

RAWALPINDI INSTITUTE OF CARDIOLOGY

RAWAL ROAD, RAWALPINDI



BIDDING DOCUMENTS FOR

**INTEGRATED SMART SURVEILLANCE &
ACCESS CONTROL SERVICE**

FOR THE F.Y (2024-25 & 2025-26)

Phone No: 051-9281111-20

Fax No: 051-9281357

E-Mail: purchaseric272@gmail.com

CHECK LIST

The provision of this checklist is essential prerequisite along with submission of tenders.

SR. #	DETAIL	YES / NO	PAGE #
<u>KNOCK OUT CLAUSES</u>			
1.	Valid National ID Card (NADRA)		
2.	Company profile including managerial capability. (Name, Address, Tel No)		
3.	Acceptance of terms and condition of tender documents duly signed and stamped		
4.	Contract of e ticketing and digital parking system in any other institute / hospital		
5.	Bank Certificates		
6.	Valid National Tax Number		
7.	Valid General Sale Tax certificate		
8.	Valid Professional Tax certificate		
9.	Fresh CDR worth amounting Rs. 1,500,000/- (2% of the estimated price)		
<u>GENERAL CLAUSES</u>			
1	Authenticated and certified list of employees along with the pay rolls is required		
2	An affidavit on stamp paper of Rs.100/- that the bidder shall provide Integrated Smart Surveillance & Access Control Service required by RIC.		

Important Note:

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny. It is intimated that no objection shall be entertained regarding the terms and conditions of the Bidding Document at the later stages during tender process.

Applicability of Punjab Procurement Rules, 2014 (amended)

This Bidding Process will be governed under Punjab Procurement Rules, 2014, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project.

INVITATION FOR BIDS**RAWALPINDI INSTITUTE OF CARDIOLOGY RAWAL ROAD, RAWALPINDI****Reference No: RIC/PO/2519/25, Dated: 04-03-2025****INTEGRATED SMART SURVEILLANCE & ACCESS CONTROL SERVICE**

The Rawalpindi Institute of Cardiology invites sealed bids from the eligible bidders for Integrated Smart Surveillance & Access Control Service at Rawalpindi Institute of Cardiology. Detailed description and terms & conditions are given in the Bidding Documents.

Interested eligible bidders may obtain the bidding documents containing terms & conditions and quantities free of cost from the websites of Punjab Procurement Regulatory Authority www.ppra.punjab.gov.pk, www.ric.gov.pk & <https://punjab.eprocure.gov.pk>.

Bidding will be conducted through Single Stage – Two Envelopes bidding procedure as per PPRA Rule 2014 (Amended)

Bids must be submitted electronically via **EPADS (E-Pak Acquisition and Disposal System)** on or before **21-03-2025 at 10:00 AM**. The original bid security **Rs. Rs. 1,500,000/-** (2% of the estimated price) in the shape of CDR / Bank Guarantee (refundable) must submit to the address mention below before the closing time and date of tender in the name of Rawalpindi Institute of Cardiology, Rawalpindi. Hospital will not be responsible for any costs or expenses incurred by Bidders in the preparation, delivery, or electronic submission of Bids.

Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below at **10:30 am on 21-03-2025**. The Bidders are requested to give their best and final prices.

**Medical Superintendent
Rawalpindi Institute of Cardiology
Rawal Road, Rawalpindi**

BID DATA SHEET

ITB Ref	Description	Detail
N/A	Bid reference number	RIC/PO/2519/25, DATED: 04-03-2025
ITB Clause 24	Last date and time for the receipt of bidding Document on EPAD	21-03-2025 on 10:00 AM
N/A	Pre-bid meeting date, time and venue	14-03-2025 on 10:00 AM at Purchase Office RIC, Rawalpindi
ITB Clause 27	Date, time and venue of opening of technical Bids	21-03-2025 on 10:30 AM at Purchase Office RIC, Rawalpindi on EPAD
ITB Clause 16	Bid currency	PKR
ITB Clause 13	Language of bid	English or Urdu
ITB Clause 20	Amount of bid security	Rs. 1,500,000/- (2% of estimated price)
ITB Clause 21	Bid validity period	120 Days
ITB Clause 09	Bidding procedure	Single stage – Two Envelop procedure
ITB Clause 27	Address for communication: Medical Superintendent Rawalpindi Institute of Cardiology Rawal Road, Rawalpindi	

INSTRUCTIONS TO BIDDERS

1. **Eligible bidders:** This Invitation for Bids is open to all individuals/ companies of Pakistan registered with income tax/sale tax departments for leasing out vehicle parking. The bidder shall also have to submit a copy of registration certificate with Govt and Memorandum of Association / Partnership deed registered with the Registrar of Companies in Pakistan if required. The bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices, declared by any Government (Federal/Provincial/District), a Local Body or a Public Sector Organization.
2. **Eligible Goods and Services:** All goods and related services to be supplied under the contract shall have their origin in eligible source countries and all expenditures made under the contract shall be limited to such goods and services. For this purpose, the term “**goods**” includes any goods that are the subject of this Invitation for Bids and the term “**Services**” shall includes related services such as transportation, insurance etc. The “**origin**” means the place where the goods are mined, grown, or produced, or the place from which the related goods are supplied. Goods are produced through manufacturing or processing, or substantial and major assembly of ingredients / components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.
3. **Cost of Bidding:** The bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the manner or outcome of the bidding process.

THE BIDDING DOCUMENTS

4. Content of Bidding Documents

- i. The services required, bidding procedures, and contract terms are prescribed in the bidding documents. In addition to the invitation for bids, the bidding documents includes:-
 - a) Instructions to bidders;
 - b) General Conditions of Contract;
 - c) Special Conditions of Contract;
 - d) Schedule of Requirements;
 - e) Technical Specifications;
 - f) Manufacturer’s Authorization Form;
 - g) Performance Guaranty Form;
 - ii. The “**Invitation for Bids**” does not form part of the Bidding Documents and is included as a reference only. In case of discrepancies between the Invitation for Bid and the Bidding Documents listed above, the said Bidding Documents shall take precedence.
 - iii. The bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents.
 - iv. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect shall be at the bidder’s risk and may result in the rejection of its bid.
5. **Clarification of Bidding Documents:** A prospective bidder requiring any clarification of the bidding documents may notify the Procuring Agency, in writing at the Procuring Agency’s address, indicated in the Invitation for Bids. The Procuring Agency shall respond in writing to any request for clarification of the bidding documents, which it receives no later than ten (10) days prior to the deadline for the submission of bids prescribed in the Invitation for Bids. Written copies of the Procuring Agency’s response (including an explanation of the query but without identifying the source of inquiry) shall be sent to all prospective bidders through EPAD that have received the bidding documents. Pre-bid conference will also be held as per above mentioned date.
 6. **Amendment of Bidding Documents:** At any time prior to the deadline for submission of bids, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment. All prospective bidders that have received the bidding documents shall be notified of the amendment in writing or by phone, and shall

be binding on them. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of bids.

PREPARATION OF BIDS

7. **Language of Bid:** The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and the Procuring Agency shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation in English, in which case, for purposes of interpretation of the Bid, the translation shall govern.
8. **Documents Comprising the Bid:** The bid shall comprise the following components:
 - (a) Bid Form and Price Schedule completed in accordance with instruction to bidders (to be submitted along with financial proposal);
 - (b) Documentary evidence established in accordance with instruction to bidders that the bidder is eligible to bid and is qualified to perform the Contract if its bid is accepted;
 - (c) Documentary evidence established in accordance with instruction to bidders that the services to be supplied by the bidder are eligible services and conform to the bidding documents; and
 - (d) **Bid Security of Rs. 1,500,000/-** (2% of the estimated price) in the shape of call deposit (fresh CDR) / bank guarantee in the name of Executive Director, Rawalpindi Institute of Cardiology, Rawal Road, Rawalpindi to be submitted with technical offer.
9. **Bid Form & Price Schedule:** The bidder shall complete the Bid Form and an appropriate Price Schedule furnished in the bidding documents, indicating the services to be supplied, a brief description of the services, their strength, packing, quantity, and prices.
10. **Bid Prices:**
 - i. The bidder shall indicate on the appropriate Price Schedule the unit prices and total bid price of the services, it proposes to supply under the Contract.
 - ii. Form of price Schedule is to be filled in very carefully, preferably typed. Any alteration /correction must be initialed. Every page is to be signed and stamped at the bottom. Serial number of the quoted item may be marked with red / yellow marker.
 - iii. The bidder should quote the prices of services according to the strength / technical specifications as provided in the Form of Price Schedule and Technical Specifications. The specifications of services, different from the demand of bid enquiry, shall straightway be rejected.
 - iv. **The bidder is required to offer competitive price. All prices must include the General Sales Tax (GST) and other taxes and duties, where applicable. If there is no mention of taxes, the offered / quoted price shall be considered as inclusive of all prevailing taxes/duties. The benefit of exemption from or reduction in the GST or other taxes shall be passed on to the Procuring Agency.**
 - v. Prices offered should be for the entire quantity demanded; partial quantity offers shall straightaway be rejected. Conditional offer shall also be considered as non-responsive bidder.
 - vi. While tendering your quotation, the present trend / inflation in the rate of services in the market should be kept in mind. No request for increase in price due to market fluctuation in the cost of services shall be entertained.
11. **Bid currencies:** Prices shall be quoted in Pak Rupees.
12. **Documents Establishing bidder's Eligibility and Qualification**
 - i. The bidder shall furnish, as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract if its bid is accepted.
 - ii. The documentary evidence of the bidder's eligibility to bid shall establish to the Procuring Agency's satisfaction that the bidder, at the time of submission of its bid, is eligible as defined under instruction to the bidders
 - iii. The documentary evidence (to be submitted along with technical proposal) of the bidder's qualifications to perform the Contract if its bid is accepted shall establish to the Procuring Agency's satisfaction:

(a) National Tax Number (NTN) and General Sales Tax Number (GST) (if applicable) with documentary proof shall have to be provided by each bidder in the tender.

(c) The bidder shall submit an affidavit on legal stamp paper of Rs. 100/- that their firm is not blacklisted on any ground by any Government (Federal/Provincial/District), a local body or a Public Sector Organization. The bidder shall be debarred from bid on account of submission of false statement.

(d) The bidder should have experience of E-ticketing and digital parking system in any other institute / hospital. Documentary proof shall have to be provided in this regard.

(e) The bidder is required to provide with the Technical Proposal, the name of item(s) for which they have quoted their rates in the Financial Proposals.

(f) The bidder must indicate the registration number, make of country of origin / Manufacturer of the vehicle parking, capacity of production of the firm, its financial status, and list of qualified technical and supervisory staff working in the production and control departments.

(g) All other documents mentioned in the check list

13. Documents Establishing Goods and Services Eligibility and Conformity Bidding Documents:

i. The bidder shall furnish along with Technical Proposal, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all services, which the bidder proposes to supply under the Contract.

14. **Bid Security Rs. 1,500,000/-** (2% of the estimated price) in the shape of Call Deposit (fresh CDR) / Bank guarantee in the name of Executive Director, Rawalpindi Institute of Cardiology Rawalpindi from any schedule bank shall be furnished by the bidder along with technical offer.

15. Bid Validity

i. Bids shall remain valid for the period of **Four (4) Months** after the date of opening of Technical Bid, prescribed by the Procuring Agency. A bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive.

ii. The Procuring Agency shall ordinarily be under an obligation to process and evaluate the bid within the stipulated bid validity period. However, under exceptional circumstances and for reason to be recorded in writing, if an extension is considered necessary, all those who have submitted their bids shall be asked to extend their respective bid validity period. Such extension shall be for not more than the period equal to the period of the original bid validity.

iii. bidders who,-

(a) Agree to the Procuring Agency's request for extension of bid validity period shall not be permitted to change the substance of their bids; and

(b) Do not agree to an extension of the bid validity period shall be allowed to withdraw their bids without forfeiture of their bid securities (earnest money).

16. Format and Signing of Bid:

i. The bidder shall prepare and submit its bid along with original purchase receipt. The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. The person or persons signing the bid shall initial all pages of the bid, except for un-amended printed literature.

ii. Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

SUBMISSION OF BIDS

17. Sealing and Marking of Bids

Bids must be submitted by the bidder through EPAD not later than the time and date specified in the Invitation for Bids. The Procuring Agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with instruction to bidders, in which case all rights and obligations of the Procuring Agency and bidders previously subject to the deadline shall thereafter be subject to the deadline as extended

18. Deadline for Submission of Bids:

Bids must be submitted by the bidder and received by the Procuring Agency at the address specified under instruction to bidders, not later than the time and date specified in the Invitation for Bids. The Procuring Agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with instruction to bidders, in which case all rights and obligations of the Procuring Agency and bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

19. Late Bid: All firms are required to participate via (EPAD) and submit original bid security to procuring agency prior to the submission deadline. Any bid security received after the deadline shall be deemed invalid and will be returned to the respective bidder."

20. Withdrawal of Bids: The bidder may withdraw its bid after the bid's submission and prior to the deadline prescribed for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified in instruction to bidders.

OPENING AND EVALUATION OF BIDS**21. Opening of Bids**

i. The Procuring Agency shall initially open only the "**TECHNICAL PROPOSAL**" from EPAD in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Invitation for Bids. The bidders' representatives who are present shall sign the Attendance Sheet evidencing their attendance. However, the "**FINANCIAL PROPOSAL**" shall be save on EPAD till completion of the evaluation process.

ii. The bidders' names, item(s) for which they quoted their rate and such other details as the Procuring Agency, at its discretion, may consider appropriate, shall be announced at the opening of technical proposal. No bid shall be rejected at technical proposal / bid opening, except for late bids, which shall be returned unopened to the bidder. However, at the opening of Financial Proposals (the date, time and venue would be announced later on), the bid prices, discounts (if any), and the presence or absence of requisite Bid Security and such other details as the Procuring Agency, at its discretion, may consider appropriate, shall be announced.

iii. The Procuring Agency shall prepare minutes of the bids opening (technical and financial).

22. Clarification of Bids: During evaluation of the bids, the Procuring Agency may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted

23. Preliminary Examination

i. The Procuring Agency shall examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

ii. In the financial bids the arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid shall be rejected, and its bid Security may be forfeited. If there is a discrepancy between words and figures, the amount in words shall prevail.

iii. The Procuring Agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

iv. Prior to the detailed evaluation, the Procuring Agency shall determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Applicable Law, Taxes & Duties shall be deemed to be a material deviation for technical proposals. The Procuring Agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

- v. If a bid is not substantially responsive, it shall be rejected by the Procuring Agency and may not subsequently be made responsive by the bidder by correction of the nonconformity.

24. Evaluation & Comparison of Bids

- i. The Procuring Agency shall evaluate and compare the bids, which have been determined to be substantially responsive.
- ii. The Procuring Agency's evaluation of technical proposal / bid shall be on the basis of previous performances, previous test reports, inspection of plant/ factory / premises (if not previously conducted), previous experience, financial soundness and such other details as the Procuring Agency, at its discretion, may consider appropriate, shall be considered. However, the evaluation of financial proposal shall be on the basis of price inclusive of prevailing taxes and duties in pursuant to instruction to bidders.
- iii. All bids shall be evaluated in accordance with the evaluation criteria and other terms & conditions set forth in these bidding documents.
- iv. A bid once opened in accordance with the prescribed procedure shall be subject to only those rules, regulations and policies that are in force at the time of issue of notice for invitation of bids.

25. Evaluation Criteria:

- i. For the purposes of determining the lowest evaluated bid, facts other than price such as previous performances, previous experience, financial soundness and such other details as the Procuring Agency, at its discretion, may consider appropriate shall be taken into consideration. The following merit point system for weighing evaluation factors/ criteria will be applied for the **TECHNICAL PROPOSALS**. The number of points allocated to each factor shall be specified in the Evaluation Report.

EVALUATION CRITERIA

SR. #	PARAMETERS	Maximum MARKS
1.	Credibility of e-ticketing implementation and digital Parking (vehicle access control) and Surveillance system (firm must provide evidence / satisfactory performance certificate) <ul style="list-style-type: none"> <li style="display: flex; justify-content: space-between; margin-bottom: 5px;"> • 01 to 02 Years 05 marks • More than 02 years 10 marks 	10
2.	Contract agreement of human access control and surveillance service in any other public / private hospital <ul style="list-style-type: none"> <li style="display: flex; justify-content: space-between; margin-bottom: 5px;"> • 01 to 02 Years 05 marks • More than 02 years 10 marks 	10
3	<u>HUMAN RESOURCES</u> <ul style="list-style-type: none"> • IT Supervisor: Must have master in computer science • Logistic Manager: Must have Bachelor degree Interview of In-charge, Access Control Officer & Operators will be conduct by hospital as a part of technical evaluation, hospital has right to reject or select any worker. Detail of human resource must be attached with technical bid. Salary shall be disbursed as per government rules / labor law	05
4	<u>FINANCIAL CAPABILITY</u> Average Annual turnover (PKR million) for the last two financial years. <ul style="list-style-type: none"> <li style="display: flex; justify-content: space-between; margin-bottom: 5px;"> • Less than 10 Million 05 marks <li style="display: flex; justify-content: space-between; margin-bottom: 5px;"> • 10 to 15 Million 15 marks • 16 to 20 Million 20 marks 	20
5.	Audit report of last two years / Tax Return of last 02 years	05
6.	<u>DEMO AND PLAN OF ACCESS CONTROL SOFTWARE</u> a) Plan & Demonstration of implementation for auto reconciliation of (daily/ weekly/ monthly) revenue along with vehicle parking history, AI based e-ticketing and AI based vehicle identification system. <i>(Plan 10 Marks, Demo 10 Marks)</i>	20
	b) Plan & Demonstration of zone based human access control system for employees, patients and visitors <i>(Plan 05 Marks, Demo 10 Marks)</i>	15
	c) Providing Plan & Demonstration of Cloud-based data storage and integration with central computerized system of RIC Rawalpindi with live off site access and access of software admin panel to hospital management <i>(Plan 05 Marks, Demo 10 Marks)</i>	15
Total Marks		100

Total marks: 100

Marks Obtained: _____

Qualifying marks 65%

- i) Financial status of the firm would be derived from the transactions of bank statement and Balance Sheet.
- ii) 100% complete information according to the bid evaluation criteria provided by the firm will get maximum marks.

THE INFORMATION PROVIDED BY THE FIRM SHOULD BE RELEVANT, CONCISE AND TO THE POINT AS PER BID EVALUATION CRITERIA, UN NECESSARY DOCUMENTATION WILL HAVE A NEGATIVE IMPACT.

- iii) After technical evaluation is completed, the Procuring Agency shall inform the bidders who have submitted proposals the technical scores obtained by their technical proposal, and shall notify those bidders whose proposal did not meet the minimum qualifying mark which is 65% or were considered non responsive, that their Bid security shall be return after completing the selection process. The Procuring Agency shall simultaneously notify in writing bidders that have secured the minimum qualifying marks, the date, time and location for opening the financial proposals. Bidders' attendance at the opening of financial proposals is optional.
 - iv) Financial proposals shall be opened publicly through EPAD in the presence of the bidders or their representatives who choose to attend. The name of the bidders and the technical score of the bidder shall be read aloud. The financial proposal of the bidders who met the minimum qualifying marks shall then be inspected to confirm that they have remained sealed and unopened. These financial proposals shall be then opened and the quoted price read aloud and recorded.
26. **Contacting the Procuring Agency:** No bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Procuring Agency, it should do so in writing. Any effort by a bidder to influence the Procuring Agency in its decisions on bid evaluation, bid comparison, or Contract award may result in the rejection of the bidder's bid. Canvassing by any bidder at any stage of the Tender evaluation is strictly prohibited. Any infringement shall lead to disqualification in addition to any other penalty Procuring Agency may in its discretion impose.
27. **Qualification & disqualification of bidders:** The Procuring Agency shall disqualify a bidder if it finds, at any time, that the information submitted by firm was false and materially inaccurate or incomplete.
28. **Rejection of Bids:** The Procuring Agency may reject any or all bids at any time prior to the acceptance of a bid. The Procuring Agency shall upon request communicate to any bidder who submitted a bid, the grounds for its rejection of any or all bids, but is not required to justify those grounds. The Procuring Agency incurs no liability, solely towards bidders who have submitted bids. Notice of the rejection of any or all bids shall be given promptly to the concerned bidders that submitted bids.
29. **Re-Bidding:** If the Procuring Agency rejected all bids, it may call for a re-bidding or if deems necessary and appropriate the Procuring Agency may seek any alternative methods of procurement under Rule 42 of the Punjab Procurement Rules-2014 (amended). The Procuring Agency before invitation for re-bidding shall assess the reasons for rejection and may revise specifications, evaluation criteria or any other condition for bidders, as it may deem necessary.
30. **Announcement of Evaluation Report:** The Procuring Agency shall declare the results of bid evaluation prior to the award of procurement contract.

AWARD OF CONTRACT

31. **Acceptance of Bid and Award criteria**
The bidder with the lowest evaluated bid, if not in conflict with any other law, rules, regulations or policy of the Provincial Government, shall be awarded the contract, within the original or extended period of bid validity.
32. **Procuring Agency's right to vary quantities at time of award**
The Procuring Agency reserves the right at the time of contract's award to increase or decrease, the quantity of services originally specified in the price schedule and schedule of requirements without any change in unit price or other terms and conditions.
33. **Limitations on negotiations**
Negotiations may not relate to the price or substance of tenders or proposals specified by the bidder in his tender, but only to minor technical, Contractual or logistical details.
I. As guidance only, negotiations may normally relate to the following areas:

- Minor alterations to technical details, such as the terms of reference, the scope of work, the specification or drawings;
- Minor amendments to the Special Conditions of Contract;
- Finalizing the payment arrangements;
- Mobilization arrangements;
- Agreeing final delivery or completion schedules to accommodate any changes required by the procuring agency;
- The proposed methodology
- Inputs required from the procuring agency;
- Clarifying details that were not apparent or could not be finalized at the time of bidding;
- The bidder's tax liability in Pakistan, if the bidder is a foreign company.
- Negotiations shall not be used to:
- Substantially change the technical quality or details of the requirement, including the tasks or responsibilities of the bidder or the performance of the services;
- Substantially alter the terms and conditions of Contract;
- Reduce unit rates or reimbursable costs, provided that in case of exceptional circumstances like exorbitant rate, rates higher than prevailing market rates, negotiation may be adopted;
- Reduce work inputs solely to meet the budget; or
- Substantially alter anything which formed a crucial or deciding factor in the evaluation of the Tenders or proposals.

34. Notification of Award

- i. Prior to the expiration of the period of bid validity, the Procuring Agency shall notify the successful bidder in writing by registered letter, to be confirmed in writing by registered letter, that its bid has been accepted.
- ii. The notification of award shall constitute the formation of the contract.

35. Signing of Contract

- i. At the same time as the Procuring Agency notifies the successful bidder that its bid has been accepted, the Procuring Agency shall send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- ii. Both the successful bidder shall sign with date the contract on the legal stamp paper within seven days of the award notification. If the successful bidder, after completion of all codal formalities shows inability to sign the contract within seven days then the firm shall be blacklisted minimum for two years. In such situation, the Procuring Agency may make the award to the next lowest evaluated bidder or call for new bids.

36. Performance Guaranty/ Security

- i. On the date of signing of contract, the successful bidder shall furnish the Performance Guaranty / Security **10%** in accordance with the Conditions of Contract, in the Performance Guaranty / Security Form provided in the bidding documents.
- ii. Failure of the successful bidder to comply with the requirement of instructions to the bidders shall constitute sufficient grounds for the annulment/termination of the award and forfeiture of the bid Security, in which event the Procuring Agency may make the award to the next lowest evaluated bidder or call for new bids.
- iii. The successful bidder is expected to fully operationalize services of the Integrated Smart Surveillance & Access Control Service within two weeks of the award of contract

37. Corrupt or Fraudulent Practices

- (a) The Procuring Agency requires that the Procuring Agency as well as bidders/ Contractors observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuance of this policy, the Procuring Agency defines, for the purposes of this provision, the terms set forth below as follows:
 - i. **“corrupt practice”** means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in Contract execution; and
 - ii. **fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract to the detriment of the Procuring Agency, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices

at artificial noncompetitive levels and to deprive the Procuring Agency of the benefits of free and open competition;

- (b) Shall reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract in question;
- (c) Shall declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a Contract; onus of proof will be on the firm.

GENERAL CONDITIONS OF CONTRACT

- 1) **Definitions:** In this Contract, the following terms shall be interpreted as indicated against each;
 - i) **“The Contract”** means the agreement between the Procuring Agency and the Contractor, as recorded in the Contract Form signed by the Parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - ii) **“The Contract Price”** means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
 - iii) **“The Services”** means Integrated Smart Surveillance & Access Control Service.
 - iv) **“The Procuring Agency”** means the Executive Director, Rawalpindi Institute of Cardiology Rawal Road, Rawalpindi
 - v) **“The Contractor”** means the individual or firm supplying the services under this Contract.
- 2) **Application:** These General Conditions shall apply to the extent that they are not inconsistent / superseded by provisions of other parts of the Contract.
- 3) **Standards:** The services supplied under this Contract shall conform to the standards mentioned in the Technical Specifications.
- 4) **Use of Contract Documents and Information**
 - i) The Contractor shall not disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring Agency in connection therewith, to any person other than a person employed by the Contractor in the performance of the Contract.
 - ii) The Contractor shall not, without the Procuring Agency’s prior written consent, make use of any document or information enumerated in condition of contract except for purposes of performing the Contract.
 - iii) Any document, other than the Contract itself, enumerated in condition of contract shall remain the property of the Procuring Agency and shall be returned if so required by the Procuring Agency.
 - iv) The Contractor shall permit the Procuring Agency to inspect the Contractor’s accounts and records relating to the performance of the Contractor.
- 5) **Inspections**
 - i. The Procuring Agency or its representative shall have the right to inspect and/or to test the services to confirm their conformity to the Contract specifications at no extra cost to the Procuring Agency.
 - ii. For the purpose of inspections and tests of Integrated Smart Surveillance & Access Control Service Materials, the Contractor shall inform the Rawalpindi Institute of Cardiology Rawalpindi at least 15 working days in advance when all or any specific consignment / installment of services is manufactured and ready for inspection. The inspection team from Rawalpindi Institute of Cardiology Rawalpindi shall inspect the quantity, specifications of services. The Contractor shall furnish all reasonable facilities and assistance including access to drawings and production data to the inspectors at no charge to the Procuring Agency. However, if the Contractor proves an undue delay in conduct of inspection on the part of Procuring Agency, the Contractor shall not be liable for penalty on account of that delay
 - iii. Nothing in General Conditions of Contract shall in any way release the Contractor from any warranty or other obligations under this Contract.
- 6) **Delivery and Documents:** The Contractor in accordance with the terms specified in the Bidding Documents shall make delivery of the services. The details of documents to be furnished by the Contractor are specified in Special Conditions of the Contract.
- 7) **Prices:** Prices quote in Pak Rupees.
- 8) **Contract Amendments:** No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the Parties.
- 9) **Subcontracts:** The Contractor shall not be allowed to sublet the Integrated Smart Surveillance & Access Control Service and award subcontracts under this Contract.

10) Penalties/liquidated Damages:

Sr.#	SUMMARY OF PENALTIES	PENALTIES IN PKR
1.	In case of non-availability/ un-serviceable/ out of order Equipment	Rs. 1,000 will be charged per equipment per day.
2.	In case of theft of major equipment / fixtures (AC, water cooler, Wires, water pumps, LED Screens etc.) by the intruder due to negligence of security staff	Rs. 5,000 will be charged as penalty plus amount of loss incurred by hospital if approved by Hospital Inquiry Committee.
3.	If the doors of high-risk areas are found to be opened / transparency breach and unauthorized persons without cards are found in the premises of High Risk areas, emergency, wards, CCU, ITC, OT	Minimum penalty of Rs. 50,000/- shall be imposed and will be consider as fraudulent activity and strict disciplinary action will be taken against firm.
4.	In case hospital received any written complaint against the firm	Any written complaint against the firm will be taken seriously by the hospital administration; the penalty will be imposed minimum Rs. 10000/- and above as decided by the hospital administration.
5.	Public complaint (misconduct / misbehavior / overcharging)	Minimum Rs. 2000/- and maximum 10,000/- per complaint, depending on the severity
6.	If rate list is not displayed properly and at prominent place	Rs. 5000/- per inspection
7.	In case of parking at wrong place for 3 minutes of more	Fine Rs.500/- per vehicle / incidence
8.	Parking of vehicle by outsider not patient /attendant / staff)	Fine Rs. 500/- per vehicle / per day
9.	Theft, unauthorized access, or security breach within the monitored premises due to system failure, negligence, or improper functioning of the surveillance system	Rs. 5000 / incidence or higher along with the cost of stolen objects.
10.	Non-functional surveillance system for more than 30 minutes without prior notice and valid justification	Rs. 5000 / hour
11.	Failure to capture clear and usable footage due to poor configuration, hardware failure, or software issues	Rs. 1000 / per defected camera / day
12.	Failure to ensure regular maintenance and immediate rectification of any faults. Failure to respond and resolve critical issues within 1 hour	Rs. 1000 / delayed hour
13.	Any unauthorized changes, tampering, or manipulation of the system by the vendor resulting in a security lapse	Rs. 100,000 or higher depending on the nature of tempering and security lapse caused and/or termination of the contract
14.	Repeated failures (three or more incidents within a quarter)	As decided by the administration, higher penalties, blacklisting the vendor, or termination of the contract

11) **Termination for Default:** The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Contractor, may terminate the Contract in whole or in part, if the Contractor fails to deliver any or all installments of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Agency; or if the Contractor fails to perform any other obligation(s) under the Contract and if the Contractor, in the judgment of the Procuring Agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

12) **Force Majeure:** Notwithstanding the provisions of general conditions of contract the Contractor shall not be liable for forfeiture of its Performance Guaranty/ bid Security, or termination/ blacklisting for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For the purposes of this clause Force Majeure means an act of God or an event beyond the control of the Contractor and not involving the Contractor's fault or negligence directly or indirectly purporting to mis-planning, mismanagement and/or lack of foresight to handle the situation. Such events may include but are not restricted to acts of the Procuring Agency in its sovereign capacity, wars or revolutions, fires, floods, earthquakes, strikes, epidemics, quarantine restrictions and freight embargos. If a Force Majeure situation arises, the Contractor shall promptly notify the Procuring Agency in writing with sufficient and valid evidence of such condition and the cause thereof. The Committee of Health Department, constituted for Redressal of grievances, shall examine the pros and cons of the case and all reasonable alternative means for completion of purchase order under the Contract and shall submit its recommendations to the competent authority. However, unless otherwise directed by the

Procuring Agency in writing, the Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek reasonable alternative means for performance not prevented by the Force Majeure event.

- 13) **Termination for Insolvency** The Procuring Agency may at any time terminate the Contract by giving written notice of one month time to the Contractor if the Contractor becomes bankrupt or otherwise insolvent. In this event, termination shall be without compensation to the Contractor, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Parties.
- 14) **Arbitration and Resolution of Disputes:** The Procuring Agency and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal negotiations, the Procuring Agency and the Contractor have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred to the Arbitrator for resolution through arbitration. In case of any dispute concerning the interpretation and/or application of this Contract shall be settled through arbitration. The Executive Director of RIC Rawalpindi shall act as sole arbitrator. The decisions taken and/or award made by the sole arbitrator shall be final and binding on the Parties
- 15) **Governing Language:** The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the Parties, shall be written in English.
- 16) **Applicable Law:** This contract shall be governed by the laws of Pakistan and the courts of Pakistan shall have exclusive jurisdiction.
- 17) **Notices**
 - i) Any Notice given by one party to the other pursuant to this contract shall be sent to the other party in writing and confirmed to other party's address specified in Special Conditions of Contract.
 - ii) A notice shall be effective when delivered or on the notice's effective date, whichever is later

SPECIAL CONDITION OF CONTRACT

1. **Definitions** In this Contract, the following terms shall be interpreted as indicated against each;
 - a. **"The Contract"** means the agreement between the Procuring Agency and the Contractor, as recorded in the Contract Form signed by the Parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - b. **The Contractor:** is the individual or firm providing the services under this contract.
 - c. **Integrated Smart Surveillance & Access Control Service:** is a facility capable of providing smart surveillance and human & vehicle access control service.
2. **Bid Security. Rs. 1,500,000/-** (2% of the estimated price) in the shape of Call Deposit (CDR) / Bank guarantee in the name of Executive Director, Rawalpindi Institute of Cardiology, Rawalpindi to be submitted with technical offer.
3. **Performance Guaranty/ Security:** After signing of contract, the successful bidder shall furnish the Performance Guaranty/Security equivalent to **10%** of the total Contract amount in the shape of bank guarantee in the name of Executive Director, Rawalpindi Institute of Cardiology Rawal Road, Rawalpindi from any of the scheduled banks in accordance with the conditions of the tender inquiry on the prescribed format.
4. **Inspection:** Inspection of Integrated Smart Surveillance & Access Control Service in accordance with the conditions of contract. The services shall be inspected by the Inspection Committee, Rawalpindi Institute of Cardiology Rawal Road, Rawalpindi to physically check the services in accordance with the approved terms / conditions of the contract. The Committee shall submit its inspection report to Procuring Agency. In case of any deficiency, pointed out by the Inspection Committee in the delivered services, the Contractor shall be bound to rectify it free of cost.
5. **Governing Language:** The language of this Contract shall be in English.
6. **Applicable Law:** This Contract shall be governed by the laws of Pakistan and the courts of Pakistan shall have exclusive jurisdiction.
7. **The contract shall remain valid until 30th June 2026 and may be extended for up to three (03) years at the sole discretion and requirement of RIC, without any obligation to extend based on vendor performance**
8. The contractor must maintain quality of services, facilities provided in RIC Rawalpindi.
9. The contractor shall be obliged to attend in person as and when called by the committee/administration of RIC.
10. Contractor is not allowed to sub-let Integrated Smart Surveillance & Access Control Service

11. Contractor shall not remove any of the items given on his charge without the consent of the RIC Administration.
12. Any case of major repair/maintenance of furniture/hardware or building or unfair wear and tear shall be the responsibility of contractor.
13. Rates given in the bid will be strictly implemented by the contractor during the contract, without compromising the quality.
14. Any signage/advertisement/branding shall be decided and displayed only by RIC at the cost of contractor. The contractor shall not display any signage/advertisement/branding other than that decided by RIC. Such signage/advertisement/branding shall not be used by the contractor for any other purpose or at any other place.
15. The contractor shall not display, exhibit or offer for sale any products, goods or other articles or provide services, which are outside the ambit of the agreed range of products, or services between RIC and the contractor or which are repugnant to good morals or are of an indecent, immoral or other improper character. In coming to any determination required under this claim, it is expressly agreed that the decision of RIC shall be conclusive and absolutely binding and shall not be subject to dispute or review.
16. The contractor shall not be entitled to allow any other person(s) to occupy the premises in its stead or to use any part thereof without the written permission of RIC.
17. The Contractor shall abide by all rules and regulations, by-laws and guidelines that RIC may, from time, make or adopt or amend for the care, protection and administration of RIC and the general welfare and comfort of its visitors and employees.
18. The Contractor shall be bound to comply with any instructions issued by RIC from time to time.
19. No addition/alteration at the premises may be undertaken without the prior approval of RIC. Layout and design of any proposed addition/alteration shall require prior written approval of RIC.
20. The Contractor will keep and maintain the Premises and the area in and around the Premises in a clean, hygienic, proper and decent condition; and shall not suffer the premises to be held in a bad state of repair and outlook during the currency of the Agreement. Further, the Contractor shall not in any manner injure the wall, floor or other structure of the building, nor shall it cause any kind of hindrance or obstruction in the use thereof by RIC in any manner whatsoever.
21. In the event of any damages being caused to the Premises, intentionally or otherwise, by the Contractor, contractor shall repair the damage or make the requisite replacement at his own cost up to the satisfaction of the RIC management.
22. The Contractor shall not store or bring or keep in the premises heavy articles so as to injure or damage the premises or keep goods of combustible or inflammable nature, except as reasonably required by the Contractor for performing services under the Agreement.
23. The Contractor shall not abuse the water sources and drainage facilities provided in the building so as to create a nuisance or insanitary situation prejudicial to public health.
24. Contractor shall not to keep or cause any obstruction at the exit and escape routes in the premises under this agreement.
25. Contractor shall provide adequate number of waste bins with proper lids, in the appropriate places around the premises under this agreement.
26. Contractor shall not obstruct the location of fire points, fire extinguishers, fire hydrants, detectors and other operating points of any fire protection system.

PERFORMANCE GUARANTY/ SECURITY FORM (CDR)

To:

*[Executive Director,
Rawalpindi Institute of Cardiology,
Rawalpindi]*

Whereas M/S _____ (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. _____ dated _____ for Integrated Smart Surveillance & Access Control Service (hereinafter called “the Contract”). And whereas, it has been stipulated by you in the said Contract that the Contractor shall furnish you bank guarantee, issued by a scheduled bank for the sum of 10% of the total Contract amount as a Security for compliance with the Contractor’s performance obligations in accordance with the Contract.

Name of the bidder _____
 Father, s Name _____
 Address of bidder / Firm _____
 NIC # _____
 Designation. _____
 Signature _____
 Stamp _____

Contract Form

THIS AGREEMENT made on the ____ day of _____ 20____ between [*Rawalpindi Institute of Cardiology, Rawalpindi*], (hereinafter called “the Procuring Agency”) on the one part and [*name of Service Provider*] of [*city and country of Service Provider*] (hereinafter called “the Service Provider”) on the other part:

WHEREAS the Procuring Agency invited Bids for **Integrated Smart Surveillance & Access Control Service** at [*Rawalpindi Institute of Cardiology, Rawalpindi*] and has accepted a Bid by the Service Provider for the supply of those services in the sum of [*contract price in words and figures*] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- 1.** In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
- 2.** The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Scope of Services;
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract; and
 - (f) the Procuring Agency’s Notification of Award.
 - (g) the Performance Bank Guarantee
 - (h) Complete Bidding document
 - (i) Any other document deemed necessary by the Procuring Agency.
- 3.** In consideration of the payments to be made by the Procuring Agency to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Procuring Agency to provide the services in accordance with the provisions of the Contract and as required under Section VII Schedule of Requirements/ Deployment Plan.
- 4.** The Procuring Agency hereby covenants to pay the Service Provider in consideration of the provision of services, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

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

Medical Superintendent
Rawalpindi Institute of Cardiology
Rawalpindi

Signature of Owner of Firm-----
Name -----
Father Name-----
Designation-----
CNIC#-----

Witnesses by Procuring Agency

Witnesses by the firm

Signature _____
CNIC# _____
Name _____
Designation _____
Address _____

Signature _____
CNIC# _____
Name _____
Designation _____
Address _____

FINANCIAL PROPOSAL:

Management Charges for Integrated Smart Surveillance & Access Control Service	Monthly Charges (Including all Taxes) Rs. _____
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The successful bidder will be determined on the basis of Lowest Management Cost.

REQUIRED EQUIPMENT:

S.#	DETAIL	QTY
1)	Boom Barrier ZKT or Equivalent	5
2)	InBio Controller ZKT or Equivalent	3
3)	Loop Detector	5
4)	Sensor – UHF Reader ZKT or Equivalent	2
5)	Signal Lights	3
6)	CPTR System with Touch Screen (Intel Core i5 9 th Generation or equivalent or all in one PC with same Sepcification) Dell, HP or Equivalent	4
7)	RFID Reader	4
8)	RFID Card	1500
9)	Thermal Printer	1
10)	Bullet Cam (Dahua or Equivalent)	4
11)	NVR (Dahua or Equivalent)	1
12)	Networking Switch (Industrial Grade) 4 Port	2
13)	HDD Drive 4xTB	1
14)	PDU's	2
15)	KIOSK (Standing)	2
16)	Software – Smart AI Parking Solution (4 x Client End) (1 x Dashboard)	1
17)	Server 4TB Storage 32 GB Ram (Intel Zeon Gold Series or equivalent)	1
18)	Any other equipment required for NW/OFC Laying	

NOTES:

- i. All revenue generated from Vehicle Access Control and Human Access Control shall belong exclusively to RIC.
- ii. The vendor shall have no claim over the revenue and shall only be responsible for ensuring a transparent system for revenue tracking and reporting to RIC.
- iii. 100% Revenue will be submitted to account department of RIC at 08:00 am daily.
- iv. If firm failed to submit revenue on 03 consecutive days, their contract will be canceled and performance security as well as equipment / goods will be confiscated and competent authority will take appropriate action will be as per rule.
- v. The Contractor shall provide, render and ensure Integrated Smart Surveillance & Access Control Service as assigned by the Authority on round-the-clock basis, 24 hours per day, 7 days per week including Sundays and holidays.
- vi. All equipment, hardware, software, and infrastructure installed by the vendor for the purpose of providing the smart surveillance services shall become the exclusive property of **Rawalpindi Institute of Cardiology (RIC)**
- vii. The firm shall be responsible for the installation, configuration, and maintenance of all necessary audio, video, sound, computer and any other digital systems required to ensure the smooth facilitation and operation of the services they have planned and committed to deliver under this contract.
- viii. The installed systems must meet industry standards and be fully compatible with the Integrated Smart Surveillance & Access Control Service to ensure seamless functionality.
- ix. Complete manpower will be deployed by contractor.
- x. **The contract shall remain valid until 30th June 2026 and may be extended for up to three (03) years at the sole discretion and requirement of RIC, without any obligation to extend based on vendor performance**

SCOPE OF WORK

HUMAN & VEHICLE ACCESS CHARGES:

- Rates for human access and vehicle access control will be decided by the Hospital Management according to Government rules and will be conveyed to the contractor

TERMS & CONDITIONS:

1. Contractor shall maintain proper record of all receipts (where applicable).
2. In case of breach of discipline penalty shall be imposed as decided by the administration
3. Satisfactory performance report will be taken by the in-charge DMS / Admin & Security Officer on daily basis for each shift. Unsatisfactory report of any person will result in penalty.
4. At any point in time if the doors of high-risk areas are found to be opened and unauthorized persons without cards are found in the premises of High Risk areas, emergency, wards, CCU, ITC, OT, penalty shall be imposed as decided by the administration and will be consider as fraudulent activity and strict disciplinary action will be taken by the authority with minimum penalty of Rs. 50,000/-
5. In-case of theft the firm will responsible for the damages.
6. In case of any damages caused to the hospital as a result of any conflict between the contractor's worker and attendants the contractor will be responsible for the repair/replacement of damage.
7. If automatic doors / surveillance system are found to be mishandled penalty shall be imposed as decided by the administration.
8. If firm violating the policy of **one card one attendant** at the respective stations will have a penalty.
9. The vendor shall have no rights to remove, reclaim, or demand compensation for any installed components, including but not limited to cameras, servers, storage devices, networking equipment, and software licenses, at the end of the contract period.
10. The vendor shall ensure that all equipment is fully operational, properly maintained, and handed over in good working condition at the time of contract expiration or termination.
11. In case of contract termination due to vendor negligence, failure to comply with service level agreements (SLAs), or security breaches, the vendor shall facilitate a smooth transition to a new service provider without disrupting surveillance operations.
12. The vendor shall be responsible for assessing the surveillance system requirements as per the hospital's plan and operational needs. If, during the implementation or operational phase, it is determined that additional hardware (such as cameras, storage devices, network components, or other necessary equipment) is required to ensure comprehensive coverage and optimal performance, the vendor shall install such additional hardware **at no extra cost to Rawalpindi Institute of Cardiology (RIC)**.
13. The vendor must ensure that any additional installations align with the approved surveillance plan and do not compromise system performance, security standards, or compliance with hospital policies. Any modifications shall be documented and reported to RIC's designated personnel for approval and verification.
14. The vendor shall be responsible for training designated RIC personnel on system operation, troubleshooting, and maintenance to ensure uninterrupted functionality beyond the contract period.
15. RIC reserves the right to conduct independent audits or inspections of the surveillance system at any time to assess compliance with contract terms.
16. **Hardware Installation & Ownership**
 - The vendor shall install the necessary hardware required to operate the services.
 - RIC will provide a list of minimum hardware requirements.
 - All installed hardware shall remain the sole property of RIC.
 - The vendor shall not remove, relocate, or claim ownership of the installed hardware under any circumstances.
17. **Maintenance & Repairs**
 - The vendor shall be responsible for the maintenance, repairs, and replacement of any damaged hardware throughout the contract period.
 - Any service downtime due to equipment failure shall be resolved by the vendor within a reasonable time, as specified in the Service Level Agreement (SLA).
18. **Compliance & Performance Monitoring**
 - The vendor shall ensure compliance with all applicable laws, and industry standards.

- RIC reserves the right to audit and monitor the vendor's performance at any stage of the contract.
 - Failure to comply with performance standards may result in contract termination or penalties as per the agreement.
- 19. Termination Clause**
- RIC reserves the right to terminate the contract if the vendor fails to meet contractual obligations, service standards, or compliance requirements.
 - In the event of contract termination, the vendor shall ensure a smooth handover of all operations and equipment without any disruption.
- 20. Dispute Resolution**
- Any disputes arising during the contract period shall be resolved through mutual consultation.
 - If unresolved, the matter shall be referred to arbitration.
 - Executive Director of RIC will be arbitrator
- 21.** The service provider will perform duties in both the covered and uncovered areas including lawns, open spaces, walkways, roads, roofs, residential area of RIC and up till the boundary wall of the hospital.
- 22.** The contractor shall perform all day to day operations, management and administration of the Integrated Smart Surveillance & Access Control Service at **RIC** premises.
- 23.** The contractor shall advise and cooperate with **RIC** in the development and implementation of the best practices and procedures which could improve the operations of the services.
- 24.** The Contractor shall abide by all rules and regulations, by-laws and guidelines that RIC may, from time to time, make or adopt or amend for the care, protection and administration of RIC and the general welfare and comfort of its visitors and employees.
- 25.** The contractor shall ensure the quality of services
- 26.** Contractor shall not remove any of the items given on his charge without the consent of the RIC Administration.
- 27.** Any case of major repair/maintenance of furniture/hardware or building or unfair wear and tear shall be the responsibility of contractor.
- 28.** Any Signage/advertisement / branding shall be decided and displayed only by RIC at the cost of contractor. The contractor shall not display any signage/advertisement/branding other than that decided by RIC. Such signage/advertisement/branding shall not be used by the contractor for any other purpose or at any other place.
- 29.** No addition/alteration at the premises may be undertaken without the prior approval of RIC. Layout and design of any proposed addition/alteration shall require prior written approval by RIC.
- 30.** In the event of any damages being caused to the Premises, intentionally or otherwise, by the Contractor, invitees or customers, contractor shall repair the damage or make the requisite replacement at his own cost up to the satisfaction of the RIC management.
- 31.** Contractor shall not obstruct the location of fire points, fire extinguishers, fire hydrants, detectors and other operating points of any fire protection system.

SERVICES:

- 1. Vehicle Access Operations Management**
 - Vehicle Access Management & Enforcement
- 2. Traffic Management & Designing**
 - Vehicle Access Signage / Marking
 - Vehicle Access Solutions
 - Traffic Control Mechanism
 - 2D / 3D Designing
- 3. IT Interventions**
 - CCTV Surveillance
 - E-Ticketing System
 - Parking Sensors
- 4. IT Infrastructure & Other Facilities:**
 - Access Control Software

- Access Control Management Equipment
- Electronic Ticketing
- RFID / QR code Mediated Check-in and Check-out system
- Exit verification system
- Auto reconciliation of (daily/ weekly/ monthly) revenue along with vehicle parking history, AI based e-ticketing and AI based vehicle space allocation system
- Implementation of zone based human access control system for employees, patients and visitors
- Cloud-based data storage and integration with central computerized system of RIC Rawalpindi with live off site access and access of software admin panel to hospital management

5. Access Control Management Equipment:

- Parking Cones
- Communication Line between all access points
- Signage / Markings
- Blockers