



INDUS HOSPITAL & HEALTH NETWORK
PROJECT MANAGEMENT UNIT,
PLOT No. 32, STREET No. 36, FIRST FLOOR, I & T CENTER, SECTOR G-10/4,
ISLAMABAD.
TELEPHONE: +92518312595-6

Tender Document for IT Accessories

Procurement Reference #: PMU/65-66/10/2026

Subject of Procurement	Tender for IT Accessories
Procurement Reference Number	PMU/65-66/10/2026
Date of Bid Issue	11 th October 2026 (Sunday - Newspaper and website)
Deadline for Submission of Bids	21 st October 2026 (Wednesday by 11:00 am PST)
Public Bid Opening	21 st October 2026 (Wednesday @ 11:30 am PST)

Queries/Questions shall be sent by email only to:

Procurement & Supply Chain Department - Project Management Unit

Email Address: aamir.aslam@tih.org.pk

Subject of Procurement and Tender Reference number must be included in email subject title.

Declaration

Issuance of this bid document does not constitute a contractual commitment on the part of Indus Hospital & Health Network (IHHN) Project nor does it commit to pay for costs incurred in the submission of a proposal. All costs of the applicant in the preparation and submission of an offer shall be borne by that applicant. IHHN reserves the right to reject any or all proposals and to make no award at all, or to make an award without further discussion or negotiations if it is considered to be in the best interest of the project.

Each bidder is required to submit **Single Stage One Envelope Proposal**.

Description	Volume
Tender for of IT Accessories	Details mentioned in Section III

Planned procurement schedule (subject to changes) is as follows:

Activity	Date
a. Bid publish date (Newspaper and IHHN website)	11 th October 2026
b. Bid closing date	21 st October 2026 @ 11:00 am PST
c. Public bid opening date	21 st October 2026 @ 11:30 am PST
d. Concluding evaluation process	29 th October 2026
e. Date of issuing Notification of Award	2 nd November 2026
f. Contract Signing or Purchase Order issuance	4 th November 2026

Documents making part of the bidding documents:

Section - I	Instruction to Bidders
Section – II	Evaluation Criteria: - Preliminary Evaluation
Section – III	Specifications/Scope of Work & Delivery Locations
Section - IV	Financial/Price Quotation
Section - V	Undertaking (A) Conflict of Interest (B)
Section - VI	Supplier Evaluation Form
Section - VII	Tax Exemption Certificate
Section – VIII	PSEAH Policy

SECTION I – INSTRUCTION TO BIDDERS

Introduction

Indus Hospital & Health Network (IHHN) is a non-profit organization, which is growing rapidly and expanding its health programs all over Pakistan. It has supported health programs in Pakistan since 2007. IHHN provides quality healthcare free-of-cost to millions of deserving patients through its countrywide network of hospitals in Pakistan. IHHN is now managing multiple tertiary and secondary care Hospitals, Physical Rehabilitation Centers, Regional Blood Centers, Community Health Centers, and various Public Health Programs spread across Pakistan. IHHN is also a recipient of Malaria grant funded by an International Organization/Donor.

Scope of Work

IHHN intends to procure IT Accessories as per the specifications mentioned in Section III of this document. *(Bidder may participate for any 1 or all the items mentioned in Section-III).* This tender document will also serve the purpose of pre-qualification of bidders for future.

Eligible Bidders

This tender is open to all eligible suppliers who fulfill all the required criteria. Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by any government or non-government organization or international organization.

Bid Currency and Cost of Bidding

All rates shall be quoted in Pak Rupees (PKR) only.

The bidder shall bear all costs associated with the preparation and submission of their bid, and Indus Hospital & Health Network (IHHN) named in the bid document, hereinafter referred to as “IHHN,” will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Requirement & Conformance to the Specification

The required IT Accessories shall be received as per the requirements specified in Section – III of this document.

Disclaimer: Here to best illustrate the products' specification, mentioned name of different product brand and/or model number is for reference ONLY; which is derived from usage experience. Please also note that any other brand and/or model product of similar specifications and quality may also be quoted only if the evaluation committee approves it.

Bid validity period and contract

The bid validity period is at least sixty (60) calendar days from the date of the deadline for bid submission. A bid valid for a shorter period may be rejected by IHHN as non-responsive.

In case the above stated bid validity period expires before concluding the evaluation and contracting process, IHHN may in writing solicit for bidder's consent for an extension of the validity period.

Variation of product range and quantities

IHHN reserves the right to increase or decrease the quantities of item(s) under the contract without any changes in unit price or other terms and conditions. IHHN shall order for quantities under the contract by issue of a separate Purchase Order. The bidder shall fulfill such requirements within the delivery schedule included in the bid or as mutually agreed.

Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, IHHN for any reason, whether at its own initiative or in response to a clarification requested by an interested bidder, may modify the bidding document by uploading the amended document on IHHN website, which will be binding on all.

In order to allow interested bidders reasonable time in which to take the amendment into account in preparing their bids, IHHN at its discretion, may extend the deadline for the submission of bids.

Use of agreed contract prices by other PRs (of same donor) and IHHN

Within the contract validity period, the purchaser and its partners under the Pakistan grant portfolio of the donor to fight AIDS, Tuberculosis and Malaria, IHHN may utilize the contract resulting from this procurement process to order additional quantities of items without retendering.

Price variations

Within the bid validity period, any changes in prices shall not be accepted and any requests from the bidder for a price increments or stock unavailability shall be considered as non-performance and thus the Purchase Order (PO)/Contract may lead to termination.

The Bidding Procedure - Single Stage One Envelop Procedure

The bid shall comprise a single package containing financial proposal and the technical proposal.

- a. Both Technical and Financial Proposals will be opened on the same day.
- b. IHHN shall evaluate the technical proposal in a manner prescribed in advance.
- c. A technically responsive bid found to have the lowest priced proposal shall be declared as the best evaluated bidder.

IHHN may select one or multiple bidders and may award the business item-wise basis, as deemed appropriate. Furthermore, IHHN reserves the right to award part of the tendered services to the second or third best evaluated bidders, at their quoted or negotiated prices, in the event that the best evaluated bidder fails to deliver the required supplies/services within the stipulated project timelines/delivery date mentioned on the Purchase Order.

Pre-bid meeting and request for clarifications

There shall be no pre-bid meeting, however, bidders may seek clarifications and send questions about the bid on email address aamir.aslam@tih.org.pk, attention: Mr. Aamir Aslam, Senior Manager Procurement & Supply Chain, Project Management Unit. The email subject/title should clearly indicate the tender reference number and the subject of the procurement. A bidder sending a request for clarification should provide full names, company name and address and telephone contacts of the company in the email body: the purchaser shall not respond to anonymous emails. The purchaser shall respond to request for clarifications and questions received not later than three (3) days to the deadline for bid submission.

Important Note: Bid shall only be received in the manner prescribed above and no bids are to be sent to the individual email stated above. Any bid sent to the above email will automatically be disqualified.

Bid security or bid bond

All bids shall be accompanied with a refundable bid security or bid bond of **PKR 100,000/-** in the form of Demand Draft (DD), Call Deposit Receipt (CDR) or Pay order in the name of Indus Hospital & Health Network, with a validity period of at least ninety (90) calendar days.

Bid security or bid bonds of unsuccessful bidders shall be returned to the bidders after/during finalization of successful bidder(s). Bids not accompanied with a valid bid security, in form, amount and duration validity, shall be rejected.

The conditions for forfeiture of bid security or bond shall be as per IHHN Procurement Policy.

Submission of Bids

The sealed envelopes shall bear the name and address of the bidder, the tender reference number and subject of the procurement. If envelopes are not sealed and marked as required, IHHN will assume no responsibility for the misplacement or premature opening of the bid.

Sealed bid shall be delivered by hand or by courier services to **Indus Hospital & Health Network (IHHN), PSM Department, Project Management Unit, Plot No. 32, First Floor, Street No. 36, I&T Center, Sector G-10/4, Islamabad.**

It shall be the responsibility of the bidder to ensure that all bids, whether delivered by hand or by courier services, are received at the mentioned address before the deadline for bid submission. Soft copy bids or bids sent through emails shall be rejected.

All pages of the bid must be numbered in sequence, signed/initialed by the authorized personnel of the bidder.

The key documents of the bid shall in addition to signing/initialing be stamped or sealed. Bids submitted without stamping/sealing and signing/initialing the key document may be rejected.

Deadline for submission of Bids

All bids, by hand or by courier must be received at **Indus Hospital & Health Network (IHHN), Project Management Unit, Plot No. 32, First Floor, Street No. 36, I&T Center, Sector G-10/4, Islamabad, before or on Wednesday, 21st October 2026 at 11:00 am local time.**

Any bid received after the deadline for bid submission shall not be accepted and shall be returned unopened to the bidder.

Public opening of bids

Submitted bids shall be opened in the presence of bidder's representatives who choose to attend at the **Indus Hospital & Health Network (IHHN), Project Management Unit, Plot No. 32, First Floor, Street No. 36, I&T Center, Sector G-10/4, Islamabad on Wednesday, 21st October 2026 at 11:30 am local time.**

***Note:** IHHN reserves the right to cancel Bid Opening Meeting considering any unforeseen emerging situation in the country or as instructed by authorities.*

Bids evaluation methodology and criteria

A bid that substantially complies with the requirements of the evaluation methodology & criteria, specifications/scope of work, products required, time schedule and offers the lowest price shall be selected for award of contract.

A bid that does not substantially meet the requirements of the bid shall be considered non-responsive and shall be rejected.

IHHN may request qualified bidders to submit samples of the quoted items during the evaluation process to verify compliance with the specified requirements

Contacting IHHN

No bidder shall contact IHHN on any matter relating to its bid, from the time of the bid opening to the time of contract award. A bidder shall not provide any further information related to the submitted bid after the deadline for bid submission, unless requested by the purchaser.

After issuance of the award notification, a bidder may in writing inquire about the status of the procurement process.

Any effort by a bidder to influence IHHN in its decisions on bid evaluation, bid comparison or contract award shall not be considered.

Calculation Error Adjustment

If withholding, transportation or other indirect cost calculation are not shown or not mentioned in the financial proposal, the quoted prices shall be considered as prices inclusive of all taxes and charges. Indus Hospital and Health Network shall correct any non-material arithmetic errors in the bid price provided that such corrections do not constitute amendment of quoted unit prices.

If a bidder does not accept the final price based on IHHN's re-computation and correction of errors, that bid may be rejected.

If there is a discrepancy between words and figures, the amount in words shall prevail.

Purchaser's request for clarifications during bid evaluation

To assist in evaluation and comparison of bids, IHHN may at its discretion, ask the bidder for a clarification and submission of additional supporting information if required. The request for clarification and the response shall be in writing and shall not seek to change the unit prices and technical specifications of the bid. For avoidance of doubt, the purchaser shall not ask for clarifications that results into amendment of the unit prices, material amendment of the technical specifications, Terms of Reference and Scope of Work.

The purchaser shall be at liberty to request for any historical documents from bidders during the bid evaluation process. Historical documents are non-material and shall not constitute change in the technical nature of the bid.

For avoidance of doubt, historical documents are documents and information that existed prior to the public announcement of the bid, and may include but not limited to company registration documents; manufacturers and dealers authorization; firm and product quality certifications; bidder and staff practicing licenses and trading licenses and authorization; previous importation documents; previous contracts, contract performance certificates and purchase orders, work orders; product registration status; bidder's bank information, bank certificates and bank statement; tax registration certificates and status; and company's operating capacity.

Negotiation of prices and delivery schedule

IHHN may negotiate with the selected bidder(s) to bring the quoted prices within the market range, align prices with the previous IHHN contract prices or purchase orders, accommodate offer of discounts and donations and/or finalize the delivery schedule.

Award decision

After identifying the lowest price offer in compliance with technical specifications, IHHN reserves the right to select one or multiple bidders' item wise.

It shall be compulsory on the bidders to accept the items awarded to them based on the lowest rates against each item quoted by the bidder.

IHHN may award part of the tendered items to the second and third best evaluated bidders at their quoted prices or negotiated prices, in case the best evaluated bidder fails to fulfill all the required services within the desired project timelines.

Termination of the procurement process

IHHN reserves the right to cancel the tender process and reject all bids at any time prior to award of the contract without thereby incurring any liability to the affected bidder(s) or any obligation to provide information on the grounds for the buyer's action.

Delivery Date

All items under this bidding document shall be required as per the specifications/scope of work. The bidder should clearly indicate in their bids/quotes the earliest delivery dates/number of days in case they are awarded the PO/Contract.

In case the required work completion/delivery timelines with the best evaluated bidder does not meet the immediate purchaser's demand, then IHHN reserves the right to consider the minimum number of days offered by the second and third best evaluated bidders, even where the quoted price of second and third best evaluated bidders vary from that of the best evaluated bidder.

Payment Terms & Taxes

Payment shall be made through Account Payee Cheque, within 30 (thirty) days after submission of verified complete invoice in finance department.

Deduction of Income Tax at source shall be applicable as per the Income Tax Ordinance 2001 as amended from time to time. IHHN is exempted from General Sales Tax on supplies (Tax Exemption Certificate is attached in Section – VII).

Meet or Exceed Requirements in the bid

The requirements provided in this document are the minimum requirements of IHHN. The applicants shall meet or exceed the requirements provided they offer competitive prices.

In case a bidder exceeds the minimum specifications indicated in the bid or provides alternative specifications and addition supplies and services, the bidder should highlight such information in the bid to enable IHHN to identify modified specifications and requirements.

In case the bidder's extra specifications and additional accessories come at an additional cost beyond the standard package prices, the extra supplies or services shall be highlighted in the bid to enable IHHN to conduct a value-for-money analysis and make a decision.

Notification of Award

IHHN shall issue a Notification of Award to the successful bidder in writing informing about acceptance of the bid. The Notification of Award shall not denote the formation of a contract subject to the signing of a formal contract and/or issue of a Purchase Order. Simultaneously, all bidders who participated in the tender shall be notified that their proposals were unsuccessful.

Challenging the notification of award

All bidders shall have a maximum of **24 hours**, from the time of receipt of Award Notification, within which to seek clarification or challenge the award decision. Prior to signing of a formal contract, IHHN shall endeavor to resolve all complaints, disputes, and issue clarifications thereof within **24 hours** from the time of receiving queries from the bidders.

In case IHHN finds the complaint or request for clarification submitted by the bidders to be truthful and/or of material nature, IHHN may recall the notification of award, at no liability and costs from the notified bidder. IHHN shall review the award decision and issue a new notification of award if required.

Lodging of a complaint or seeking clarification on an award decision by a bidder shall not prevent IHHN from proceeding with the contract signing process and issue a purchase order, provided that the bidder's query is considered to be non-material or of no consequence to the resulting contract.

Performance security or bond

The bid security of a successful supplier shall be held to serve as the Performance Bond until when the contract is satisfactory performed, the bid bond expires or contract expires, whichever comes first. The bid security or bond shall be released upon satisfactory performance of the contract, less deduction of any applicable liquidated damages.

In case the bid security or bond expires in the presence of a valid contract, the supplier shall be requested to replace the bid security or bond covering the remaining period of the contract.

The conditions for forfeiture of bid security and performance bond shall be similar to those specified in the Public Procurement Rules of Pakistan.

Where a bid security or bond is retained to serve as the performance bond, the forfeiture conditions applicable to the performance bond shall apply to the bid security.

Liquidated Damages

Liquidated damages of 0.5% of the PO shall apply per day of delayed delivery of supplies/services, counted from the stated delivery date as agreed in the signed contract. The maximum liquidated damages shall be 10% of the PO, and thereafter IHHN reserves the right to cancel the PO or terminate the contract. In addition, IHHN reserve the right to cancel part or all liquidated damages upon the bidder's submission of acceptable reasons and supporting documents.

If IHHN cannot deduct the liquidated damage from pending payments, IHHN shall claim the entire amount of the bid security, deduct the applicable liquidated damage amount, and return the balance of the funds to the bidder.

Defective products, forged documents and Blacklisting of bidders

Bidders submitting forged documents, supplying counterfeit or defective products/services shall be blacklisted from participating in any procurement under any grant funded by the common donor to fight AIDS, Tuberculosis and Malaria in Pakistan and a copy of the blacklisting notice shall be sent to the respective Public Procurement Regulatory Authority of Pakistan.

Subsequently, IHHN reserves the right to confiscate the defected and substandard product/supplies or may ask for replacement after confirmation and acceptance of a valid justification by the bidder.

Conflict of Interest

The bidder shall take appropriate steps to ensure that neither the bidder nor bidder's staff are placed in a position where (in the reasonable opinion of the Authority) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the bidder or the bidder's staff and the duties owed to the Authority and Other Contracting Bodies under the provisions of this tender document and resulting contract or any Call-Off Contract. The bidder will disclose to the Authority full particulars of any such conflict of interest in writing which may arise.

Whistleblowing:

Indus Hospital & Health Network (IHHN) is committed to upholding the highest standards of integrity, transparency, and accountability in all procurement activities. Vendors are encouraged to report, in good faith, any suspected fraud, corruption, conflict of interest, or unethical conduct related to this tender process.

All disclosures will be treated with strict confidentiality, and no retaliatory action shall be taken against any party for raising a concern in good faith.

Any vendor found to have engaged in unethical practices or to have attempted to improperly influence the procurement process may be subject to disqualification, contract termination, and blacklisting.

Any concerns or complaints may be reported through the designated channel at whistleblower@tih.org.pk

Force Majeure

For the purposes of the Contract, “Force Majeure” shall mean an event or events which are beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

1. Force Majeure shall not include
 - (a) Any event which is caused by the negligence or intentional action of a Party or such Party’s Sub-contractors or agents or employees; nor
 - (b) Any event which a diligent Party could reasonably have been expected to both:
 - (i) Take into account from the effective date of the Contract; and
 - (ii) Avoid or overcome in the carrying out of its obligations; nor
 - (c) Insufficiency of funds or failure to make any payment required hereunder.
2. The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, the Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Contract.
3. A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party’s inability to fulfil its obligations hereunder with a minimum of delay and minimize the consequences of any event of Force Majeure.
4. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than twelve (12) hours following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
5. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to a negotiated payment limited to the costs reasonably and necessarily incurred by them due to Force Majeure period. See examples under SCC for common force majeure situations and how they will be handled.
6. Not later than six (06) hours after the Contractor, as the result of an event of Force Majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing appropriate measures to be taken in the circumstances.

Dispute settlement

A dispute shall be settled as per provisions of Pakistan Arbitration Act 1940 (Act No. X of 1940) and Rules made thereunder and any statutory modifications thereto. Any hearing shall be held at the address of IHHN mentioned above.

SECTION II - (Evaluation Criteria)

A) Evaluation Criteria:

The following shall be required to prove evidence of eligibility, and shall be evaluated on a **Pass or Fail** criteria:

The bidder shall prepare and submit all required supporting documents in accordance with the table below. Each document must be properly numbered and included as part of the proposal. All details and certifications should be provided and referenced in line with the numbering indicated in the table:

Sr. #	Attributes	Reference page # in Proposal
1	Complete company profile (may include but not limited to name, registered office address, telephone, fax and e-mail address and web address, complete contact details of the contact person, details of branch offices and staff details etc.)	
2	Certificate of Company/AOP registration or any other legal registration document (NTN, GST registration Certificates). Bidder appears on Active Tax Payer List (ATL) of FBR. Payment will be linked with the active Taxpayer status as per FBR Database	
3	Last one (01) year Bank Statement and Bank Account Maintenance Certificate	
5	List of Clients, must have at least 05 clients to its credit. Please provide name, email and contact number of POC in case any verification is required.	
6	At least 03 contracts/purchase orders of at least PKR 500,000/- and above (each) for similar nature (IT Equipment/Accessories) delivered during last 03 years.	
7	Bid is valid for a period of 60 calendar days from the date of the deadline for submission of bids.	
8	Bid accompanied with valid Bid Security of PKR 100,000/- in the form of Demand Draft (DD), Call Deposit Receipt (CDR) or Pay order in the name of Indus Hospital & Health Network.	
9	Undertaking on Stamp paper as per Section V (A)	
10	Signed Conflict of Interest declaration as per Section V(B)	

SECTION III - SCOPE OF WORK & SPECIFICATIONS

This section outlines the detailed list of items and specifications that bidders must adhere to in preparing their quotations.

Sr. #	Items with Specifications	Unit	Qty
1	Surveillance HDD – 2 TB: Seagate, WD or equivalent - Capacity: 2 TB - Form Factor: 3.5-inch - Interface: SATA 6 Gb/s (Serial ATA) - Disk Speed (RPM): 5400 RPM class 1-year limited warranty	No.	12
2	External Drive: Samsung or equivalent - Capacity: 2TB - Interface: USB 3.2 Gen 2 (10Gbps), backward compatible with USB 3.1 and USB 2.0 - Drop Resistance: Withstands drops up to 2 meters (6.3 feet) - Body Material: Single-piece aluminum casing with Dynamic Thermal Guard (DTG) - Included Cables: USB Type-C-to-C and USB Type-C-to-A cables - Warranty: 1-year limited warranty	No.	02
3	Access Point: Grand stream or equivalent - Wi-Fi Standards: IEEE 802.11 a/b/g/n/ac - Wireless Throughput: Up to 2.33 Gbps aggregate wireless speed (1,733 Mbps on 5 GHz and 600 Mbps on 2.4 GHz) - Coverage Range: Up to 300 meters (984 feet) - Concurrent Clients: Supports 200 to 250+ active Wi-Fi clients - Antennas: 4 detachable dual-band omnidirectional antennas (3.5 dBi gain); customizable with alternative directional or omnidirectional arrays. - SSIDs: Up to 32 SSIDs total (16 per radio) - Ethernet Ports: 2 × Gigabit auto-sensing Ethernet ports (Port 1 with PoE/PoE+ support, Port 2 with data pass-through) - Power over Ethernet (PoE): Supports IEEE 802.3af/at with self-power adaptation (Max power consumption: 16.5W) - Security: WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise, WPA3, anti-hacking secure boot, and unique security certificates/passwords per device. - Mounting: Wall-mount and pole-mount kits included.	No.	02
4	Laptop Battery – Dell Latitude 3410 Original JK6Y6	No.	25
5	Laptop Battery – Dell Vostro 3510 Original G91J0	No.	10
6	SSD NVMe 512 GB – Branded with 1 year warranty	No.	15
7	RAM 16GB, DDR4, 3200 MHz, SO-DIMM - Branded	No.	10
8	DC Charging Jack with Cable – Dell Latitude 3410	No.	24
9	DC Charging Jack with Cable – Dell Vostro 3510	No.	24
10	Laptop LED Screen 15.6” without fitting FHD 30Pin – Dell Vostro 3510	No.	10
11	Dell charger C-Type Original - 65W	No.	24
12	HP Charger Blue Pin Original – 65W	No.	12
13	Laptop Charger Power Cables Branded	No.	48
14	Power Cable for Printers Branded	No.	12
15	Laptop Bags - Backpack	No.	80
16	Computer Repair Tool Kit – Jakemy JM-8193 or Equivalent	No.	2
17	Network Tool Kit (Cable puncher, Cable tester, Plier, Wire Cutter, Screw Driver Set) – Pro’s kit or equivalent	No.	1

Note:

Here to best illustrate the products’ specifications, mentioned names of different products, brands and/or model number; are for reference ONLY; which are derived from usage experience. Please also note that any other brand and/or model product of similar specifications and quality may also be proposed and quoted.

SECTION IV - DELIVERY LOCATIONS & SCHEDULE

Delivery Location:

Delivery shall be made at the below-mentioned address:

IHHN, Project Management Unit (PMU), Office No. 32, First Floor, Street No. 36, I&T Center, G-10/4, Islamabad

Delivery period:

Delivery against each item shall be mentioned on Purchase Order and shall be counted from the date of issuance of Purchase Order to the selected bidder.

The maximum acceptable delivery period is thirty (30) days, counted from the date of issuance of Purchase Order or Contract Signing to the selected bidder. Bidders unable to meet the maximum acceptable delivery period shall only be considered under exceptional circumstances where other bidders fail to offer competitive and value-for-money bids.

SECTION IV – PRICE SCHEDULE FORM

This Price Schedule should be signed by a person with the proper authority to sign documents for the Bidder. Financial Proposal shall include:

- a. The unit and total rates in the Price Schedule.
- b. Taxes etc.
- c. Transport and shipping costs to the delivery site.
- d. Bid Price/Quotes must clearly mention that “**provided supplies are without GST charges**” (See section VII for Exemption Certificate).

List of Items					
Sr. #	Item Name	Total Qty (a)	UOM	Rate per Unit PKR (b)	Total Price (PKR) (c)=a x b
1	Surveillance HDD – 2 TB (Mention Brand/Model)	12	No.		
2	External Drive - 2TB (Mention Brand/Model)	02	No.		
3	Access Point (Mention Brand/ Model)	02	No.		
4	Laptop Battery – Dell Latitude 3410 Original JK6Y6	25	No.		
5	Laptop Battery – Dell Vostro 3510 Original G91J0	10	No.		
6	SSD NVMe 512 GB – Branded with 1 year warranty	15	No.		
7	RAM 16GB, DDR4, 3200 MHz, SO-DIMM - Branded	10	No.		
8	DC Charging Jack with Cable – Dell Latitude 3410	24	No.		
9	DC Charging Jack with Cable – Dell Vostro 3510	24	No.		
10	Laptop LED Screen 15.6” without fitting FHD 30Pin – Dell Vostro 3510	10	No.		
11	Dell charger C-Type Original - 65W	24	No.		
12	HP Charger Blue Pin Original – 65W	12	No.		
13	Laptop Charger Power Cables Branded	48	No.		
14	Power Cable for Printers Branded	12	No.		
15	Laptop Bags - Backpack	80	No.		
16	Computer Repair Tool Kit – Jakemy JM-8193 or Equivalent	2	No.		
17	Network Tool Kit (Cable puncher, Cable tester, Plier, Wire Cutter, Screw Driver Set) – Pro’s kit or equivalent	1	No.		
Total Amount (PKR):					

SECTION V (A) - UNDERTAKING

UNDERTAKING (Rs. 50 Stamp Paper attested by notary public)

I/We, M/s _____,

do hereby solemnly affirm and declare as under:

- Any acts where IHHN employees and those associated with IHHN work use their positions of power to exploit those we serve are against IHHN very mission, values and standards of conduct. IHHN has a zero-tolerance policy against sexual exploitation, abuse, and Harassment.
- We and our representatives remain prohibit from engagement in sexual exploitation & abuse, and sexual harassment, ensuring measures to prevent and respond to sexual exploitation, abuse & harassment as provided for in IHHN – PSEAH policy.
- We are fully compliant and will comply in the future with the [Global Fund's Code of Conduct for Suppliers](#) and [Due Diligence guidelines](#).
- We have never adjudged an insolvent service/advisory/consultancy.
- Our directors/partners have never been declared bankrupt by any court of law.
- We have never been blacklisted or involved in litigation with any client/ organization/ government/ semi-government/ autonomous body.
- Our directors/partners always fulfilled/ obeyed execution of degree or order of any court decree never been dissatisfied against them.
- Our directors/partners have not been convicted of a financial crime, banking frauds mortgage frauds, forgery, bribery, embezzlement, cheque frauds, credit cards frauds, money laundering activities etc.
- We will not solicit, offer, give or receive, or promise or represent to offer, give or receive, fees, gratuities, rebates, gifts, commissions, or other payments, except as disclosed in full to the IHHN, in connection with the procurement process or in contract execution.
- We meet the financial integrity requirement as per applicable laws and regulations.
- We and our representatives comply with all applicable laws and regulations of Islamic Republic of Pakistan, as well as the publicized rules, regulations and policies in our areas of work.
- We and our representatives shall safeguard and protect the rights of all children, irrespective of ability, ethnicity, faith, gender, sexuality and culture. Consistent with the provisions of the ILO Minimum Age Convention (Number 138), we do not employ: (a) children below 14 years of age or, if higher than that age, the minimum age of employment permitted by the law of the country or countries where the performance, in whole or in part, of a contract takes place, or the age of the end of compulsory schooling in that country or countries, whichever is higher; and (b) persons under the age of 18 for work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or wellbeing of such persons (see <http://childrenandbusiness.org/>).

For and on behalf of

SECTION V (B) – CONFLICT OF INTEREST DECLARATION

I/We,

hereby disclose all of my conflicts of interest and other potentially conflicting interests, including specific financial interests and relationships and affiliations relevant to the procurement of IHHN in any form. This applies to the past 5 years and the foreseeable future. I/We also agree that I/We will not use any confidential information obtained from my activities related to procurement, to further my own or others financial interests.

Name & Designation

Signature & Stamp

Date:

Please list any potential conflicts of interest:

- 1)
- 2)
- 3)

SECTION VI - SUPPLIER AUDIT AND EVALUATION FORM

SUPPLIER AUDIT AND EVALUATION FORM

Sr. #	Documents	Yes	No
1.	Income Taxation Certificate		
2.	General Sales Tax Certificate		
3.	Agency/Distribution Certificate/ Partnership Certificate/ Reseller Letter		
4.	In case of Equipment's: Official Service Centres address		

2.) Additional information/comments about the Supplier/ Bidder:

3.) Reviews from Previous Customers:

Sr. #	Customer	Comments
1		
2		
3		
4		

SUPPLIER INFORMATION FORM

1.) General information about the supplier

Name of the Supplier: _____

Code (For Supply Chain Use ONLY): _____

Type: Supplier ☐ Manufacturer ☐ Distributor ☐

Supplier Person: _____

Alternate Name: _____

Parent Supplier Name in case of a distributor: _____

Supplier Address: _____

Tax payer's ID: _____

Tax Registration Number: _____

Customer Number: _____

2.) Contacts Information:

Sr. #	First Name	Last Name	Title	Department	Inactive On
1.					
2.					
3.					
4.					

Telephone: _____

Alternate Contact Name: _____

Alternate Telephone: _____ NTN Number: _____

Mobile: _____ URL: _____

Fax Number: _____ Email: _____

3.) Manufacturing Site Details:

Site Name: _____

Country: _____

City: _____

Province: _____

Address: _____

Alternate Site Name Address: _____

4.) Payment Details:

Terms: _____ Invoice Currency: _____

Payment Currency: _____ Payment Method: _____

Pay Group: _____ **Signature of Supplier:** _____

Payment Priority: _____

Remittance E-mail: _____

Term Date Basis: _____

Pay Date Basis: _____

SECTION VII- TAX EXEMPTION CERTIFICATE



UNDERTAKING FOR NON-CHARGING OF SALES TAX

UNDER SIXTH SCHEDULE OF SALES TAX ACT. 1990

We would like to inform you that "Indus Hospital & Health Network" is registered as a company limited by guarantee not having share capital (under section 42), incorporation on 23 June 2008 under the Companies ordinance 1984. Capacity available in hospital more than 50 beds.

We would inform you that the Finance Act 2022 has inserted general provision exemption from Sales Tax on supplies to hospital, vide Serial No. 166 of the Sixth Schedule, covering "Goods excluding electricity and natural gas supplied to hospitals run by the charitable hospitals of fifty beds or more."

We hereby confirm that we meet the above criteria and are exempt from Sales tax as per above mentioned provision of Sales Tax Act 1990.

For Indus Hospital & Health Network

A blue ink signature is written over a horizontal line. To the right of the signature is a circular purple stamp. The stamp contains the text 'INDUS HOSPITAL & HEALTH NETWORK' around the top and 'KARACHI' in the center.

Head of Finance

Scanned with CamScanner

- (b) After sub-section (4), the following new sub-section shall be added, namely:-

"(4A) The privileges provided to a member under this section will not be refunded."

3. Amendments of the Sales Tax Act, 1990.— In the Sales Tax Act, 1990, the following further amendments shall be made, namely:-

- (1) in section 2,—

- (a) in clause (12), after the word "include", the words and comma "production, transmission and distribution of electricity," shall be added;
- (b) in clause (29A), in sub-clause (b), after the word "Act", the words "excluding fee and service charges imposed and collected under section 76" shall be added;
- (c) in clause (33),—
- (i) in sub-clause (c), the word "and" at the end shall be omitted; and
- (ii) in sub-clause (d), for the colon at the end, a semi colon and the word "and" shall be substituted, and thereafter the following new clause shall be added, namely:—
- "(e) production, transmission and distribution of electricity.";
- (d) in clause (43A), after sub-clause (g), the following new sub-clause shall be inserted, namely:—
- "(ga) a person engaged in supply of articles of jewellery, or parts thereof, of precious metal or of metal clad with precious

SECTION VII - PROTECTION FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT POLICY (PSEAH)

1. INTRODUCTION

Indus Hospital & Health Network (IHHN) is committed to upholding the dignity and rights of employees and beneficiaries, ensures a safe and trusted work environment, free from bullying, harassment, and sexual exploitation. The institution maintains a zero-tolerance policy for all forms of sexual exploitation and abuse, extending to power dynamics among employees, staff, and the community. IHHN believes that people affected by emergencies and conflicts become much vulnerable and can possibly be a target of some form of exploitation or abuse by any traditional or non-traditional aid worker.

Keeping this in mind; IHHN has established this policy on “Protection from Sexual Exploitation, Abuse and Harassment– PSEAH” to ensure that IHHN follows “Zero Tolerance Policy” on sexual misconduct, and it has established its clear procedures and guidelines for addressing SEAH.

The policy underscores IHHN's commitment in maintaining the highest ethical standards and prioritizing the well-being of all individuals associated with the institution.

2. ABOUT THE POLICY

IHHN has a zero-tolerance policy for sexual exploitation, abuse in particular child abuse, sexual harassment and bullying by IHHN staff. IHHN is committed to ensuring that all recruited staff members possess the necessary qualifications and suitability to work with beneficiaries, with particular attention to the needs and vulnerabilities of women, children, and other at-risk adults. Exploitation and abuse, encompassing sexual, physical, verbal, or emotional misconduct toward adults or children by IHHN employees, are considered acts of gross misconduct. IHHN emphasizes that all forms of sexual exploitation, abuse and Harassment (SEAH) are prohibited and will lead to disciplinary action, ranging from corrective measures to the most severe consequence of termination from employment.

IHHN strongly encourages its employees and other stakeholders who possess information regarding incidents of inappropriate or suspected breaches of this policy to come forward promptly. IHHN employees are expected to fully cooperate with any inquiries and investigations conducted under this policy, demonstrating a commitment to transparency and accountability within the institution.

3. POLICY STATEMENT

IHHN's PSEAH Policy is governed with the IASC SIX Core principles of the **UN Secretary General's Bulletin** which outlines its stance on preventing sexual abuse and exploitation:

- Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Sexual activity with children (under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
- Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
- Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
- Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.”

4. PURPOSE

The overall purpose of this policy is to prohibit all IHHN associated persons from engaging in any form of sexual misconduct, sexual exploitation, abuse and harassment of any beneficiary IHHN has to serve; and create an overall organizational environment and culture which offers safer and harassment free workplace to all concerned.

5. SCOPE

This policy is universally applicable to every member of the Indus Hospital & Health Network (IHHN) team, irrespective of their employment status—whether full-time, part-time, or engaged on contractual terms. In accordance with the principles outlined in IHHN's Code of Conduct, this policy holds away not only during working hours but also extends its authority to all aspects of a staff member's life. Moreover, this policy is obligatory for other individuals representing IHHN, a category that includes, but is not limited to,

- partners
- volunteers (including board members and advisors)
- consultants
- contractors/suppliers/vendors
- interns
- visitors
- beneficiaries, community workers, aid workers/field staff, and any others acting as representatives of IHHN

All staff members and representatives mentioned above are vested with the authority to bring forth complaints under the purview of this policy.

6. DESCRIPTION – OBJECTIVES

- Ensure that all programs / interventions implemented by IHHN are safer and free from sexual misconduct / sexual exploitation and abuse for all the communities, beneficiaries, staff and other associated personnel.
- Ensure that IHHN follows set guidelines and procedures for prevention and response to SEAH.
- Ensure that all IHHN staff / personnel work under standard and acceptable code of conduct and they do not involve in any form of sexual misconduct or abuse.
- Ensure that IHHN has established clear policies and procedures pertaining to PSEAH and which will help promote the accountability at all levels concerned.

7. GUIDING PRINCIPLES

IHHN's PSEAH policy is grounded in the following principles:

- Beneficiaries in contact with IHHN and its employees are entitled to be treated with respect, dignity, and the utmost confidentiality.
- IHHN employees are prohibited from discriminating against beneficiaries based on factors such as race, color, religion, gender, age, ethnicity, group association, political affiliation, education, marital or parental status, pregnancy, or disability.
- Safeguarding beneficiaries is an integral consideration in the design and implementation of all IHHN projects and programs

8. COMPLIANCE TO GOVT. LAWS AND UN PROTOCOLS ON SEXUAL MISCONDUCT

This PSEAH Policy fully adheres to the Govt. of Pakistan's Law on Workplace Harassment and the United Nations Protocols and Inter-Agency Standing Committee guidelines applicable to UN Agencies and NGOs/ CSOs for protection of all forms of sexual misconduct including the protection of aid recipients/ beneficiaries from sexual exploitation and abuse (SEA) by the aid workers. These include:

- Protection against Harassment of Women at the Workplace (Amendment) Act, 2022, Govt. of Pakistan.
- UN Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Abuse.
- IASC SIX CORE PRINCIPLES

- UN Protocol on Allegations of Sexual Exploitation and Abuse Involving Implementing Partners.
- UN Protocol on the Provision of Assistance to Victims of Sexual Exploitation and Abuse. Accountability to Affected Populations (AAP).
- Statement of Commitment for Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel.

IHHN leadership will make all possible efforts to ensure that all the requirements instructions as stipulated in above guiding UN documents are fully incorporated in overall initiatives of IHHN, at all levels, where applicable.

9. ROLES AND RESPONSIBILITIES ON PSEA WITHIN IHHN

IHHN leadership is responsible to ensure that it has placed all the necessary policies, systems and procedures in place which can guarantee the implementation of “Zero Tolerance Policy” on all forms of sexual misconduct including the sexual exploitation and abuse of the program participants / beneficiaries. Following are the key responsibilities of the IHHN Personnel related to PSEAH:

I. MANAGEMENT ROLES & RESPONSIBILITIES

- Provide oversight of PSEAH prevention and response
- Review and update PSEAH-related policies and guidance
- Ensure attention and resources to PSEAH across the organization
- Facilitate and oversee investigations of SEA allegations
- Coordinate with other organizations on PSEAH, including donors
- Promoting a safe and inclusive organizational culture and office environment that prevents sexual exploitation and sexual abuse where staff feel empowered to speak up, and support and develop systems that maintain this environment
- Ensure that a victim-centered approach guides all actions for PSEAH

II. PSEAH FOCAL PERSONS ROLES & RESPONSIBILITIES

- Support senior management to meet their PSEAH-related responsibilities
- Report concerns or issues with PSEAH implementation to senior management, including referrals of victims/survivors to assistance and services
- Receive reports of SEA allegations and coordinate the response
- Conduct training and awareness-raising of personnel and others on PSEAH
- Coordinate with other relevant actors on PSEA, and representing the organization in inter-agency PSEAH Network
- Ensure information about PSEAH is communicated to the community, including sharing details on the complaint mechanism and referral pathway and service providers

III. HUMAN RESOURCES DEPARTMENT

- Conduct screening for past SEAH violations, and other code of conduct and policy violations (e.g. fraud, corruption, abuse of power), as part of recruitment process
- Ensure all personnel sign the organization’s code of conduct
- Integrate a PSEAH clause in personnel contracts and contract agreements, including when subcontracting
- Support communication with personnel during investigation of SEA allegations
- Keep PSEAH-related documents of personnel on file, including signed codes of conduct

IV. ALL OTHER IHHN STAFF / ASSOCIATED PERSONNEL

- Uphold the code of conduct and PSEAH-related policies
- Actively participate in SEAH-related trainings and awareness-raising efforts, including support for dissemination of PSEAH materials
- Report allegations of SEA through the designated reporting channels
- Participate in investigations of SEA allegations as appropriate
- Identify and mitigate/avoid SEAH-related programme risks (particularly for personnel

involved in programming)

Following are some of the additional specific roles and responsibilities:

- **Board of Directors:** The overall responsibility for monitoring the implementation of PSEAH Policy rests with IHHN Board of Directors. The Board is thus responsible for incorporating safeguards in all approval processes and controlling systems
- **Senior Management:** All senior managers (including the chief executive and division heads) are responsible for integrating PSEAH in plans, strategies, policies and programmes, as appropriate.
- **Programme Coordinators and Project Heads:** These coordinators are responsible for monitoring the integration of safeguards at programme implementation level. This responsibility is shared with partners and laid out in contracts.

10. TERMS OF REFERENCE OF THE IHHN SAFEGUARDING COMMITTEE

I. IHHN'S SAFEGUARDING COMMITTEE

- IHHN Safeguarding Committee shall comprise the following members:
- Executive Director, Female, Chairperson*
- Senior Manager Operations, Male, Member
- Senior Manager Procurement & Supply Chain, Male, Member
- Senior Manager Programs, Female, Member

**Anyone can be designated by Chairperson of Committee for Safeguarding based on nature of the case.*

- At least one member of the Safeguarding Committee shall be a woman. The quorum for a meeting of the IHHN Safeguarding Committee shall be the Chairperson and two other members, one of whom should be a woman. The Chairperson shall have the authority to nominate additional or alternate members on a case-to-case basis.
- In case of a complaint against a member of the IHHN Safeguarding Committee, CEO-IHHN shall nominate an alternate member in his/her place.
- If any complaint is filed against the CEO-IHHN, Member, Director or Advisor to the Board of IHHN, the case shall be resolved by a Committee of the Board as may be designated by the Board on a case-to-case basis.
- All members of the Safeguarding Committee shall be provided appropriate training for handling and investigating cases under this policy.

II. IHHN SAFEGUARDING COMMITTEE SHALL BE RESPONSIBLE TO

Ensure that everyone on the Board, Executive Committee, Medical & Non-medical staff, Interns, Volunteers, Housekeeping, Safety & Security staff and all IHHN staff and partners understand the purpose and importance of IHHN PSEAH Policy and Code of ethics.

Ensure that appropriate training is in place for Line Managers and all other stakeholders.

Ensure communication channels are open and clear and that employees /community/other stakeholders can raise issues and concerns comfortably without any fear.

Examine and evaluate complaints to figure out their type and nature, and suggest the right actions to take.

Investigate the complaints and share the findings and recommendations with the CEO-IHHN/ President of IHHN.

If the complaints involve employees of the other direct & indirect partners involved, follow up with them on the progress of the inquiry or investigation. Review the recommendations and decisions made by the implementing partners and provide appropriate suggestions if needed. Suggest penalties or disciplinary actions when & where necessary. Recommend changes may need to be made to the organization's policies once investigations of complaints have been completed. Committee can audit to check system efficiency and compliance of the policy and code of conduct. For the implementing partners and provide appropriate suggestions if needed.

III. DESIGNATED SAFEGUARDING OFFICER

Manager/In-charge of the Human Resource Section at IHHN shall be the Designated Safeguarding Officer for the purpose of this Policy. CEO IHHN shall have the authority to designate any other employee as the Safeguarding Officer.

IV. RESPONSIBILITIES OF THE DESIGNATED SAFEGUARDING OFFICER

- Act as the focal person for handling complaints under IHHN's PSEAH Policy
- Acknowledge receipt of complaints to the complainants and forward the complaints to the IHHN's Safeguarding Committee (defined in section below) in a timely manner
- Coordinate meetings of IHHN's Safeguarding Committee and facilitate the Committee in investigations
- Coordinate with and provide feedback to the complainant and the accused as appropriate
- Coordinate with implementing partners for complaints relating to their employees
- Ensure that all complaints, investigations and decisions of IHHN's Safeguarding Committee are adequately documented and kept confidential
- Maintain the Safeguarding Complaint Register as per the format prescribed in IHHN's PSEAH Policy
- Any other responsibility assigned by the IHHN's Safeguarding Committee

11. CUSTODY

HR senior representative shall be the custodian of the Policy. It shall be the responsibility of the HR senior representative to ensure that the Policy is regularly updated to meet the changing needs of the organization and/or changes in best practices or applicable laws. Requests for an amendment to the Policy can come from any source, e.g. from beneficiaries, IHHN employees, partner organizations, donors etc. A safeguarding incident may also necessitate a change to the Policy. The revised version of the PSEA Policy will be duly signed and circulated among all the relevant staff for compliance.

12. DEFINITIONS

The definitions of terms used in this policy have been taken from the PSEAH Toolkit of UNICEF.

Accountability	The obligation to: i) demonstrate that work has been conducted in accordance with agreed rules and standards and ii) report fairly and accurately on performance results vis-à-vis mandated roles and/or plans
Beneficiaries and Affected Populations	Individuals, groups, or organizations that directly or indirectly benefit from an intervention, project, or program and people who are affected, either directly or indirectly, by a hazardous event.
Child	A person under the age of 18, regardless of the age of majority or age of consent locally.
Complainant	A person who initially notifies of an allegation of sexual exploitation and abuse.
Gender-based violence (GBV)	An umbrella term for violence directed towards or disproportionately affecting someone because of their actual or perceived gender identity. Sexual exploitation and abuse is a form of GBV.
Implementing partners ('partners')	Entity responsible and accountable for implementation of the intended programme. It may include government institutions, intergovernmental organizations, civil society organizations and UN agencies.
Informed consent	Informed consent means making an informed choice freely and voluntarily by persons in an equal power relationship. It is a key starting point in the provision of victim assistance where the victim must be informed about all available options, and fully understand what she or he is consenting to as well as the risks, including the limits of confidentiality, and benefits before agreeing. The full range of choices should be presented to the victim, regardless of the service provider's individual beliefs. The victim should not be pressured to consent

	to any service, interview, exam, assessment, etc. A victim can withdraw consent at any time.
Informed assent	The expressed willingness to participate in services. For younger children, who are by definition too young to give informed consent but are old enough to understand and agree to participate in services, the child's 'informed assent' is sought.
Investigations	A legally based and analytical process designed to gather information in order to determine whether wrongdoing occurred and if so, the persons or entities responsible.
Personnel	This includes employees as well as subcontractors, consultants, interns or volunteers associated with or working on behalf of IHNN or its partner organizations.
Sexual exploitation and abuse (SEA)	'Sexual exploitation' is any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to profiting monetarily, socially or politically from the sexual exploitation of another. 'Sexual abuse' is the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. This includes non-contact and online sexual exploitation and abuse. 'Sexual Exploitation and Abuse' (SEA) is the abuse or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes or the actual or threatened physical intrusion of a sexual nature by IHNN personnel or its implementing partners against the people being served. Although SEA can happen anywhere in society, when used as an umbrella term within the development and humanitarian sector, the term refers to SEA perpetrated by those working in, or with, development and humanitarian organizations.
Sexual harassment	Sexual harassment is any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment. Sexual harassment may occur in the workplace or in connection with work. While typically involving a pattern of conduct, sexual harassment may take the form of a single incident. In assessing the reasonableness of expectations or perceptions, the perspective of the person who is the target of the conduct shall be considered.
Survivor / Victim	Refers to a person who is, or has been, sexually exploited or abused. 'Survivor' is often used interchangeably with 'Victim'. However, neither designation is any way meant to imply a lack of strength, resilience, or capacity to survive. While the vast majority of reported victims of SEA are women and girls, boys and men can also experience SEA.
Victim-centered approach	A victim-centered approach (also referred to as 'survivor-centered' approach) aims to create a supportive environment in which each victim's rights, wishes and self-determination are respected and in which the person is treated with dignity and respect.
Whistle-blower	Any person who reports SEA
Zero-tolerance policy	A policy establishing that sexual exploitation and abuse by personnel (including by partners) is prohibited and that every transgression will be acted upon.

13. CODE OF CONDUCT

The commitment of IHNN to seamlessly integrate PSEAH considerations into all facets of our planning, programming, and operational processes is unwavering. This integration serves as a cornerstone for nurturing a culture embedded in respect, accountability, and the prevention of Sexual Exploitation, Abuse and Harassment within our organization. In accordance with our dedication to transparency and inclusivity, IHNN engages in consultations with the affected population and local communities, particularly those identified as at-risk groups by the organization. This collaborative approach ensures that the systems implemented and

measures taken for the prevention and response to Sexual Exploitation, Abuse and Harassment are not only sensitive to the vulnerabilities and needs of beneficiaries but are also culturally appropriate.

IHHN has developed a PSEAH Code of conduct which is signed by all IHHN employees. Our Code of Conduct reinforces the collective responsibility of all staff and other representatives to promptly report any suspicions or incidents of sexual harassment, exploitation, and abuse. Failure to report to the appropriate authority constitutes a breach of both the Indus Hospital & Health Network Code of Ethics and this policy, and may result in disciplinary action being taken. This unequivocal stance underscores our commitment to maintaining a safe and respectful environment for all individuals associated with our institution.

14. IHHN REPORTING OF SEXUAL EXPLOITATION AND ABUSE / SEXUAL MISCONDUCT

IHHN has established a robust and transparent Reporting Mechanism / Complaint and Feedback System for receiving allegations of SEAH from the aid recipients / communities it serves and the personnel associated with IHHN.

Reporting Mechanism is Guided by Following Basic Principles of Effective Reporting:

- Safety / Protection from Retaliation
- Confidentiality
- Transparency
- Accessibility

Following are additional key features of the Reporting Mechanism:

- Reporting Channels are Safe, Confidential and Accessible
- Protection from Retaliation: IHHN is committed to upholding a culture of transparency and a safe environment where personnel and beneficiaries can report SEAH allegations as soon as possible without any adverse or punitive action being taken against them. The Organization does not tolerate any kind of retaliation, or threat thereof, against anyone who reports a situation of SEA or cooperates in any investigation process related to a SEAH allegation.
- Access to sensitive information is restricted to ensure the safety of survivors and the complainants
- Information about an allegation is shared only with the authorized/relevant personnel on a 'need to know' basis for the purpose of investigations or providing assistance to the survivor.
- IHHN has a mechanism to ensure that its beneficiaries are aware about its Reporting Channels
- IHHN has a system in place to ensure that staff involved in complaint handling is fully guided and is trained periodically for effective complaint handling and investigations

15. GUIDELINES ON SEA REPORTING

Here are some quick guidelines / DOs & DON'Ts for staff related to SEA reporting:

I. DOs FOR SEA REPORTING:

- DO Report Immediately / Within 24 Hours When You Have Suspicions of SEA
- DO Select the Reliable Channel to Report the Allegation
- DO Report Even If You Are Not Certain That SEA Occurred
- DO Report All Allegations Regardless of When They Happened
- DO Report Using Information That is Available?
- DO Report Allegations Even If Committed by Staff of Other Organization
- DO Report All Sexual Contacts with Children
- DO Respect Confidentiality of Both the Victim & the Accused

II. DON'Ts for SEA Reporting:

- DO NOT Forget Your Responsibility to Report SEA
- DO NOT Probe / Investigate the Perpetrator / Abuser
- DO NOT Probe / Interview the Victim / Survivor
- DO NOT Discuss the Matter with Any One Not Relevant

- DO NOT Disclose Information to Any One Not Relevant
- DO NOT Hide or Exaggerate Facts

Reporting of SEA / sexual misconduct is highly important. Failing to report SEA may also constitute misconduct. Similarly, false reporting of sexual misconduct / SEA with malicious intention shall also be treated as misconduct.

III. CHANNELS FOR SEAH REPORTING

IHHN is fully aware that SEA cannot be well addressed without the availability of diverse, functional, safe and accessible reporting channels for reporting of allegations of sexual exploitation, abuse and Harassment or overall sexual misconduct.

IV. REPORTING CHANNELS ESTABLISHED BY IHHN

IHHN has established following internal 'Reporting Channels' for receiving allegations of sexual misconduct from its beneficiaries and staff.

Reporting Sexual Misconduct / Sexual Harassment or Abuse of IHHN staff by Their Colleagues / Supervisors / Other Associated Persons: Adamant Channels for receiving SEA allegations form (IHHN/ALL/HRD/SEA/F030/V01) (Annexure AH) beneficiaries against aid workers:

Sr. No.	Reporting Channel	Contact	Remarks
1	Postal Address	Plot 32, Street 36, First Floor, I&T Centre, G-10/4 Islamabad	Safeguarding officer
2	Mobile No/WhatsApp No.	0333-1180794	Safeguarding officer
3	PSEA Focal Person	Senior Manager	Head office
4	Complaint Boxes	All IHHN District Offices	Site In charge
5	Email Address	pseah@tih.org.pk	PSEA Focal person and safeguarding officer

Channels for receiving sexual misconduct allegations from staff against staff/others:

Sr. No.	Reporting Channel	Contact	Custodian/Incharge/Authorized
1	Postal Address	Plot 32, Street 36, First Floor, I&T Centre, G-10/4 Islamabad	Safeguarding officer
2	WhatsApp No.	0333-1180794	Safeguarding officer
3	PSEA Focal Person	Senior Manager	Head office
4	Harassment Committee	Nominated by Chairperson	Chairperson
5	Complaint Boxes	All IHHN district offices	Site In charge
6	Email Address	pseah@tih.org.pk	PSEA Focal person and safeguarding officer

V. OTHER REPORTING CHANNELS / GBV HELPLINES

In addition to IHHN Reporting Channels as mentioned above; IHHN will also share the contacts of other relevant /accessible GBV Services / GBV Helplines which IHHN program beneficiaries and staff can access for redressal of their grievances of sexual misconduct. Purpose of sharing additional helplines is to ensure that both the victims and accused have freedom to choose the appropriate channel for reporting the grievance / dissatisfaction which best suites their situation and needs. These include the following:

Sr. No.	Type of Service	Managed/Owned By	Contact No. & Email
1	Ombudsperson Secretariat for Protection against Harassment of Women at Workplace	Federal Ombudsperson	Ph.: (051) 92 64 444 Email: info@fospah.gov.pk Online: https://fospah.gov.pk

2	Bolo Helpline	Social Welfare Directorate KPK	0800-22227
3	Women Development Department (WDD) Sindh Help line	WDD Sindh	1094
4	PCSW-Punjab	Punjab Government	1043
5	Baluchistan Women Helpline	Baluchistan Government	1089

VI. INVESTIGATION PROCESS

IHHN will build in house capacity of staff regarding investigation of SEA cases. However, IHHN will outsource or will seek assistance from UN agencies. Upon the receipt of a complaint, the organization is committed to taking prompt action by initiating a comprehensive investigation. This process will be conducted with utmost impartiality, involving **qualified personnel specifically trained** in handling cases related to Sexual Exploitation, Abuse and Harassment (SEAH). Recognizing the sensitivity of such matters, updates on the investigation's progress will be communicated to the complainant, while ensuring the strict preservation of confidentiality.

To fortify the organization's commitment to a safe reporting environment, protective measures will be in place to guard against any form of retaliation. This includes a dedicated **Whistle-blower Protection Program**, assuring the well-being and security of those who courageously come forward to report concerns.

In the event that a complaint is substantiated, the organization will take appropriate **disciplinary measures** against the responsible party. Concurrently, provision of comprehensive **Support and Resources for Complainants** will be ensured, including access to counselling and medical services, underscoring our commitment to their well-being.

IHHN has developed a meticulous **Record-Keeping System** to confidentially document complaints and their resolutions. This record not only serves to track trends but also inform preventive measures, reinforcing our dedication to continuous improvement and learning.

In cases where reporting to relevant authorities is mandated by law, the organization will comply accordingly, reinforcing our commitment to legal and ethical standards.

The formal inquiry/investigation procedure shall have the following IHHNs involved:

- i. **The Safeguarding Committee** after the receipt of a written complaint, shall:
 - a. within 03 days communicate in writing the charges and statement of allegations to the accused;
 - b. require the accused, within 07 days from the day the charge is communicated to him/her, to submit a written defense and on his/her failure to do so, without reasonable cause, the Committee may proceed ex-parte;
 - c. enquire into the charge and may examine such oral or documentary evidence in support of the charge or defense of the accused as the Committee may consider appropriate
- ii. As part of the inquiry procedure, the Safeguarding Committee may:
 - a. call and/or interrogate any person in relation to the complaint;
 - b. require the production of any evidence;
 - c. record evidence;
 - d. get the complainant or the accused medically examined by an authorized doctor, if necessary.
- iii. The statements and other evidences acquired in the inquiry process shall be considered as confidential. The Safeguarding Committee can instruct to treat the whole proceedings confidentially, if necessary.
- iv. The Complainant shall have the right to be accompanied by a family member or any other person when required to appear before the Safeguarding Committee;
- v. The Safeguarding Committee shall ensure that the accused does not create a hostile environment for the complainant and/or witnesses, if any, so as to pressurize him/her from freely pursuing his/her complaint;
- vi. The Safeguarding Committee shall, within thirty (30) days of the initiation of inquiry,

submit its findings and recommendations, along with reasons thereof, in writing to the CEO IHHN.

- vii. If the Safeguarding Committee finds the accused to be guilty, it may, depending on the gravity of offence, recommend imposition of one or more penalties, including but not limited to:
- a. Reprimand;
 - b. Stoppage of increment or withholding of promotion for a specified period;
 - c. Recovery from pay of the whole or part of any pecuniary loss caused to the beneficiary and/or IHHN by the employee;
 - d. Reduction to a lower stage of pay in his/her band, or to a lower band or post; and
 - e. Termination of service without severance pay and other benefits.

CEO IHHN shall make the final decision on the complaint in light of findings and recommendations of the Safeguarding Committee. The final decision shall be made and implemented within seven (07) days of the receipt of recommendations from the Safeguarding Committee.

VII. FOLLOW UP WITH THE COMPLAINANT

After the final decision is implemented, the Designated Safeguarding Officer shall, within one month of the implementation of the final decision, follow up with Complainant for any retaliation by the accused.

In case retaliation is reported by the complainant, the Designated Safeguarding Officer shall communicate the matter to the IHHN Safeguarding Committee.

The IHHN Safeguarding Committee shall take appropriate steps to address the matter. This may include recommendation to revise the previous decision.

In case of a satisfactory follow up, the case shall be officially closed.

VIII. MALA FIDE ACCUSATION

The IHHN Safeguarding Committee may recommend appropriate actions against the complainant if allegations leveled against the accused are found to be false and made with mala fide intentions.

16. SAFE RECRUITMENT

IHHN places paramount importance on implementing PSEAH-sensitive human resources practices throughout the recruitment, contracting, and performance management processes. This commitment is evident from the initial stages,

- IHHN has developed job announcements which explicitly conveys the organization's zero-tolerance policy regarding SEAH.
- During recruitment interviews, our panels diligently inquire about ethics and PSEAH-related matters, reinforcing our dedication to selecting individuals with a strong commitment to these principles.
- Referral check regarding PSEAH
- IHHN has incorporated a PSEAH clause in all the employment contracts
- Signing of PSEAH Code of conduct

* For further details please refer Recruitment policy.

IHHN has Designated PSEA focal points with assigned specific terms of reference, delineating their roles and responsibilities within the organization's broader commitment in preventing and addressing SEAH. PSEAH focal persons are responsible for provision of facilitation in reporting and confidentiality of SEAH cases. Aligning human resources processes with the SEAH policy ensures a seamless integration of reporting and response mechanisms for SEAH allegations, reinforcing the accountability framework.

17. PREVENTIVE MEASURES

In our steadfast commitment to fostering a safe and secure environment, IHHN has developed a comprehensive set of preventive measures aimed at addressing Sexual Exploitation, Abuse and Harassment (SEAH).

18. PSEAH ORIENTATION SESSIONS

IHHN has a regular PSEAH orientation session for all the new hiring and refresher session for the existing staff. Ongoing training programs serve as a pivotal component, not only to raise awareness of the Complaint Mechanism but also to educate our personnel on the intricacies of our PSEAH policies. This ensures that all members of the Network, including staff, volunteers, and partners, are well-versed in the principles and procedures outlined in our PSEAH policy.

These training initiatives are designed to empower individuals with the knowledge and tools necessary to prevent, identify, and respond to instances of sexual abuse and exploitation effectively. By instilling a shared understanding of our policies and procedures, we cultivate a collective commitment to upholding the highest standards of ethical conduct within our organization.

Furthermore, our preventive measures extend beyond training programs. Regular risk assessments are conducted to proactively identify and address potential vulnerabilities by the UN and other organizations, allowing us to tailor our approach to the evolving dynamics of our operational environment. IHHN plans to conduct a consultative session with the community and stake holders in new areas as per need and requirement. This iterative process ensures that our preventive measures remain adaptive and responsive to emerging challenges.

Incorporating these preventive measures into our organizational fabric, Indus Hospital & Health Network endeavors to create an environment where individuals are not only aware of the mechanisms in place for preventing sexual abuse and exploitation but are also equipped with the knowledge and resources to actively contribute to the preservation of a safe and secure workplace.

19. COMMUNITY AWARENESS REGARDING PSEAH

IHHN has developed IEC material for dissemination of IHHN PSEAH complaint mechanism and reporting guidelines for displaying at IHHN health facilities and offices. In addition, contact details of the PSEAH Focal persons would be available for facilitation.

IHHN ensures safety of women and accompanied minors at health facilities, during trainings, community sessions and other events.

Moreover, IHHN extends its commitment beyond its immediate workforce. The organization has incorporated **a standard clause in all contracts and partnership agreements** with suppliers, contractors, subcontractors, and sub-partners, mandating a zero-tolerance policy on SEAH. In cases where collaborators lack appropriate policies and measures, IHHN will hold a brief orientation session, the organization will proactively support them in developing and implementing relevant policies. Importantly, the failure of these entities or individuals to take preventive measures, investigate allegations, or address SEAH will constitute grounds for the termination of any cooperative arrangement, underscoring our unwavering commitment to a safe and ethical working environment

20. ASSISTANCE TO SEA SURVIVORS

IHHN shall provide appropriate assistance to SEA survivors perpetrated by its employees, by referring them to relevant service providers (medical, psychosocial, legal, shelter etc.), subject to the consent of the survivor.

IHHN will coordinate with the stake holders for mapping of relevant services, focal persons and their contact details will then be displayed at the IHHN offices for the staff and beneficiaries.

In this regard, IHHN has developed a SEA Referral Form for referral to the relevant services.

21. REVIEW AND REVISION

IHHN will review the policy on annual basis. Policy reviews will be conducted to guarantee the ongoing relevance and effectiveness of our preventive framework and policy implementation. This commitment to regular evaluation and refinement reflects our dedication to staying abreast of best practices and industry standards in preventing SEAH. The organization acknowledges that a dynamic and responsive approach is essential to maintaining a culture of respect, dignity, and accountability.

- Recommendations made by the Beneficiaries Safeguarding Committee
- Final decision on the Complaint
- Date of implementation of the final decision
- Date(s) of follow up with the Complainant to check for any retaliation
- Summary of follow up
- Date of case closure