investigate and consider all factors, conditions, requirements, and circumstances before submitting the bid. No claims for additional payment, financial adjustments, or extensions of time shall be entertained later.

4. CLARIFICATION AND AMENDMENT OF BIDDING DOCUMENT:-

- 4.1. A prospective bidder may request clarification of the bidding documents in writing at least five (05) calendar days before the deadline for bid submission, as per Rule 23(1) of SPP Rules, 2010 (amended up to date).
- 4.2. DUHS shall respond in writing to requests for clarification received in time. Copies of the response will be shared with all bidders who obtained the bidding documents.
- 4.3. At any time before the deadline for submission, DUHS may issue an addendum/corrigendum/modify bidding document on its own initiative or in response to a clarification. All such amendments shall be binding on bidders, and DUHS may extend the deadline to allow bidders reasonable time to comply.

5. LANGUAGE OF DOCUMENTS:-

- 5.1. All bids and related correspondence shall be in English. Proposals must be submitted on the bidder's official letterhead, signed and stamped on each page by the person(s) authorized to sign/endorse, and accompanied by relevant technical literature in English.

6. VALIDITY OF BIDS:-

- 6.1. Bids shall remain valid for ninety (90) days from the date of opening of Technical Proposals. Bids with a shorter validity shall be rejected.

7. SUBMISSION & OPENING OF BIDS:-

- 7.1. Bids shall be submitted online through EPADS (eprocure.gov.pk) before the deadline stated in the NIT.
- 7.2. Technical Proposals will be opened online first and evaluated without reference to price and technical evaluation report shall be communicated to the bidders at least Seven (07) days prior to opening of Financial Proposal.
- 7.3. Financial Proposals of only technically qualified bidders will then be opened online through EPADS.
- 7.4. Financial Proposals of disqualified bidders shall not be opened and bid security shall be returned to the bidder.
- 7.5. If a Financial Proposal is mistakenly enclosed in the Technical Proposal, the entire bid shall be rejected.
- 7.6. If any bidder elects to submit alternative bid(s) / proposal(s), both bids ORIGINAL and ALTERNATIVE will be rejected straightaway
- 7.7. Bids with vague conditions such as "subject to prior confirmation", "subject to immediate acceptance" etc. shall be rejected.

7.8. DUHS shall upload the Final Bid Evaluation Report on the websites of the Authority (EPADS) and DUHS, and shall also intimate all bidders, at least three (3) working days prior to the issuance of the Letter of Acceptance.

8. BID EVALUATION CRITERIA:-

8.1. The Technical Evaluation shall be carried out on a Mandatory Requirement only. No scoring or weightage system shall be applied. Financial Proposals of only those bidders who meet all mandatory requirements shall be opened.

8.2. The contract shall be awarded to the Lowest Evaluated Responsive Bidder strictly in accordance with Rule 46 of SPPRA Rules, 2010 (Amended up to date).

9. EVALUATION OF TECHNICAL PROPOSAL (MANDATORY REQUIREMENTS):-

9.1. Bidders must fulfill all mandatory requirements as specified in the bidding documents. Failure to meet any mandatory requirement shall result in disqualification and rejection of the bid as non-responsive.

9.2. A bid shall be declared responsive if it complies with all mandatory requirements, terms and conditions of the bidding document and SPPRA Rules, 2010 (Amended up to date).

9.3. Only technically qualified bidders shall be considered for financial evaluation.

9.4. **Mandatory Requirement:** The bidder who meets the following mandatory requirements would be declared **technically qualified** for further evaluation as per the Evaluation Criteria specified in this bidding document. **Submission of verifiable documentary evidence against each requirement is compulsory, noncompliance will lead to disqualification.** Bidder shall be bound to produce the original documents for verification at the request of DUHS. If the bidder fails to produce the original documents within the prescribed time schedule their Bid will be rejected.

S. No.	Requirement
1	Tender Fee: Original to be submitted at DUHS before tender opening. A scanned copy must be attached in the Technical Proposal.
2	Bid Security: Original to be submitted at DUHS before tender opening. A scanned copy must be attached in the Technical Proposal.
3	Attach this complete bidding document, duly signed and stamped by the bidder on each page as acceptance of all terms and conditions of this bidding document.
4	Valid NTN / Income Tax Registration Certificate with online verification showing "Active Taxpayer" status (FBR).
5	Valid Sindh Sales Tax (SST-SRB) Registration Certificate with online verification showing "Active Taxpayer" status.
6	Copy of CNIC of the authorized signatory of the bid.
7	Compliance Certificate duly signed and stamped as per Annexure-B .
8	Complete profile and history of the bidder, including registered office address, details of Directors/owners with CNICs and contact details (Annexure-C).
9	Bidder must be in business for at least the last five (05) years (credible documentary evidence must be provided).
10	Bidder must have Pakistan Telecommunication Authority's (PTA) issued, GSM Telecom Service License or relevant CVAS License, to operate in Pakistan. (credible documentary evidence must be provided)
11	Affidavit on Stamp Paper as per Specimen given at Annexure-I .
12	Average Annual Turnover in the last three (03) financial years should not be less than PKR 40 million supported by Income Tax Returns (ITR – FBR).
13	The bidder must have done at least (03) similar projects experience & competence in providing SMS Services to reputable organizations to offer complete solution for outgoing & incoming SMS using secure authentication system during the last Five (05) Years. Submit proper evidences e.g. contract agreement / work order, performance certificate etc. (Annexure-F).

10. EVALUATION OF FINANCIAL PROPOSALS:-

- 10.1. Financial Proposals of only technically qualified bidders will be opened online through EPADS.
- 10.2. Bids not accompanied by the Bid Security of required amount and form shall be rejected.
- 10.3. Prices must be quoted in required currency, inclusive of all applicable taxes, duties, levies, and charges. DUHS will deduct applicable taxes, duties and other levies at source.
- 10.4. The Evaluation of Financial Proposal will be conducted on quoted prices inclusive of all applicable taxes, duties, levies, and charges. If taxes are not specifically mentioned, the price shall be deemed inclusive of all applicable taxes, duties and levies as per prevailing laws. Errors in calculation of taxes, duties, levies, and charges shall be borne by the bidder. The price shall be fixed during the contract period (the offered tariff must not increase during the contract period, except any changes made by the government on taxes). However, benefits of subsequent decrease in base tariff or subsequent exemption / reduction in tax rate / reduced rates in indirect taxes during contract period will be adjusted accordingly.
- 10.5. All associated costs (OTC & MRC) for necessary required integrations with APIs, must be in-built (included in quoted price).
- 10.6. WhatsApp messaging charges shall be quoted in US Dollars (USD). For bid evaluation purposes only, conversion into Pakistani Rupees (PKR) shall be made using the tentative USD–PKR exchange rate specified in the Bidding Document. However, actual payments to the Contractor shall be made in PKR, converted at the prevailing SBP exchange rate on the date of invoice. No claim or adjustment on account of exchange rate variation shall be entertained beyond the mechanism stated herein.
- 10.7. The lowest evaluated bidder meeting all requirements shall be considered for award of contract.
- 10.8. In case of tie among two or more bidders in financial bid with identical offered rate, the procuring agency may cancel the tender process.

11. AWARD OF CONTRACT:-

- 11.1. DUHS shall award the contract to the bidder offering the lowest evaluated responsive bid, subject to fulfillment of all terms and codal formalities.
- 11.2. Prior to the expiration of the original or extended bid validity period, DUHS shall notify the successful bidder in writing, through hand delivery / registered post / courier / email, of the acceptance of its bid (the “Letter of Acceptance”). The issuance of the Letter of Acceptance shall confirm DUHS’s decision to award the contract; however, the contract shall become effective and enforceable only upon the successful bidder’s submission of the prescribed Performance Security and execution of the formal Contract Agreement.
- 11.3. The successful bidder shall execute and sign the Contract Agreement with DUHS on stamp paper of appropriate value in accordance with the prevailing Government rules/rates under the Stamp Act, 1899. All applicable stamp duties and service charges, including those under Article 22 (Contract) of the Stamp Act, 1899, shall be borne solely by the bidder.
- 11.4. Failure of the successful bidder to furnish the Performance Security and/or to execute the Contract Agreement within the stipulated time shall entitle DUHS to cancel the award, forfeit the Bid Security and/or Performance Security, and take any other action deemed appropriate under SPPRA Rules, 2010 (Amended up to date), including awarding the contract to the next lowest evaluated responsive bidder.

- 11.5. Integrity Pact (Annexure-J) and Contract Form (Annexure-K) must be duly signed and submitted.
- 11.6. The Successful bidder shall not alter/add/delete any article, clause or chapter of the draft contract agreement. However, the Service Provider may rephrase any clause, article or chapter with the consent of the DUHS for the purpose of clarity, legality, or otherwise except where scope of work, terms & conditions, and service charges is not adversely affected against the DUHS.
- 11.7. The Successful bidder shall submit the Performance Security / Guarantee and Bid Security of successful bidder shall be returned after receipt of Performance Security / Guarantee.

12. RIGHT TO ACCEPT OR REJECT BIDS:-

- 12.1. DUHS reserves the right to accept or reject any bid any or all bids or annul the bidding process at any time before award, as per Rule 25 of SPP Rules 2010 (amended up to date), without any liability to bidders.

13. REDRESSAL OF GRIEVANCES AND SETTLEMENT OF DISPUTES: -

- 13.1. Redressal of Grievances & settlement of dispute will be made as per Rule 31 & 32 of SPPRA Rule-2010 (Amended up to date).

14. REQUIREMENT / FORMAT OF BID:-

- 14.1. All bidders shall quote firm and final rates inclusive of all applicable taxes, duties, levies, and charges strictly on the format provided at Annexure-H. Each bid must be accompanied by the requisite Bid Security / Earnest Money in the form of Deposit at Call, Pay Order, Demand Draft, or Bank Guarantee, as prescribed in this Tender Document.

15. BID SECURITY:-

- 15.1. The Bidder shall furnish, as part of its bid, a Bid Security in the amount specified in the Bid Data Sheet, in the form of Deposit at Call, Pay Order, Demand Draft, or Bank Guarantee (Annexure-D), issued by a scheduled bank in Pakistan, in favor of Dow University of Health Sciences (DUHS), Karachi. The Bid Security shall remain valid for at least twenty-eight (28) days beyond the bid validity period. No interest shall be payable on the Bid Security.
- 15.2. The Bid Security must be attached with the Financial Proposal, while a scanned copy shall be attached with the Technical Proposal.
- 15.3. Any bid not accompanied by a valid Bid Security in the prescribed form shall be rejected as non-responsive.
- 15.4. The Bid Securities of unsuccessful bidders shall be returned upon award of the contract to the successful bidder or upon expiry of the validity of the Bid Security, whichever is earlier.
- 15.5. The Bid Security of the successful bidder shall be returned only after submission of the required Performance Security and execution of the formal Contract Agreement.
- 15.6. The Bid Security may be forfeited/confiscated in the following cases:
 - a. If a bidder withdraws or modifies its bid during the bid validity period.
 - b. If the bidder does not accept the correction of the quoted amount following the correction of arithmetic errors.
 - c. If the successful bidder fails to furnish the required Performance Security or sign the Contract Agreement within the prescribed period.

- d. If the successful bidder fails to commence or provide the requisite services as per contract.
- e. If a bidder has been found black listed by any agency of Federal or Provincial Government.
- f. If it is established that the bidder submitted false, misleading, or forged documents/certificates/affidavits to qualify.

16. REJECTION / DISQUALIFICATION OF BIDS:-

- 16.1. A bid shall be rejected, declared non-responsive, or the bidder disqualified at any stage of the process, if:
 - a. The bid is substantially non-responsive to the requirements of this Tender Document.
 - b. The bidder makes false, forged, misleading, or materially incorrect representations in forms, statements, certificates, or attachments submitted as proof of eligibility/qualification.
 - c. The bid is against the applicable laws, rules, regulations, codes, permits, or policies of Pakistan.
 - d. The bidder has a conflict of interest, whether direct or indirect, with DUHS.
 - e. The bidder is found to have engaged in “Corrupt and Fraudulent Practices” in competing for or executing the contract.
 - f. The bidder attempts to unduly influence the bid evaluation or contract award process.
 - g. The bid is submitted in any form or manner other than that prescribed, including failure to use the required forms, annexures, schedules, or submission mode.
 - h. The bid is unsigned, incomplete, partial, conditional, ambiguous, alternative, late, or otherwise non-compliant.
 - i. The bid is subjected to unauthorized interlineations, cuttings, corrections, erasures, or overwriting.
 - j. The financial proposal is included in the technical proposal, contrary to Rule 46(2) of SPP Rules, 2010 (Amended up to date).
 - k. The bid validity period is shorter than that prescribed in the Tender Document.
 - l. The bid is submitted for partial or limited items/services instead of the complete scope specified.
 - m. The bid is not accompanied by a valid Bid Security in the prescribed form, amount, or validity period.
 - n. The bidder withdraws, modifies, or fails to maintain its bid during the bid validity period.
 - o. The bidder refuses to accept the corrected bid price after arithmetic error corrections.
 - p. The successful bidder fails to furnish the required Performance Security or sign/execute the Contract Agreement within the prescribed period.
 - q. The bidder fails to provide verifiable proof against the mandatory requirements (technical proposal).
 - r. The bidder fails to commence or provide the requisite services as per contract.
 - s. The bidder or its directors/partners are blacklisted, debarred, suspended, or declared ineligible by any Federal, Provincial, or Local Government department, agency, regulatory authority, or by any national or international organization, whether public or private.
 - t. The bid contains vague terms such as “subject to prior confirmation” or “subject to immediate acceptance.”
 - u. Any other ground for rejection provided under the Sindh Public Procurement Rules, 2010 (Amended up to date), or provided in the bidding document or identified by DUHS during evaluation, that renders the bid non-responsive.

ANNEXURE-A (1)

TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To (Name and address of Client / DUHS)

Dear Sir,

We, the undersigned, having examined the Bidding Documents, including Addenda/Corrigenda Nos. _____ [Insert numbers and dates], hereby submit our Technical Proposal for _____ [insert title of assignment] in accordance with your IFB/NIT/Tender Document No. _____ [Insert number] dated _____ [insert date]. We further confirm that our Technical Proposal has been duly uploaded on the SPPRA EPADS portal within the prescribed time.

We confirm our unconditional acceptance of the terms and conditions of the Bidding Documents and undertake to provide the required Services/Goods in full conformity with the specified scope and obligations; and, if our bid is accepted, we further undertake to deliver the Services/Goods strictly in accordance with the Bidding Documents, furnish the prescribed Performance Security/Guarantee in the required form, amount, and time, and abide by this bid for the Bid Validity Period, during which it shall remain binding upon us.

We confirm that the issuance of the Letter of Acceptance shall constitute DUHS's decision to award the contract, effective and enforceable only upon submission of the prescribed Performance Security and execution of the formal Contract Agreement, and further affirm that we are not blacklisted, debarred, suspended, or declared ineligible by any Federal, Provincial, or Local Government department, agency, regulatory authority, or by any national or international organization, whether public or private, have not engaged in and shall not engage in "Corrupt and Fraudulent Practices", and fully comply with the eligibility requirements of the Bidding Documents and applicable laws of Pakistan.

We acknowledge DUHS's absolute right to accept or reject any bid, annul the procurement process at any stage, and/or accept the bid deemed most advantageous, without incurring any liability to us or defraying any costs associated with the preparation or submission of this Proposal.

We undertake that, in competing for (and, if awarded, in executing) the Contract, we shall strictly observe the laws of Pakistan, including those relating to fraud and corruption. We confirm that we meet all the eligibility requirements of the Bidding Documents and that neither we, nor any of our affiliates, have been blacklisted, debarred, suspended, or declared ineligible by any Federal, Provincial, or Local Government department, agency, regulatory authority, or by any national or international organization, whether public or private on charges of "Corrupt and Fraudulent Practices". We further pledge not to engage in any such practices during the procurement or execution of the Contract.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

ANNEXURE-A (2)

FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To (Name and address of Client / DUHS)

Dear Sir,

We, the undersigned, having submitted our Technical Proposal for _____ [insert title of assignment] in response to your IFB/NIT/Tender Document No. _____ [Insert number] dated _____ [insert date], hereby submit our Financial Proposal.

Our attached Financial Proposal amounts to PKR _____ [insert amount in figures] (Pak Rupees _____ [insert amount in words]), inclusive of all applicable taxes, duties, levies, and charges as required under the Bidding Documents. This Proposal shall remain binding upon us for the entire Bid Validity Period.

We confirm that no commissions, gratuities, or unlawful payments have been, or shall be, made by us to any person or agency in connection with this Proposal or the execution of the Contract.

We further declare that neither we, nor any proposed Sub-Service Providers, have been blacklisted, debarred, suspended, or declared ineligible by any Federal, Provincial, or Local Government department, agency, regulatory authority, or by any national or international organization, whether public or private on charges of engaging in “Corrupt and Fraudulent Practices”. We pledge not to indulge in such practices in competing for or executing the Contract and confirm our awareness of the relevant provisions of the Bidding Documents.

We understand that DUHS is not bound to accept the lowest or any Proposal received and reserves the right to annul the procurement process without incurring any liability to us.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal

GENERAL COMPLIANCE CERTIFICATE
DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS

[Location, Date]

To: [Name and address of Employer]

Tender Reference No. _____

Name of Contract: _____

Dear Sir,

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

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

BIDDER PROFILE / DETAILS
(On Bidder / Company / firm's Letterhead)

1.	Registered Business Name	
2.	National Tax Number	
3.	Sindh Sales Tax Number (SRB)	
4.	Date of Registration	
5	Years of Operation of Business after its Registration	
6	No of Human Resource	
7.	Bank Name and Branch	
8.	Bank Account Number	
9.	Physical address	
10.	Postal address	
11.	Telephone Number	
12.	Focal Person Name & Contact No	
13.	E-mail address	
14.	Blacklisting / Complaint / Litigation against the firm (By any govt. or other org. if any)	
15.	Name & Address of the companies / subsidiaries and associated companies, if any, with whom there is collaboration or joint venture	
16.	Details of Directors/owners with CNICs and contact details (Attach as separate Annexure)	
17.	Whether Bid Security enclosed? (Yes / No)	
18.	Legal Status of Business (Sole Proprietorship/Partnership/Company etc)	
19.	Any other relevant detail	

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

FORMAT OF BANK GUARANTEE BID SECURITY

Bank Guarantee No.:

Dated of issue:

Valid up to:

Value (Rs.):

To: [Name & Address of the Procuring Agency]

Dear Sir,

WHEREAS M/s _____ (hereinafter called “the Bidder”) has submitted its bid dated _____ for _____ [insert title of assignment / procurement reference] against your Tender / NIT No. _____ dated _____;

AND WHEREAS the Dow University of Health Sciences (Procuring Agency) requires the Bidder to furnish a Bid Security in the form of a Bank Guarantee for the sum of Rs. _____ (in figures) / (Rupees _____ in words) as security against the conditions of the bidding process;

NOW, THEREFORE, WE _____ [Name of Bank], having our registered office at _____ [Address], hereby unconditionally and irrevocably undertake and bind ourselves to pay to Dow University of Health Sciences, on its first written demand, without cavil, argument, or need to prove or substantiate its demand, any sum up to the maximum amount of Rs. _____ (in figures) / (Rupees _____ in words), in the event that the Bidder:

- Withdraws or modifies its bid during the bid validity period.
- Does not accept the correction of the quoted amount following the correction of arithmetic errors.
- Fails to furnish the required Performance Security or sign the Contract Agreement within the prescribed period.
- Fails to commence or provide the requisite services as per contract.
- Has been found black listed by any agency of Federal or Provincial Government.
- Has submitted false, misleading, or forged documents/certificates/affidavits to qualify.

This Guarantee shall remain valid up to twenty-eight (28) days beyond the bid validity period, i.e., until _____ [insert expiry date]. Any demand for payment under this Guarantee must be received by us on or before the said expiry date.

We further undertake to extend the period of this Guarantee if such extension is required beyond the above date and as so desired by the Bidder. This Guarantee is irrevocable and unconditional and shall remain in force until the return of the original Guarantee to the Bank by DUHS or expiry as stated above, whichever is earlier.

Yours faithfully,

Name of the Bank:

Authorized officer's Signature & Seal:

FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY

Bank Guarantee No.:
Dated of issue:
Valid up to:
Value (Rs.)

To: [Name & Address of the Procuring Agency]

Dear Sir,

Whereas _____ [Name of Bidder/Supplier] (hereinafter called the Service Provider) has undertaken, in pursuance of Tender / Contract No. _____ [number] dated _____ [date], to provide _____ [description of services/goods/works] (hereinafter called the Contract).

And whereas it has been stipulated in the said Contract that the Service Provider shall furnish to the Dow University of Health Sciences, Karachi (hereinafter called the Procuring Agency) a Performance Security by a scheduled bank for an amount equivalent to _____ percent (____ %) of the total Contract Price, as security for compliance with the Service Provider's performance obligations in accordance with the Contract.

And whereas we, _____ [Name of Bank], having our registered office at _____ [address of bank], (hereinafter called the Guarantor), have agreed to issue this irrevocable and unconditional Performance Guarantee on behalf of the Service Provider.

Now therefore, we hereby unconditionally and irrevocably undertake and guarantee, on behalf of the Service Provider, to pay to the Procuring Agency, upon its first written demand declaring the Service Provider to be in default under the Contract, without demur, cavil, argument, or requiring the Procuring Agency to initiate any proceedings against the Service Provider, any sum or sums not exceeding in total the guaranteed amount of _____ [amount in words and figures]. The amount stated in such written demand shall be conclusive evidence of the amount payable by us under this Guarantee.

This Performance Guarantee shall remain valid and in full force until ninety (90) days after the completion/expiry of the Contract Period, or until all obligations under the Contract have been duly fulfilled and discharged, whichever is later.

We further undertake to extend the validity of this Guarantee if so required by the Procuring Agency, provided such request is received by us before the expiry date of this Guarantee.

This Guarantee shall be governed by and construed in accordance with the laws of Pakistan.

Yours faithfully,

Name of the Bank:

Authorized officer's Signature & Seal:

PROJECT / CLIENT LIST
(On Bidder's / Company's / firm's Letterhead)

[Date]

To: [Name and address of Procuring Agency]

Tender Reference No. _____

Name of Contract: _____

Dear Sir,

I / we hereby declare that we had successfully completed / ongoing following similar nature projects / contracts in Govt./Semi-Govt./Autonomous Bodies/Universities/Hospitals/Private Sector/Banking Sector etc.

Sr. No.	Client Name/ End User	Contact No.	Nature of Client (Public/Private Sector)	Scope of Work	Name & Location of Project	Year	Total yearly Contract value (PKR)

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

Enclosed: As above

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

[Location, Date]

To: [Name and address of Employer]

Tender Reference No. _____

Name of Contract: _____

Dear Sir,

I/we hereby declare that, my/our firm's Annual Turnover in the last three (03) financial years is as follow:

F. Y. ONE	F. Y. TWO	F. Y. THREE
PKR _____ (Million)	PKR _____ (Million)	PKR _____ (Million)

I/we hereby declare that our firm had filed Income Tax Returns for last the three (03) financial years. Copies of Income Tax Returns (ITR – FBR) are attached for ready reference.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal

Enclosed: As above

BID FORM / PRICE SCHEDULE(TO BE SUBMITTED ON OFFICIAL LETTERHEAD
OF THE COMPANY DULY SIGNED & STAMP)

Sr. No.	Description	Item Code	Estimated No. of messages per year	Rate including all taxes, duties, levies, and charges (USD)	Tentative USD–PKR exchange rate	Rate including all taxes, duties, levies, and charges (PRs.)	Total Amount (PRs.)
1.	2.	3.	4.	5.	6.	7. (5x6)	8. (4x7)
1.	SMS	ITM-013158	6,000,000	Not Applicable			
2.	Transactional/utility/authentication WhatsApp messages	ITM-047931	3,000,000		280		
3.	Marketing WhatsApp messages	ITM-047931	500,000		280		
TOTAL AMOUNT IN FIGURES FOR THE YEAR (Including all applicable taxes, duties, levies, and charges)							
TOTAL AMOUNT IN WORDS:							

Note: Kindly mention only rates (%) of applicable indirect taxes which are included in the quoted price.

Indirect Tax	Rate (%)

Important Instruction:

- All prices must be inclusive of all applicable taxes, duties, levies, and charges as per prevailing laws. DUHS will deduct applicable taxes, duties and other levies at source. Errors in calculation of taxes, duties, levies, and charges shall be borne by the Service Provider. The price shall be fixed during the contract period (the offered tariff must not increase during the contract period, except any changes made by the government on taxes). However, benefits of subsequent decrease in base tariff or subsequent exemption / reduction in tax rate / reduced rates in indirect taxes during contract period will be adjusted accordingly.
- All associated costs (OTC & MRC) for necessary required integrations with APIs, must be in-built (included in quoted price).
- WhatsApp messaging charges shall be quoted in US Dollars (USD). For bid evaluation purposes only, conversion into Pakistani Rupees (PKR) shall be made using the tentative USD–PKR exchange rate specified in the Bidding Document. However, actual payments to the Service Provider shall be made in PKR, converted at the prevailing SBP exchange rate on the date of invoice. No claim or adjustment on account of exchange rate variation shall be entertained beyond the mechanism stated herein.

Authorized Signature [In full and initials]:

Name and Title of Authorized Signatory:

Name of Bidder:

Stamp / Seal:

AFFIDAVIT
(Must be Printed on Stamp Paper)

We, M/s. _____, through our authorized signatory, hereby undertake that:

- a. Our company/firm is neither blacklisted, debarred, suspended, nor declared ineligible by any Federal, Provincial, or Local Government department, agency, regulatory authority, or by any national or international organization, whether public or private.
- b. Neither our company/firm nor any of its directors, owners, or partners has ever been awarded any punishment by any Court of Law.
- c. We confirm that all information and documents submitted along with our bid/offer are true, correct, complete, and genuine.
- d. If at any stage (before or after award of contract) any information or document submitted by us is found to be false, fabricated, forged, bogus, or misleading, or if any criminal proceedings are initiated or established in any Court of Law during the contract period, Dow University of Health Sciences (DUHS) shall have the right to terminate our services immediately without assigning any reason, declare us blacklisted, and forfeit our Bid / performance security and any payments due, without any liability on its part and without prejudice to any other remedies available to DUHS under the applicable law or the Contract..

For and on behalf of M/s. _____

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____

Email: _____

Signature of Authorized Signatory: _____

Name & Designation: _____

Company Seal/Stamp

Date: _____

Witnesses:

_____ (Name, CNIC, Signature)

_____ (Name, CNIC, Signature)

Sworn and signed before me this _____ day of _____, 20 at _____.

ATTESTED

(Oath Commissioner / Notary Public)

INTEGRITY PACK
(AFFIDAVIT)

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

Tender Reference Number: _____ Dated: _____

Contract Value: _____

Contract Title: _____

M/s. _____ (the Service Provider/Service Provider), hereby declare and undertake that:

- a. We have not obtained, induced, or attempted to obtain the procurement of any contract, right, interest, privilege, or other obligation or benefit from Dow University of Health Sciences (DUHS) or any of its administrative/financial offices or departments through any “Corrupt and Fraudulent Practices”.
- b. Without limiting the generality of the foregoing, we represent and warrant that we have fully disclosed and declared all charges, brokerage, commission, fees, taxes, or levies paid or payable to anyone in relation to this procurement and we have not given, nor agreed to give, and shall not give or agree to give, directly or indirectly, to any person within or outside Pakistan (including affiliates, agents, associates, brokers, consultants, directors, promoters, shareholders, sponsors or subsidiaries), any commission, gratification, bribe, kickback, finder's fee, or unlawful payment, whether described as consultancy fee or otherwise, with the object of obtaining or inducing this procurement or contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from DUHS except that which has been expressly declared pursuant hereto.
- c. We further certify that we have made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to this transaction with DUHS, and that we have not taken and will not take any action to circumvent this declaration, representation, or warranty.
- d. We accept full responsibility and strict liability for making any false declaration, misrepresentation, not making full disclosure, or taking any action likely to defeat the purpose of this declaration, representation and warranty. We agree that any contract, right, interest, privilege or other obligation or benefit obtained by us in violation hereof shall, without prejudice to any other rights and remedies available to DUHS under law or contract or other instrument, be voidable at the sole discretion of DUHS.
- e. Without limiting DUHS's rights and remedies, we further undertake to indemnify and compensate DUHS for any loss or damage it may incur on account of our “Corrupt and Fraudulent Practices”. Such compensation shall not be less than the amount of any commission, gratification, bribe, gifts, or kickbacks given or offered by us, and may extend up to ten times such amount, as determined by DUHS in its sole discretion.

Dow University of Health Sciences
Signature & Seal

(Name of Supplier/Service Provider/Consultant)
Signature & Seal

FORM OF CONTRACT
(Specimen purpose only)

This Agreement is made on this _____ day of _____, 202_____

BETWEEN

Dow University of Health Sciences, a premier institute of health sciences in Pakistan, established under the Dow University of Health Sciences Act 2004 having main campus at Baba-e-Urdi Road, Karachi, Pakistan, 74200; through its Registrar (hereinafter referred to as the “**Procuring Agency**” or “**DUHS**” which expression shall, unless repugnant to law or context, include its representatives, successors-in-interest and permitted assignees) OF THE FIRST PART.

AND

_____, a _____ incorporated/registered under the laws of Pakistan, having its principal place of business at _____, acting through its, duly authorized signatory, _____ (hereinafter referred to as the “**Service Provider**” which expression shall, unless repugnant to law or context, include its representatives, successors-in-interest and permitted assignees) OF THE SECOND PART.

[“Procuring Agency or DUHS” and “Service Provider or Service Provider” may hereinafter collectively be referred to as “Parties” and individually as a “Party” as and when the context of this Agreement]

WHEREAS the DUHS intends to hire Service Provider for _____ (Tender Ref: No. _____), Therefore, invited bids through N.I.T No. _____

WHEREAS the Service Provider (successful bidder) submitted his bid vide _____ in accordance with the bid document and was selected as “successful bidder” pursuant to the bidding process, awarded the “Letter of Acceptance / Intent” (LoA/LoI) No. _____ to the Service Provider on _____.

NOW, THEREFORE, in consideration of the foregoing premises and the mutual covenants contained herein, the parties agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the bidding document referred to. This agreement shall be effective from _____ to _____.
2. The following documents shall be deemed to form and be read and construed as part of the Agreement, viz.:
 - a. The Bid form / Price schedule submitted by the Service Provider.
 - b. The Scope of Services (C-1) mentioned in the bidding document.
 - c. The Terms & Conditions of Contract (C-2 to C-15) mentioned in the bidding document.
 - d. The Procuring Agency’s Notification of Award / Letter of Acceptance
 - e. All clauses of the Bidding Document.
3. The Procuring Agency agrees to pay the Service Provider the agreed price as per Price Schedule in consideration of the provision of the goods and/or services, and the Service Provider agrees to provide the goods and/or services to the Procuring Agency in consideration of the agreed price.

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

(Signature of Service Provider/Authorized Representative) (Signature of Authorized Officer of the DUHS)

Name
 Designation:
 Address:
 Seal:

Name:
 Designation
 Address:
 Seal

WITNESS – 1

Name:
 NIC:
 Address:

WITNESS – 2

Name:
 CNIC:
 Address:


**OFFICE OF THE DIRECTOR WORKS & SERVICES
DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI.**

Baba-e-Urdu Road, Karachi. Direct No. 92-21- 99216065

 Website: www.duhs.edu.pk E-mail: rahim.khan@duhs.edu.pk

NIT No. DUHS/W&S/2025/1640

 Dated: 29th December, 2025

TENDER NOTICE

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

S #	DESCRIPTION	METHOD OF PROCUREMENT
1.	PROVISION OF LAUNDRY SERVICES (REF. NO. DUHS/W&S-NIT/185)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
2.	REPAIR AND MAINTENANCE SERVICE FOR PASSENGER LIFTS AND PATIENTS/ BED LIFTS (REF. NO. DUHS/W&S-NIT/186)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
3.	HIRING OF BUSINESS SMS SERVICES (REF. NO. DUHS/W&S-NIT/187)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
4.	PROVISION OF PRIMARY 4G INTERNET GSM CONNECTIVITY (REF. NO. DUHS/W&S-NIT/188)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)
5.	(RE-TENDER) REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS) (REF. NO. DUHS/W&S-NIT/190)	Single Stage – Two Envelope Procedure as per rule 46 sub rule-2 of SPP Rules 2010 (Amended upto date)

Tender Fee	Rs. 5,000/- (Rupees Five Thousand Only) Non-Refundable in shape of Pay Order / Demand Draft in favor of Dow University of Health Sciences, Karachi.
Security	Bid Security and Performance Security as mentioned in the bidding document.

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

The electronics bids must be submitted using EPADS before closing time **19-01-2026** at **10:00 Hrs.** Manual bids, shall not be accepted. Electronic Bids will be opened on **19-01-2026** at **11:30 Hrs.** For any query related to e-bidding, please Contact to the facilitator /Coordinator, Procurement Committee Services at Admin Block 5th floor DMC Campus, Baba-e-Urdu Road near Civil Hospital Karachi, Phone No. 021-38771000 (Ext. 5820 /5907).The tender fee (non-refundable) and bid security (refundable) shall be submitted in the form of a Pay Order / Demand Draft / Bank Guarantee issued by a Scheduled Bank of Pakistan in favor of Dow University of Health Sciences, Karachi and must be delivered to the above-mentioned office of the Facilitator / Coordinator, Procurement Committee at the same address.

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

DIRECTOR

Works & Services

Dow University of Health Sciences, Karachi



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Baba-e-Urdu Road, Karachi. Direct No. 92-21-99216065
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