



People's Primary Healthcare Initiative,
Balochistan.
Admin Section
Ref No. PPHI-B/H.O
BLN/2026/INTERNET/01/(IT-CIR)
Dated: _____

(People's Primary Healthcare Initiative Balochistan (PPHI-B))

BIDDING DOCUMENT FOR THE PROVISIONING
Of
Dedicated (CIR) Internet Bandwidth Services
for the Telehealth Nerve Centre, PPHI-Balochistan, Quetta
Rev 1
(TECHNICAL PROPOSAL)

NAME OF BIDDER: _____

(To be filled-in by the Bidder)

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LETTER OF INVITATION FOR BIDS:

Sealed Tenders are invited under the People's Primary Healthcare Initiative Balochistan (PPHI-B) procurement rules, by the PPHI-B from bidders licensed by the Pakistan Telecommunication Authority (PTA) which satisfy every requirement of the Eligibility Criteria for Bidders ("Eligible Bidders") for the provision of dedicated (CIR) internet bandwidth services. In this bidding document and in the Contract, "ISP", "Firm" and "Supplier" each mean the bidder to whom the Contract is awarded, and "Procuring Agency" means the People's Primary Healthcare Initiative Balochistan (PPHI-B). The Contract will run for one (01) year from successful commissioning and is extendable at PPHI-B's option for a further term at the same rates or at such lower rates as the Parties may agree; rates quoted in the Financial Bid must be held on that basis, and the ISP shall in addition continue the service at the rates then prevailing should PPHI-B commence a fresh procurement on expiry. Details of the procurement are as follows:

REQUIRED BIDDING INFORMATION	PEOPLE'S PRIMARY HEALTHCARE INITIATIVE BALOCHISTAN (PPHI-B)
DESIGNATION OF PROCUREMENT OFFICER	DIRECTOR ADMIN & PROCUREMENT
POSTAL ADDRESS OF THE PEOPLE'S PRIMARY HEALTHCARE INITIATIVE BALOCHISTAN (PPHI-B)	PEOPLE'S PRIMARY HEALTHCARE INITIATIVE BALOCHISTAN HOUSE # 8-A JINNAH TOWN SAMUNGLI ROAD, QUETTA-PAKISTAN
PHONE NUMBER & FAX NUMBER	081-2863620 & 081-2863642
E-MAIL ADDRESS & WEBSITE	pphiadmin@pphib.org & HTTPS://PPHIB.ORG/
METHOD OF PROCUREMENT	SINGLE STAGE - TWO ENVELOPE BIDDING PROCEDURE
ISSUANCE OF BIDDING DOCUMENTS	THE TENDER DOCUMENTS CAN BE DOWNLOADED FROM THE PPHI-B WEBSITE: HTTPS://PPHIB.ORG/
PRE-BID MEETING	DATE 28 TH SEPTEMBER 2026 & TIME 11:30 AM AT THE HEAD OFFICE, PPHI-BALOCHISTAN. ISPs CAN CONTACT/VISIT FOR CLARIFICATIONS DURING OFFICE HOURS
DEADLINE FOR SUBMISSION OF BIDS	DATE 9 TH OCTOBER 2026 & TIME 12:30 PM DIRECTLY SUBMITTED TO THE HEAD OFFICE, PPHI-BALOCHISTAN.
OPENING OF TECHNICAL BIDS	DATE 9 TH OCTOBER 2026 & TIME 1:30 PM AT THE HEAD OFFICE OF PPHI-B, QUETTA.
OPENING OF FINANCIAL BIDS	WILL BE COMMUNICATED TO THE BIDDERS AFTER TECHNICAL EVALUATION.
BIDDING DOCUMENT FEE	AMOUNT: PKR. 2,000/- IN THE FORM OF: DEMAND DRAFT / PAY ORDER IN FAVOR OF PEOPLE'S PRIMARY HEALTHCARE INITIATIVE -BALOCHISTAN
BID SECURITY	AMOUNT: 2 % OF THE QUOTED AMOUNT WITH <u>FINANCIAL PROPOSAL</u> MANNER OF PAYMENT: <u>CALL DEPOSIT</u> IN FAVOR OF <u>PEOPLE'S PRIMARY HEALTHCARE INITIATIVE -BALOCHISTAN</u>

ELIGIBILITY CRITERIA FOR BIDDERS:

S. No.	Bidders Eligibility Factor	Mandatory Requirement	Document Required
1	Registration with Income Tax and GST	Must be registered with FBR (NTN & STRN). And Balochistan Revenue Authority	Copy of NTN, GST registration and Tax Inquiry Profile duly verifiable from FBR IRIS / website. BRA Registration.
2	Tax Payer Status	Tax payer status must be "Active". (Income Tax and General Sales Tax) Tax payer must be "Active Tax Filer" with 100% GST/BRA Compliance.	Copy of Active Taxpayer List status from FBR/BRA.
3	PTA Licensing	Bidder must hold a valid Pakistan Telecommunication Authority (PTA) license for CVAS (Data Class Value Added Services) or FLL (Fixed Local Loop) or WLL (Wireless Local Loop), together with an LDI (Long Distance & International) or TIP (Telecommunication Infrastructure Provider) license.	Copy of valid PTA license/s.
4	Network Infrastructure & Upstream Capacity	Bidder must own or operate GPON / long-haul and metro optical fiber infrastructure within Quetta, and must hold an active upstream NNI / contract (e.g. TW1 with TWA, or PIE with PTCL, or equivalent).	Proof of own fiber infrastructure in Quetta and copy of active upstream NNI / contract.
5	Relevant Experience	Bidder must have provided dedicated (CIR) internet bandwidth services to a minimum of five (05) Government / Semi-Government / corporate clients during the last five (05) years, including at least one (01) client served at 200 Mbps CIR or above.	Copies of purchase orders / service agreements / satisfactory-performance certificates, duly signed by the client.
6	Financial Capacity	Bidder must have a cumulative annual turnover of Rs. 30 million (average) in the last three financial years.	<u>Audited Financial Statements OR Annual Tax returns only.</u>
7	Non-Blacklisting & Litigation Status	Must disclose Litigations, if any. Must not be presently blacklisted by any Government / Semi Govt or Private Organization.	Declaration of non-blacklisting and declaration of Litigations on Non-Judicial Stamp paper by the Bidder.

8	Service Standards & Network Operations	Must undertake to meet a minimum service availability of 99.5% per calendar month and to operate a 24x7 enterprise-grade Network Operations Centre (NOC) with documented incident-response, SLA-management and escalation matrices.	Signed SLA undertaking, NOC details, list of monitoring tools and escalation matrix.
9	Local Presence & Technical Support	Bidder must have a functional registered office and technical support presence in Quetta, Balochistan, with qualified network engineers available for on-site support.	<u>Utility Bill / Rental Agreement / Property Tax Paper etc., together with CVs and experience letters of Quetta-based technical staff.</u>
10	Commissioning Time Compliance	Must agree to survey, install, configure, test and commission the complete service within the period fixed under Commissioning Deadline after signing of the Contract Agreement.	The Technical Bid must confirm acceptance of the commissioning period fixed under Commissioning Deadline, being fifteen (15) days where the bidder's fiber is already present at or immediately adjacent to the site and thirty (30) days where a new last-mile lateral requiring excavation or road-cut approval is necessary. A bid specifying any longer period shall be non-responsive.
11	Agreement with all the terms & conditions	Must unconditionally agree with all the instructions, terms & conditions specified in the bidding documents and the Form of Contract Agreement.	Signature & company seal on every page of the bidding document and declaration by the bidder on the firm's letterhead.
12	Submission of Bidding Document Fee	As required by the People's Primary Healthcare Initiative Balochistan (PPHI-B) in the Tender Notice.	AMOUNT: PKR. 2,000/- Tender Fee in separate envelope with technical proposal.

NOTE:

- It is mandatory for the bidders to score "YES" in all the above-mentioned requirements of eligibility. In case of a single "NO" to any requirement, the Bid shall be declared NON-RESPONSIVE resulting in disqualification from financial bid opening.
- Each eligibility criteria document must be tagged and indexed for convenience.
- No new document shall be added to the bid after submission. The Procurement Committee may, however, seek written clarification of a document already submitted, and may require production of a document which the bidder has referenced/claimed in its bid but omitted to enclose, provided that no such clarification or production shall alter the substance of the bid or its price.
- Please avoid attaching documents not required in the above criteria and it would be convenient to tag each eligibility criteria document.
- Financial Proposals cannot be withdrawn after opening of technical proposals. Such withdrawals will result in forfeiture of bid security.
- COMMISSIONING TIME IS FIFTEEN (15) DAYS FROM THE DATE OF SIGNING OF THE CONTRACT AGREEMENT WHERE THE BIDDER'S FIBER IS ALREADY PRESENT AT OR

IMMEDIATELY ADJACENT TO THE SITE, AND THIRTY (30) DAYS WHERE A NEW LAST-MILE LATERAL REQUIRING EXCAVATION OR ROAD-CUT APPROVAL IS NECESSARY.

- Bid Security: 2 % security deposit with **FINANCIAL Proposal**. **Don't attach the 2% bid security with the technical proposal. This will result in disqualification.**

BIDDER'S INFORMATION: (To be filled-in by the Bidder)

1. Name of company: _____

2. Complete Postal Address: _____

3. Tel No: _____ 4. Email address: _____

5. Fax No: _____ 6. Mobile No: _____

7. Authorized Representative's name & designation:

8. Type of Business:

(1) Sole Proprietorship ☐ (2) Partnership ☐

(3) Corporation (Private Ltd.) ☐ (4) Corporation (Public Ltd.) ☐

9. National Tax Number & Date of issuance: _____

10. Sales Tax Registration No. _____

11. Bid Validity: ninety (90) days, as fixed under Currency & Bid Validity. Bids offering a shorter validity shall be non-responsive.

12. Total Commissioning Time: as fixed under Commissioning Deadline — fifteen (15) days from the date of signing of the Contract Agreement where the bidder's fiber is already present at or immediately adjacent to the site, and thirty (30) days where a new last-mile lateral is required. Bids offering a longer period shall be non-responsive.

DATA-SHEET OF THE ASSIGNMENT / SCHEDULE OF REQUIREMENTS

The objective of the below given Data-Sheet / Schedule of Requirements is to provide sufficient information to bidders to understand the complete scope of this procurement, such that no requirement of the People's Primary Healthcare Initiative Balochistan (PPHI-B) is left unmentioned hereunder, so as to enable the bidders to prepare their bids accordingly:

It is mandatory for the bidders to meet the following given specifications. The Bidder shall complete the Compliance (Yes/No) column below and submit it as part of the Technical Bid, supported by the documents listed under Instructions for preparing Technical Bid. All offers meeting or exceeding the following minimum required specifications shall be considered equally responsive.

TECHNICAL SPECIFICATIONS – DEDICATED (CIR) INTERNET BANDWIDTH SERVICE

SR. #	PARTICULARS	DESCRIPTION	COMPLY (Y/N)
1	Location	Dedicated (CIR) Internet Services for the Telehealth Nerve Centre, People's Primary Healthcare Initiative Balochistan (PPHI-B), House No. 431-D, Samungli Housing Scheme (opposite Razaq Store), Quetta. GPS coordinates of the site: 30.217864° N, 66.983178° E. Bidders are advised to survey this site before submitting their bids; the PPHI-B Head Office at House # 8-A, Jinnah Town, Samungli Road, Quetta remains the address for correspondence and bid submission only.	
2	Throughput Requirement	The committed rate shall be 500 Mbps CIR, full duplex, non-shared and non-burstable. "Best-effort" or shared bandwidth models are non-compliant. PPHI-B may, at any time during the Contract term and by written notice, require the committed rate to be increased. The ISP shall implement any such increase within thirty (30) days of notice without change to any other term of the Contract, and shall charge for the increased committed rate at the per-Mbps monthly rate applicable to the resulting bandwidth tier under the Schedule of Bandwidth Tier Rates quoted in its Financial Bid, that rate applying to the whole of the committed bandwidth and not merely to the increment, and applied pro-rata for part months. Bidders shall quote that Schedule in their Financial Bid; an increase in the committed rate shall not require re-tendering, and the handoff port specified under Handoff & Installation shall be sized to accommodate an increase to the highest tier in the Schedule of Bandwidth Tier Rates, being 2,500 Mbps, without replacement of the ISP's equipment.	
3	Public IP Pool	Sixteen (16) public, static, globally-routable IPv4 addresses (one /28 block), of which fourteen (14) are usable, at no additional cost, with reverse-DNS (PTR) delegation available on request. The ISP shall be IPv6-capable and shall, on written request by PPHI-B at any time during the Contract term, delegate a static, globally-routable IPv6 prefix of not less than /48 and enable native dual-stack service on both links at no additional cost, within thirty (30) days of such request where the ISP has declared native IPv6 to be available in production on the proposed circuits at the date of bid, and within ninety (90) days of such request in any other case. Bidders shall state in their Technical Bid whether native IPv6 is available in production on the proposed circuits at the date of bid. The assigned addresses shall be configurable directly on the WAN interface of PPHI-B's own firewall, without NAT or address translation by the	

		ISP. The ISP will advertise PPHI-B's public IP range to the Internet and ensure the range remains reachable, and unchanged, over the backup link in the event of primary link failure. Failover between the primary and the backup link shall be affected automatically by the ISP through a single handoff to PPHI-B, and shall require no routing configuration, protocol session or manual action on PPHI-B's side. Automatic transfer to the backup link shall complete within sixty (60) seconds of loss of the primary link, without intervention by either Party, and the assigned IP addresses shall remain unchanged throughout. The ISP shall notify PPHI-B by telephone and in writing within thirty (30) minutes of any failover event.	
4	Physical Links	Primary media = Fiber Optic Cable. Backup media = Fiber Optic Cable or licensed wireless, on a path physically diverse from the primary.	
5	Link Diversification	Path diversification will be strictly ensured; primary and backup media will use diverse paths. The ISP will terminate media in redundant hardware, installed in different racks where available. The ISP will ensure there is no single point of failure for the service.	
6	Backend Diversification	The ISP will ensure backend diversification of the service. Primary and backup links will terminate in redundant core nodes inside the ISP network, with no single point of failure. The ISP shall further maintain redundant international capacity via at least two (02) diverse submarine-cable systems or upstream providers, and shall identify the systems and providers concerned in its bid.	
7	Link Characteristics	ISP should be a bandwidth distributor having its own fiber optic cable. ISP will provide CIR (Committed Information Rate) internet bandwidth with dual-stack IPv4 and IPv6 support.	
8	Performance Thresholds	Latency to on-net national destinations must be ≤ 30 ms round-trip, averaged over a period of 1 minute. This threshold shall apply to any destination on the ISP's own network, and to the ISP's peering point(s) at the Pakistan Internet Exchange (PIE) and the Pakistan Internet Exchange Point (PKIX). Latency to off-net national destinations, being the Suparco landing stations at Lahore, Karachi and Islamabad and destinations on the networks of other licensed operators in Karachi, Lahore, Islamabad and Quetta, must be ≤ 60 ms round-trip averaged over the same period. Latency to international destinations, averaged over the same period, must be ≤ 250 ms round-trip to destinations outside Pakistan. Packet loss, calculated as a moving average every 30 seconds to key Internet destinations, must be $\leq 0.1\%$. Jitter averaged over a 5-second period for key real-time services (Jitsi video consultations, Zoom, Teams, WebEx, etc.) must be ≤ 20 ms.	
9	Measurement & Verification	The latency, packet-loss and jitter thresholds specified above shall be measured against reference endpoints agreed in writing between the Parties within fifteen (15) days of commissioning and recorded in the Work Order, comprising at least (i) the Suparco landing stations at Lahore, Karachi and Islamabad, (ii) two (02) endpoints on the ISP's own network in Karachi and Lahore, (iii) two (02) endpoints on the networks of other licensed operators, being publicly routable addresses announced from Pakistani autonomous systems, and (iv) two (02) international endpoints in each region referred to above. Anycast addresses shall not be used as reference endpoints. Measurement shall be by continuous active probing, both from PPHI-B premises and from the ISP's own	

		monitoring system, using industry-standard measurement tools, with results retained by both Parties for not less than thirty (30) days. Where the Parties' measurements conflict, measurements taken by PPHI-B at the ISP handoff port, or at the WAN interface of its firewall, shall govern, provided that the ISP has first been given a reasonable opportunity to witness or replicate them.	
10	Real-Time Services & QoS	The ISP shall implement Layer 2 / Layer 3 Quality of Service (QoS) prioritization, including Low Latency Queuing (LLQ) for voice traffic, so that Jitsi video-consultation and VoIP packets are insulated from general data congestion. The ISP shall not re-mark, strip or disregard the DSCP markings applied by PPHI-B's firewall. The Site-to-Site VPN tunnel between the Telehealth Nerve Centre, Quetta and the Suparco landing stations at Lahore, Karachi and Islamabad is terminated on PPHI-B's own firewall. The ISP shall permit that tunnel and shall not degrade, inspect, proxy or apply any application-layer gateway to it, shall pass IPsec traffic (ESP protocol 50 and UDP ports 500 and 4500) transparently, shall provide non-degraded throughput for encrypted sessions, and shall maintain the underlying path across automatic failover between the primary and backup links without change to the tunnel endpoint addresses. The service shall additionally support "Sehat Dehleez", PPHI-B's public-facing video-consultation application, which is built on Jitsi and by which members of the general public initiate video calls to the Telehealth Nerve Centre. Accordingly the ISP shall permit unsolicited inbound sessions from the public Internet to the addresses published by PPHI-B for that purpose; shall pass WebRTC traffic transparently, including ICE, STUN and TURN negotiation, DTLS-SRTP media on UDP port 10000 and on dynamically negotiated UDP port ranges, TURN relay over UDP and TCP port 443, and XMPP signalling over HTTPS; shall not block, rate-limit, throttle or apply idle-session timeouts to long-lived UDP flows; shall operate no application-layer gateway, header rewriting, deep-packet inspection or session-border function on any of PPHI-B's real-time traffic, whether SIP or WebRTC. Where the ISP applies Quality of Service treatment, clinical consultation and PBX voice traffic shall be prioritized above Sehat Dehleez public traffic, and Sehat Dehleez public traffic above general data. The service shall support PPHI-B's Grandstream IP-PBX and its field-deployed IP phones using the Opus codec, shall permit IP whitelisting of the Site-to-Site VPN tunnel endpoints on written request, and shall sustain not fewer than hundred (100) concurrent bidirectional video sessions within the performance thresholds specified above.	
11	Traffic Policy	The service shall provide unrestricted and unfiltered Internet access. No data cap, Fair Usage Policy (FUP), throttling or traffic-shaping of any kind shall be applied to the committed rate, and the ISP shall not block, filter or rate-limit any protocol or TCP/UDP port save (i) where blocking is expressly mandated by the Pakistan Telecommunication Authority (PTA) or by applicable law, in which case the ISP shall notify PPHI-B in writing of the port or protocol affected and the instrument requiring it, or (ii) where filtering or rate-limiting is applied as a DDoS mitigation measure in accordance with this paragraph. The ISP shall provide network-level protection against volumetric and protocol-based Distributed Denial of Service (DDoS) attacks directed at the addresses assigned to PPHI-B,	

		comprising detection and mitigation upstream of the access circuit, mitigation capacity commensurate with the attack profile, which the bidder shall state in its Technical Bid, mitigation applied so far as reasonably practicable by selective scrubbing or rate-limiting of attack traffic rather than by withdrawal of the address, and remotely-triggered blackholing of a nominated address within thirty (30) minutes of written request, and notification to PPHI-B within thirty (30) minutes of an attack being detected. The ISP shall implement ingress anti-spoofing filtering in accordance with BCP 38, and shall publish and maintain RPKI Route Origin Authorizations for the prefixes it advertises on PPHI-B's behalf. Time during which the service is degraded or unavailable by reason of a DDoS attack shall count as downtime for the purposes of the Service Level Agreement unless the ISP demonstrates that mitigation was applied within thirty (30) minutes of detection.	
12	Service Level Agreement	Minimum service uptime shall not be less than 99.5% of the total minutes in each calendar month. Uptime shall be measured at the ISP handoff port, downtime being any period in which the service is unavailable or the committed rate is not available in full, computed from the ISP's NOC ticketing records and from PPHI-B's own monitoring, and where the two conflict PPHI-B's measurements shall govern provided the ISP has first been given a reasonable opportunity to witness or replicate them. Performance shall be reviewed at the end of the first ninety (90) days of service and quarterly thereafter; failure to meet the availability threshold in two (02) consecutive calendar months shall constitute a material breach, as set out under Service Standards & Quality Requirements.	
13	Handoff & Installation	The internet connectivity, together with all related devices and equipment (switches, routers, modules, convertors, etc.), will be terminated directly in the Main Server Room / IT Room of the Telehealth Nerve Centre. CPE installation, related cabling and modules are the ISP's responsibility at its own cost. The service shall be handed off to the WAN interface of PPHI-B's own firewall on a 10 GE SFP+ port capable of operating at any committed rate up to 2,500 Mbps, the ISP supplying at its own cost a transceiver compatible with PPHI-B's firewall at each end of the link — optical (10GBASE-SR or 10GBASE-LR) or, where the cable run between the ISP handoff and PPHI-B's firewall is thirty (30) metres or less, 10GBASE-T copper on Category 6a or better, delivered without NAT or any form of address translation. The demarcation point for the purposes of this Contract is the ISP handoff port, and the ISP's responsibility for the service, including all performance thresholds and fault-resolution obligations, extends up to and includes that port. The ISP shall depute qualified personnel for installation, configuration and testing at the site, and shall communicate protocols, topology and configuration requirements to PPHI-B beforehand for client-side integration.	

CONDITIONS:

- 100% technical compliance with the specifications is preferable.
- Bidder must have a cumulative annual turnover of Rs. 30 million (average) in the last three financial years. The bidders must be registered with FBR/GST/BRA in the relevant tariff code.
- Bidder must have a registered office and technical support presence in Quetta, Balochistan.
- Bidder must hold a valid PTA license and must own or operate fiber optic infrastructure within Quetta, supported by an active upstream NNI / contract.

- The service shall be awarded as a single indivisible package; partial or item-wise award is not applicable to this tender.
- RATES SHALL BE QUOTED PER MBPS PER MONTH ON A CIR BASIS, INCLUSIVE OF ALL APPLICABLE TAXES, DUTIES, INSTALLATION AND ONE-TIME CHARGES. BIDDERS SHALL IN ADDITION SUBMIT, IN THE FINANCIAL PROPOSAL ONLY, A SCHEDULE OF BANDWIDTH TIER RATES QUOTING A REDUCING PER-MBPS MONTHLY RATE AT EACH 100 MBPS TIER ABOVE THE COMMITTED 500 MBPS, EACH SUCH RATE APPLYING TO THE WHOLE OF THE COMMITTED BANDWIDTH AT THAT TIER, IN THE FORM AND ON THE CONDITIONS SET OUT IN THE FINANCIAL PROPOSAL INSTRUCTIONS.
- IF ANY TECHNICAL SPECIFICATION IS REDUNDANT OR TRIVIAL OR DOES NOT IMPACT THE PERFORMANCE, THESE WILL BE CONSIDERED AS PREFERABLE BUT NOT BINDING.

* Where brand names or model numbers are referred to in respect of Customer Premises Equipment (CPE) supplied by the ISP, they are indicative only; equivalent or better is acceptable subject to technical evaluation. This tender procures a performance-based bandwidth service and does not mandate any particular equipment brand.

** The contracted bandwidth may be increased or decreased during the contract term as per the requirement of the People's Primary Healthcare Initiative Balochistan (PPHI-B), and shall be billed with effect from the start of the next billing month at the per-Mbps monthly rate applicable to the resulting bandwidth tier under the Schedule of Bandwidth Tier Rates, that rate applying to the whole of the committed bandwidth and not merely to the increment, and applied pro-rata for part months.

*** Joint venture, sub-contracting and subletting by the bidder is not allowed. If any such activity is revealed at any stage, the Letter of Intent, Contract Agreement and Work Order may be cancelled and the Bid Security / Performance Security shall be forfeited.

**** The Bidder is advised to conduct a thorough survey of the site prior to submission of its proposal.

Service Standards & Quality Requirements:

Place of Service Delivery: Telehealth Nerve Centre, House No. 431-D, Samungli Housing Scheme (opposite Razaq Store), Quetta (GPS 30.217864° N, 66.983178° E).

Commissioning Deadline: Fifteen (15) Days After Signing of the Contract Agreement where the ISP's fiber is already present at or immediately adjacent to the site, and Thirty (30) Days where a new last-mile lateral requiring excavation or road-cut approval is necessary — in either case covering site survey, installation, configuration, testing and commissioning of both the primary and the backup link. The Bidder shall state in its Technical Bid which period applies to its proposed route and shall attach the last-mile route map in support.

Contract Term: One (01) year from the date of successful commissioning. PPHI-B may extend the Contract for a further one (01) year at its sole option, exercisable by written notice given not later than thirty (30) days before expiry of the initial term, on the same terms and at the same rates or at such lower rates as the Parties may agree. The option may be exercised where the ISP has met the monthly availability commitment in not fewer than ten (10) of the twelve (12) months of the initial term and is not in uncured material breach. Where PPHI-B has commenced a fresh procurement for the service before expiry of the Contract, the ISP shall, on written notice, continue to provide the service on the same terms and at the rates then prevailing under the Contract for such period as PPHI-B may require, not exceeding one hundred and eighty (180) days in aggregate, and such continuation shall not constitute an extension of the term.

1. Service Availability & Service Level Agreement:

Minimum service availability shall not be less than 99.5% per calendar month, equating to a maximum cumulative downtime of 3.65 hours per month. The availability commitment and the restoration and repair times specified under Support & Network Operations Requirements are separate and independent obligations; restoration of service within the applicable restoration time does not excuse a failure to meet the monthly availability commitment, and downtime shall be counted whether or not the restoration time was met. Performance shall be reviewed at the end of the first ninety (90) days of service and quarterly thereafter. Failure to meet the availability threshold in two (02) consecutive calendar months shall constitute a material breach entitling PPHI-B to terminate the Contract and to encash the Performance Security, in addition to the penalties otherwise payable.

2. Support & Network Operations Requirements:

The ISP shall operate a 24x7 enterprise-grade Network Operations Centre (NOC) providing round-the-clock complaint registration and monitoring, with a documented incident-response matrix, SLA-management matrix and escalation matrix.

3. On-Site Support

The ISP shall maintain qualified and experienced network engineers in Quetta capable of providing remote and on-site support in the event of service degradation or outage, and shall furnish a Root Cause Analysis (RCA) on request.

4. The ISP shall appoint a named Account Manager as the single point of contact for coordination and issue resolution, and shall provide a mechanism for opening support tickets, checking their status and reviewing historical tickets.

5. All planned outages shall be communicated to PPHI-B at least two (02) days in advance. Automatic failover shall be demonstrated to PPHI-B at commissioning by physically disconnecting the primary link, and shall be re-tested jointly once in each contract quarter at a time agreed with PPHI-B; a failover test conducted within an agreed window shall not count as downtime. All reported faults shall be resolved in the minimum possible time. Transfer to the backup link shall occur automatically within sixty (60) seconds of loss of the primary link as provided under Public IP Pool. Where automatic failover does not occur, or where the fault lies in equipment at the site, service shall be restored by manual intervention within four (04) hours

from the time of reporting, and any fault in the primary physical media shall be permanently repaired within twenty-four (24) hours from the time of reporting.

6. All equipment installed by the ISP for the dedicated (CIR) bandwidth, on both the primary and the secondary link, up to and including the handoff port at the WAN interface of PPHI-B's firewall, shall remain the property of the ISP, which shall be responsible for its repair and maintenance at its own cost. All equipment supplied shall be brand new and complete in all respects.
7. The ISP shall provide alternative equipment of the same capacity in the event of any fault in the installed equipment, and in the event of a permanent fault shall replace the same with new equipment of the same or higher capacity.
8. The dedicated line / service provided to the site shall not be shared with or utilized by any third party during the term of the contract. All civil work — including excavation, digging, fiber splicing, ODF, copper patching, joint enclosures, media convertors, tunnelling, curing and restoration to original condition — together with all road-cut and right-of-way approvals, shall be the responsibility of the ISP at its own cost.
9. The ISP shall ensure that PPHI-B and its technical staff have access to online usage and performance reports (MRTG / NMS etc.) through the web, together with read-only SNMP access (v2c community string or SNMPv3 credentials) to the CPE and the WAN link interfaces so that PPHI-B may poll bandwidth-utilization and interface statistics into its own monitoring system, and shall provide basic training on the installed equipment to PPHI-B technical staff to enable troubleshooting of minor faults.

Penalties for Service Degradation and SLA Breach:

In the event of any major fault or damage to the physical media (primary link), connectivity may be provided via the secondary link at full throughput. If the ISP fails to repair the primary media within twenty-four (24) hours of the fault being reported, a penalty of Rs. 1,000 per hour shall be imposed and deducted from the monthly invoice, provided that, where service has been transferred to the secondary link automatically within the sixty (60) second failover period, and full contracted throughput is available to PPHI-B over that link, no penalty shall accrue for the first seventy-two (72) hours from the time the fault was reported. Thereafter the penalty shall accrue notwithstanding that the secondary link remains in service, the site being without redundancy until the primary media is repaired.

If the throughput available to PPHI-B, measured as provided under Measurement & Verification, falls below the contracted CIR for thirty (30) consecutive minutes or more, a penalty shall be charged for each hour or part hour during which the shortfall continues, by reference to the lowest throughput recorded in that hour expressed as a percentage of the contracted CIR, as follows: below 95% but not below 85%, Rs. 200 per hour; below 85% but not below 75%, Rs. 300 per hour; below 75% but not below 65%, Rs. 400 per hour; below 65% but not below 55%, Rs. 500 per hour; below 55% but not below 45%, Rs. 650 per hour; below 45% but not below 35%, Rs. 800 per hour; and below 35%, Rs. 1,000 per hour. Such penalties shall be deducted from the monthly invoice.

SLA Breach: In the event of a complete breakdown of internet service exceeding the SLA allowance of 3.65 hours per month, a penalty of Rs. 2,500 per hour (minimum one hour charged) shall be imposed and deducted from the monthly invoice. Only one penalty shall accrue in respect of the same hour of the same incident, being the highest applicable, and penalties shall not be aggregated for concurrent causes. The total of all penalties in any calendar month shall not exceed fifty per cent (50%) of the monthly service charge for that month, the monthly service charge being the charge for the committed bandwidth for that month exclusive of any Installation / One-Time Charges. Penalties shall be applied as service credits, and no penalty shall accrue in respect of planned maintenance notified and completed within the notified window, unavailability caused by PPHI-B or its equipment, or any force majeure event. A force majeure event or other excluded cause relieves the ISP of penalty only and shall not entitle it to payment for the period concerned; the monthly service charge shall abate pro rata for any period during which the service is unavailable, from whatever cause, and invoices shall be raised only for service actually delivered. Where unavailability continues for a continuous period exceeding thirty (30) days, whether or not caused by a force majeure event, PPHI-B may terminate the Contract by written notice, and no payment, compensation,

damages or claim of any nature shall be payable to the ISP in respect of the unserved period or by reason of such termination, save for charges properly due for service actually delivered before the unavailability commenced.

INSTRUCTIONS FOR PREPARING TECHNICAL BID

These Instructions are being given for strict compliance by the Bidders. **Failure to fulfill any instruction given hereunder may result in disqualification of the Bid/s.**

Proposals shall be prepared on the following lines: -

1. Sealed Envelope containing the Technical Proposal should clearly state:
 - a. **“Name of Bidder”**
 - b. **“Name of Tender”**
 - c. **“TECHNICAL PROPOSAL”**
2. The portion of Technical Proposal of this bidding document duly filled, supported with Bidder's covering Letter and the technical Bid on the Bidder's Letterhead be attached as the Technical Proposal.
3. Technical Proposal shall be prepared keeping in view the specifications provided in the Data Sheet and the schedule of requirements.
4. Following information should be attached/contained in the Technical Proposal: -
 - a. Receipt of payment of **Bidding Document Fee** (If required by the People's Primary Healthcare Initiative Balochistan (PPHI-B))
 - b. **Commissioning time, which means: the time consumed in site survey, civil works, installation, configuration, testing, commissioning and handover of the dedicated (CIR) internet service at the designated location of the People's Primary Healthcare Initiative Balochistan (PPHI-B)**
 - c. Documentary **evidence of fulfillment of eligibility criteria** for Bidders as required by the People's Primary Healthcare Initiative Balochistan (PPHI-B).
 - d. Documentary evidence of **fulfillment of complete schedule of requirements as per evaluation criteria** including technical, administrative and service requirements of the People's Primary Healthcare Initiative Balochistan (PPHI-B)
 - e. **Network design proposal for the WAN connectivity and its integration with the PPHI-B network, together with OEM technical data sheets for all equipment to be deployed**
 - f. **Copies of valid PTA license/s, evidence of own fiber infrastructure in Quetta, and the active upstream NNI / contract**
 - g. Description of support services, including NOC details, monitoring toolset, complaint-registration mechanism, incident-response matrix, SLA-management matrix and escalation matrix
 - h. **Signed Service Level Agreement undertaking confirming 99.5% minimum monthly availability, together with CVs and experience letters of Quetta-based network and NOC staff**
 - i. **Undertaking that all equipment deployed shall be brand new, complete in all respects and maintained by the ISP at its own cost throughout the contract term**
 - j. Dated traceroute and continuous-ping output from an existing customer circuit in Quetta, certified by an authorized officer of the bidder
 - k. Every page of the **Bid must be numbered, signed & stamped** by the authorized representative.
5. Attachment of any document not demanded by the People's Primary Healthcare Initiative Balochistan (PPHI-B) at instruction 4 of “Instruction for preparation of Technical Bid” is strictly prohibited and may result in disqualification of bid.

Evaluation Criteria: The tendering process will follow Single Stage-Two Envelope Method and selection of the successful bidder shall be based on the Least-Cost Selection Method which means, “Eligible Bidder quoting Technically Responsive items at the lowest financial cost”. The procedure shall be applied as follows: -

The procedure shall be applied on knock-down basis as follows: -

1. **Bidders Eligibility Assessment.** Initial evaluation of the technical proposals shall be carried out by the **PROCUREMENT COMMITTEE**, as per the requirements of the eligibility criteria laid down under the heading of “Letter of Invitation for Bids – Eligibility Criteria for Bidders” in the following manner:

Sno	Bidders Eligibility Factor	Requirement	Bidder 1 YES / NO	Bidder 2 YES / NO	Bidder 3 YES / NO
1	Registration with Income Tax & GST	Copy of NTN attached? GST/BRA Certificate copy?			
2	Tax Payer Status (Active or Inactive)	Must be an active tax payer with 100% GST/BRA compliance. Confirmed?			
3	PTA Licensing	Valid PTA license for CVAS or FLL or WLL, together with LDI or TIP license. Copy attached?			
4	Network Infrastructure & Upstream Capacity	Own / operated GPON, long-haul or metro optical fiber infrastructure within Quetta, and active upstream NNI / contract. Proof attached?			
5	Relevant Experience	Dedicated (CIR) internet bandwidth provided to minimum five (05) clients in the last five (05) years, including at least one (01) client at 200 Mbps CIR or above. Proof attached?			
6	Financial Capacity	Tax Returns or Audited Financial Statements showing cumulative annual turnover of Rs. 30 million (average) over the last three financial years. Attached?			
7	Non-Blacklisting & Litigation Status	Declaration of non-blacklisting by any govt, semi-govt or private organization, and declaration of litigation, on Non-Judicial Stamp Paper. Attached?			
8	Service Standards & Network Operations	Signed undertaking of 99.5% monthly availability, 24x7 NOC details, monitoring toolset and escalation matrix. Attached?			
9	Local Presence & Technical Support	Ownership documents or tenancy agreement for a Quetta office, plus CVs and experience letters of Quetta-based network engineers. Attached?			

10	Commissioning Time Compliance	Is the quoted commissioning time within the period stipulated under Commissioning Deadline?			
11	Agreement with all the terms & conditions	Signature & company seal on every page of the bidding document affixed and/or declaration attached?			
12	Bidding Documents Fee	Pay order of Rs. 2,000/- in favor of PPHI-B as bidding document fee attached?			

- i. Firm must score “YES” in all requirements of the eligibility criteria to be categorized as Eligible. “NO” to any requirement of the eligibility criteria by any bidder shall render the Firm as Ineligible.
 - ii. Subsequent upon said assessment, Bidders shall be categorized as:
 1. Eligible Bidders
 2. Ineligible Bidders
2. **Return of Financial Proposals from Ineligible Bidders.** Proposals from Ineligible Bidders shall be declared “Non-Responsive”, consequently shall **NOT** be accepted for any further evaluation:
 - i. Their Financial Proposals shall be returned without being opened.
 - ii. Their Bid security shall be released upon their written request.
3. **Technical Evaluation. The Bids received from Eligible Bidders shall then be evaluated by the Technical Member / Committee or the Procurement Committee itself for conformance with the required technical qualification (which includes the technical specifications, service standards and all other administrative and legal requirements stated in the Data-Sheet), in the following manner:**

TECHNICAL EVALUATION

S. No.	Requirement Category	Technical Requirement	Bidder 1 (Yes/No)	Bidder 1 Reason	Bidder 2 (Yes/No)	Bidder 2 Reason
1	Licensing	The ISP must hold CVAS (Data Class Value Added Services) or FLL (Fixed Local Loop) or WLL (Wireless Local Loop), and LDI (Long Distance & International) or TIP (Telecommunication Infrastructure Provider). (Attach proof)				
2	Upstream Capacity	Active upstream NNI / contract for TW1 (with TWA) or PIE (PTCL) or equivalent. (Attach proof)				
3	Fiber Infrastructure	Own GPON / long-haul and metro optical fiber infrastructure within Quetta. (Attach proof)				
4	Network Operations Centre	Availability of a 24x7 enterprise-grade NOC for complaint registration and escalation. (Attach proof)				
5	Last-Mile Delivery	ISP must deliver internet bandwidth to customer premises inclusive of its last-mile network, up to the designated Server Room / IT Room of the Telehealth Nerve Centre, Quetta. (Attach proposed last-mile route map)				
6	Throughput & CIR	ISP shall provide 500 Mbps dedicated CIR bandwidth over fiber optic cable, with primary and backup links on diverse paths and automatic failover, terminating in redundant core nodes with no single point of failure, and with redundant international capacity via at				

		least two (02) diverse submarine-cable systems or upstream providers, as specified in the Technical Specifications. (Attach path diagram and details of submarine-cable systems / upstream providers)				
7	Public IP Addresses	Public IPv4 addresses provided at no additional cost as specified in the Technical Specifications, remaining reachable and unchanged over the backup link on automatic failover, and configurable directly on the WAN interface of PPHI-B's firewall without NAT or address translation. The ISP shall also be IPv6-capable and able to delegate a /48 prefix on request as specified therein. (Attach written confirmation of IPv6 readiness stating whether native IPv6 is in production on the proposed circuits at the date of bid)				
8	Performance Thresholds	Latency, packet loss and jitter within the thresholds specified in the Technical Specifications, and measured as specified therein.				
9	Measurement & Verification	Bidder accepts the measurement and verification regime specified in the Technical Specifications, including agreed reference endpoints, exclusion of anycast addresses, measurement using industry-standard tools, and retention of results for not less than thirty (30) days.				
10	Real-Time Services & QoS	ISP shall implement Layer 2 / Layer 3 QoS prioritization including Low Latency Queuing for voice traffic, shall not re-mark, strip or disregard the DSCP markings applied by PPHI-B's firewall, and shall permit without degradation or inspection the Site-to-Site VPN tunnel terminated on PPHI-B's firewall between the Telehealth Nerve Centre, Quetta and the Suparco landing stations at Lahore, Karachi and Islamabad, maintained across automatic failover without change of tunnel endpoint addresses, with IP whitelisting of tunnel endpoints, and shall support the PPHI-B Grandstream PBX and field-deployed IP phones using the Opus codec. ISP shall further permit unsolicited inbound sessions to PPHI-B's published addresses for the Sehat Dehleez public video-consultation application (Jitsi / WebRTC), shall pass UDP media including port 10000 and TURN relay on port 443 without blocking, rate-limiting or idle-session timeout, shall operate no SIP or WebRTC application-layer gateway or session-border function, and shall sustain not fewer than hundred (100) concurrent bidirectional video sessions within the specified performance thresholds. (Attach proof, and written confirmation that no application-layer gateway or UDP rate-limiting is applied)				
11	Traffic Policy	Service shall be unrestricted and unfiltered, with no data cap, Fair Usage Policy, throttling or traffic-				

		shaping applied to the committed rate, and no blocking, filtering or rate-limiting of any protocol or TCP/UDP port save where mandated by the Pakistan Telecommunication Authority or by applicable law. (Attach written confirmation on the bidder's letterhead)				
12	CPE & Equipment	All Customer Premises Equipment, switches, routers, modules and convertors shall be brand new and shall be supplied, installed, owned and maintained by the ISP at its own cost for the Contract term, up to and including the handoff port at the WAN interface of PPHI-B's firewall. PPHI-B's firewall and all equipment behind it fall outside the ISP's scope of supply, and the ISP shall not require them to be replaced by, or supplemented with, any ISP-managed device. (Attach OEM product datasheets for all equipment to be deployed, and an undertaking that all equipment is brand new)				
13	Handoff & Installation	Connectivity and all related equipment shall terminate directly in the Main Server Room / IT Room of the Telehealth Nerve Centre, with link handoff to the WAN interface of PPHI-B's own firewall on a 10 GE SFP+ port capable of operating at any committed rate up to 2,500 Mbps, with compatible transceivers supplied by the ISP at both ends (optical, or 10GBASE-T copper where the run is thirty (30) metres or less), delivered without NAT or address translation, and all related cabling and modules at the ISP's cost, and qualified personnel deputed on site for installation, configuration and testing. (Attach proof)				
14	Online Reporting	ISP shall provide online usage and performance reports (MRTG / NMS) through the web, and read-only SNMP access to the CPE and WAN link interfaces, as specified in the Technical Specifications. (Attach proof)				
15	Service Level Agreement	Service availability, fault-resolution times, penalty regime and incident limits as specified under Service Standards & Quality Requirements. (Attach the bidder's standard SLA document and confirmation of acceptance of the SLA terms of this tender)				

*** All requirements stated in the Data-Sheet of the Assignment / Schedule of Requirements shall be evaluated. The Bidder must comply with every criterion listed above to be declared technically responsive.**

- i. Bids conforming to the required technical qualification shall stand Responsive, hence will qualify for Financial Bid opening. All proposals shall be categorized as:
 1. Responsive Proposals
 2. Non-Responsive Proposals

4. **Return of Non-Responsive Proposals & preparation of Technical Evaluation Report.** Technical Proposals not conforming to the required technical, administrative or legal requirements shall be declared as "Non-Responsive" and consequently shall **NOT** be accepted for any further evaluation:

- i. Their financial proposals shall be returned without being opened.
 - ii. Their Bid security shall be released upon their written request.
 - iii. This tender shall be awarded as a single indivisible package to one responsive bidder; the service is not divisible among multiple ISPs.
 - iv. Technical Evaluation Report shall be prepared duly signed by all the members of the Procurement Committee, giving **REASONS** for:
 1. Acceptance of the Eligible & Responsive Bid/s and;
 2. Rejection of the Ineligible &/OR Non-Responsive Bid/s
 - v. Technical Evaluation concludes at this stage.
5. **Financial Evaluation.** Financial Proposals of the Responsive Technical Proposals shall be publicly opened in the **next** meeting as specified in this document under the heading of “Letter of Invitation for Bid”. Financial Comparative Statement / Evaluation Report of the “Responsive Proposals” shall be prepared by the **PROCUREMENT COMMITTEE** in the following manner:

FINANCIAL EVALUATION OF BIDS							
Item/s Name / Model & description	Quantity	Responsive Bidder 1		Responsive Bidder 2		Responsive Bidder 3	
		Unit Price	Total Price	Unit Price	Total Price	Unit Price	Total Price
Dedicated (CIR) Internet Bandwidth – 500 Mbps (per Mbps / month)							
Installation / One-Time Charges (OTC)							
Total Contract Price for One (01) Year (incl. all taxes)							

- i. Subsequently, the prepared Financial Evaluation Report shall duly be signed by all the members of the Procurement Committee.
 - ii. Comparatives of Financial will be prepared and signed by the Procurement Committee in detail.
 - iii. If there is any discrepancy between Unit rate and total rate, the unit rate will always govern.
 - iv. If there is any discrepancy between a clause of the tender documents and a clause of the Work Order, the tender document clause shall govern, save where the Work Order records a variation expressly agreed in writing by both Parties after award.
 - v. If there is any discrepancy between amount in words and amount in figures, the amount in words will generally govern with consideration to the calculations.
6. **Recommendation of Procurement Committee and Evaluation Report.** After Technical and Financial Evaluation of the Bids, clearly stating justification for acceptance of lowest evaluated Bid/s, and reason/s for non-acceptance of all other Bids, lowest financial Bidder/Bidders among the “Eligible and Responsive Bidders” shall be recommended for the Award of Contract by the **PROCUREMENT COMMITTEE**.

PPHI-B reserves the right to award the contract as per mentioned quantities to a single bidder. Increase the quantity as per the unit rate as this shall be subject to availability of funds.

NOTE:

Any bidder having any grievance over the tender/evaluation process, may present the same in black and white to the “Grievance Redressal Committee” through the Chief Executive Officer PPHI-B at any stage of the tendering process.

ADDITIONAL CLAUSES

1. Confidentiality

- Information relating to the examination, clarification, evaluation and comparison of Bids and recommendation of contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report.
- Any effort by a Bidder to influence the Procuring Agency's processing of Bids or award decisions may result in the rejection of its Bid.
- Notwithstanding from the time of Bid opening to the time of contract award, if any Bidder wishes to contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing.

2. Procuring Agency's Right to Accept or Reject All Bids

- The Procuring Agency reserves the right to accept or reject all Bids or proposals (and to annul the Bidding process) at any time prior to the acceptance of any Bid or proposal, without thereby incurring any liability towards the Bidders.
- The Bidders shall be promptly informed about the rejection of the Bids, if any.
- The Procuring Agency shall upon request communicate to any Bidder, the grounds for its rejection of all Bids or proposals, but shall not be required to justify those grounds.

3. Corrupt or Fraudulent Practices

- The Procuring Agency requires that Bidders, Suppliers, and Contractors observe the highest standard of ethics during the procurement and execution of contracts.
- "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of an official, bidder or Contractor in the procurement process or in Contract execution to the detriment of the procuring agency; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices 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 and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty.

4. Black Listing

- Bidders — including firms, companies, sole proprietors, general order suppliers and joint ventures — found to be involved in "Corrupt practice" shall be blacklisted and shall not be permitted to participate in bidding.
- Procuring agency may, for a specified period, debar a bidder or Contractor from participating in any procurement process of the procuring agency, if the bidder or Contractor has:
 - a. acted in a manner detrimental to the public interest or good practices;
 - b. consistently failed to perform his obligation under the Contract;
 - c. not performed the Contract up to the mark; or
 - d. indulged in any corrupt practice.

5. Use of Contract Documents and Information, Inspection and Audit by the procuring agency.

- The Supplier shall not, without the Procuring Agency's prior written consent, 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 Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

6. Termination for Default performance.

- The Procuring Agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:
 - (a) if the Firm fails to commission or to continue providing the contracted internet services within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Agency;

(b) if the Supplier fails to perform any other obligation(s) under the Contract; or

(c) if the Supplier, in the judgment of the Procuring Agency has engaged in corrupt practices in competing for or in executing the Contract.

- In the event the Procuring Agency terminates the Contract in whole or in part, the Procuring Agency may procure, upon such terms and in such manner as it deems appropriate, services similar to those not delivered, and the ISP shall be liable to PPHI-B for any excess costs of such similar services. However, the Supplier shall continue performance of the Contract to the extent not terminated.
- The Procuring Agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Agency.
- The Procuring Agency, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring Agency's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.



People's Primary Healthcare Initiative,
Balochistan.

Admin Section

Ref No. PPHI-B/H.O

BLN/2026/INTERNET/01/(IT-CIR)

Dated: _____

(People's Primary Healthcare Initiative Balochistan (PPHI-B))

BIDDING DOCUMENT FOR THE PROVISIONING
Of
Dedicated (CIR) Internet Bandwidth Services
for the Telehealth Nerve Centre, PPHI-Balochistan, Quetta
Rev 1

(FINANCIAL PROPOSAL)

NAME OF BIDDER: _____

(To be filled-in by the Bidder)

Designation of the Procurement Officer: **Director Admin**

Address: **People's Primary Healthcare Initiative Balochistan (PPHI-B), House No. 8-A, Jinnah Town, Samungli Road, Quetta.**

Phone: **081-2863620** Fax No: **081-2863642**

Website: **<http://pphib.org/>**

BIDDER'S INFORMATION: (To be filled-in by the Bidder)

1. Name of company: _____
2. Complete Postal Address: _____

3. Tel No: _____ 4. Email address: _____
5. Fax No: _____ 6. Mobile No: _____
7. Authorized Representative's name & designation:

8. Type of Business:
(1) Sole Proprietorship ☐ (2) Partnership ☐
(3) Corporation (Private Ltd.) ☐ (4) Corporation (Public Ltd.) ☐
9. National Tax Number & Date of issuance: _____
10. Sales Tax Registration No. _____
11. Bid Validity: ninety (90) days, as fixed under Currency & Bid Validity. Bids offering a shorter validity shall be non-responsive.
12. Total Bid Value: _____ (In Pakistani Rupees)

INSTRUCTIONS FOR PREPARING FINANCIAL PROPOSAL

These Instructions are being given for strict compliance by the Bidders. **Failure to fulfill any instruction given hereunder may result in disqualification of the Bid/s.**

Financial Proposals shall be prepared on the following lines: -

1. Sealed Envelope containing the Financial Proposal should clearly state:
 - a. **"Name of Bidder"**
 - b. **"Name of Tender"**
 - c. **"Financial Proposal"**
2. The portion of Financial Proposal of this bidding document duly filled, supported with Bidder's covering Letter be attached as the Financial Proposal of the bidder
3. Following information should be attached/contained in the financial proposal: -
 - a. Original Bid Security (If required by the People's Primary Healthcare Initiative Balochistan (PPHI-B))
 - b. Taxes must be included along with the price of each item
 - c. Financial Bid shall be prepared on the Bidder's Letterhead in the following format:

A	B	C	D	E	F	G
S. No.	Item Name	Specification	Quantity	Unit Price	GST	Total Price (Including Taxes)
A	B	C	D	E	F	$D \times (E + F) = G$
1	Dedicated (CIR) Internet Bandwidth – 500 Mbps	Per Mbps per month, CIR over fiber optic cable, primary + backup links, as per Technical Specifications	500 Mbps × 12 months			
2	Installation / One-Time Charges (OTC)	Site survey, civil works, cabling, CPE, racking, configuration, testing and commissioning of primary and backup links	01 (Lump Sum)			
	TOTAL BID PRICE (Inclusive of all applicable taxes)					

Note: Each Bidder must clearly mention the rate of GST applicable on each line item of the financial proposal.

Note: Each Bidder must also complete, sign and stamp the Schedule of Bandwidth Tier Rates set out below, quoting a single all-inclusive per-Mbps monthly rate at each of the following committed bandwidth tiers: 500, 600, 700, 800, 900, 1,000, 1,100, 1,200, 1,300, 1,400, 1,500, 2,000 and 2,500 Mbps. The rate quoted for a tier shall apply to the whole of the committed bandwidth at that tier and not merely to the increment above the preceding tier, so that the effective per-Mbps rate reduces across the entire service as the committed bandwidth increases. The rate quoted for the 500 Mbps tier shall be identical to the per-Mbps monthly rate quoted at line item 1. The rate quoted for each successive tier shall be lower than the rate quoted for the tier

immediately preceding it, and the resulting total monthly charge at each tier (rate multiplied by committed Mbps) shall not be less than the total monthly charge at the tier immediately preceding it. Where PPHI-B requires a committed rate above the highest tier in the Schedule, the per-Mbps monthly rate shall be agreed between the Parties in writing but shall not in any event exceed the rate quoted at the highest tier; where the committed rate falls between two tiers, the rate quoted at the next higher tier shall apply. All rates shall be inclusive of all applicable taxes and duties and shall remain firm for the Contract term, any extension of it and any continuation period. The Schedule shall not be taken into account in determining the lowest evaluated bid, which shall be determined solely on the Total Bid Price for the committed 500 Mbps service; it shall bind the ISP on any subsequent increase in the committed rate.

Schedule of Bandwidth Tier Rates (to be completed and signed by the Bidder)

Committed Bandwidth Tier (Mbps)	All-inclusive per-Mbps monthly rate (PKR)	Resulting total monthly charge (PKR)
500		
600		
700		
800		
900		
1,000		
1,100		
1,200		
1,300		
1,400		
1,500		
2,000		
2,500		

4. Save for the item descriptions pre-printed in the price format at Para-3(c), no technical detail or specification may be mentioned in the financial bid. In case any additional technical detail is disclosed in the financial proposal, the bid shall be liable to rejection.
5. Offer must be quoted on a total-cost basis at the risk and cost of the bidder, covering the complete service for one (01) year
 - i. ALL costs (including duties, taxes and other Govt. payables) incurred in delivering the commissioned service at the designated location of the People's Primary Healthcare Initiative Balochistan (PPHI-B)
 - ii. All civil works, excavation, restoration, labor and right-of-way charges
 - iii. Complete services as required in the Technical Specifications and Service Standards of this bidding document
 - iv. Cost of all CPE, cabling, racking accessories, installation, configuration and commissioning
6. Taxes must be included along with the price of each item
7. In case of any Tax exemptions, exemption certificate from the concerned Tax Office / Regional Tax Office pertaining particularly to this case may be provided; otherwise, taxes shall be deducted as per Government Policy / Rules
8. Every page of the Bid must be numbered, signed & stamped by the authorized representative.

TERMS AND CONDITIONS:

1. Commissioning time must be clearly specified. Commissioning time shall mean the time consumed in site survey, civil works, installation, configuration, testing and commissioning of the complete dedicated (CIR) internet service, including both the primary and the backup link, at the designated location of the People's Primary Healthcare Initiative Balochistan (PPHI-B).
2. On completion of evaluation PPHI-B shall issue a Letter of Intent (LOI) to the successful bidder. The Contract Agreement shall be signed within seven (07) calendar days of the date of the LOI, and a formal Work Order shall be issued to the Firm upon signing. Maximum commissioning time for the service is as fixed under Commissioning Deadline, being fifteen (15) days from the date of signing of the Contract Agreement where the ISP's fiber is already present at or immediately adjacent to the site, and thirty (30) days where a new last-mile lateral requiring excavation or road-cut approval is necessary. Failure by the successful bidder to sign the Contract Agreement within the said seven (07) days shall entitle PPHI-B to forfeit the Bid Security and to award the contract to the next lowest evaluated responsive bidder.
3. Tenders must be quoted in Pakistani Rupees (PKR).
4. Tax Liability:
 - i. Complete Tax liability is to be borne by the ISP, subject to sub-clause (iv) below in respect of service tax
 - ii. Quoted prices shall be inclusive of all applicable federal and provincial taxes, including Balochistan Revenue Authority (BRA) sales tax, at the rates prevailing on the date of bid submission, and shall be filled in item-wise in the format at Para-2 (3-(c)). Taxes shall not be shown only against the sub-total of the package.
 - iii. In case of any Tax exemptions, exemption certificate from the concerned Tax Office / Regional Tax Office pertaining particularly to this case may be provided; otherwise, taxes shall be deducted as per Government Policy / Rules.
 - iv. All income tax variations by the Tax Authorities shall be borne by the ISP only, and there shall be no change in the Contract on that account. Variations in service tax (GST / Balochistan Revenue Authority sales tax) occurring after the date of bid submission shall be adjusted in accordance with the terms of the Contract, such tax being invoiced at the rate prevailing on the date of supply.
5. Validity of the bid would be at least ninety (90) days (to be specified by the People's Primary Healthcare Initiative Balochistan (PPHI-B)/ office) from the date of Tender opening
6. Financial Bids must be accompanied with Bid Security in the form of Call Deposit Receipt (CDR) from a scheduled bank @ 2% of total bid value favoring the People's Primary Healthcare Initiative Balochistan.
7. In case of delay in commissioning, the ISP may be blacklisted and liquidated damages shall be imposed at the rate of 0.1% of the contract price per day of delay, subject to a maximum of 10% of the total contract price. Liquidated damages for delayed commissioning and the service penalties for degradation or SLA breach shall not be applied concurrently in respect of the same period; until the service is commissioned and accepted, only liquidated damages under this clause shall apply.
8. On commissioning, the ISP shall submit a Commissioning and Acceptance Report, signed by its authorized technical representative, for verification by the PPHI-B inspection committee.
9. Partial commissioning will not be accepted; the service shall be accepted only when both the primary and the backup links are commissioned and tested.
10. The contracted bandwidth may be increased or decreased during the contract term as per the requirement of the People's Primary Healthcare Initiative Balochistan (PPHI-B), and shall be invoiced at the per-Mbps monthly rate applicable to the resulting bandwidth tier under the Schedule of Bandwidth Tier Rates quoted in the Financial Bid, that rate applying to the whole of the committed bandwidth and not merely to the increment, and applied pro-rata for part months.
11. Bid Security of **unsuccessful** bidder/s shall be released within thirty days from the date of award of contract to the successful bidder/s, upon written request.

12. This tender shall be awarded as a single indivisible package to one responsive bidder; the service is not divisible among multiple ISPs.
13. Payment release is subject to a satisfactory service and SLA-compliance report from the Telehealth Nerve Centre team of PPHI-B. Commissioning, acceptance and periodic verification of the service shall be carried out jointly by:
- i. The Procurement Committee of People's Primary Healthcare Initiative Balochistan (PPHI-B).
 - ii. Authorized representative of the ISP (To be clearly specified in the Tender Document)
14. Payment:
- i. Payment shall be made monthly in arrears in Pakistani Rupees (PKR). The ISP shall submit its invoice on a monthly basis, which shall be cleared by PPHI-B within fifteen (15) working days from the date the invoice is received. Any penalties or liquidated damages levied shall be deducted from the invoiced amount.
 - ii. The successful bidder shall, prior to signing of the Contract Agreement and in any event within seven (07) calendar days of issue of the Letter of Intent, furnish a Performance Security in the form of a bank guarantee issued by a scheduled bank of Pakistan, equal to five per cent (05%) of the Contract Price, meaning the Total Bid Price for one (01) year inclusive of the Installation / One-Time Charges and all applicable taxes, valid throughout the contract term, any extension of it and any continuation period. Where the bank guarantee is issued for a shorter period, the ISP shall procure its renewal not later than thirty (30) days before expiry, failing which PPHI-B may encash the guarantee in full and hold the proceeds as security in its place. Failure to furnish the Performance Security shall result in forfeiture of the Bid Security.
 - iii. Invoices shall be raised only for the service actually delivered in the billing month, net of any service credits or penalties.
 - iv. Proper GST Invoices must be submitted for payment.
15. Bid Security of the successful bidder shall be released within thirty (30) days of signing of the Contract Agreement and furnishing of the Performance Security.

CURRENCY & BID VALIDITY

- Pak Rupees & ninety (90) days

DECLARATION BY THE BIDDER

I solemnly undertake that:

- a. Having read, understood & made myself aware of all the Terms & conditions mentioned in this Bidding Document & the Rules, Regulations & Policies of the Government of Balochistan, governing the procurement & financial matters, **AGREE, ACCEPT & UNDERTAKE TO ABIDE BY THE SAME.**
- b. The information provided in this form is correct to the best of my knowledge & in the event of change, details will be provided as soon as possible

Name & Designation _____

Signature _____ Date _____

Company stamp.

CERTIFICATE ON STAMP PAPER OF WORTH Rs.100/

1. We hereby confirm that we have read carefully the description and all the terms and conditions of your tender enquiry due for opening on 28 September 2026 for the Tender No. PPHI-B/H.O BLN/2026/INTERNET/01/(IT-CIR) Titled “Provision of Dedicated (CIR) Internet Bandwidth Services for the Telehealth Nerve Centre, PPHI-Balochistan, Quetta” as advertised in the tender notice as well as those contained in the bid documents. We agree to abide by all instructions/conditions.
2. We hereby confirm to adhere to the commissioning period and the service levels required in the tender enquiry / supply order(s), which shall be of the essence of the contract, and we shall abide by all the terms and conditions of the bidding document.
3. Certified that the price quoted against this tender is not more than the price charged from any other Government or Semi-Government organization in Pakistan for the same service and bandwidth. In case of any discrepancy, the supplier hereby undertakes to refund the price charged in excess when asked to do so.

Name of the bidder_____

Signature_____

Company Stamp_____

FORM OF CONTRACT AGREEMENT

This Agreement of ----- is executed at Quetta, on -----.

BETWEEN

The People's Primary Healthcare Initiative, Balochistan through the Chief Executive Officer which expression shall, unless the context requires otherwise, include its successors-in-office, representatives and assignees (hereinafter referred to as the "Service") of the FIRST PART;

AND

M/S.....
.....registered under Sales Tax No. _____ and
National Income Tax No _____ Phone No(s) _____
_____ and Fax
No _____ which expression shall, unless the context requires
otherwise, include its successors-in-interest, executors, administrators, representatives and
assignees (hereinafter referred to as the "Firm") of the

SECOND PART.

WHEREAS, the "Service" is competent and responsible for concluding this agreement for the provision of dedicated (CIR) internet bandwidth services for the Telehealth Nerve Centre, PPHI-Balochistan, Quetta.

WHEREAS, the "Service" invited bids from firms on _____ for the provision of dedicated (CIR) internet bandwidth services under Tender No. PPHI-B/H.O BLN/2026/INTERNET/01/(IT-CIR) titled "Provision of Dedicated (CIR) Internet Bandwidth Services for the Telehealth Nerve Centre, PPHI-Balochistan, Quetta".

AND WHEREAS, bid of the "Firm" has been accepted.

NOW, THEREFORE, THE PARTIES HAVE ENTERED INTO AN AGREEMENT AGAINST TENDER NO. PPHI-B/H.O BLN/2026/INTERNET/01/(IT-CIR) ON THE TERMS AND CONDITIONS STATED HEREIN BELOW:

This Agreement shall be subject to the following:

Description and Rate

Sr. No.	Description of Service	Specs / SLA per bidding document	Qty / Term	Unit Price (PKR)	Sale and other taxes (Specify the type and kind of taxes applied (PKR))	Total Cost (PKR)
1	Dedicated (CIR) Internet Bandwidth – 500 Mbps	Per the Technical Specifications and Service Standards in the bidding document	500 Mbps × 12 months			
2	Installation / One-Time Charges (OTC)	Survey, cabling, CPE, commissioning	01 (Lump Sum)			
Grand Total						
Total Price in Words						

I. Terms and conditions as mentioned in the bidding documents.

II. All Annexure given in the bidding documents.

Schedule of Bandwidth Tier Rates

Committed Bandwidth Tier (Mbps)	All-inclusive per-Mbps monthly rate (PKR)	Resulting total monthly charge (PKR)
500		
600		
700		
800		
900		
1,000		
1,100		
1,200		
1,300		
1,400		
1,500		
2,000		
2,500		

1. Tenure

The Firm shall commission the internet services within the period stated in the bidding document, being fifteen (15) days from signing of this Agreement or thirty (30) days where a new last-mile lateral requiring excavation or road-cut approval is necessary. The term of this Agreement shall commence on the date of successful commissioning and acceptance of the service and shall continue for a period of one (01) year. The Service may extend this Agreement for a further one (01) year at its sole option, exercisable by written notice given not later than thirty (30) days before expiry of the initial term, on the same terms and at the same rates or at such lower rates as the Parties may agree, where the Firm has met the monthly availability commitment in not fewer than ten (10) of the twelve (12) months of the initial term and is not in uncured material breach. Where the Service has commenced a fresh procurement for the service before expiry of this Agreement, the Firm shall, on written notice, continue to provide the service on the same terms and at the rates then prevailing under this Agreement for such period as the Service may require, not exceeding one hundred and eighty (180) days in aggregate, and such continuation shall not constitute an extension of the term

2. Documents Forming Integral Part of the Agreement

The following documents shall be deemed to form an integral part of this Agreement: (i) Annexure A – Bidding Document for the provision of dedicated (CIR) internet bandwidth services; (ii) Annexure B – Bid submitted by the Firm; (iii) Annexure C – Letter of Intent dated _____; and (iv) Annexure D – Work Order issued on signing of this Agreement.

3. Services

- (i) The Firm shall provide, continuously throughout the term of this Agreement, dedicated (CIR) internet bandwidth of 500 Mbps at the Telehealth Nerve Centre, House No. 431-D, Samungli Housing Scheme (opposite Razaq Store), Quetta, in accordance with the specifications stated in the bidding document, at the quoted price of Rs. _____ per month.
- (ii) In the event of a change of location, the Firm shall ensure that the internet connections are transferred or shifted to the new location, and shall make its best efforts to complete such transfer within a maximum of fifteen (15) days. In such a case the Firm shall be responsible for all ancillary equipment required for the transfer at no further cost to the Service.
- (iii) The Firm shall provide the said internet connectivity and all related services in accordance with the terms and conditions stated in the bidding document within the commissioning period stated in Clause 1 of this Agreement.

4. Responsibilities of the Service

The Service shall ensure that: (i) the secrecy of any credentials issued to it by the Firm for management of the service is maintained; (ii) no voice transmission banned or restricted by the Pakistan Telecommunication Authority takes place through the services provided by the Firm, provided that lawful voice and video traffic generated by the Service's own telehealth, PBX and IP telephony systems shall not be treated as banned or restricted transmission; (iii) IP addresses leased from the Firm are not used after expiry of this Agreement; and (iv) the circuit is not used for cyber-terrorism, hacking or any activity harmful to any party connected to the internet.

5. Remuneration and Payment

- (i) The quoted remuneration is inclusive of all applicable taxes at the rates prevailing on the date of bid submission. All variations in income tax after the date of bid submission shall be borne by the Firm, and no adjustment shall be made to the remuneration or the Contract Price on that account. Variations in service tax (GST / Balochistan Revenue Authority sales tax) after that date shall be adjusted in the remuneration, such tax being invoiced at the rate prevailing on the date of supply.
- (ii) The Firm shall submit its invoice in Pakistani Rupees (PKR) monthly in arrears to the Service, which shall be cleared within fifteen (15) working days from the date the invoice is received. Invoices shall be raised only for the service actually delivered in the billing month, net of any service credits or penalties. Any penalty or liquidated damages levied under Clause 7 shall be deducted by the Service from the invoiced amount.
- (iii) Payment shall be made in Pakistani Rupees (PKR) monthly in arrears through a crossed cheque/ Direct Bank Transfer in favor of the Firm.
- (iv) In the event of a change in contracted bandwidth, the Firm shall invoice on a pro-rata basis according to the bandwidth actually provided during the preceding period.

6. Performance Security

- (i) The Firm shall, prior to signing of this Agreement and in any event within seven (07) calendar days of issue of the Letter of Intent, submit a Performance Security in the form of a bank guarantee issued by a scheduled bank of Pakistan, of an amount equal to five per cent (05%) of the Contract Price, meaning the Total Bid Price for one (01) year inclusive of the Installation / One-Time Charges and all applicable taxes, valid throughout the contract term, any extension of it and any continuation period. Where the bank guarantee is issued for a shorter period, the Firm shall procure its renewal not later than thirty (30) days before expiry, failing which the Service may encash the guarantee in full and hold the proceeds as security in its place. Failure to submit the Performance Security shall result in forfeiture of the Bid Security by the Service.
- (ii) In case of any default by the Firm of its obligations under this Agreement, the Service may encash the Performance Security and the Firm shall not dispute such encashment.

7. Liquidated Damages and Service Penalties

- (i) In case of a major fault or damage to the physical media (primary link), connectivity may be provided via the secondary link at full throughput. If the Firm fails to repair the primary media within twenty-four (24) hours of the fault being reported, a penalty of Rs. 1,000 per hour shall be imposed for each hour or part hour thereafter, provided that, where service has been transferred to the secondary link automatically within the sixty (60) second failover period and full contracted throughput is available to PPHI-B over that link, no penalty shall accrue for the first seventy-two (72) hours from the time the fault was reported. Thereafter the penalty shall accrue notwithstanding that the secondary link remains in service, the site being without redundancy until the primary media is repaired.
- (ii) If the throughput available to PPHI-B, measured as provided under Measurement & Verification in the bidding document, falls below the contracted CIR for thirty (30) consecutive minutes or more, a penalty shall be charged for each hour or part hour during which the shortfall continues, by reference to the lowest throughput recorded in that hour expressed as a percentage of the contracted CIR, as follows: below 95% but not below 85%, Rs. 200 per hour; below 85% but not below 75%, Rs. 300 per hour; below 75% but not below 65%, Rs. 400 per hour; below 65% but not below 55%, Rs. 500 per hour; below 55% but not below 45%, Rs. 650 per hour; below 45% but not below 35%, Rs. 800 per hour; and below 35%, Rs. 1,000 per hour. Persistent failure to meet the latency, packet-loss or jitter thresholds specified in the bidding document

shall be addressed in the first instance by written notice from the Service requiring the Firm to submit a remediation plan within seven (07) days and to implement it within a reasonable period, failing which the Service may treat the failure as a material breach.

(iii) In case of a complete breakdown of the internet service exceeding the monthly availability allowance specified in the bidding document, a penalty of Rs. 2,500 per hour shall be imposed on the Firm. Where the service is degraded or unavailable by reason of a Distributed Denial of Service or other network attack and the Firm fails to apply mitigation within thirty (30) minutes of detection, the same penalty shall apply for each hour or part hour after the thirtieth (30th) minute from detection until mitigation is effective.

(iv) In case the Firm fails to commission the internet services within the time stated in the bidding document, 0.1% of the contract price shall be deducted per day of delay, up to a maximum of 10% of the contract price.

(v) Liquidated damages and penalties under this Clause shall be applied as service credits and deducted by the Service from the invoice of the Firm. No penalty shall accrue under this Clause in respect of (a) planned maintenance notified in accordance with the bidding document and completed within the notified window, (b) any period of unavailability or degradation caused by PPHI-B, its own equipment or its premises, or (c) any force majeure event. The exclusions at (a) to (c) relieve the Firm of penalty only and shall not entitle it to payment for the period concerned; the monthly service charge shall abate pro rata for any period during which the service is unavailable, from whatever cause, and invoices shall be raised only for service actually delivered. Only one penalty under sub-clauses (i) to (iii) shall accrue in respect of the same hour of the same incident, being the highest applicable; penalties shall not be aggregated for concurrent causes. The total of all penalties under sub-clauses (i) to (iii) in any calendar month shall not exceed fifty per cent (50%) of the monthly service charge for that month, the monthly service charge being the charge for the committed bandwidth for that month exclusive of any Installation / One-Time Charges. This Clause is without prejudice to the right of the Service to terminate for material breach, and the application of any penalty shall not be treated as a waiver of that right.

8. Force Majeure

Any delay in or failure of performance by either Party shall not constitute default hereunder if caused by any occurrence beyond the reasonable control of that Party, including Acts of God, government emergencies, compliance with any written order of a government authority, act of war, rebellion or sabotage, fires, floods, explosions, accidents, riots or strikes, or any other cause not within the reasonable control of the Parties. For the avoidance of doubt, none of the following shall constitute a force majeure event: a Distributed Denial of Service or other network attack; congestion, capacity shortfall or routing failure on the ISP's own network or that of its upstream providers; a cable cut on any route for which the ISP bears restoration responsibility under this Agreement; or failure of the ISP's own equipment. The Party affected shall notify the other in writing within seven (07) days of the occurrence, describing the event and its expected duration, and shall use all reasonable efforts to resume performance. If a force majeure event prevents performance for a continuous period exceeding thirty (30) days, either Party may terminate this Agreement by written notice without further liability. No charge shall be payable in respect of any period during which the service was unavailable, and no compensation, damages or claim of any nature shall be payable to the Firm by reason of such termination, save for amounts properly due for services actually rendered before the force majeure event commenced.

9. Termination

This Agreement may be terminated: (i) by either Party upon breach by the other Party of any material provision of this Agreement, where such breach remains uncured for twenty (20) days from the date of receipt of written notice; (ii) immediately upon written notice by the Service if the Firm engages in unauthorized activities, including breach of confidentiality or activities which jeopardize the image of the Service, and does not cure within five (05) days of notice (or without notice or cure period if incurable or if the assets of the Service are at risk); or (iii) by the Service by serving a thirty (30) day written notice on the Firm.

10. Dispute Resolution

(i) The Parties shall attempt to settle amicably, through negotiation, all disputes arising out of or in connection with this Agreement or the interpretation of its clauses. Any dispute which cannot be settled amicably within seven (07) days after receipt by one Party of the other Party's written request for amicable settlement may be submitted by either Party to arbitration.

(ii) Arbitration proceedings shall be conducted in accordance with the Arbitration Act, 1940, or any amendment or re-enactment thereof and the rules made thereunder. The dispute shall be referred to a mutually agreed arbitrator whose decision shall be final and binding on the Parties. The arbitration proceedings shall be held at Quetta, Pakistan, and the language of the proceedings shall be English.

11. Confidential Information

The Parties, to the extent of their contractual and lawful right to do so, may exchange proprietary information as reasonably necessary for each to perform its obligations under this Agreement. All information relating to this Agreement provided by either Party to the other, whether oral or written, and when identified in writing as confidential or proprietary, is hereby deemed to be confidential and proprietary information. In addition, and whether or not so identified, all patient and clinical

data traversing or stored on the services provided under this Agreement shall be treated as confidential. The Firm shall not access, intercept, inspect, copy, disclose or retain any such data except as strictly necessary for fault diagnosis and only with the prior written authorization of the Service, save where disclosure is required by a lawful order of a competent authority, in which case the Firm shall notify the Service in advance to the extent legally permitted. The Firm shall notify the Service in writing within twenty-four (24) hours of becoming aware of any security incident, unauthorized access or data breach affecting the services. These obligations shall survive expiry or termination of this Agreement.

12. No Assignment

Neither Party shall assign or transfer its rights or obligations arising under this Agreement without the prior written consent of the other Party. This Agreement shall be binding upon and shall ensure to the benefit of the respective permitted successors and assigns of the Parties.

13. Waiver of Rights

A waiver by either Party in respect of any obligation under this Agreement shall only be effective if it is in writing and specifically expressed as a waiver, and shall not operate as, or be construed to be, a waiver of any other obligation or provision of this Agreement.

14. Authority

Each Party represents and warrants to the other that it has the authority to enter into this Agreement and that it is not a party to any other agreement which prohibits it from entering into this Agreement or which renders any provision of this Agreement ineffective or unenforceable.

15. Governing Law

This Agreement and any dispute arising under or relating to it, directly or indirectly, shall be governed by and interpreted under the laws of Pakistan.

16. Notice

Any notice by either Party to the other under this Agreement shall be in writing and shall be addressed to the address of the Parties stated in the recitals above, provided that if either Party has designated a different address by written notice to the other, notices shall be sent to such designated address.

17. No Partnership

Nothing contained in this Agreement shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever, unless otherwise specified in this Agreement.

18. Compliance with Law

The Parties shall abide by all applicable laws and shall obtain and maintain all necessary approvals, authorizations, registrations, licenses and consents necessary for them and their personnel to perform the services in accordance with the terms of this Agreement.

19. Entire Agreement

This Agreement contains the entire agreement of the Parties with respect to the subject matter hereof and supersedes all earlier agreements, representations or understandings of the Parties, whether written or oral, including any previous correspondence between the Parties.

IN WITNESS WHEREOF the Parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the day, month and year first above written.

Name :- (_____)	Name :- (_____)
On behalf of the Firm	On behalf of the Service
Signature:	Signature:
Designation: _____	Designation: _____
Entity: _____	Entity: _____
 	<u>People's Primary Healthcare Initiative</u>
	<u>Balochistan (PPHI-B)</u>

Witnesses: (1) _____

(2) _____

MANDATORY DOCUMENTS CHECKLIST

To be completed and signed by the Bidder. This checklist is for the Bidder's convenience and does not limit any requirement of the bidding document; in the event of any conflict the bidding document shall prevail.

S. No.	Document / Enclosure Required	Envelope	Enclosed (Y/N)	Tab / Page No.
1	Tender Fee of PKR 2,000/- in a separate envelope	Technical		
2	Copy of NTN, GST registration and Tax Inquiry Profile (verifiable from FBR IRIS), and BRA registration	Technical		
3	Copy of Active Taxpayer List status from FBR	Technical		
4	Copy of valid PTA license(s) — CVAS or FLL or WLL, together with LDI or TIP	Technical		
5	Proof of own GPON / long-haul and metro optical fibre infrastructure within Quetta	Technical		
6	Copy of active upstream NNI / contract (TW1 with TWA, or PIE with PTCL, or equivalent)	Technical		
7	Purchase orders / service agreements / satisfactory-performance certificates for five (05) clients, including one (01) at 200 Mbps CIR or above, duly signed by the client	Technical		
8	Audited Financial Statements or Annual Tax Returns evidencing average annual turnover of Rs. 30 million over the last three financial years	Technical		
9	Declaration of non-blacklisting and declaration of litigation on non-judicial stamp paper	Technical		
10	Signed SLA undertaking, NOC details, list of monitoring tools and escalation matrix	Technical		
11	Utility bill / rental agreement / property tax paper for the Quetta office, together with CVs and experience letters of Quetta-based technical staff	Technical		
12	Confirmation of acceptance of the commissioning period fixed under Commissioning Deadline	Technical		
13	Signature and company seal on every page of the bidding document, and declaration on the firm's letterhead	Technical		
14	Network design proposal for the WAN connectivity and its integration with the PPHI-B network	Technical		
15	OEM product datasheets for all equipment to be deployed	Technical		
16	Undertaking that all equipment supplied is brand new	Technical		
17	Dated traceroute and continuous-ping output from an existing customer circuit in Quetta, certified by an authorized officer	Technical		
18	Proposed last-mile route map to the Telehealth Nerve Centre	Technical		
19	Path diagram and details of submarine-cable systems / upstream providers evidencing link and backend diversity	Technical		
20	Written confirmation of IPv6 readiness	Technical		
21	Bidder's standard SLA document and written confirmation of acceptance of the SLA terms of this tender	Technical		
22	Written confirmation that no application-layer gateway or UDP rate-limiting is applied	Technical		
23	Written confirmation on letterhead of unrestricted and unfiltered access — no data cap, FUP, throttling or port blocking	Technical		
24	Proof of online usage and performance reporting (MRTG / NMS) and read-only SNMP access	Technical		
25	Proof of 24x7 enterprise-grade NOC for complaint registration and escalation	Technical		
26	Proof of handoff and installation capability, and of real-time services support (QoS, VPN, PBX, Sehat Dehleez)	Technical		
27	Bidder's Information form (Technical Proposal), duly completed	Technical		
28	Bid Security equal to 2% of the quoted amount — must NOT be placed in the Technical envelope	Financial		
29	Bidder's Information form (Financial Proposal), duly completed	Financial		
30	Financial Bid / price schedule, including the Schedule of Bandwidth Tier Rates applicable to any increase in the committed rate	Financial		

31	Declaration by the Bidder, signed	Both		
32	Certificate on stamp paper of worth Rs. 100/-	Technical		

I certify that all documents marked "Y" above are enclosed with this bid, correctly tagged and indexed.

Signature of Authorized Representative: _____

Name & Designation: _____

Company Seal: _____

Date: _____