

**No. SWO-5(1)/2024-25**  
**GOVERNMENT OF PAKISTAN**  
**ESTABLISHMENT DIVISION**  
**STAFF WELFARE ORGANIZATION**  
**TENDER NOTICE**

Sealed Tenders are invited from online registered NTN/GST Firms/ Original Manufacturers/ Importers or equivalent their Authorized Agents/ Distributors and Suppliers for the supply of following Rehabilitation Aid items for the Current Financial Year 2024-25 who are registered on E-PADS (Electronic Pak Acquisition & Disposal System).

S.No.	Item & Specification	Item Required
1.	Hearing Aid items: (Branded along with sample returnable) i) Category-A (40db to 100db- (08 Channel) ii) Category-B (70db to 120db- (08 Channel) & i) Category-A (40db to 100db- (12 Channel) ii) Category-B (40db to 100db- (12 Channel)	(A-Category = 100) & (B-Category= 80) as per supply order according to release of budget on quarterly basis)
2.	Wheel Chair with Commode (Adjustable made in china or equivalent).	30 (as per supply order according to release of budget on quarterly basis)
3.	Tricycle made in China or equivalent.	05 (as per supply order according to release of budget on quarterly basis)

2. Tender will be obtained on 'Single Stage One Envelope Basis'.
3. Applicants are required to submit the documents through E-PADS alongwith required scanned documents.
4. The rates quoted will be valid during Current Financial Year i.e. 2024-25. The successful Bidder will have to provide the approved items without any change in the quoted price and quality upto 30.06.2025.
5. Firm must be online registered with FBR inclusive of G.S.T and other taxes/duties, where applicable. Documentary proof of N.T.N and G.S.T to be provided along with bid. The benefit of exemption or reduction in the G.S.T or other taxes shall be passed on to the purchaser. The Bidder must indicate the make and name of country wherefrom the item is manufactured/ originated with documentary proof.
6. In case of Foreign Made items, proof of Import documents along with bank transactions must be attached. **(Mandatory)**
7. The Firm must attach the proof of relevant work experience as well as evidence of self service centres at Islamabad, Rawalpindi, Lahore, Peshawar, Karachi & Quetta or solemnly affirm to provide the same in the said Regional Offices of Staff Welfare Organization. **(Mandatory)**
8. The Tender Forms having, specifications of the required items, quality, terms & conditions can be obtained from PPRA website or the office of the Chief Welfare Officer, Ch. Rehmat Ali Community Centre, G-7, Islamabad during the office hours on working days from 11-12-2024 on or before 31-12-2024 by 11:30 A.M. The bids will however be opened on the same day by the Purchase Committee in the office of Chief Welfare Officer, Ch. Rehmat Ali Community Centre, G-7, Islamabad at 11:30 A.M.
9. Bid security to the extent of 5% of the bid price is required to be enclosed in shape of Bank Draft or Pay Order only in favour of DDO, Staff Welfare Organization, Ch. Rehmat Ali Community Centre, G-7, Islamabad. Bid Security will be refunded to unsuccessful Bidders after opening of the bids. The bid security of successful Bidder will be forfeited in case of failure to provide the requisite item as per approved specifications. The bidders are required to submit rates along with and without GST separately on Tender Forms where applicable.
10. The quantity of required items will be as per supply order according to release of budget on quarterly basis.
11. The Staff Welfare Organization reserves the right to accept or reject any or all the Tenders according to PPRA Rules, 2004.

**(MAMINA ARSHAD)**  
**Chief Welfare Officer**  
**☎ 9253000**

*(Faint stamp and signature area)*

**GOVERNMENT OF PAKISTAN  
ESTABLISHMENT DIVISION  
STAFF WELFARE ORGANIZATION  
(CH. REHMAT ALI COMMUNITY CENTRE)  
TERMS & CONDITIONS**

**SUBJECT: TERMS & CONDITIONS OF TENDER FOR THE SUPPLY OF REHABILITATION AID ITEMS FOR THE YEAR 2024-25.**

Tenders must be submitted on prescribed Tender Form/ Document at E-PADS system of PPRA. Only online registered firms with FBR, the original manufacturers/their authorized agents and suppliers may participate.

2. The prices offered by the bidder will be valid up to **30-06-2025**.
3. The successful bidders shall have to provide the approved items without any change in the price and quality up to **30.06.2025**. The guarantee period must be indicated in the tender form.
4. Firm must be online registered with PPRA and FBR inclusive of General Sales Tax (GST) and other taxes/duties, where applicable. Documentary proof of N.T.N and G.S.T should be provided alongwith bid. The benefit of exemption or reduction, if any in the G.S.T. or other taxes shall be passed on to the purchaser. The bidder must indicate the make and name of the country, where the item is manufactured/originated. If taxes are not mentioned, the offered/quoted price shall be considered as inclusive of all prevailing taxes/duties.
5. After sale, computerized fitting service through relevant software module along with soft ear mould fabrication will be provided by the Firm/Party, in case of Foreign made/ manufactured items.
6. Warranty and free service at-least for one year will be provided from the date of supply.
7. Original Brochure of the hearing aid must be submitted clearly indicating technical specifications of the hearing aid tendered. In case of Foreign Made items, proof of Import documents alongwith bank transactions must be provided. **(Mandatory)**
8. Certificate from the bidders indicating that they are the authorized dealer/representative of the concerned firm is required. The firm must attach the proof of relevant work experience as well as evidence of self service centres at Islamabad, Rawalpindi, Lahore, Peshawar, Karachi & Quetta or solemnly affirm to provide the same in the said regional offices of this Organization. **(Mandatory)** The estimated quantities of items can be increased or decreased as per requirement under the rules.
9. The bidder/manufacturer will submit an affidavit on stamp paper of Rs.100/- that their firm has not supplied the same item at the rate less than those offered in the tender to any other Government Department during the financial year 2024-25 and that the Firm has not been blacklisted in the past on any ground by any Government (Federal or Provincial), local body or a public organization. Upon submission of false statement, the bidder/manufacturer will be disqualified from bid and the contract will stand cancelled and the earnest money will be forfeited along with a legal action.
10. The tender forms, specifications of the items and other terms & conditions can be obtained during the office hours on working days from **11-12-2024** at the office of the Chief Welfare Officer, Ch. Rehmat Ali Community Centre, G-7, Markaz, Islamabad or E-PADS on or before **31-12-2024** by **11:30 A.M.** The duly completed tender will however be submitted by the vender on E-PADS. The Tender will be opened on the same day by the Purchase Committee in the office of Chief Welfare Officer, G-7, Islamabad at **11:30 A.M.**

11. Bid security to the extent of 5% of the bid price should be enclosed in shape of Bank Draft or Pay Order in favour of DDO Staff Welfare Organization, Ch. Rehmat Ali Community Centre, G-7, Islamabad. Bid Security will be refunded to unsuccessful bidders after opening of bid. The bid security of successful bidder will be forfeited in case of failure to provide the requisite item(s) as per approved specifications and a legal action shall be taken against the said bidder in such case.

12. The bidder must produce one sample of each quoted product alongwith his tender. No bid will be considered without sample.

13. The items required will be delivered by the bidder in Regional Offices of this Organization located at Islamabad, Lahore, Karachi, Peshawar and Quetta.

14. In case of substandard supply or item of low quality, the bid will stand rejected.

15. Upon receipt of supply order, the entire supplies must be completed within 10 days by the successful firm/bidder after date of issue of supply order at their own cost to local and other stations. In case of failure, the supply order will stand cancelled without formal notice to this effect and the earnest money will be forfeited and necessary legal action shall be taken.

16. All the items offered by the firms will be technically assessed as per required specification. If the items found technically unfit, the same will not be accepted.

17. Substandard and low quality item(s) shall be rejected by the local office or respective regional offices where supply is made.

18. The Staff Welfare Organization reserves the right to accept or reject any or all the tenders according to PPRA rules 2004.

**UNDERTAKING**

We hereby accept the terms and conditions of this tender and will abide by the same faithfully.

Name of Bidder/Firm:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_



Date: \_\_\_\_\_

Seal & Stamp \_\_\_\_\_

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**ESTABLISHMENT DIVISION  
STAFF WELFARE ORGANIZATION  
(CH. REHMAT ALI COMMUNITY CENTRE)  
ISLAMABAD**

**TENDER DOCUMENT (2024-25)**

Name of the Firm with complete postal address:- \_\_\_\_\_

G.S.T. No. \_\_\_\_\_ N.I.C. No. of the owner: \_\_\_\_\_ N.T.N.No. \_\_\_\_\_

S.No.	Items & Specification required by Staff Welfare Organization.	Items & Specification offered by the firm.	Approximate quantity	Rate per unit quoted without sale tax	Rate per unit quoted with sale tax	Guarantee period
1.	<p><b><u>CATEGORY-A</u></b></p> <p>To rehabilitate persons suffering from mild to moderate hearing loss <b>(40-100 dB)</b></p> <p>i) 100% digital &amp; programmable Behind-The-Ear (BTE) Hearing Aid.</p> <p>ii) Purely <b>08 or 12</b> Channel Digital Signal Processing (DSP)</p> <p>iii) Gain <b>70-75</b> dB with Automatic Gain Control (AGC)</p> <p>iv) Frequency range having maximum efficiency between <b>0.25-6 KHz.</b></p> <p>v) Wide Dynamic Range Compression (WDRC).</p> <p>vi) M-MT-T Program switch.</p> <p>vii) Digital Volume Control</p> <p>viii) Low battery beep indicator.</p>					
2.	<p><b><u>CATEGORY-B</u></b></p> <p>To rehabilitate persons suffering from mild to moderate hearing loss <b>(70-120 dB)</b></p> <p>i) 100% digital &amp; programmable Behind-The-Ear (BTE) Hearing Aid.</p> <p>ii) Purely <b>08 or 12</b> Channel Digital Signal Processing (DSP)</p> <p>iii) Gain <b>78-82</b> dB with Automatic Gain Control (AGC)</p> <p>iv) Frequency range having maximum efficiency between <b>0.25-6 KHz.</b></p> <p>v) Wide Dynamic Range Compression (WDRC).</p> <p>vi) M-MT-T Program switch.</p> <p>vii) Digital Volume Control</p> <p>viii) Low battery beep indicator.</p>					

3.	<b>WHEEL CHAIR</b> Frame (Chromed), upholstery (Leather), Front Wheel (8”), Rear wheel (24”), Tyre (Rubber Solid), Footrest (Aluminum), Net weight (19 KG) with Commode (Adjustable)					
	i) Local					
	ii) Foreign					
4.	<b>TRI-CYCLE</b> (Double Chain Driven ) Local made/ Imported					
	i) Local					
	ii) Foreign					

i) It is hereby certified that I will abide by the terms and conditions mentioned in the Tender Documents and other Terms & Conditions.

ii) It is in further certified that firm is not black listed and duly registered and having valid G.S.T. No. and N.T.N No.

**Signature:** \_\_\_\_\_ **Name of Agent/Bidder:** \_\_\_\_\_

**N.I.C. No.** \_\_\_\_\_ **Name of Bank, Account No. and title of the Account No.** \_\_\_\_\_

**Phone No. (Landline)** \_\_\_\_\_ **Cell No.** \_\_\_\_\_

