



GOVERNMENT OF PAKISTAN
BENAZIR INCOME SUPPORT PROGRAMME
F-BLOCK, PAK SECRETARIAT, ISLAMABAD

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NOTICE INVITING REQUEST FOR PROPOSALS (RFPs)

Hiring of Payment System Operators (PSOs) / Payment System Providers (PSPs) with Commercial Operations for Provision of an Interoperable Payment Solution for Disbursement to BISP's Beneficiaries Across Pakistan

BISP was established in 2008 and enacted under BISP Act in 2010 to provide financial assistance, social protection and safety net measures to economically distressed and vulnerable segments of the society. It is the largest public sector social protection organization in Pakistan. To enhance accessibility, transparency, and financial inclusion, BISP is transitioning towards Social Protection Wallets (SPWs) and an interoperable payment ecosystem that will allow beneficiaries to access funds from any authorized banks' agent network nationwide.

2. Now hereby, BISP invites Proposals from those Payment System Operators – PSO / Payment System Provider - PSP with commercial operation duly permitted by State Bank of Pakistan (SBP) and duly registered with the Government - Income Tax and Sales Tax Departments and should be on Active Tax Payer List (ATL). BISP requires services of the aforesaid PSP/PSO to provide interoperability of the Commercial and Micro-Finance Banks across country to support disbursement of cash grants to its beneficiaries through multiple distribution channels which shall include a) BVS Agents b) BVS ATMs c) BVS enabled Bank branches and d) BVS enabled alternate/special arrangements like campsites and cash on wheels etc.

3. Single Stage Two Envelope Procedure under the Open Competitive Method of Procurement will be used, by adopting Least Cost Based Selection (LCBS) Technique under the Procurement of Consultancy Services Regulations, 2010 read with relevant provisions of Public Procurement Rules, 2004 (as amended from time to time), & E-Pak-Procurement Regulations, 2023 and procedures described in the RFP document.

4. The Request for Proposal (RFP) document for the subject hiring contains

detailed Terms of Reference (TORs), basic eligibility criteria, evaluation criteria, general and special conditions of contract etc. and is available (free of cost) on the websites of PPRA (www.ppra.org.pk), BISP (www.bisp.gov.pk) and e-PADS (www.eprocure.gov.pk).

5. In order to brief the PSOs/PSPs about the project details and address the queries on the RFP (if any), a Pre-Proposal conference will be held on 2nd February, 2026 at 1130 hours. In addition, the Proposals prepared in accordance with the instructions in the RFP document must reach at the address given below on or before **1400 hours on 13th February, 2026 (And mandatorily to be submitted via EPADS)**, that will be accompanied with a Proposal Security amounting to **PKR. 1 Million** in form of a Bank Guarantee in the prescribed format - RFP or in the form of CDR or Banker's Cheque in favour of **Director Procurement, BISP**. The Technical Proposals will be opened on the same day at **1430 hours**. The pre-proposal conference and opening of the Technical Proposals will be held in the Conference Room, Ground Floor, Benazir Income Support Programme (BISP) Headquarters, F-Block, Pak. Secretariat, Islamabad.

6. Notification of GRC constituted in terms of Rule-48 of PP Rules, 2004 is provided on the websites of BISP, PPRA and e-PADs, further details are available in Bidding Document.

7. In case the proposal opening date is declared as a Public Holiday by the Government, the next working day shall be deemed to be the date for submission and opening of proposal(s), at the same time and place. BISP may reject all proposals at any time prior to the acceptance of the proposal by invoking Rule 33 of Public Procurement Rules, 2004.

Director (Procurement)
Room No. 136, First Floor
Benazir Income Support Programme
F-Block, Pak Secretariat, Islamabad.
Tel: +92(51) 9246389

REQUEST FOR PROPOSAL

**Hiring of Payment System Operators (PSOs) / Payment System Providers (PSPs)
with Commercial Operations for Provision of an Interoperable Payment
Solution for Disbursement to BISP's Beneficiaries Across Pakistan**

(Single Stage – Two Envelope Procedure)

(Lump-Sum Contract)

(National Competitive Bidding)



**BENAZIR INCOME SUPPORT PROGRAM
GOVERNMENT OF PAKISTAN**

January, 2026

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PART-I

SECTION 1: LETTER OF INVITATION

**Benazir Income Support
Programme (BISP)
Government of Pakistan**

Request for Proposal

for

**Hiring of Payment System Operators (PSOs) / Payment System Providers (PSPs)
with Commercial Operations for Provision of an Interoperable Payment
Solution for Disbursement to BISP's Beneficiaries Across Pakistan**

Date: 27th January, 2026

1. This Invitation for submission of Proposals follows the Procurement Notice for this Project which appeared in National Newspapers as well as its publication on PPRA, BISP Websites and E-PADS.
2. The Benazir Income Support Programme (BISP) now invites proposals to provide services for subject assignment. More details on the services are provided in the Terms of Reference.
3. This Request for Proposal (RFP) has been made available on the websites of BISP, PPRA, and E-PADS for all eligible PSO/PSP mandated by State Bank of Pakistan.
4. A PSO/PSP will be selected under Least Cost Selection (LCS) Method under Procurement of Consultancy Services Regulations, 2010 read with relevant provisions of Public Procurement Rules, 2004 (as amended from time to time) and procedures described in this RFP.
5. The RFP includes the following documents:

Section 1 - Letter of Invitation

Section 2 - Instructions to Service Providers

Section 3 - Proposal Data Sheet

Section 4 - Full Technical Proposal (FTP) - Standard Forms

Section 5 - Financial Proposal - Standard Forms

Section 6 - Eligible Countries Section 7 - Terms of Reference

Section 8 - Standard Forms of Contract (Lump-sum)

6. Please submit your proposal on the following address:

Benazir Income Support Programme (BISP)

Room No. 136, 1st Floor,
F-Block, Pak. Secretariat, Islamabad.

Yours sincerely,

Director (Procurement)
F-Block, Pak. Secretariat,
Islamabad
Tel: 051-9246389

SECTION 2: INSTRUCTIONS TO SERVICE PROVIDERS

For Purpose of Generality the Instruction to Service Providers is Abbreviated as (ITC)

A. General Provisions

1. Definitions	<p>1.1 Definition</p> <p>a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Service Provider.</p> <p>b) “Applicable Law” means the laws and any other instruments having the force of law in Pakistan, or in such other country as may be specified in the Data Sheet, as they may be issued and in force from time to time.</p> <p>c) “Service Provider” means a legally-established professional consulting firm or an entity that may provide or provides the Services to the Procuring Agency under the Contract. <i>(Legally established Service provider (SP) offering services for Payment to BISP Beneficiaries will be treated as Service Provider under this Contract/RFP)</i></p> <p>d) “Contract” means a legally binding written agreement signed between the Procuring Agency and the Service Provider and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices).</p> <p>e) “Data Sheet” means an integral part of the Instructions to Service Providers (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement,</p>
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	<p>but not to over-write, the provisions of the ITC.</p> <p>f) “Day” means a calendar day.</p> <p>g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Service Provider, Sub- Service Provider or Joint Venture member(s).</p> <p>h) “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one Service Provider where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Agency for the performance of the Contract.</p> <p>i) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Service Provider’s proposal.</p> <p>j) “ITC” (this Section 2 of the RFP) means the Instructions to Service Providers that provides the Service Providers with all information needed to prepare their Proposals.</p> <p>k) “LOI” (this Section 1 of the RFP) means the Letter of Invitation being sent by the Procuring Agency to the Service Providers.</p> <p>l) “Non-Key Expert(s)” means an individual professional provided by the Service Provider or its Sub-Service Provider and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.</p> <p>m) “Proposal” means the Technical Proposal and the Financial</p>
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	<p>Proposal of the Service Provider.</p> <p>n) “RFP” means the Request for Proposals to be prepared by the Procuring Agency for the selection of Service Providers, based on the SRFP.</p> <p>o) “Services” means the work to be performed by the Service Provider pursuant to the Contract.</p> <p>p) “SRFP” means the Standard Request for Proposals, which must be used by the Procuring Agency as the basis for the preparation of the RFP.</p> <p>q) “Sub-Service Provider” means an entity to whom the Service Provider intends to subcontract any part of the Services while remaining responsible to the Procuring Agency during the performance of the Contract.</p> <p>r) “TORs” (this Section 7 of the RFP) means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Procuring Agency and the Service Provider, and expected results and deliverables of the assignment.</p>
<p>2. Introduction</p>	<p>2.1 The Procuring Agency named in the Data Sheet intends to select a Service Provider from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet. The eligible Service Providers are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Service Provider.</p>

	<p>2.2 The Service Providers should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the Data Sheet. Attending any such pre-proposal conference is optional and is at the Service Providers' expense.</p> <p>2.3 The Procuring Agency will timely provide, at no cost to the Service Providers, the inputs, relevant project data, and reports required for the preparation of the Service Provider's Proposal as specified in the Data Sheet.</p>
<p>3. Conflict of Interest</p>	<p>3.1 The Service Provider is required to provide professional, objective, and impartial advice, at all times holding the Procuring Agency's interest's paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.</p> <p>3.2 The Service Provider has an obligation to disclose to the Procuring Agency any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Procuring Agency. Failure to disclose such situations may lead to the disqualification of the Service Provider or the termination of its Contract and/or sanctions by the Authority.</p> <p>3.3 Without limitation on the generality of the foregoing, the Service Provider shall not be hired under the circumstances set forth below:</p>
<p>a. Conflicting activities</p>	<p>(i) <u>Conflict between consulting activities and procurement of goods, works or non-consulting services:</u> a firm that has been engaged by the Procuring Agency to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from</p>

	<p>providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.</p>
b. Conflicting assignments	<p>(ii) <u>Conflict among consulting assignments:</u> a Service Provider (including its Experts and Sub-Service Providers) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Service Provider for the same or for another Procuring Agency.</p>
c. Conflicting relationships	<p>(iii) <u>Relationship with the Procuring Agency's staff:</u> a Service Provider (including its Experts and Sub-Service Providers) that has a close business or family relationship with a professional staff of the Procuring Agency, or of a recipient of a part of the financing in case the project is financed by some financing institution) who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority throughout the selection process and the execution of the Contract.</p>
4. Unfair Competitive Advantage	<p>4.1 Fairness and transparency in the selection process require that the Service Providers or their Affiliates competing for a specific assignment do not derive a</p>

	<p>competitive advantage from having provided consulting services related to the assignment in question. To that end, the Procuring Agency shall indicate in the Data Sheet and make available to all eligible Service Providers together with this RFP all information that would in that respect give such Service Provider any unfair competitive advantage over competing Service Providers.</p>
<p>5. Corrupt and Fraudulent Practices</p>	<p>5.1 The Authority requires compliance with its Regulatory Framework in regard to corrupt and fraudulent practices as set forth in Section 6.</p> <p>5.2 In further pursuance of this Regulatory Framework, Service Providers shall permit and shall cause their agents (where declared or not), sub-contractors, sub-Service Providers, service providers, suppliers, and personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Procuring Agency.</p>
<p>6. Eligibility & Debarment</p>	<p>6.1 The Procuring Agency permits Service Providers (individuals and firms, including Joint Ventures and their individual members) from all countries to offer consulting services for the project.</p> <p>6.2 Furthermore, it is the Service Provider's responsibility to ensure that its Experts, joint venture members, Sub-Service Providers, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements.</p> <p>6.3 As an exception to the foregoing Clauses 6.1 and 6.2 above:</p>

a. Sanctions	6.3 A firm or an individual declared blacklisted by the Authority in accordance with the above Clause 5.1 shall be ineligible to participate in the procurement process or to be awarded a contract, during such period of time as the Authority shall determine. The list of debarred firms and individuals is available at the electronic address specified in the Data Sheet .
b. Prohibitions	6.4 Firms and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries).
c. Restrictions for public employees	6.5 Government officials and civil servants of Pakistan are not eligible to be included as Experts in the Service Provider's Proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Government of Pakistan, and they <p>(i) are on leave of absence without pay, or have resigned or retired;</p> <p>(ii) are not being hired by the same agency they were working for before going on leave of absence without pay, resigning, or retiring (in case of resignation or retirement, for a period of at least two years, or the period established by statutory provisions applying to civil servants or government employees whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in Service Provider's Proposal.; and</p> <p>(iii) their hiring would not create a conflict of interest.</p>

B. Preparation of Proposals

<p>7. General Considerations</p>	<p>7.1 In preparing the Proposal, the Service Provider is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p>
<p>8. Cost of Preparation of Proposal</p>	<p>8.1 The Service Provider shall bear all costs associated with the preparation and submission of its Proposal, and the Procuring Agency shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Procuring Agency is not bound to accept any proposal, and reserves the right to annul the selection process in accordance with the procurement regulatory framework at any time prior to Contract award, without thereby incurring any liability to the Service Provider.</p>
<p>9. Language</p>	<p>9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Service Provider and the Procuring Agency, shall be written in the language(s) specified in the Data Sheet.</p>
<p>10. Documents Comprising the Proposal</p>	<p>10.1 The Proposal shall comprise the documents and forms listed in the Data Sheet.</p> <p>If specified in the Data Sheet, the Service Provider shall include a statement of an undertaking of the Service Provider to observe, in competing for and executing a contract, the Procuring Regulatory Framework regarding corrupt and fraudulent practices.</p>
<p>11. Only One Proposal</p>	<p>11.1 The Service Provider (including the individual members of any Joint Venture) shall submit only one</p>

	<p>Proposal, either in its own name or as part of a Joint Venture in another Proposal. If a Service Provider, including any Joint Venture member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-Service Provider, or the Service Provider's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the Data Sheet and subject to regulatory instructions, if any.</p>
<p>12. Proposal Validity</p>	<p>12.1 Proposals shall remain valid for the period specified in the Data Sheet after the Proposal submission deadline prescribed by the PA. To ensure the validity of proposal, it shall contain bid/proposal security or bid/proposal securing declaration as a complementary bid/proposal securing instrument having the validity twenty-eight days more than the bid/proposal validity period.</p> <p>12.2 During this period, the Service Provider shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.</p> <p>12.3 If it is established that any Key Expert nominated in the Service Provider's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to blacklisting and debarment in accordance with Clause 5 of this ITC.</p>
<p>a. Extension of Validity Period</p>	<p>12.4 If considered necessary, an extension can be made in case of exceptional circumstances (beyond the control of the procuring agency) after recording the reason(s) in writing.</p>

	<p>Such extension shall be only once, and the period of the extension should be determined keeping in view of the circumstances under which such extension is deemed to be necessary, however, the same shall not be more than the original bid validity period. The request and the responses shall be made in writing. Moreover, any such extension shall be solicited and procured in advance prior to the expiry of original (or initial) bid validity period. Bid/Proposal Securing Instrument shall also be extended in conformity with the period of extension.</p> <p>12.5 If the Service Provider agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal and with the confirmation of the availability of the Key Experts.</p> <p>12.6 The Service Provider has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.</p>
<p>b. Substitution of Key Experts at Validity Extension</p>	<p>12.7 If any of the Key Experts become unavailable for the extended validity period, the Service Provider shall provide a written adequate justification and evidence satisfactory to the Procuring Agency together with the substitution request. In such case, a replacement Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.</p> <p>12.8 If the Service Provider fails to provide a replacement Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Procuring Agency, such Proposal will be rejected.</p>

c. Sub-Contracting	12.9 The Service Provider shall not subcontract the whole of the Services.
	12.10 The Proposal Securing Declaration is required to protect the Procuring Agency against the risk of Service Provider's conduct which would warrant the Service Provider to face the blacklisting or debarment proceedings in accordance with regulatory framework.
	12.11 Any Proposal not accompanied by a Proposal Securing Declaration shall be rejected by the Procuring Agency as non-responsive.
	12.12 The Proposal Securing Declaration of a joint venture must be in the name of the joint venture submitting the Proposal.
	12.13 The successful Service Provider's Proposal Securing Declaration will be discharged upon the signing the contract with the Successful Service Provider, and furnishing the performance security.
	<p>12.14 A Service Provider shall be suspended from being eligible for tendering in any contract with the Procuring Agency for the period of time indicated in the Proposal Securing Declaration:</p> <ul style="list-style-type: none"> (a) if the Service Provider withdraws its Proposal, except as provided in ITC 12.6 or (b) in the case of a successful Service Provider, if the Service Provider fails within the specified time limit to: <ul style="list-style-type: none"> (i) sign the contract, or (ii) furnish the required performance security

<p>13. Clarification and Amendment of RFP</p>	<p>13.1 The Service Provider may request a clarification of any part of the RFP during the period indicated in the Data Sheet before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Procuring Agency's address indicated in the Data Sheet. The Procuring Agency will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all eligible Service Providers. Should the Procuring Agency deem it necessary to amend the RFP as a result of a clarification or at its own initiative, it shall do so following the procedure described below:</p> <ul style="list-style-type: none">i. At any time before the proposal submission deadline, the Procuring Agency may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Service Providers and will be binding on them. The shortlisted Service Providers shall acknowledge receipt of all amendments in writing.ii. If the amendment is substantial, the Procuring Agency may extend the proposal submission deadline to give the shortlisted Service Providers reasonable time to take an amendment into account in their Proposals. <p>13.2 The Service Provider who has already submitted the proposal prior to any amendments in the RFP, may submit a modified Proposal or a modification to any part of it based on the respective amendment in the RFP at any time prior to the proposal submission deadline. No</p>
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	<p>modifications to the Technical or Financial Proposal shall be accepted after the deadline.</p>
<p>14. Preparation of Proposals – Specific Considerations</p>	<p>14.1 While preparing the Proposal, the Service Provider must give particular attention to the following:</p> <ul style="list-style-type: none"> i. The Procuring Agency may indicate in the Data Sheet the estimated Key Experts’ time input (expressed in person- month) or the Procuring Agency’s estimated total cost of the assignment, but not both. This estimate is indicative and the Proposal shall be based on the Service Provider’s own estimates for the same. ii. If stated in the Data Sheet, the Service Provider shall include in its Proposal at least the same time input (in the same unit as indicated in the Data Sheet) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the Data Sheet. iii. For assignments under the Fixed-Budget selection method, the estimated Key Experts’ time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
<p>15. Technical Proposal Format and Content</p>	<p>15.1 The Technical Proposal shall not include any information regarding Financial Proposal. A Technical Proposal containing material financial information shall be declared non-responsive.</p> <p>15.2 Depending on the nature of the assignment, the Service Provider is required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as</p>

	indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.
16. Financial Proposal	16.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the Data Sheet .
a. Taxes	16.2 The Service Provider and its Sub-Service Providers and Experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the Data Sheet. Information on taxes in the Procuring Agency's country is provided in the Data Sheet.
b. Currency of Proposal	16.3 The Service Provider may express the price for its Services in the currency or currencies as stated in the Data Sheet. If indicated in the Data Sheet, the portion of the price representing local cost shall be stated in the national currency.
c. Currency of Payment	16.4 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the Proposal.

C. Submission, Opening and Evaluation

17. Submission, Sealing, and Marking of Proposals	<p>17.1 The Service Provider shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 10 (Documents Comprising Proposal). The submission can be done by mail or by hand. If specified in the Data Sheet, the Service Provider has the option of submitting its Proposals electronically.</p> <p>17.2 An authorized representative of the Service Provider</p>
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shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.

17.2.1 A Proposal submitted by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.

17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

17.4 The signed Proposal shall be marked "**ORIGINAL**", and its copies marked "**COPY**" as appropriate. The number of copies is indicated in the **Data Sheet**. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.

17.5 The original on EPADS and all the copies of the Technical Proposal, shall be placed inside of a sealed envelope clearly marked "**TECHNICAL PROPOSAL**", name and address of the Service Provider, and with a warning "**DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE].**"

17.6 Similarly, the original Financial Proposal on EPADS shall be placed inside of a sealed envelope clearly marked "**FINANCIAL PROPOSAL**", followed by the name of the assignment, reference number, name and address of the Service Provider, and with a warning "**DO NOT OPEN**

WITH THE TECHNICAL PROPOSAL.”

17.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, RFP reference number, the name of the assignment, Service Provider’s name and the address, and shall be clearly marked “**DO NOT OPEN BEFORE** [insert the time and date of the submission deadline indicated in the Data Sheet]”.

17.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Procuring Agency will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.

17.9 The Proposal or its modifications must be sent to the address indicated in the **Data Sheet** and received by the Procuring Agency no later than the deadline indicated in the **Data Sheet**, or any extension to this deadline. Any Proposal or its modification received by the Procuring Agency after the deadline shall be declared late and rejected, and promptly returned unopened.

17.10 A Service Provider may withdraw its Proposal after it has been submitted, provided that written notice of the withdrawal of the Proposal, is received by the Procuring Agency prior to the deadline for submission of Proposal.

17.11 Revised Proposal may be submitted after the withdrawal of the original Proposal.

17.12 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the

	<p>corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p>
<p>18. Confidentiality</p>	<p>18.1 From the time the Proposals are opened to the time the Evaluation Report is published, the Service Provider should not contact the Procurement Evaluation Committee of the Procuring Agency on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals shall not be disclosed to the Service Providers who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Evaluation Report.</p> <p>18.2 Any attempt by Service Providers or anyone on behalf of the Service Provider to influence improperly the Procuring Agency in the evaluation of the Proposals may result in the rejection of its Proposal, and may be subject to the application of prevailing blacklisting procedures.</p> <p>18.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of publication of evaluation report, if a Service Provider wishes to contact the Procurement Evaluation Committee or the Procuring Agency on any matter related to the selection process, it should do so only in writing.</p>
<p>19. Opening of Proposal (Technical Proposals)</p>	<p>19.1 The Procuring Agency will open all Proposal, in public, in the presence of Service Provider' or their representatives who choose to attend, and other parties with a legitimate interest in the Proposal proceedings at the place, on the date and at the time, specified in the BDS. The Service Provider' representatives present shall sign a register as proof of their attendance.</p>

	<p>19.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding Proposal shall not be opened, but returned to the Service Provider. No Proposal withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p> <p>19.3 Second, outer envelopes marked “SUBSTITUTION” shall be opened. The inner envelopes containing the Substitution Proposal shall be exchanged for the corresponding Original Proposal being substituted, which is to be returned to the Service Provider unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.</p> <p>19.4 Next, outer envelopes marked “MODIFICATION” shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Proposal. Any Modification shall be read out along with the Original Proposal except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification, will remain unopened till the prescribed financial Proposal opening date.</p> <p>19.5 The Procuring Agency’s evaluation committee shall conduct the opening of the Technical Proposals in the presence of the Proposer Service Providers’ authorized representatives who choose to attend (in person, or online if</p>
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	<p>this option is offered in the Data Sheet). The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial Proposal shall remain sealed until they are opened in accordance with Clause 23 of the ITC.</p> <p>19.6 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Service Provider or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal submitted prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the Data Sheet.</p>
<p>20. Proposals Evaluation</p>	<p>20.1 Subject to provision of Clause 15.1 of the ITC, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.</p> <p>20.2 The Service Provider is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Procuring Agency will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p>
<p>21. Evaluation of Technical Proposals</p>	<p>21.1 The Procuring Agency's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum</p>

	technical score indicated in the Data Sheet .
22. Financial Proposals for QBS	<p>22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Service Provider is invited to negotiate the Contract.</p> <p>Only the Financial Proposal of the technically top-ranked Service Provider (as predefined in the Evaluation Criteria) is opened by the Procuring Agency's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.</p>
23. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)	<p>23.1 After the technical evaluation is completed, the Procuring Agency shall issue the Technical Evaluation Report containing all the information regarding responsiveness or non- responsiveness of the Service Provider along with the technical scores. The Financial Proposals of non-responsive Service Providers will be returned unopened after completing the selection process and Contract signing. The Procuring shall notify in writing those Service Providers that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Service Providers sufficient time to make arrangements for attending the opening. The Service Provider's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the Data Sheet) is optional and is at the Service Provider's choice.</p> <p>23.2 The Financial Proposals shall be opened by the Procuring Agency's evaluation committee in the presence of the representatives of those Service Providers whose proposals have passed the minimum technical score. At the</p>

	<p>opening, the names of the Service Providers, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Service Providers who submitted Proposals.</p>
<p>24. Correction of Errors</p>	<p>24.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.</p>
<p>a. Lump-Sum Contracts</p>	<p>24.1.1 If a Lump-sum contract form is included in the RFP, the Procuring Agency's evaluation committee will</p> <p>(a) correct any computational or arithmetical errors, and adjust the prices if they fail to reflect all inputs included for the respective activities or items in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Procuring Agency's evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.</p>

25. Taxes	25.1 The Procuring Agency's evaluation of the Service Provider's Financial Proposal shall exclude taxes and duties in the in accordance with the instructions in the Data Sheet .
26. Conversion to Single Currency	26.1 For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet .
27. Combined Quality and Cost Evaluation	
a. Quality- and Cost-Based Selection (QCBS)	27.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Service Provider achieving the highest combined technical and financial score will be invited for negotiations.
b. Fixed-Budget Selection (FBS)	27.2 In the case of FBS, those Proposals that exceed the budget indicated in Clause 14.1.4 of the Data Sheet shall be rejected. 27.3 The Procuring Agency will select the Service Provider that submitted the highest-ranked Technical Proposal that does not exceed the budget indicated in the RFP, and invite such Service Provider to negotiate the Contract.
Least-Cost Selection	27.4 In the case of Least-Cost Selection (LCS), the Procuring Agency will select the Service Provider with the lowest evaluated total price among those Service Providers that achieved the minimum technical score, and invite such Service Provider to negotiate the Contract.

D. Negotiations and Award (START HERE)

28. Negotiations	<p>28.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Service Provider's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Service Provider.</p> <p>28.2 The Procuring Agency shall prepare minutes of negotiations that are signed by the Procuring Agency and the Service Provider's authorized representative.</p>
a. Availability of Key Experts	<p>28.3 The invited Service Provider shall confirm the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with Clause 12 of the ITC. Failure to confirm the Key Experts' availability may result in the rejection of the Service Provider's Proposal and the Procuring Agency proceeding to negotiate the Contract with the next-ranked Service Provider.</p> <p>28.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Service Provider, including but not limited to death or medical incapacity. In such case, the Service Provider shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.</p>

b. Technical negotiations	28.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Procuring Agency’s inputs, the special conditions of the Contract, and finalizing the “Description of Services” part of the Contract. These discussions shall not alter the original scope of services under the TORs or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.
c. Financial Negotiations	28.6 There shall be no financial negotiations, however, it may include only the clarification of the Service Provider’s tax liability and how it should be reflected in the Contract.
29. Conclusion of Negotiations	<p>29.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Procuring Agency and the Service Provider’s authorized representative.</p> <p>29.2 If the negotiations fail, the Procuring Agency shall inform the Service Provider in writing of all pending issues and disagreements and provide a final opportunity to the Service Provider to respond. If disagreement persists, the Procuring Agency shall terminate the negotiations informing the Service Provider of the reasons for doing so; and the Procuring Agency will invite the next-ranked Service Provider to negotiate a Contract. Once the Procuring Agency commences negotiations with the next-ranked Service Provider, the Procuring Agency shall not reopen the earlier negotiations.</p>
30. Award of Contract	30.1 Subject to ITC 29, the Procuring Agency will award the Contract to the Service Provider whose Proposal has been

	<p>determined to be substantially responsive to the RFP Documents and who has been declared as Most Advantageous Service Provider, provided that such Service Provider has been determined to be:</p> <ul style="list-style-type: none"> a) eligible in accordance with the provisions of ITC 6; b) is determined to be qualified to perform the Contract satisfactorily; and c) Successful negotiations have been concluded, if any.
<p>31. Grievance Redressal Mechanism</p>	<p>31.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.</p> <p>31.2 Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the bid submission deadline.</p> <p>31.3 Any Bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than seven days of the announcement of technical evaluation report and five days after issuance of final evaluation report.</p> <p>31.4 In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the</p>

	<p>procurement proceedings.</p> <p>31.5 In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report:</p> <p>Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.</p> <p>31.6 The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.</p> <p>31.7 Any bidder or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority on prescribed format after depositing the fee as prescribed in “Redressal of Grievance Regulations, 2021”.</p> <p>31.8 The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.</p> <p>31.9 The committee shall call the record from the concerned procuring agency or the GRC as the case may be, and the same shall be provided within prescribed time.</p> <p>31.10 The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint within fifteen (15) days of receipt of the Appeal.</p> <p>31.11 The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.</p>
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<p>32. Mechanism of Blacklisting</p>	<p>32.1 The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either:</p> <ul style="list-style-type: none"> i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Fails to perform his contractual obligations; and Fails to iii. abide by the id securing declaration; <p>32.2 The show cause notice shall contain: (a) precise allegation, against the bidder or Service Provider; (b) the maximum period for which the Procuring Agency proposes to debar the bidder or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debarring the bidder or contractor from participating in public procurements of all the procuring agencies.</p> <p>32.3 The procuring agency shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice</p> <p>32.4 In case, the bidder or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor and the procuring agency shall decide the matter on the basis of available record and personal hearing, if availed.</p>
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	<p>32.5 In case the bidder or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.</p> <p>32.6 The Procuring Agency shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.</p> <p>32.7 The procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.</p>
	<p>32.8 Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.</p> <p>32.9 The bidder may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with “Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021”.</p>

	<p>The Committee shall evaluate the case and decide within ninety days of filing of review petition.</p> <p>32.10 The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.</p> <p>32.11 The Authority on the basis of decision made by the committee either may debar a bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as it deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.</p>
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SECTION 3: PROPOSAL DATA SHEET

A. General	
ITC Clause Reference	
2.1	<p>Name of the Procuring Agency: <u>Benazir Income Support Programme (BISP), Islamabad, Pakistan</u></p> <p>Method of selection: <u>Single Stage - Two Envelope Procedure [as per Rule 36 (b) of Public Procurement Rules, 2004]</u></p> <p>Applicable Selection Technique: — Least Cost Selection (LCS) Method under Regulation 3 (C) of Procurement of Consultancy Services Regulations, 2010 read with relevant provisions of Public Procurement Rules, 2004 (as amended from time to time).</p> <p>Both Technical and Financial Proposal is to be submitted in separate envelopes as per the Single Stage - Two Envelope Procedure.</p> <p>The name of the assignment is:</p> <p>Hiring of Payment System Operators (PSOs) / Payment System Providers (PSPs) with Commercial Operations for Provision of an Interoperable Payment Solution for Disbursement to BISP's Beneficiaries Across Pakistan.</p> <p>Duration of the Assignment is:</p> <p>Two (2) Years from the date of signing of the Contract, and a third (3) year extension on the same terms and conditions, solely on the discretion of BISP-GoP.</p>

2.2	<p>A pre-proposal conference/meeting will be held: Yes</p> <p>Date of pre-proposal conference/meeting: 2nd February 2026 Time: 11:30 Hours</p> <p>Address: BISP Headquarters F-Block, Pak. Secretariat, Islamabad</p> <p>Telephone: 051-9246389</p> <p>Contact person/conference coordinator: Director (Procurement), BISP</p>
2.3	<p>BISP will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals:</p> <p>a) Information pertaining existing Partner Banks.</p> <p>b) BISP’s Beneficiary Data. <i>On need basis</i></p> <p>c) Any particular information relating Payment Solution. <i>On need basis</i></p> <p>d) Terms of Reference (TORs).</p> <p>e) Any other document deems necessary for performance. <i>On need basis</i></p>
4.1	N/A

6.3	<p>A list of debarred firms and individuals is available at the PPRA website:</p> <p>https://ppra.org.pk/</p>				
B. Preparation of Proposals					
9.1	<p>The language of the Bid is English. All correspondence shall be in English</p>				
10	<p>A. The following documentary evidence must be provided with the Technical Proposals to ascertain the qualification/eligibility of the PSOs/PSPs with Commercial Operations:</p>				
	SR#.	Eligibility	Yes	No	Page Ref #
	1.	<p>Must be a licensed national payment system operator or switching/settlement entity regulated by SBP.</p> <p><i>(Documentary evidence of being Live Status with SBP)</i></p>			
	2.	<p>Active taxpayer status with National Tax Number (NTN) and Sales Tax Registration (STRN)</p>			
	3.	<p>Management Structure/Organogram & Systems of the Company/Firm with relevant information about Board/Directors etc.</p> <p>Including Key Personnel with the competing PSO/PSP for subject assignment:</p> <ul style="list-style-type: none"> ○ Team Lead or equivalent ○ IT (Integration Specialist) ○ Payment Machines -Switch Specialist 			
4.	<p>Details of any specific technology development (ATM & POS Switch) or</p>				

	system integrations already in place or under execution with respect to building of an interoperable eco system (for all Commercial and Micro Finance Banks)			
5.	At least 5 years of experience in large-scale PSP / PSO based transaction of payments			
6.	Experience in interoperability implementations, such as partnerships with other Financial Institution/Banks or any other networks for shared access to POS/ATM infrastructure			
7.	Demonstrate Ability to enable interoperability at BVS POS and ATMs , allowing beneficiaries to withdraw funds from any participating network's devices without restrictions. Demonstrate with reasonable documents (Allowed by SBP and Technological advances to be done in a prescribed/ intended timeline for the services)			
8.	Provide evidence of certifications (e.g., ISO 27001 and/or equivalent, SBP compliance, security audits), and a 24/7 support infrastructure.			
9.	PSO/PSP must not be suspended/ blacklisted by the Federal and Provincial Government			
<ul style="list-style-type: none"> Note: In scenario of non-compliance for any of the basic eligibility criteria, the competing PSO/PSP will be declared non-responsive and would not be carry forward for further evaluation. The Evaluation Committee reserves the right to clear a service provider/bidder under the Basic Eligibility Criteria based on its material compliance therewith. 				

	<p>B. The Proposals (separate for each cluster) shall comprise the following Forms:</p> <p><u>FULL TECHNICAL PROPOSAL (FTP):</u></p> <p>1st Inner Envelope with the Technical Proposal:</p> <ol style="list-style-type: none"> 1. Power of Attorney to sign the Proposal. 2. TECH-1 3. TECH-2 4. TECH-3 5. TECH-4 6. TECH-5 7. TECH-6 <p>Financial Proposal:</p> <ol style="list-style-type: none"> (1) FIN-1 (2) FIN-2
10.2	<p>Statement of Undertaking is required</p> <p>Yes</p>
11.1	<p>Participation of Sub-Service Providers, Key Experts and Non-Key Experts in more than one Proposal is permissible.</p> <p>No</p>

12.1	<p>Proposals shall be valid until 120 days from the opening of <i>Technical Proposals</i>.</p> <p><i>For ensuring and compliance to the bid validity period the Service provider is required to submit a PKR One (1) Million</i></p>
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	<i>Proposal Security as per the provided format or as a CDR/Banker Cheque etc.</i>
13.1	<p>Clarifications may be requested no later than ten (10) days prior to the original submission deadline.</p> <p>The contact information for requesting clarifications is: Director (Procurement), Benazir Income Support Programme (BISP), Islamabad</p> <p>E-mail: dir.procurement@bisp.gov.pk dd.procurement@bisp.gov.pk</p>
14.1.ii	<i>“Not applicable”</i>
14.1.iii	<i>“Not applicable”</i>
15.2	<p>The format of the Technical Proposal to be submitted is: FTP</p> <p>Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.</p>
16.1	Not Applicable
16.2	A price adjustment provision applies: No
16.3	<p>“Information on the Services Provider’s tax obligations can be found at</p> <p>https://www.fbr.gov.pk/</p>
16.4	<p>The Financial Proposal shall be stated in the following currencies:</p> <p>Pakistani Rupees Only.</p>

	<p>The Financial Proposal should state local costs in the Procuring Agency's country currency (local currency): Yes.</p>
<p>C. Submission, Opening and Evaluation</p>	
17.1	<p>The Service Providers/Bidders has to mandatorily submit their Proposals electronically (E-PADS).</p>
17.4	<p>The Service Provider must submit:</p> <p>(a) Technical Proposal: One (1) original proposal shall be submitted mandatorily through EPADS, along with one (1) hard copy to be submitted prior to the bid closing time.</p> <p>(b) Financial Proposal: Submission shall be made in the same manner as the Technical Proposal.</p>
17.7 and 17.9	<p>The Proposals must be submitted no later than: Date: 13th February, 2026</p> <p>Time: 14:00 Hours Local Time</p> <p>The Proposal submission address is:</p> <p>Director (Procurement) Room No.136, First Floor,</p> <p>Benazir Income Support Programme (BISP) Headquarters, F-Block, Pak. Secretariat, Islamabad</p> <p>Islamabad, Pakistan, Postal Code: 44000</p>
19.4	<p>An online option of the opening of the Technical Proposals is offered:</p>

	<p>Yes – Mandatorily to be submitted on E-PADS.</p> <p>The opening shall take place at:</p> <p>Conference Room, Ground Floor, Benazir Income Support Programme (BISP) Headquarters, F-Block, Pak. Secretariat, Islamabad, Pakistan</p> <p>Date: 13th February, 2026.</p> <p>Time: 14:30 Hours Local Time</p>
19.6	In addition, the following information will be read aloud at the opening of the Technical Proposals: N/A
21.1 [for FTP]	Technical Evaluation Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals are:

Detailed Evaluation Criteria:

S.No.	Description	Marks against each sub-criteria
A.	PSO/PSP Experience & Past Performance	
	a) No of years of experience in BVS based disbursements	20
	<ul style="list-style-type: none"> ▪ 2 marks shall be awarded for each completed year of relevant experience in BVS-based disbursements, subject to a maximum of 20 marks. ▪ Experience beyond 10 years shall not attract additional marks. ▪ Fractional years shall not be counted. 	
	b) Volume handled via technology intensive disbursements i.e. (ATM Switch/POS Switch) within last Fiscal Year (2024-2025)	20
	<ul style="list-style-type: none"> ▪ 2 marks shall be awarded for each 1 million unique customers handled during FY 2024–25, subject to a maximum of 20 marks. ▪ Customer volume must be supported through verifiable documentary evidence. ▪ Volumes below 1 million customers shall not attract any marks. ▪ Fractional volumes shall not be rounded up. 	
	c) Integration of BVS-enabled Distribution Network, including POS Machines and Card-based ATMs (counted cumulatively)	20
	<ul style="list-style-type: none"> ▪ Up to 10,000 POS Machines and/or Card-based ATMs (cumulative) — full marks 	
	<ul style="list-style-type: none"> ▪ Up to 5,000 POS Machines and/or Card-based ATMs (cumulative) — 75% of assigned marks 	

	▪ Up to 2,500 POS Machines and/or Card-based ATMs (cumulative) — 50% of assigned marks	
	- Below 2,500 POS Machines and/or Card-based ATMs (cumulative) — 0% of assigned marks	
	d) Geographical Presence – Services by PSO/PSP	20
	- More than 100 Districts (full marks)	
	- More than 50 Districts (50% of assigned marks)	
	- Below 50 Districts (0% of assigned marks)	
B.	Methodology & Plan to develop Switch Plan Between All Commercial/Micro Finance Banks Across Pakistan	
	[Clarity, adequacy, and feasibility approach, methodology, timelines, and risk management] <i>A presentation to be imparted by the responsive organization/firm as an integral part of the Technical Proposal, in order to ascertain the firm's technical qualifications.</i>	15
C.	Work Plan [Schedule] [It will be assessed that work plan is responding to the given timelines of the client, realistic, implementable and covering all the aspects/components of the assignment]	5
	Total	100

Notes:

- **A minimum of 70% to be secured by competing PSO/PSP to be declared as technically qualified.**
- **Supporting documents are mandatory for all the above sub-criteria to be eligible for marking.**

D. Negotiations and Award	
25.1	Financial Comparison and Evaluation will be excluding taxes.
26.1	Not Applicable, Prices to be quoted in %ge Only and that corresponds to Pakistani Rupee.
28.1	<p>Expected date and address for contract negotiations: Date: March, 2026</p> <p>Address:</p> <p>Benazir Income Support Programme (BISP) Headquarters, F-Block, Pak. Secretariat, Islamabad Islamabad, Pakistan, Postal Code: 44000</p>
30.1	The publication of the contract award information following the completion of the contract negotiations and contract signing will be done within 30 days after the contract signing, on E-PADS.
30.2	<p>Expected date for the commencement of the Services: Date: March, 2026 or in the original bid validity or the extended one as agreed by the bidders at: Islamabad</p>

SECTION 4: FULL TECHNICAL PROPOSAL – STANDARD FORMS

{Notes to Service Provider shown in brackets { } throughout Section 4 provide guidance to the Service Provider to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}

CHECKLIST OF REQUIRED FORMS

Required for FTP or STP (√)		Form	Description	Page Limit
FTP	STP			
√	√	TECH-1	Technical Proposal Submission Form.	
“√”		TECH-1 Attachment	If the Proposal is submitted by a joint venture, attach a letter of intent or a copy of an existing agreement.	
“√”		Power of Attorney	No pre-set format/form. In the case of a Joint Venture, several are required: a power of attorney for the authorized representative of each JV member, and a power of attorney for the representative of the lead member to represent all JV members	
√		TECH-2	Service Provider’s Organization and Experience.	
√		TECH-2A	Service Provider’s Organization	
√		TECH-2B	Service Provider’s Experience	

√		TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Procuring Agency.	
√		TECH-3A	A. On the Terms of Reference	
√		TECH-3B	B. On the Counterpart Staff and Facilities	
√	√	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	
√	√	TECH-5	Work Schedule	
√	√	TECH-6	Team Composition, Activity Details, and attached Curriculum Vitae (CVs)	

Important Note:

All pages of the original Technical and Financial Proposal shall be signed and stamped by the same authorized representative of the Service Provider who signs the Technical Proposal Submission Form.

Form TECH-1: Technical Proposal Submission Form

{Location, Date}

To: *[Name and address of Procuring Agency]*

Dear Sirs:

We, the undersigned, offer to provide as a PSO/PSP for the solicited services for to BISP beneficiaries in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal. “We are hereby submitting our Proposal in accordance with Instruction to Service Providers and Proposal Data Sheet, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope”.

OR

{If the Service Provider is a joint venture, insert the following: We are submitting our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the BISP.
- (b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the Data Sheet.
- (c) I/We have no conflict of interest in accordance with requirement placed in the RFP.
- (d) I/We meet the eligibility requirements as stated in RFP, and I/we confirm our understanding of our obligation to in regard to corrupt and fraudulent practices of RFP.
- (e) I/We, along with any of partners/PSO/PSP are not subject to, and not

controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by GoP and by the State Bank of Pakistan. Further, I/we are not ineligible under the laws or official regulations of Government of Pakistan.

- (f) In competing for (and, if the award is made to us, in executing) the Contract, I/we undertake to observe the laws against fraud, corruption and bribery.
- (g) Except as stated in the Data Sheet, I/we undertake to negotiate a Contract on the basis of the proposed arrangements and Experts.
- (h) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 30.2 of the Data Sheet.

We understand that the BISP is not bound to accept any Proposal that the Procuring Agency receives.

We remain, Yours sincerely,

Authorized Signature {In full and initials}: _ Name and Title of Signatory: _____

Name of Service Provider (company's name or JV's name):

In the capacity of: _

Address: _____

Contact information (phone and e-mail): _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

Form TECH-2: (For Full Technical Proposal Only)
SERVICE PROVIDER'S ORGANIZATION AND
EXPERIENCE

Form TECH-2: a brief description of the Service Provider's organization and an outline of the recent experience of the Service Provider that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Service Provider's Experts (required experts as per Technical Criteria) and Sub-Service Providers who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Service Provider), and the Service Provider's role/involvement.

A - Service Provider's Organization

1. Provide here a brief description of the background and organization of your company, and—in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership

B – Sought Experience

[Using the format below, provide information on each assignment for which Service provider i.e. PSO/PSP for this assignment, was legally contracted for carrying out services similar to the ones requested under this Assignment. Please provide certification and/or evidence of the contract agreement.]

Assignment name:	Value of the agreement (in Pak. Rs.):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Start date (month/year): Completion date (month/year):
Name of any Sub-PSO/PSP or Agent etc., if any:	Value of services provided by your organization under the agreement (in Pak. Rs.):
Number of distinct beneficiaries served:	
Narrative description of Project:	
Details of Technology Infrastructure used for providing services:	
Number of ATMs, Branches, POS/Agent locations, (any other modes of service)	
Description and high level technology and operational process flow of actual services provided within the assignment (including detail of cash out instrument, touch points, back-end IT system, reporting and reconciliation):	

[Service provider may add separate pro forma for each assignment/project]

FORM TECH-3 (For Full Technical Proposal)

**COMMENTS AND SUGGESTIONS ON THE TERMS OF
REFERENCE, AND FACILITIES TO BE PROVIDED BY BISP**

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and facilities, which are provided by BISP (Please refer to clause 2.4 of Proposal Data Sheet).

A - On the Terms of Reference

{Improvements to the Terms of Reference, if any}

Note: Any alternatives or modifications to the TORs shall be accepted solely at the discretion of BISP and shall not, at any stage, be claimed by the successful bidder to override the TORs or any of its obligations.

Form TECH-4 (For Full Technical Proposal Only)**DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE**

Form TECH-4: a description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal (in FTP format):

- a) Technical Approach and Methodology
- b) Work Plan
- c) Organization and Staffing

a) **Technical Approach and Methodology.** Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach (technology architecture with hardware deployed to support the capacity), and the methodology you would adopt for implementing the tasks, complimented by a detailed project plan providing timelines to cover each activity of initial project implementation and each of the activity/requirements as defined in the TORs. Please also provide information including but not limited to the following parameters of Technical Evaluation Criteria:

- i) Technological Capability of the bidder/service provider (Refer to TORs and Eligibility Criteria).
 - a. No. of Years of Experience of bidder;
 - b. Volume handled requiring systems integration;
 - c. Similar type of integrations as per TORs with different organizations or other entities deemed synonymous with the intended initiative;

- b) Work Plan.** Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the BISP), and tentative delivery dates. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. Please also provide information related to the Technical Evaluation Criteria.
- c) Organization and Staffing.** Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff along with their CVs. Please also provide information/CVs related to following parameters of Technical Evaluation Criteria:

Form TECH-5 (FOR FTP) WORK SCHEDULE

Year: _____							
No	Activity ¹	Months ²					
		Dec	Jan	Feb	Mar	Apr	May
1							
2							
3							
4							
5							

- 1 Indicate all main activities of the assignment. For phased assignments indicate activities, delivery of related services, and benchmarks separately for each phase, from inception to action and results.
- 2 Duration of activities shall be indicated in the form of a bar chart.

Form TECH-6 (FOR FTP)

**TEAM COMPOSITION, ASSIGNMENT, AND KEY EXPERTS’
INPUTS**

Professional Staff			
Name of Staff	Area of Expertise	Position Assigned	Task Assigned

Form Tech-6 (CONTINUED)**CURRICULUM VITAE (CV)**

Position Title and No.	{e.g., K-1,}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/ Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous Procuring Agency's and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005- present]	[e.g., Ministry of, advisor/Service Provider to... For references: Tel /e- mail.....; Mr. H , deputy Secretary]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work):

Adequacy for the Assignment:

Detailed Tasks Assigned on Service Provider’s Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved}	

Expert’s contact information: (e-mail, phone)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Procuring Agency.

{ day/month/year }

Name of Expert Signature Date

{ day/month/year }

Name of authorizedSignature

Date Representative of the Service Provider
(the same who signs the Proposal)

SECTION 5: FINANCIAL PROPOSAL - STANDARD FORMS

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

FIN-1 Financial Proposal Submission Form

FIN-2 Summary of Costs

FORM FIN-1

Financial Proposal Submission Form

{Location, Date}

To: [Name and address of Procuring Agency]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the service charges/rate @_% of the cash withdrawals by the beneficiaries including a lump-sum cost incl. but not limited to of the operational & admin costs and all applicable indirect local taxes (GST) if applicable *in accordance with Clause in the Data Sheet*. The estimated amount of local indirect taxes is {Insert currency}

{Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. {Please note that all amounts shall be the same as in Form FIN-2}.

Our Financial Proposal shall be valid and remain binding upon us, subject to the modifications resulting from Contract negotiations until [120 days starting from the latest bid closing date].

Commissions and gratuities paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution, paid if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____

{If no payments are made or promised, add the following statement: “No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution.”}

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____ E-mail: _____

{For a joint venture, either all members shall sign or only the lead member/Service Provider, in which case the power of attorney to sign on behalf of all members shall be attached}

Form FIN-2 Summary of Costs

Sr #	Cost Components	Cost @ % of the Withdrawal Amount
Rate for Partner Banks		
1A	Service Charges <i>(This shall include all costs including but not limited to Operational cost, administrative cost, ancillary and allied services etc.)</i>	%
1B	Estimates of Local Indirect Taxes (GST) (if applicable) -To be discussed & finalized at the contract negotiations	%
1	Total - for Partner Banks	%
Rate for Other Banks		
2A	Service Charges <i>(This shall include all costs including but not limited to Operational cost, administrative cost, ancillary and allied services etc.)</i>	%
2B	Estimates of Local Indirect Taxes (GST) (if applicable) -To be discussed & finalized at the contract negotiations	%
2	Total - for Other Banks	%

Footnotes:

The above would be a Lump Sum Cost and shall be final and non-adjustable throughout the life of the Contract including any extension, for express clarity the prices shall remained fixed throughout the duration of the Contract.

Payments will be made in Pak Rupees.

Proposal Security Form

To: [name of the Procuring Agency]

Whereas [name of the Service Provider] (hereinafter called “the Service Provider) has submitted its proposal dated [date of submission of Proposal] for the provision of [name and/or description of the consultancy services] (hereinafter called “the proposal”).

KNOW ALL PEOPLE by these presents that WE [name of the Service Provider] of [name of country], having our registered office at [address of Service Provider] (hereinafter called “Service Provider”), are bound unto [BISP] (hereinafter called “the Procuring Agency”) in the sum of [PKR 10,00,000/-] for which payment well and truly to be made to the said Procuring Agency, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this ____ day of __20___. THE CONDITIONS of this obligation are:

1. If the Proposal
 - (a) have withdrawn or modified our Proposal during the period of Proposal Validity specified in the Form of Proposal;
 - (b) Disagreement to arithmetical correction made to the Proposal price; or
 - (c) having been notified of the acceptance of our Proposal by the Procuring Agency during the period of Proposal Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the SRF Documents.
2. We undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency states

the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including twenty-eight (28) days after the period of Proposal Validity, and any demand in respect thereof should reach the Bank not later than the above date.

Name: in the capacity of

Signed _____

[Signature of the Bank]

Dated on day of 20

SECTION 6: ELIGIBLE COUNTRIES

All the Service Providers are allowed to participate in the subject procurement without regard to nationality, except Service Providers of some nationality, prohibited in accordance with policy of the Federal Government.

Following countries are ineligible to participate in the procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL), information can be accessed through following link:

SECTION 7: TERMS OF REFERENCE (TORS)

Benazir Income Support Programme (BISP)

Terms of Reference (ToR)

Hiring of Service Provider for Interoperability Services for BISP Beneficiary Disbursements

1. Background

The Benazir Income Support Programme (BISP) is the Government of Pakistan’s flagship social safety net, providing quarterly cash transfers to over 10 million women beneficiaries under the *Benazir Kafaalat Programme* and other conditional cash transfer initiatives. This equates to approximately 40 million transactions per year across all provinces and regions. BISP currently disburses funds through six Partner Financial Institutions (PFIs) under a biometric verification-based model. Each beneficiary is linked to a specific bank, and withdrawals are made through that bank’s POS agents.

To enhance accessibility, transparency, and financial inclusion, BISP is transitioning towards Social Protection Wallets (SPWs) and an interoperable payment ecosystem that will allow beneficiaries to access funds from any authorized banks’ agent network nationwide.

In line with this digital transformation, BISP seeks to engage a Service Provider (SP) to establish and manage a National Interoperability Switching and Settlement Service connecting all PFIs and enabling cross-bank withdrawals, account validation, and real-time settlement of transactions.

2. Objectives of the Assignment

The main objective of this assignment is to:

- Design, implement, and operate an interoperability framework that enables BISP beneficiaries to withdraw funds from all FIs POS agent platform, BVS enabled ATMs, and BVS-enabled OTC channels, regardless of their assigned bank.
- Facilitate secure, reliable and scalable real-time switching, routing, and settlement of transactions between FIs.
- Support the Government's broader goals of digital financial inclusion, cashless payments, and transparency in social protection disbursements.
- Establish a beneficiary-centric dispute resolution and grievance handling mechanism to ensure timely, dignified, and auditable resolution of failed/partial/incorrect transactions.

3. Scope of Work

The Service Provider shall perform the following key functions:

1. Develop an interoperable switching and settlement layer connecting all FIs (commercial banks, microfinance banks, branchless banking operators, and relevant PSPs/PSOs, as permitted by SBP).
2. Enable biometric-verified withdrawals from all FI channels including BVS POS agents, BVS ATMs, and BVS OTC (where applicable).
3. Route transaction requests to the beneficiary's registered/issuer FI and manage interbank settlement, including reversals, chargebacks (where applicable), and reconciliation.
4. Ensure real-time transaction validation with NADRA and BISP systems.
5. Establish real-time / near real-time transaction-level data sharing with BISP and FIs, including status codes, decline reasons, reversals, and settlement outcomes.

6. Support integration with Raast and/or equivalent national infrastructure for secure clearing and settlement, subject to SBP's approvals and technical feasibility.

Cost note (integrated): The interoperability service fee and the acquirer fee (if applicable) shall be incorporated into the overall service cost; however, the bidder must clearly itemize each cost component in the financial proposal.

Cross-Cutting Responsibilities

- Develop and implement end-to-end services, including but not limited to the design, development, provisioning, and operation of the requisite IT infrastructure, secure network connectivity, application programming interfaces (APIs) and secure communication protocols to enable seamless and secure integration between BISP MIS/GMS, Financial Institutions (FIs), and NADRA.
- Engagement of technical team immediately after sign of contract to implement integrations and fully developed digital eco-system.
- Implement robust information security and data protection standards in line with SBP regulations and internationally recognized standards (e.g., ISO 27001).
- Ensure high availability ($\geq 99.5\%$) and redundancy to prevent service disruption.
- Maintain an auditable record of transactions for real-time monitoring and post-transaction review, including complete audit trails, timestamps, identifiers, and signed logs.
- Provide a helpdesk/support function for FIs and BISP's operations team, including incident management, escalation matrix, and RCA timelines.
- Provide dashboards and monitoring access to BISP for transaction volumes, success/failure rates, settlement status, dispute queues, and SLA performance.
- Support load/performance testing and capacity planning to handle BISP-scale transaction volumes and peak loads (e.g., tranche days).

4. Deliverables

1. Implementation Plan: Detailed implementation plan, integration timeline, and resource requirements.
2. System Architecture Design Document: Including APIs, transaction flow diagrams, security controls, DR/BCP design, and settlement/reconciliation workflows.
3. Connectivity & Integration Completion Report (FI-wise): Confirmation of integration readiness of each FI/channel, including UAT sign-offs.
4. Monthly Transaction and Settlement Reports: Including key metrics, anomalies, reconciliation results, dispute statistics and resolution timelines, and SLA performance.
5. Operational Manuals and SOPs: For BISP operations, FI operations, dispute handling, and incident response.
6. Go-Live Report: Including performance benchmark results, security testing summary, stabilization outcomes, and final readiness certification.

5. Implementation Timeline and Duration

Total target duration: 03 months for FI integration and go-live, plus a stabilization period of 01month. (*Bidders may propose an accelerated schedule, but must meet all deliverables and safeguards.*)

Proposed Milestones (to be included and committed in bidder's workplan)

- i. Week 1–2: Mobilization & Kick-off: Contract signing, project governance setup, finalization of work plan, and appointment of focal persons, technical teams' alignment (BISP + SP + FIs).
- ii. Week 2–4: Architecture & Design Finalization: Final architecture/design documents, API specs, security controls, DR/BCP design, and settlement model confirmation.

-
-
- iii. Week 3–6: Core Build & Integrations (Phase-I): Switching layer setup; NADRA BVS integration; BISP MIS/GMS integration; initial FI onboarding toolkit; monitoring dashboard (beta).
 - iv. Week 5–8: FI Onboarding & UAT (Phase-II): FI integration, channel enablement (POS/ATM/OTC), UAT execution, defect fixes, and UAT sign-offs.
 - v. Week 6–9: Dispute Resolution System Go-Live Readiness: Dispute case lifecycle design, automated failed-transaction handling rules, integration with BISP GMS, call center intake channels, escalation matrix, and beneficiary communication templates.
 - vi. Week 8–10: Security & Performance Testing: Vulnerability assessment, penetration testing, audit logging verification, load/performance tests, and DR drill (at least one).
 - vii. Week 10–12: Pilot & Controlled Rollout: Pilot in selected districts/FIs (agreed with BISP), monitoring, stabilization fixes, and operational readiness sign-off.
 - viii. End of Month 3: Go-Live (National): Full operational enablement with monitoring dashboards, reporting routines, SLA tracking, and dispute resolution live.
 - ix. Month 4: Stabilization Period: Enhanced support, daily performance reporting during tranche window, SLA baselining, and final stabilization report.

Important Note: For the critical deadline above in light of the proposal evaluation consequent penalties to be incorporated/implemented in the Contract to be Signed.

6. Financial Framework and Costing Structure

The financial model for interoperability will be structured as follows:

- The acquirer cost and the interoperability service fee will both be built into the overall service fee.
- The Service Provider shall quote separate per-transaction rates for:

- Interoperability Service Fee
- Issuer Bank Share
- Acquirer Bank Share
- NADRA BVS charges

All the other costs shall be covered in the per-transaction rates.

7. Institutional Arrangements

- The Service Provider will work under the supervision of Director General (Cash Transfers).
- Coordination will be maintained with SBP, MoITT, PTA, NADRA, and all participating FIs.
- BISP will nominate a Technical Steering Committee (TSC) to oversee implementation, progress, and compliance.
- **The Service Provider shall nominate a Project Director and a dedicated technical team, with an agreed escalation matrix for operational and emergency issues.**
- The Service Provider shall provide on-site (BISP, HQ) technical resident engineer during the post-deployment phase for the duration of contract.
- The Service Provider shall clearly identify and outline all applicable regulatory, contractual, and compliance requirements, including the need (if any) for tripartite or multilateral agreements among BISP, FIs, and relevant regulators, required to enable beneficiary pooling, KYC validation, and participation of new FIs under the proposed interoperability framework.
- CVs of the proposed technical resources, including the Project Director, system architect, security lead, integration specialists, and other key technical personnel, must be submitted as part of the technical proposal. The submitted CVs shall clearly demonstrate relevant qualifications, years of experience, and prior experience in large-scale payment switching, interoperability, biometric

systems, or G2P payment platforms. BISP reserves the right to evaluate proposals based on the suitability and availability of the proposed key personnel, and any replacement of key staff after award shall require prior written approval of BISP.

8. Reporting and Governance

- The Service Provider will submit monthly progress reports to the DG (CT) Wing.
- Quarterly performance reviews will be held with FIs and BISP's Technical Steering Committee.
- A Service-Level Agreement (SLA) will define KPIs for uptime, transaction speed, reconciliation accuracy, and complaint resolution.

The SLA will include (at minimum):

- Uptime ($\geq 99.5\%$ monthly), latency thresholds, and peak-load performance.
- Reconciliation accuracy and settlement timeliness.
- Dispute resolution timelines for common scenarios (failed transaction, partial disburse, delayed settlement, wrong channel posting, etc.).
- Incident response times, escalation levels, and Root Cause Analysis (RCA) timelines.

9. Additional Requirement: Dispute Resolution and Grievance Handling (Mandatory)

- BISP beneficiaries belong to the most deprived segment of society and are prone to exploitation. Therefore, the bidder must provide a robust and beneficiary-friendly dispute resolution mechanism through which a beneficiary can have her disputed amount returned in a timely, transparent, and dignified manner.

10. The Service Provider shall propose and implement:

- A clearly defined grievance resolution matrix outlining roles and responsibilities of Service Provider, FIs, as well as BISP, across the entire dispute lifecycle.
- End-to-end dispute workflow (registration → verification → resolution → reversal/credit → closure) with audit trails.
- Multiple intake channels including call center/helpline, web services/portal, and integration with BISP's Grievance Management System (GMS).
- Automated handling rules for common failure cases (e.g., timeouts, reversals, decline codes) to reduce beneficiary burden.
- Defined timelines (SLA-backed) for dispute acknowledgement, investigation, and resolution.
- Escalation and exception handling for unresolved cases, including FI-level escalation and joint review forums chaired by BISP, clearly defined handover protocols between entities.
- Beneficiary communication (SMS/IVR where applicable) for case registration and resolution status updates.

PART II

**SECTION 8: STANDARD FORM OF CONTRACT
(LUMP SUM)**

FORM OF CONTRACT

Lump-Sum

This CONTRACT (hereinafter called the “Contract”) is made at Islamabad, on the ___
th day of the month of (month),(2026),

between,

The *Benazir Income Support Programme (BISP), Government of Islamic Republic of Pakistan*; a body corporate established under BISP Act XXVIII dated 12th August 2010, having its Secretariat/Office at F Block, Pak Secretariat, Islamabad, hereinafter referred to as the “Client”, which expression shall, where the context so permits, include its successors-in- office, representatives and permissible assigns of the ONE PART

AND

(insert the name of PSO/PSP)

and having its registered office at (complete official address) hereinafter referred to as the “PSO/PSP”, which expression shall where the context so permits include its successors-in-office and assigns of the OTHER PART.

The Client and the PSO/PSP are individually referred to as “Party” and collectively as the “Parties”.

WHEREAS

- a) the Client has requested the Service provider to provide services as defined in the TORs to this Contract (hereinafter called the “Services”);
- b) the Service Provider, having represented to the Client that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

The mutual rights and obligations of the Client and the Service provider shall be as set forth in the Contract, in particular:

-
-
- a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - b) the Client shall make payments to the Service provider in accordance with the provisions of the Contract.

The following documents attached hereto shall be deemed to form an integral part of this Contract:

- a) The General Conditions of Contract;
- b) The Special Conditions of the Contract;
- c) All applicable Appendices (to be attached at time of Contract out of the RFP and deemed necessary and logical for the assignment):

In the event of any in-consistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract; All Appendixes (to be set at time of Contract). Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

The mutual rights and obligations of the Procuring Agency and the Service Provider shall be as set forth in the Contract, in particular:

- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
- (b) the Procuring Agency shall make payments to the Service Provider in accordance with the provisions of the Contract.

In WITNESS WHEREOF, the parties hereto have caused this Contract, to be signed in their respective names in two identical counterparts each of which shall be deemed as the original, as of the day and the year first above written.

PARTIES

For and on behalf of ‘Benazir Income Support Programme’

For and on behalf of ‘PSO/PSP’

Name: _____

Name: _____

Designation: _____

Designation: _____

CNIC: _____

CNIC: _____

WITNESSES

Name: _____

Designation: _____

CNIC: _____

Name: _____

Designation: _____

CNIC: _____

SPECIMEN CONTRACT AGREEMENT

For

Interoperable Payment Solution

between

Benazir Income Support Programme,

Government of Pakistan

and

*(Name of the Service provider with City of their
Authorized Office entering into contract)*

Dated: (Insert the date)



1. Relationship between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the Service Provider. The Service Provider, subject to this Contract, has complete control/charge of its professionals/experts of its own, Super-Agents, PSO/PSP (if any), while performing the Services, shall be fully responsible for the Services performed by FI or on its behalf under this agreement.

2. Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Laws in the Islamic Republic of Pakistan.

3. Communications and Meetings

Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in English language. Further details have been specified in Special Conditions of the Contract (SCC).

4. Corrupt and Fraudulent Practices

The Client requires compliance with its policy with regard to corrupt and fraudulent practices. In pursuance of this policy, the Client:

- (a) defines, for the purpose of this paragraph, the terms set forth below as follows:
 - (i) “corrupt and fraudulent practices” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the supplier or contractor in the procurement process or in contract execution to the detriment of the procuring agencies; 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, non-competitive levels and to deprive the procuring agencies 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/her duty;

-
-
- (b) will terminate the contract if it determines that the PSO/PSP recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive (including Cartel) or coercive practices in competing for the Contract in question;
- (c) Will sanction the Service Provider, including declaring the Service Provider ineligible, either indefinitely or for a stated period of time; if at any time it determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing the Contract.
- (d) Public Procurement Regulatory Authority requires that Procuring Agencies (including beneficiaries of Government funded projects) as well as Applicants/Bidders/Suppliers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts.
- (e) The Service Provider/Applicant/ Bidders shall permit and shall cause their agents (whether declared or not), sub-contractors, sub-Service Providers, service providers, suppliers, and their personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any, Bid submission, Primary Procurement process, Framework Agreement performance, Secondary Procurement process, and/or Call-off Contract performance (in the case of award of a Call-off Contract), and to have them audited by auditors appointed by the Procuring Agency.
- (f) Any communications between the Bidder and the Procuring Agency related to matters of alleged corrupt and fraudulent practices must be made in writing or in electronic forms that provide record of the content of communication.
- (g) Procuring Agency will reject proposal, if it is established that the Bidder was engaged in corrupt and fraudulent practices in competing for the contract.
- (h) Procuring Agency will also declare the bidder/Firm as blacklisted in accordance with the regulatory provisions PP Rule 19 and predefined standard mechanism.

5. Duties, Obligations and Services of Service Provider

Align with the TORs and associated sections of the Contract documents and further elucidation and elaboration at the time of the Contract.

6. Penalties

The following table is tentative in nature, whereas, Considering the submitted Proposals of the Service Provider(s), these penalties may be altered, expanded, whatsoever to be in compliance with actual requirements and realities of the assignment.

S. No.	Task/KPIs	Penalty
1.	End-end Integration between BISP and Financial Institution and Service Provider systems within stipulated timeframe as agreed in the contract with the Service Provider	Failing in integration as per the time agreed at the time of contract will result in a penalty of Rs. 100,000/- per day for each day delay by the SP till conclusion of successful integration. This will be applied separately for between Service Provider and BISP and Financial Institution. Any subsequent requirement viz integration shall be made within the agreed timelines. Failing in agreed timeline would result in Penalty @ PKR 25,000/- per day till conclusion of successful integration.
2.	Failure/Cessation & Interruption of Services as required under the Contract	100,000/ per day for interrupted services in an administrative district or zones as prescribed by BISP attributable to the Service Provider. For more than one (1) district interrupted with services, the set rate shall be multiplied with the no. of affected districts. The length of interruption in a whole day applicable for this penalty shall be more than three (3) hours.
3.	Payments related Complaints their resolution (PCMS)	All and any type of Payments related complaints will be logged through PCMS (a

		<p>directly integrated complaint management system with the SP), with clearly defined TATs and categorized severity levels i.e. High, Medium & Low. This categorization will be documented as annexure to the Contract between BISP and the SP.</p> <p>Penalty per breach of TATs according to the category are:</p> <p>High Severity: PKR. 10,000 per complaint (unsettled post corresponding TAT)</p> <p>Medium Severity: PKR. 5,000 per complaint (unsettled post corresponding TAT)</p> <p>Low Severity: PKR. 3,000 per complaint (unsettled post corresponding TAT)</p>
4.	Report back of beneficiary withdrawals via systems integrations / Dashboard	<p>After successful system integration as per time lines agreed between BISP and the Service Provider-SP, if the SP fails to report back, penalty @ 0.05% flat on each transaction shall be applicable on the unreported amount of all transactional details i.e. enrollments, credits (deposits), debits (withdrawals) and de-credits after the lapse of 3 working days. The same shall be deducted from any subsequent Service Charges of the SP.</p> <p>In case of force majeure events the above clause will not be applicable provided the SP gives evidence in writing to the BISP.</p>

7. Duties, Obligations and Services of BISP

Unless otherwise specified in the SCC, the Client shall use its best efforts to:

- a) Provide the requisite information / documents/System access /Data Sharing as shall be necessary to enable the Service Provider to perform the Services mentioned at Clause 5 of GCC.
- b) Provide the Service Provider any such other assistance as may be specified in the SCC.
- c) BISP will ensure to provide complete beneficiaries' data for payment before release of required funds.

8. Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Competent Authority of BISP and the Service Provider shall be taken or executed by the officials specified in the SCC as Authorized Representatives.

9. No Assignment

No Party shall assign any of its rights or obligations under this Agreement without the prior written consent of the other Party.

10. Amendments

10.1 This Agreement may only be amended in writing subject to such written amendments being agreed to and signed by each Party's duly authorized representative.

10.2 Any modification or variation of any provisions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

10.4 Where either party requests or proposes in writing such an addition or

modification, the other party shall respond without undue delay, but not later than thirty (30) days after the request or the proposal has been received.

11. Confidentiality

All information and data concerning a Party or provided by one Party ("Disclosing Party") to any other Party ("Receiving Party") pursuant to this Agreement (including, but not limited to, the data pertaining to beneficiaries provided by BISP to Service Provider) (hereinafter referred to as "**Confidential Information**"). will be kept confidential by the Receiving Party, its affiliates, agents, advisors, directors, officers, experts or employees and, without the prior written consent of the Disclosing Party,

The Parties further agree:

- 11.1 Except with the prior written consent of the Client, the Service Provider, it's any Agent and experts shall not at any time, communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Service Provider, it's any Agent and Experts make public the recommendations formulated in the course of, or as a result of, the Services.
- 11.2 To maintain the confidentiality of such confidential information and not disclose the same to any third party, except as authorized by the original disclosing Party in writing. Such confidential information also includes oral and visual confidential information.
- 11.3 To restrict disclosure of confidential information to employees, who have a "need to know" such confidential information shall be handled with the same degree of care that the receiving Party applies to its own confidential information but in no event less than reasonable care.
- 11.4 That confidential information is and shall at all times remain the property of the disclosing Party. No use of any confidential information is permitted except as otherwise provided herein and no grant under any proprietary rights is hereby given or intended.
- 11.5 To use such confidential information only as required in performance of this Contract.

11.6 Furthermore, the Service Provider shall sign a Non-Disclosure Agreement with BISP.

12. Use of Names, Logos and Reports

Unless otherwise required by this agreement, none of the parties shall use, or disclose to third parties, the names, logos or reports of each other without the prior written consent of the concerned party (except where publicly revealed through brochures, banners, leaflets, forms etc. for carrying out obligations under this agreement).

13. Effectiveness of Contract

This Contract shall come into force from the date of its signing i.e., the “Contract Effectiveness Date” by BISP and the Service Provider (SP). After the contract came into force, the SP will complete the assigned tasks as per the timelines prescribed in relevant clauses of SCC.

14. Contract Price

14.1 The rate of Service Charge is fixed and are set forth in the **SCC**.

14.2 Any change to the rate of Service Charge specified in Clause 17.1 can be made only if the Parties have agreed to the revised scope of Services pursuant to Clause GCC 10 and have amended in writing the Clause-5.

15. Taxes and Duties

The Service Provider, is responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the **SCC**.

16. Currency of Payment

Any payment under this Contract shall be made in the Pak Rupees.

17. Mode of Billing and Payment

17.1 The payments under this Contract shall be made against the withdrawals made through the Service Provider in conjunction with the obligations prescribed under the Contract. The payments shall be made according to the payment schedule stated in the **SCC**.

17.2 Submission of Invoice by the Service Provider and Payment of Service charges by BISP will be as per following terms and conditions:

17.2.1 The Service Provider will raise **separate invoice(s)** to the BISP headquarter **for each initiative** (UCT & CCT etc.) during first week of every quarter, against the cash withdrawal through Service Provider during previous quarter while ensuring that all the invoiced amounts are reconciled and reported to BISP MIS.

17.2.2 BISP will make the payment within sixty (60) working days of receipt of invoice against fully reconciled withdrawals after incorporating the service delivery requirements details herein the Contract making necessary adjustments.

17.2.3 No service charges shall be paid on the reimbursement of embezzled funds to the affected beneficiaries.

17.2.4 All payments under this Contract shall be made to the accounts of the Service Provider specified in the **SCC**.

17.2.5 With the exception of the final payment, payments will not constitute final acceptance of the whole Services, nor relieve the Service Provider of any obligations hereunder.

18. Force Majeure

a. Definition

18.1 For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, 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, confiscation or any other action by Government agencies.

- 18.2 Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's experts or agents or employees including its Agent, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract or later on, and avoid or overcome in the carrying out of its obligations hereunder.
- 18.3 Force Majeure shall not include failure to make any payment required under the Contract due to fault, issue or whatsoever other than the one falls under the ambit of force majeure.

b. No Breach of Contract

- 18.4 The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this 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 this Contract

c. Measures to be Taken

- 18.5 A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical; and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- 18.6 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than seven (07) working days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- 18.7 Any period within which a Party should have, pursuant to this Contract, completed any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of

Force Majeure.

18.8 In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 27 & 28.

19. Conflict of Interests

19.1 The Service Provider shall hold the Client's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

a) Prohibition of Conflicting Activities

19.1.1 The Service Provider shall not engage, and shall cause its experts not to engage, either directly or indirectly; in any business or professional activities that would conflict with the activities assigned to them under this Contract.

b) Strict Duty to Disclose Conflicting Activities

19.1.2 The Service Provider has an obligation and shall ensure that its experts shall have an obligation to disclose any situation of actual or potential conflict of interest that impacts their capacity to serve the best interest of the Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Service Provider or the termination of the Contract.

20. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan and the competent Courts of Islamic Republic of Pakistan shall have exclusive jurisdiction in relation to any dispute arising under or in any way connected with this Agreement.

21. Cooperation and other Obligations of Service Providers

During the term of this Agreement, the Service Provider agree to cooperate with and assist Client, as reasonably requested in carrying out the covenant, duties and responsibilities under this agreement, and shall from time to time, execute,

acknowledge and deliver such additional assignments, endorsement, and documents as may reasonably be required or appropriate to facilitate the performance of this Agreement.

22. Proprietary Rights of the Client in Reports and Record

Unless otherwise indicated in the SCC, all reports and relevant data and information such as plans, databases, other documents and supporting records or material compiled or prepared by the Service Provider for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client.

23. Entire Agreement

This Agreement, and the Annexures, together with any amendments thereto, represents the entire understanding and agreement between the Parties.

24. Expiration of Contract

Unless terminated earlier pursuant to Clause GCC 26 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

25. Suspension

The Client may, by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the Service Provider fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Service Provider to remedy such failure within a period not exceeding twenty (20) working days after receipt by the Service Provider of such notice of suspension.

26. Termination

26.1 This Contract may be terminated by either Party as per provisions set up below:

a) By the Client

26.1.1 The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause. In such an occurrence the Client shall give at least Thirty (30) working days' written notice of termination to the Service Provider:

- (a) If the Service Provider fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 25;
- (b) If the Service Provider becomes (or, if the Service Provider consists of more than one entity, if any of its members becomes) insolvent, bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) If the Service Provider fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC & SCC 28;
- (d) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than twenty (20) working days;
- (e) If the Service Provider is in material breach of its obligations pursuant to this Contract and has not remedied the same within twenty (20) working days' notice following the receipt by the Service Provider of the Client's notice specifying such breach. In such situation, the Client shall reserve the right to take punitive action which may include blacklisting of the Service Provider for a period to be determined by the Client in addition to any other compensation on account of loss sustained by the Client due to non-fulfillment of contractual obligations by the Service Provider.
- (f) The Client, at any time, may on its own prudence and discretion terminate the Agreement during its occurrence, without any reason/cause.
- (g) In case of termination or reduction in the scope of services/operations of the Service Provider as per the discretion of the Client, an Exit Plan/Transition Strategy shall be mutually agreed between the parties.

Further, the Service Provider shall ensure a smooth transition up to the satisfaction of the Client, in case new arrangements are put in place by the Client during the currency of the Agreement.

26.1.2 Furthermore, if the Client determines that the Service Provider has engaged in corrupt, fraudulent, collusive (including Cartel), coercive or obstructive practices, in competing for or in executing the Contract, then the Client may, after giving seven (07) working days' written notice to the Service Provider, terminate the Service Provider's employment under the Contract.

b) By the Service Provider

26.1.3 The Service Provider may terminate this Contract, by not less than Sixty (60) working days' written notice to the Client, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause subject to complete withdrawal by the beneficiaries for the quarter in which the notice has been served:

- (a) If the Client fails to pay any money due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause GCC 28 within Sixty (60) working days after receiving written notice from the Service Provider that such payment is overdue.
- (b) If, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than twenty (20) working days.
- (c) If the Client fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 28.
- (d) If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within sixty (60) working days' notice following the receipt by the Client of the Service Provider's notice specifying such breach.

27. Amicable Settlement

27.1 The Parties shall seek to resolve any dispute amicably by mutual consultation.

27.2 If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) working days after receipt. If that Party fails to respond within fourteen (14) working days, or the dispute cannot be amicably settled within fourteen (14) working days following the response of that Party, Clause **GCC & SCC 28** shall apply.

28. Dispute Resolution

Any dispute between the Parties arising under or related to this Contract that cannot be settled amicably may be referred to by either Party to the adjudication/arbitration in accordance with the provisions specified in the **SCC**.

29. Performance Guarantee

The Service Provider shall be required to submit the Performance Bank Guarantee issued by a Scheduled Bank which shall be further specified in **SCC**.

30. Integrity Pact

If the Service Provider and/or any of its agents or personnel, are found to have violated or involved in violation of the Integrity Pact signed by the Organization as per Appendix to the Contract to this Form of Contract, then the Client shall proceed as per provisions at GCC Clause: 26.1.1 & 26.1.2

31. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

32. Notices

- 32.1 Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in English language. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SCC.
- 32.2 All notices required by this Contract shall be furnished by hand delivery, certified post, courier or fax to the addresses given in SCC.
- 32.3 A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the SCC.

33. Intellectual Property Rights and Return on Records etc.

- 33.1 Unless otherwise indicated in the SCC, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Service Provider for the BISP in the course of the Services shall be confidential and become and remain the absolute property of BISP. The Service Provider shall, not later than upon termination or expiration of his Contract, deliver all such documents to BISP, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents, data and/or software but shall not use the Same for purpose unrelated to this Contract without prior written approval of BISP.
- 33.2 If license agreements are necessary or appropriate between the Service Provider and third parties for purpose of development of the plans, drawing, specifications, designs, databases, other documents and software, the Service Provider shall obtain BISP's prior written approval to such agreements. The Service Provider shall not use the documents for purposes unrelated to his Contract without the prior written approval of the BISP.

34. Indemnification

Each party shall indemnify the other Party and hold it harmless against all losses, claims, damages or liabilities to which the other Party may become liable, except such losses, claims, damages or Liabilities arising out of any action or omission of the indemnifying Party which constitute breach of this Contract.

SPECIAL CONDITIONS OF CONTRACT

Clause/ Sub- Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
3.	<p>Communication and Meetings</p> <p>This will be populated during post bid negotiations in accordance with PPRA rules to streamline the execution.</p>
8.	<p>The Authorized Representatives are:</p> <p>For the Client:</p> <p align="center">Director General (Cash Transfer)</p> <p>Address: Benazir Income Support Programme F-Block, Pak. Secretariat, Islamabad.</p> <p>Email: dg.ct@bisp.gov.pk;</p> <p>For the Service Provider:</p> <p>To be filled later.</p>
13.	<p>Effectiveness of Contract</p> <p>Upon signing the contract, the Contract will be enforced for the parties; the Service Provider shall ensure to fulfil the conditions as per the given timelines:</p> <p>This will be populated during post bid negotiations.</p>
14.1.	<p>Contract Price</p> <p>The detail pertaining to rate of Service Charges would be in accordance with the following and shall remain firm and fixed through the entire duration of the Contract, that is pursuant to Clause 26 of the SCC:</p> <p>(a) % of the reconciled Cash withdrawal per BISP Beneficiary, that includes the operational & admin costs and all applicable local taxes;</p>

	<p>however, FED / GST for respective Provinces / Regions will be charged by the Service Provider on service charges at prescribed rates.</p> <p>(b) The Service Provider shall be responsible for and shall duly pay all applicable taxes regarding the offered Services.</p> <p>(c) BISP shall deduct taxes at source as required and applicable from time to time from the payments to be made to the Service Provider.</p> <p>(d) Any new indirect taxes imposed by the Government of Pakistan shall be incorporated in the invoices accordingly after mutual agreement.</p> <p>(e) The Service Provider shall undertake, and shall be responsible for, the application of the correct tariff classification and rates (if any). The financial impact of errors, misclassifications and non-compliance with tax laws shall be to the Service Provider's account.</p>
<p>17.1</p>	<p>Mode of Billing and Payment</p> <p>The Service Provider shall be paid on quarterly basis in the following manner on actual basis:</p> <p>(a) BISP shall pay the Service Charges on reconciled amounts withdrawn by beneficiaries as per rates referred to above at SCC clause 15.1, after deducting applicable taxes at source, as per actual.</p> <p>(b) The amount of cash grant per beneficiary shall be as follows: -</p> <p>Unconditional Cash Transfer = As per prevalent rates</p> <p>Conditional Cash Transfer = As per prevalent rates</p> <p>Any other amount/cash disbursement as instructed by BISP.</p> <p>(c) The above amounts shall be subject to revision/variation as instructed by BISP from time to time. Further, BISP may provide different cash grants for its different initiatives.</p> <p>(d) All the payments shall be subject to the following: -</p> <p>(e) The payment of taxes, fees and other impositions whatsoever, as may be levied on services under the Applicable Laws, in respect of SP shall be the sole responsibility of the SP.</p>

<p>23.</p>	<p>Proprietary Rights of the Client in Reports and Record</p> <p>The documents/reports which shall be made/developed by the Service Provider, the Service Provider shall not use any of such documents, which are either property of BISP or shall be prepared for this assignment, for purposes unrelated to this Contract without the prior written approval of BISP. A certificate to this effect shall be provided by the Service Provider whenever BISP shall require.</p> <p>All documents/reports shall invariably become and remain the property of BISP, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents to BISP, together with a detailed inventory thereof. The Service Provider shall neither be allowed to retain copies of the data in any digital or other form besides the documents and reports for purposes unrelated to this Contract without the prior written approval of BISP.</p> <p>The Service Provider shall also obtain BISP's prior approval in writing before making any proceedings of the assignment public/ sharing with media.</p>
<p>24.</p>	<p>Expiration of Contract:</p> <p>Contract shall be executed initially for a period of <u>two (2) years</u> and an extension of third (3) year shall be at the sole discretion of BISP on the same terms and conditions.</p>
<p>28.</p>	<p>Dispute Resolution</p> <p>If a dispute of any kind whatsoever arises between the BISP and the Service Provider in connection with, or arising out of, the Contract or the execution of the contract, whether during the execution of the Contract or after its Completion and whether before or after repudiation or other termination of the Contract, including any dispute as to any opinion, instruction, determination, the parties shall attempt to settle such dispute amicably within 30 days from the date a dispute actually started and reduced to writing. In case of failure to settle the amicably the matter shall be referred to Arbitrator who will proceed as per Arbitration Act 1940. The</p>

	<p>place of arbitration shall be Islamabad and language hereof shall be Urdu or English. Arbitration shall be carried out by the sole arbitrator mutually agreed between Parties. Mere pending of arbitration proceedings would not ipso facto absolve either Party from any of its contractual duties occurring there from.</p>
29.	<p>Performance Security</p> <p>The Service Provider shall be required to submit a Performance Guarantee in the form of and Unconditional Bank Guarantee amounting to RS. 20 Million and for the period of three (03) Years covering the Contractual Time Period. The Performance Guarantee shall be released after successful completion of the contract.</p> <p>The Service Provider, within 30 days of signing of this contract, shall provide to the BISP the above-mentioned bank guarantee in the prescribed format.</p> <p>In case of extension in Contract period the afore-said Bank Guarantee shall be extended accordingly covering the extended duration.</p>
32.	<p>Notices</p> <p>The addresses are:</p> <p>Client:</p> <p>Contact Person: Director General (Cash Transfer)</p> <p>Address: Benazir Income Support Programme F-Block, Pak. Secretariat, Islamabad.</p> <p>Email: dg.ct@bisp.gov.pk;</p> <p>Financial Institution:</p> <p>To be filled at time of Contract.</p>

Integrity Pact

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY
THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH
RS.10.00 MILLION OR MORE**

Contract Number:

Dated:

Contract Title:

[M/s] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Benazir Income Support Programme (BISP), Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (BISP) through any corrupt business practice.

Without limiting the generality of the foregoing [M/s] represents and warrants that it has fully declared the brokerage, commission, fee etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from BISP, except that which has been expressly declared pursuant hereto.

[M/s] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with BISP and has not taken any action or will not take any action to circumvent the above declaration, representative or warranty.

[M/s] accepts full responsibility and strict liability for making and false declaration, not making full disclosure, misrepresenting fact or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to BISP under any law, contract or other instrument, be voidable at the option of BISP.

Notwithstanding any rights and remedies exercised by BISP in this regard, [M/s] agrees to indemnify BISP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to BISP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [M/s] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from BISP.

[BISP]

[M/s]

Format of Performance Guarantee

To: [Benazir Income Support Programme, Pak-Secretariat, F-Block, Islamabad]

Whereas [M/s] (hereinafter called “the Service Provider”) has undertaken, in pursuance of Contract No. [number] dated [date] to supply [description of assignment] (hereinafter called “the Contract”).

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a scheduled bank for the sum of **Rs.** as a Security for compliance with the Service Provider’s performance obligations as per Contract

And whereas we have agreed to give the Service Provider Guarantee:

Therefore we hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, up to a total of [Amount of the Guarantee in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [Rs.] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the____day of____,2029

Signature and Seal of the Guarantors/ Bank _____

Address _____ Date _____

**TRIPARTITE AGREEMENT WITH NADRA FOR BISP
SPECIFIC SERVICE**

The content to be agreed between the Stakeholders, NADRA's standard format etc. up to the satisfaction of BISP shall prevail in the terms of this specific Agreement

Non-Disclosure Agreement

THIS NON-DISCLOSURE AGREEMENT (“NDA”) is made and entered into at F Block, Pak Secretariat Islamabad, Pakistan on the st day of, 2026;

BY AND BETWEEN

Benazir Income Support Programme (BISP), launched in in July 2008 by Government of Pakistan having its Head Quarter at Block-F Pak-Secretariat , Islamabad, (hereinafter called as the “CLIENT” which expression shall where the context admits, include successors-in-interest and assigns) of the **One Part:**

AND

M/s , hereinafter referred to as the “Service Provider”, which expression shall where the context so permits include its successors-in-office and permissible assigns of the **OTHER PART.**

(The Party on the One Part and Party on the Other Part shall hereinafter be collectively referred to as ‘Parties’ and individually as ‘Party’ as the context of this NDA requires).

WHEREAS,

1. The parties have entered into Contract Agreement dated st , 2026 (the “Contract Agreement”) whereby, the Client may have to disclose certain nonpublic and proprietary information in result of execution and subsequent operation of the Contract Agreement to the Service Provider, which may fairly be considered to be of confidential nature including, but not limited to, methods, practices and procedures with which the Parties conduct their respective businesses, Internal working, decisions or Standard operating Procedures (SOPs) which are not Public documents, strategies in dealing with the Operators, Licensees, licensee lists, contract terms, methods of operation, software specifications, software codes, functionality, know how, and financial information etc. the Know-How, information pertaining to its principles, pricing policy, commercial relationship, negotiations or parties’ projects, affairs, finances or any information in respect of which the parties are bound by an obligation of confidentiality to any third party.

2. The Parties are desirous to set the terms and conditions hereunder and sign this NDA.

NOW, THEREFORE THIS AGREEMENT WITNESSETH, for good and valuable consideration, it is hereby agreed between the parties as under;

1. Under this Agreement the Service Provider is under an obligation to keep all such information that is disclosed in the course of the contract and after completion of the term with BISP, confidential and not to use it to the detriment of the Authority. In particular, the Service Provider shall not use it for, or disclose it to, any of its new employer or client.
2. Any unauthorized disclosure or use of the Authority's confidential information could lead to litigation against the Service Provider and any new employer.
3. Definition of Confidentiality. In addition to the definition used in the Agreement, "Confidential Information" refers to any information which has commercial value and is either
 - (i) technical information, including patent, copyright, trade secret and other proprietary information, techniques, sketches, drawings, models, inventions, know-how, processes, apparatus, equipment, algorithms, software programs, software source documents, and formulae related to the current, future and proposed products and functions of the Client, or
 - (ii) non-technical information relating to Client's functions, responsibilities, operations including, without limitation, plans and strategies, finances, financial and accounting data and information, suppliers, stakeholders, purchasing data, strategical plans and any other information which is proprietary and confidential to Client.
4. Nondisclosure and Non-use Obligations. Subject to confidentiality clause under the Agreement, the Service Provider will maintain in confidence and will not disclose, disseminate or use any Confidential Information belonging to Client, whether or not in written form. Service Provider agrees that Service Provider shall treat all Confidential Information of Client with at least the same degree of care as Service Provider accords its own Confidential

Information. Service Provider further represents that Service Provider exercises at least reasonable care to protect its own Confidential Information. the Service Provider agrees that Service Provider shall disclose Confidential Information only to those of its employees who need to know such information and certifies that such employees have previously signed a copy of this Agreement.

5. Survival. This Agreement shall govern all communications between the Parties. Service Provider understands that its obligations under Paragraph 4 ("Nondisclosure and Non-use Obligations") shall survive for five (5) years after the termination or expiry of the Agreement. Upon termination of any relationship between the Parties, Service Provider will promptly deliver to Client, without retaining any copies, all documents and other materials furnished to Service Provider by Client.
6. Governing Law. This NDA shall be governed in all respects in accordance with the laws of Pakistan.
7. The Service Provider agrees and undertakes that upon termination of the Agreement by the Client.
 - a. shall return to Client all documents and property of Client, even if not marked "confidential" or "proprietary," including but not necessarily limited to drawings, reports, manuals, correspondence, customer lists, computer programs, and all other materials and all copies thereof relating in any way to Client, or in any way obtained by the Service Provider during the course of the Agreement and shall not retain copies, notes or abstracts of the foregoing.
 - b. The Client may notify any future or prospective employer or third party of the existence of this Agreement.
 - c. Injunctive Relief. A breach of any of the promises or agreements contained herein will result in irreparable and continuing damage to Client for which there will be no adequate remedy at law, and Client shall be entitled to injunctive relief and/or a decree for specific performance and such other relief as may be proper (including monetary damages if appropriate).

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates written below:

For and on Behalf of Client

For and on behalf of Service Provider

For and on Behalf of Client:

For and on behalf of Service Provider:

**Benazir Income Support Programme
(BISP)**

(M/s)

Signed by_____

Signed by_____

Seal_____

Seal_____

Witness_____

Witness_____