Bidding Document for
Procurement of Non-Consultancy Services {Outsourcing of General, Non-Core Services 'Support Staff'}

(Procurement Shall be done as per E-Pak Procurement Regulations 2023)

National Competitive Bidding through EPADS

FAMILY PROTECTION & REHABILITATION CENTRE FOR WOMEN, ISLAMABAD

MINISTRY OF HUMAN RIGHTS (MoHR)

GOVERNMENT OF PAKISTAN

Table of Contents

SECTION-I

Invitation for e-Bids

As per

E-Pak Procurement

Regulations 2023

TENDER NOTICE FOR OUTSOURCING OF GENERAL, NON-CORE SERVICES 'SUPPORT STAFF' IN FAMILY PROTECTION & REHABILITATION CENTRE FOR WOMEN, ISLAMABAD

No: 1-39/2021-DD(SW)/FPRCW

Government of Pakistan Ministry of Human Rights (Family Protection & Rehabilitation Centre for Women, Islamabad) invites bids through **EPADS** from reputable Firms, having representative office in **Islamabad/Rawalpindi,** for Outsourcing of General, Non-Core Services 'Support Staff'} duly registered with SECP for a period of current financial year 2025-26 (till 30th June 2026), further extendable on satisfactory performance. The companies must be on Active Taxpayers List of FBR and fulfill the eligibility criteria/ terms and conditions as per Section II of the bidding document.

- Bidding shall be carried-out by Single Stage One Envelope Procedure. Further, any bids not submitted through EPADS shall stand rejected as per **S.R.O No. 296(1)/2023**.The S.R.O available at PPRA's website (www.ppra.org.pk/doc/epronotif.pdf).

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- Earnest money (Bid Security) equivalent to 5 % i.e. **Rs. 40,000/- (Forty Thousand Rupees Only)** needs to be submitted in the shape of Bank Draft/Pay Order in favor of DDO, Family Protection & Rehabilitation Centre for Women, Islamabad. The Bidder must submit the Earnest Money (Bid Security) sealed in a small envelope or must produce in original at the time of bid opening as per rule 25 of PPRA.

- Bids shall be valid for 120 Days. In case of unsuccessful tenders, Earnest Money (Bid Security) will be released/returned within a fortnight and in case of successful bidder the same shall be released on furnishing of performance security @ 10 % i.e. **Rs. 80,000/- (Rupees Eighty Thousand only)**.

- Blacklisted firms and Bidders cannot participate in bidding process. A certificate to the effect that the Bidder has never been Black Listed by any Ministry/Division/Department /Government Organization should accompany the Bid.

- Interested firms may apply through **EPADS** with subject **"TENDER FOR OUTSOURCING OF GENERAL, NON-CORE SERVICES IN FPRCW, Islamabad"** within **16-days {26th March 2026 (Thursday) at 11:00 A.M**}. Tender will be opened on the same day at **11:30 A.M** in the presence of the representative/bidders.

- Procuring agency reserves the rights to reject any or all bids in terms of Rule- 33 of PPRA Rules 2004. In case public holiday is announced on bid submission & opening date the same shall be held on the next working day.

- This Tender Notice is also available on EPADS Website(www.ppra.gov.pk) & Ministry of Human Rights Website www.mohr.gov.pk

Saira Furqan S.I (Civ)
Manager, FPRCW,
H-8/1, Islamabad.
Ph: 051-9269773-74

SECTION II

Instructions to Bidders

Bidders are advised to read the contents of the Instruction to Bidders(ITB) carefully

1.	**Scope of Bid**	1.1 The Family Protection & Rehabilitation Centre for Women, Islamabad hereinafter referred to as 'FPRCW', is a Subordinate office of Ministry of Human Rights, Government of Pakistan. The mandate of FPRCW is to protect and promote women related rights along-with elimination of all forms of discrimination/ violence against women and girls. It is an outcome of the national and international commitments of the Government of Pakistan like Beijing Declaration and Platform for Action, 1995; and National Plan of Action (NPA) for Women, 1998 and CEDAW Convention 1996. 1.2 The Family Protection & Rehabilitation Centre for Women, Islamabad, Ministry of Human Rights (MoHR), Government of Pakistan invites bids through EPADS for Outsourcing of General, Non-Core Services '**Support Staff**' Services are specified in detail in the Schedule of Requirements. 1.3 The Selected Firm/Vendor is liable for provision of Residential Cook (Female), Residential Security Guard (Female), Qasid (Male), Record Keeper (Male) & Sweeper (Male) services at FPRCW, Islamabad for current financial year 2025-26 (Till 30th June 2025). 1.4 All queries relating to Instructions for bidders (IFB) should be called or emailed to **Manager, FPRCW, Sector H-8/1, Islamabad (Telephone No. 051-9269773-74)(Email Address: saira.furqan1@gmail.com)** at least 7 days before the opening of the technical bids through EPADS.
2.	**Source of Funds**	Regular budget of FPRCW, Government of Pakistan
3.	**Eligible Bidders**	3.1 Well-reputed, Registration with "Registrar of Firms (Certified Copy of Partnership Deed, along with Form C/D) OR SECP along with latest certified copy of Form 29 and A" duly registered with Income Tax and Sales Tax department and are on FBR's Active Taxpayer's List, stationed at Islamabad/Rawalpindi for provision of Outsourcing of Manpower (Support Staff) services to FPRCW, Islamabad for current financial year 2025-26 (Till 30th June 2026, starting from the date of signing of the contract. Requirements for eligibility of bidders are specified below: 3.1.1 Manpower (Support Staff) Supply Company be registered with SECP.

		3.1.2 The Manpower (Support Staff) Supply Company should have a proper set up/office in Islamabad/Rawalpindi. 3.1.3 The Manpower (Support Staff) Supply Company will provide an affidavit to the effect that there was no previous litigation of the contractor or his employees with Drug Regulatory Authority of Pakistan 3.1.4 Manpower (Support Staff) Supply Company will be bound to provide the trained and capable staff as per FPRCW's requirement. 3.1.5 FPRCW will not be liable to provide pick & drop services/ residence facility to the respective staff. 3.1.6 Profile of the Company should be attached in technical proposal and details of clients entertained during last three years including volume of business conducted with them. 3.1.7 The Bid Security of **Rs. 40,000/- (Rupees Forty Thousand only)** needs to be submitted (In the form of Bank Draft/pay order from a Scheduled Bank) in favor of DDO-Family Protection & Rehabilitation Centre for Women, Islamabad (FPRCW) will have to be attached, which in case of unsuccessful bidders will be returned after the award of contract to the successful bidder. 3.1.8 Bidders must provide an Affidavit on stamp paper of Rs. 100/- that bidder is not blacklisted or in fraudulent practices by any Ministry/Division, Federal, Provincial and any public sector organization; 3.1.9 Bids shall remain valid for the period of 120 days as mentioned at ITB clause 21.1; 3.2.0 The bidders are required to submit three (03) years audited financial statements; 3.2.1 The bid and price schedule should be submitted on the prescribed format on company's letterhead. Both must be properly signed and stamped by the authorized person. 3.2.2 All the documents submitted with the bid must be signed and stamped by the designated authorized officer of the bidder. "FPRCW" reserves the right to accept or reject any or all bids as per PPRA Rules.
4.	**Corruption and Fraud**	4.1 The Government of Pakistan defines Corrupt and Fraudulent Practices as "corrupt and fraudulent practices" which 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 duty. 4.2 In diligence in corrupt and fraudulent practices is liable to result in rejection of bids, cancellation of contracts, debarring and blacklisting of the bidder, for a stated or in definite period of time.
5.	**Eligible Goods and Services**	All goods and related services to be supplied under the contract shall conform to the policies of the Government of Pakistan in vogue. All expenditures made under the contract shall be limited to such goods and services. For purposes of this clause, (a) the term "Goods" includes any goods that are the subject of this Invitation for Bids and (b) the term "Services" includes related ancillary services such as transportation, insurance, installation, after sale service, support and trainings etc.
6.	**Cost of Bidding**	The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
7.	**Bidding for Selective Items**	N/A
8.	**Survey**	N/A
The Bidding Procedure Through EPADS		
9.	**The Governing Rules**	The Bidding procedure shall be executed through E-PADS as per S.R.O.296 (I)/2023(E-Pak-Procurement Regulation, 2023) governed by the Public Procurement Rules-2004 issued and amended from time to time, by the Public Procurement Regulatory Authority (PPRA).
10.	**Applicable Bidding Procedure**	10.1 The bidding procedure is governed by Public Procurement Rule 36(a) **"Single stage–One Envelope procedure"**. Bidders are advised to also refer to the Invitation for Bids at **Page 4** to conform to the Bidding procedure applicable in the present bidding process. 10.2 The bidding procedure prescribed in the Invitation for Bids is explained herein below: **"Single Stage One Envelope Procedure" at EPADS** • The bidders/suppliers or shortlisted applicants or pre-qualified suppliers through the system shall fill the standard entries of the technical and financial proposals forms and allied sections including bid securing section, however, the same shall be encrypted electronically as one encrypted package with decryption timeline. After passing the encrypted timeline, the

		Procurement Committee shall have the simultaneous access to both the proposals. • The Procuring Agency shall access to the encrypted proposals and bid securing section after lapse of defined timeline (not less than thirty (30) minutes and not crossing 23:30 Hours) on the date of proposal submission deadline configured in the system • The Procuring Agency through the System shall fill the entries of the Proposal Opening Sheet and shall post the tender opening sheet and allied record on the system. 10.3 The **TECHNICAL & FINANCIAL PROPOSALS** shall be opened on **26th March 2026 (Thursday) at 11:30 A.M** in the Family Protection & Rehabilitation Centre for Women, Sector H-8/1, St 04, Pitrass Bukhari Road, Near City School, Islamabad**, Ministry of Human Rights (MoHR)** as the date and time prefixed in the Invitation for Bids (IFB)/ Notice for receipt/submission of bids in the presence of the bidders or their authorized representatives, who may choose to be present physically. The **"FINANCIAL PROPOSAL" of the technically qualified bidder** shall be opened online through EPADS after technical evaluation of the Technical Proposals submitted by the bidders. 10.4 The Earnest Money/Bid Security shall be submitted by the bidder in a small sealed envelope to the DDO, FPRCW, Sector H-8/1, St # 04, Pitrass Bukhari Road, Near City School, Islamabad or the bidder must produce in original the Ernest Money/Bid Security at the time of bid opening 10.5 The **Most Advantageous Bid** as per PPRA Rules shall be accepted.
The Bidding Documents		
11.	**Contents of the Bidding Documents**	11.1 The goods required, applicable bidding procedures, and Contract Terms are prescribed in this Bidding Documents. In addition to the Invitation for Bids, this Bidding Document includes: • Instructions to Bidders (ITB); • Schedule of Requirements; • Evaluation Criteria; • Bid Forms (including technical forms and financial forms); • Draft Standard Contract including Special Conditions of Contract (with Annexures) and General Conditions of the Contract, and Integrity pact. 11.2 The **"Invitation for Bids" (IFB) Notice** is not a formal part of the Bidding Documents and is included as a reference only. In case of discrepancies between the IFB Notice and the Bidding Documents listed in 11.1 above, the Bidding Documents shall take precedence. 11.3 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish

		all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect shall be at the Bidder's risk and shall result in the rejection of its bid.
12.	**Clarification(s) on Bidding Documents.**	A prospective Bidder requiring any clarification(s) on the Bidding Documents may notify the Procuring Agency in writing through EPADS. The Procuring Agency shall respond in writing through EPADS to any request for clarification(s) of the bidding documents, which it receives not later than seven (7) days prior to the deadline for the submission of bids prescribed in the Invitation for Bids. Agency's response (including an explanation of the query but without identifying the source of inquiry) shall be sent to all prospective Bidders that have received the Bidding Documents through EPADS.
13.	**Amendment(s) to the Bidding Documents.**	13.1 At any time prior to the deadline for submission of bids, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the Bidding Documents by amendment(s) through EPADS • All prospective Bidders that have received the Bidding Documents shall be notified of the amendment(s) in writing through EPADS Portal and shall be binding on them. 13.3 In order to allow prospective Bidders reasonable time for taking the amendment(s) into account in preparing their bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of bids.
Preparation of Bids		
14.	**Language of Bids.**	14.1 All correspondences, communications, associated with preparation of Bids, clarifications, amendments, submissions shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English or Urdu, in which case, for purposes of interpretation of the Bid, the said translation shall take precedence.
15.	**Documents comprising the Bids.**	15.1 The Bid shall comprise of the Bid Forms of this Bidding Document and all that ancillary documentation submitted through EPADS that are prescribed for the eligibility of the bidders and goods and ancillary services that are found necessary and highlighted in the Bid Forms in **Section VI.** 15.2 The Bidder shall complete the Bid Forms and an appropriate Price Schedule furnished in the bidding documents submitted through EPADS, indicating the goods to be supplied, a brief description of the goods, their general and specific characteristics, ancillary services that the bidder is willing or required to provide along with the proposed price.

16.	**Bid Price**	16.1 The Bidder shall indicate on the appropriate form through EPADS prescribed in this Bidding Document the unit prices and total bid price of the Manpower (Support Staff) Supply Services, he proposes to supply under the Contract. 16.2 Form prescribed for quoting of prices through EPADS, should be typed and printed on the bidder's letter head. Any alteration/correction must be initialed. Every page of the bid is to be signed and stamped at the bottom. 16.3 The Bidder should quote the prices of Manpower (Support Staff) Supply Services according to the Schedule of Requirement as provided in **Section IV** of this document. The Schedule of Requirement, different from the required specifications, shall straightway be rejected. 16.4 The Bidder is required to offer a competitive price. All prices must include all the taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The bidder shall be responsible for all new taxes, if any, levied by the Government until completion of the contract. 16.5 The benefit of exemption from or reduction in the taxes and duties shall be passed on to the Procuring Agency. 16.6 Prices offered should be for the entire Manpower (Support Staff) Supply Services demanded in the Schedule of Requirement; partial Manpower (Support Staff) Supply Services offer shall straight away be rejected. Conditional offer shall also be considered as non-responsive Bid. 16.7 While making a price quote, trend/ inflation in the rate of Manpower (Support Staff) Supply Services in the market should be kept in mind. No request for increase in price, due to market fluctuation and/or rupee depreciation, in the cost of Manpower (Support Staff) Supply Services shall be entertained. 16.8 The Manpower (Support Staff) Supply Services Company would be responsible to cover all financial rates of Manpower (Support Staff) Supply Services, including payment of salary and compensation to the support staff and all type of taxes and levis whether acquired through collective bargaining or otherwise and all the expenditure for providing allied services. 16.9 Any increase or decrease in any levies or rates imposed by the Government/CBA, wages and/or salaries fluctuation in market rates of equipment, materials, etc. during the currency of this agreement shall be on the Manpower (Support Staff) Supply Services Company's account and no claims for such increase shall be entertained by the FPRCW. 16.10 Any taxes/duties already in place or levied by the Government during the currency of the agreement will be on Manpower (Support

		Staff) Supply Services Company's account and no claim shall be entertained by the FPRCW. If during the subsistence of this agreement or any renewal thereof any case, tax charges or surcharge is levied in respect of the services which are subject of this agreement, by the Federal, Provincial or Local Government. Such cases, tax charges or surcharge, as the case may be, shall be payable by the Manpower (Support Staff) Supply Services Company. 16.11 The FPRCW will not be liable to make any extra payment if the Manpower (Support Staff) Supply Services Company is to provide services in the event of any civil commotion, war, enemy action, hostilities, act of God or any other circumstance etc. 16.12. The Manpower (Support Staff) Supply Services Company / Firm will keep the FPRCW free of any liability for the cause of compensation/ legal course, if any employee of the Manpower (Support Staff) Supply Services Company claims in case of their injury, death etc. 16.13. Any claims of injuries, loss of limb or life of labor and other workers engaged/employed by the Manpower (Support Staff) Supply Services Company for operations under this agreement or work connected directly or indirectly with the agreement shall be settled and paid by the Manpower (Support Staff) Supply Services Company. The FPRCW shall in no way be responsible for any compensation in this connection.
17.	**Bid Currencies**	Prices shall be quoted in Pak Rupees.
18.	**Supporting Documents to judge specification**	The bidder shall provide the leaflets/brochures/catalogs of the company and its services with the bid through EPADS.
19.	**Documentation on Eligibility of Bidders**	Bidder shall furnish, as part of its bid (along-with Bid Forms & Price Schedule) following documentary evidence through EPADS, to establish their eligibility and qualifications to perform the Contract if his bid is to be accepted: - • The firms must have minimum experience of three (3) years from the date of Incorporation/ Registration. **Firm is required to provide incorporation/ registration certificate with Government Body/ Institution and SECP.** • The bidder must have successfully completed at-least two (02) contracts of similar nature as requisitioned in the Bidding Document, during last three (03) years. **Documentary evidence to this effect must be provided with the Bid, which includes copy of contract.** • Certificate of NTN & STRN along-with Active Status on ATL (Active Taxpayer List both for NTN & STRN). • Proof of EOBI Registration of the company. • Proof of Social Security registration of the company.

		• Performance certificates issued by at least 2 clients for providing outsourcing support staff services in last three (03) years. • An undertaking on stamp paper duly attested by the Oath Commissioner/Notary Public to the effect that the company or its employees never involved in any litigation and the company has never been blacklisted by any Government organization. • Details of Bid Security including date of issue and date of validity. Amount may not be mentioned in the technical bid. However, it must be declared on official letter head that a bid security @ **Rs. 40,000/- (Rupees Forty Thousand only)** is enclosed with financial proposal. • Complete Profile of the Company • The bidder must have proper Office setup i.e. outlet or branch office in Islamabad/Rawalpindi and landline telephone facility. • Audited financial statements for the last 3 years. • An undertaking on Stamp paper that Manpower (Support Staff) Supply Services Company is financially sound to pay the salaries of deputed support staff and other related expenses for 4 months. • The Manpower (Support Staff) Supply Services Company will provide an Affidavit along with bidding documents that the company is not insolvent and bankrupt and has no encumbrance on business or any business-related activities in Pakistan. • The FPRCW reserves the right to demand/call any other information for the sake of documents/ information. Details are covered in the **Section V** containing Evaluation criteria.
20.	**Bid Security**	20.1 The Bidder shall furnish, as part of its bid through EPADS, a Bid Security of Rs. 40,000/- (Rupees Forty Thousand only) for a Lot in Pak Rupees needs to be submitted in the shape of pay order/demand draft/ call deposit in the name **Drawing & Disbursing Officer (DDO), FPRCW**. Unsuccessful bidder's Bid Security shall be discharged or returned soon after announcement of the successful bids. 20.2 The Bid Security (in the shape of pay order/demand draft/ call deposit) shall be UPLOADED on the EPADS. However, the original Bid Security shall be submitted in a small envelope at address "**Manager (FPRCW), Sector H-8/1, St # 04, Pitrass Bukhari Road, Near City School, Islamabad"** or must be produced in original at the time of Bid Opening. 20.3 The successful Bidder's Bid Security shall be discharged upon signing of contract, furnishing of the performance/bank guarantee and confirmation of the performance/bank guarantee by the FPRCW with the Bank of the successful bidder.

		20.4 The bid Security may be forfeited: (a) if a Bidder withdraws its bid during the period of bid validity; or (b) In the case of a successful Bidder, if the Bidder fails to sign the Contract or fails to provide a performance security (if any). 20.5 Bid Security of the successful Bidder(s) will be retained subject to the terms and conditions specified in this bidding document. Bid security of those bidders whose Bid(s) is/are not accepted for any reason, their bid security, will be returned.
21.	**Bid Validity**	21.1 Bids shall remain valid for **120 days** after the date of opening of technical bid prescribed by the Procuring Agency. A bid having validity for a shorter period shall be rejected by the Procuring Agency as non-responsive.
		21.2 The Procuring Agency shall ordinarily be under an obligation to process and evaluate the bid within the stipulated bid validity period. However, under exceptional circumstances and for reason to be recorded in writing, if an extension is considered necessary, all those who have submitted their bids shall be asked to extend their respective bid validity period. Such extension shall be for not more than the period equal to the period of the original bid validity. 21.3 Bidders who; • agree to the Procuring Agency's request for extension of bid validity period shall not be permitted to change the substance of their bids; and • Do not agree to an extension of the bid validity period shall be allowed to withdraw their bids without forfeiture of their bid securities.
Submission of Bids		
22.	**Submission of Bids**	22.1 The "Technical Bid" and "Financial Bid" shall be submitted through EPADS (https://eprocure.gov.pk) on the date and time prefixed in the Invitation for Bids (IFB). 22.2 Bids submitted through Hard Copy, fax, email or any method other than EPADS shall not be entertained.
23.	**Deadline for Submission of Bids**	23.1 Bids must be submitted through EPADS (https://eprocure.gov.pk/) by the Bidder on/or before **11:00 A.M by 26th March 2026 (Thursday)**. 23.2 The Procuring Agency may, in its discretion, extend the prescribed deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 13 above, in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

24.	**Late Bids**	Any bid received by the Procuring Agency after the deadline for submission of bids prescribed by the Procuring Agency pursuant to ITB Clause 23 shall not be submitted at EPADS.
25.	**Withdrawal of Bids**	25.1 The Bidder may withdraw its bid after the bid's submission and prior to the deadline/closing time & date prescribed for submission of bids at EPADS. 25.2 No bid may be withdrawn in the period between deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this period may result in forfeiture of the Bid Security submitted by the Bidder, pursuant to the ITB Clause 20 above.
Opening and Evaluation of Bids		
26.	**Opening & Evaluation of Technical & Financial Bid by the Procuring Agency**	26.1 The "Technical & Financial Bids" received through EPADS, shall be opened on the same day by the Procuring Agency publicly in the presence of the Bidders or their representatives who may choose to be present **in the FPRCW, Sector H-8/1, St # 04, Pitrass Bukhari Road, Near City School, Islamabad, Ministry of Human Rights (MoHR) on 26th March 2026 (Thursday) at 11:30 A.M.** 26.2 All Bidders in attendance shall sign an attendance sheet. 26.3 Prior to the detailed evaluation, the Procuring Agency shall determine the substantial responsiveness of Technical Evaluation bid to the bidding documents. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations, specifically Clauses: 14, 15, 16, 19, 20, 21 & 22. Deviations from, or objections or reservations to critical provisions, such as those concerning Applicable Laws, delivery schedule, taxes & duties etc. shall be deemed to be a material deviation for technical Bids and Bid Security for Financial Bids. The Procuring Agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. 26.4 The Technical Bids shall then be evaluated conforming perf of the offered item's technical specifications with the demanded ones. 26.5 The Financial Bids of technically qualified (i.e. compliant to schedule of requirements and other terms & conditions) bidders shall be opened publicly on a specified date, time and venue. 26.6 The Procuring Agency shall open one Financial Bid at a time and read out aloud its contents which may include name of the Bidder, items bided for and unit prices and total amount of the Bid (if applicable). The Procuring Agency may choose to announce any other details which it deems appropriate if not in conflict with the Public Procurement Rules-2004, specifically Rule 28 (**Opening of Bids**).

		26.7 In the Financial Bids the arithmetical errors shall be rectified on the following basis: - • If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. b) If the Bidder does not accept the correction of the errors, its bid shall be rejected, and its Bid Security may be forfeited. If there is a discrepancy between words and figures, the amount in words shall prevail.
27.	**Rejection of Bids**	27.1 The Procuring Agency may reject any or all bids at any time prior to the acceptance of a bid under Public Procurement Rules (PPRA) 2004. The Procuring Agency may upon request communicate to any Bidder who submitted a bid, the grounds for its rejection of any or all bids, but is not required to justify those grounds as per PPRA rules. 27.2 Bidder must not indicate directly or indirectly their financial bid anywhere in the technical bid. Any such disclosure, in any manner, shall result in summary rejection of entire bid of the concerned bidder, on spot. 27.3 Conditional or incomplete bid/bids shall be rejected. 27.4 The bid/bids received with over-writing, cutting and doubtful figure shall be rejected. 27.5 The Procuring Agency incurs no liability, solely by virtue of its invoking Rule 33 of PPRA 2004, towards Bidders who have submitted bids. 27.6 Notice of the rejection of any or all bids shall be given promptly to the concerned Bidders that submitted bids.
28.	**Re-Bidding**	28.1 If the Procuring Agency rejected all bids in pursuant to ITB Clause 27, it may call for a re-bidding as per PPRA Rule 34.
		28.2 The Procuring Agency before invitation for re-bidding shall assess the reasons for rejection and may revise specifications, evaluation criteria or any other condition for Bidders, as it may deem necessary.
29.	**Announcement of Evaluation Report**	Announcement of Evaluation Report will be as per PPRA, 2004 as per PPRA Rule 35.

30.	**Contacting the Procuring Agency**	30.1 No Bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time of announcement of Evaluation Report. If a Bidder wishes to bring additional information to the notice of the Procuring Agency, it should do so in writing. 30.2 Any effort by a Bidder to influence the Procuring Agency in its decisions on bid evaluation, bid comparison, or Contract award may result in the rejection of the Bidder's bid. Canvassing by any Bidder at any stage of the bid evaluation is strictly prohibited. Any infringement shall lead to disqualification.
Award of Contract		
31.	**Acceptance of Bid and Award Criteria**	The Bidder, whose bid is found to be most closely conforming to the Evaluation Criteria prescribed in **Section V** and having the most advantageous bid, if not in conflict with any other law, rules, regulations or policy of the Government of Pakistan, shall be awarded the Contract, within the original or extended period of bid validity.
32.	**Procuring Agency's Right to vary quantities at the time of Award**	The Procuring Agency reserves the right at/after the time of award of Contract to increase or decrease, the number of support staff in the Schedule of Requirements without any change in unit price or other terms and conditions.
33.	**Notification of Award**	33.1 Prior to the expiration of the period of bid validity, the Procuring Agency shall notify to the successful Bidder in writing that his bid has been accepted. 33.2 The notification of award shall constitute the formation of the Contract between the Procuring Agency and the successful Bidder. 33.3 The enforcement of the Contract shall be governed by Rule 44 of the PPRA, 2004.
34.	**Signing of Contract**	34.1 After the notification of award, the Procuring Agency shall send the successful Bidder the Contract Form provided in the bidding documents 34.2 The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document. 34.3 If the successful Bidder, after completion of all codal formalities shows an inability to sign the Contract then its Bid Security shall stand forfeited and the firm may be blacklisted and de-barred from future participation, whether temporarily or permanently. In such situation the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.
35.	**Performance Guarantee**	35.1 The Firms, within 15 days of signing of this contract shall furnish a Performance Guarantee @ 10% i.e. **80,000/- (Rupees Eighty Thousand only)** of the total Contract Cost of Financial Proposal for current financial year 2025-26 (Till 30th June 2026, on the Form and in the manner prescribed by the Procuring Agency. In case of extension in contract period, the firm shall resubmit the

		fresh performance guarantee for the extended period. 35.2 If the Performance Security (or Guarantee) is provided by the successful Bidder and it shall be in the form specified in the BDS which shall be in any of the following: • certified cheque, cashier's or manager's cheque, or bank draft; • irrevocable letter of credit issued by a Scheduled bank or in the case of an irrevocable letter of credit issued by a foreign bank, the letter shall be confirmed or authenticated by a Scheduled bank; • Any Performance Security (or guarantee) submitted shall be enforceable in Pakistan. 35.3 The Bid Security submitted by the successful bidder at the time of submitting its bid shall be returned to the successful Bidder after deployment of the support staff services and furnishing of the performance/bank guarantee and confirmation of the performance/bank guarantee by the FPRCW with the Bank of the successful bidder. 35.4 Failure to provide a Performance Guarantee by the successful Bidder is a sufficient ground for annulment of the award and forfeiture of Bid Security. In such event the Procuring Agency may award the contract to the next most advantageous bidder or call for new bid. 35.5 Performance Guarantee of the successful bidder shall be forfeited, if Manpower (Support Staff) Supply Company fails to provide the services as per tender terms & conditions / agreement.

SECTION III

Definitions

3. DEFINITIONS

3.1. **Residential Cook (Female)** Number of Post- **01**Vacancy, **Age Limit**: 25–35 years, **Qualifications**: Matric preferable F.A, Professional cooking diploma/certification from a recognized institute (preferred).At least 02 year of experience as a cook in a reputable organization, hotel, or private residence. **Medical Clearance**: Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital. **Personal Qualities:** Time management, cooking on time and deliver on given time. Proven experience as a professional cook/chef, preferably in a government, hotel, or guesthouse setting. Expertise in Pakistani, Chinese and Continental cuisines. Knowledge of food safety, hygiene, and sanitation standards. Good sense of taste, presentation, and portion control. Time management and multitasking ability. Basic knowledge of nutrition and balanced meal planning. Ability to communicate effectively and follow instructions. Polite, disciplined, and professional behavior. **Job Descriptions:** To prepare and serve high-quality meals for the department's residence/guesthouse, ensuring hygiene, taste, presentation, and nutrition standards are consistently met. The cook should be proficient in preparing Pakistani, Chinese and Continental cuisines and capable of managing kitchen operations independently. **Key Responsibilities:** Prepare breakfast, lunch, dinner, and special meals as per menu and guest requirements. Cook authentic Pakistani, Chinese and Continental dishes with proper presentation. Plan and execute weekly menus in consultation with the supervisor. Prepare special meals for official functions, guests, and events as required. Any other duty assigned by the Manager FPRCW. Maintain kitchen cleanliness, organization, and hygiene in compliance with health and safety standards. Monitor and manage grocery and ingredient inventories, ensuring timely replenishment. Ensure proper storage of raw materials and cooked food. Operate and maintain kitchen appliances and equipment safely. Ensure food safety and cleanliness at all stages of preparation and service. Adhere to dietary restrictions and preferences as advised. Follow approved recipes and maintain consistent taste and quality.

3.2. **Residential Security Guard (Female)** Number of Post- **01** Vacancy, **Age Limit:** 35 years-40 years, **Height:** 5 Feet 4 Inch (Minimum). **Weight:** Proportional to Height. **Physical Fitness:** Ability to stand for long period, walk and respond to organization. **Educational Requirement:** Matric preferable F.A. **Medical Clearance:** Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital. **Personal Qualities:** Ability to maintain confidentiality and handle sensitive information, Ability to handle stressful situation professionally. **Experience:** One (01) year experience of relevant work in a reputable organization. **Job Description:** Monitor and control entry and exit of residents. Conduct regular thorough patrols of the interior premises of shelter home to deter any unauthorized activity. Ensure all doors and window and perimeter gate are secured. The Female Security Guard must possess a valid firearms license and receive proper training in the safe and official use of their weapon. Respond immediately to any emergency and security bridges as needed. Document all security related incidents. Act as a first point of contact during fire alarms are natural disasters assisting with evacuation procedures. Any other duty assigned by the Manager FPRCW.

3.3. **Qasid (Male) –**Number of Post-**01**Vacancy, **Age Limit:** 25-35 years, **Weight:** Proportional to Height. **Educational Requirement:** Matric, preferable F.A. with Computer Skills. **Medical Clearance:** Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital. **Personal Qualities:** Computer literate will be preferred, Ability about Dairy/Dispatch of Daak, Shifting of necessary record from one

place to other with full confidentiality. **Experience:** One (01) year experience of relevant work in a reputable organization. **Job Description:** Handle the pick-up and delivery of mail/documents. Prepare simple official letters, lists and reports under supervision of administration. Assist in photocopying, scanning, filing and other routine clerical tasks as assigned. Assist during meetings by arranging files, stationary, and refreshments. Support office staff in moving or shifting files, furniture and other materials. Maintain soft and hard copies of office records. Any other duty assigned by the Manager FPRCW.

3.4. **Record Keeper (Male): - Number of Post – 01** Vacancy, **Age Limit**: 25 - 35 years, **Weight**: Proportional to Height. **Duty Hours**: 8:30 A.M to 4:30 P.M **Educational Requirement:** Matric preferable F.A. Relevant certifications in inventory management or warehouse operations (e.g., SAP, Microsoft Excel, or similar) are a plus. **Medical Clearance:** Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital. **Personal Qualities:** Strong ability to organize records and manage stock levels efficiently. Ability to maintain a systematic and neat storage area. High level of accuracy in record-keeping and inventory management. Proficiency in using Microsoft Office (Excel, Word) or similar software tools. Familiarity with inventory management systems (e.g., ERP) is an advantage. Good communication skills for reporting discrepancies or communicating with other departments. Ability to handle multiple tasks and prioritize work efficiently to meet deadlines. Ability to identify issues with inventory or record discrepancies and resolve them in a timely manner. Ability to lift moderate weights, stand for extended periods, and manage the physical aspects of store-keeping duties. **Experience:** At least 2 years of experience in record-keeping or inventory management, preferably in a warehouse, retail, or logistics environment. Experience in working with digital record systems and manual filing is desirable. Knowledge of store-keeping principles and inventory control methods. **Job Overview:** The Record Keeper and Store Keeper will be responsible for maintaining accurate records of inventory, managing storage, and ensuring that proper documentation is maintained for all materials and goods in the store. The role requires a meticulous and organized individual who can handle both record-keeping duties and oversee the proper storage and handling of inventory. **Job Description:** Maintain accurate and up-to-date records of all materials, inventory, and goods. Record incoming and outgoing stock, updating logs and systems regularly. Generate reports on stock levels, inventory turnover, and discrepancies, as required. Oversee the proper storage of materials, ensuring safe, clean, and organized storage environments. Ensure proper labeling, categorization, and shelve organization of inventory. Monitor stock levels and coordinate restocking or reorder requests. Assist in inventory audits and stock checks periodically. Monitor the physical condition of inventory and ensure it's kept in accordance with safety standards. Handle the receipt and dispatch of goods, ensuring correct documentation and quantity. Report on low stock, damaged goods, or any discrepancies in the inventory. Conduct routine checks on the stock to identify slow-moving or expired items. Ensure that the storage area adheres to health and safety regulations. Report any unsafe conditions or practices to the management immediately. Any other duty, assigned by the Manager FPRCW.

3.4. **Sweeper (Male)** Number of Post - **01** Vacancy **Age Limit:** 25–35 years, **Weight:** Proportional to Height. **Educational Requirement:** Middle preferable Matric, **Medical Clearance:** Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital. **Experience:** One (01) year experience of relevant work in a reputable organization. **Job Description:** Perform regular cleaning of floors, windows, furniture, walls, and surfaces in offices, classrooms, dormitories, and other areas of the institute. Sanitize and disinfect bathrooms, kitchens, and frequently touched surfaces following health guidelines. Empty and dispose of trash and recyclables from all areas, ensuring waste is managed appropriately. Maintain a high standard of cleanliness in children's areas, such as playrooms, dining areas, and sleeping quarters. Disinfect toys, furniture, and equipment to prevent the spread of germs, especially in common areas. Support hygienic practices by regularly restocking hand sanitizers, soaps, tissues, and paper towels. Safely store and handle cleaning products, adhering to safety protocols and guidelines. Any other duty assigned by the Manager FPRCW.

3.5. **Place of Posting** means the area where the specific support staff has been posted to provide the Services, in writing by the appropriate FPRCW, Islamabad.

3.6. **Shift** the uninterrupted duration of twelve hours beginning from 8:00 AM to 8:00 PM and 8:00 PM to 8:00 AM for day and night shifts, respectively.

3.7. **Backup Support** means the logistic and communication support available with the company to provide assistance to the support staff, when required, for ensuring support staff of the premises.

SECTION IV

SCHEDULE OF REQUIREMENTS

1. PLACEMENT OF SUPPORT STAFF AND NON-CORE SERVICES.

1.1 Manpower (Support Staff) Supply Company/Firm is responsible to provide support staff Manpower (Support Staff), Residential Cook (Female), Residential Security Guard (Female), Qasid (Male), Record Keeper (Male) & Sweeper (Male) as per following minimum requirement/ standards:

- **Residential Cook (Singal Female):**
- **Number of Post - 01,**
- **From Islamabad/ Rawalpindi local.**

Age Limit: Minimum: 25 years maximum: 35 years
Duty Hours: Round the clock.
Educational Qualification:

- Matric preferable F.A
- Professional cooking diploma/certification from a recognized institute (preferred).
- At least 02 year of experience as a cook in a reputable organization, hotel, or private residence.

Medical Clearance:

- Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital

Personal Qualities:

- Time management, cooking on time and deliver on given time.
- Proven experience as a professional cook/chef, preferably in a government, hotel, or guesthouse setting.
- Expertise in Pakistani, Chinese and Continental cuisines.
- Knowledge of food safety, hygiene, and sanitation standards.
- Good sense of taste, presentation, and portion control.
- Time management and multitasking ability.
- Basic knowledge of nutrition and balanced meal planning.
- Ability to communicate effectively and follow instructions.
- Polite, disciplined, and professional behavior.

Job Descriptions:

- To prepare and serve high-quality meals for the department's residence/guesthouse, ensuring hygiene, taste, presentation, and nutrition standards are consistently met. The cook should be proficient in preparing Pakistani, Chinese and Continental cuisines and capable of managing kitchen operations independently.

Key Responsibilities:

- Prepare breakfast, lunch, dinner, and special meals as per menu and guest requirements.
- Cook authentic Pakistani, Chinese and Continental dishes with proper presentation.
- Plan and execute weekly menus in consultation with the supervisor.
- Prepare special meals for official functions, guests, and events as required.

- Any other duty assigned by the Manager FPRCW.
- Maintain kitchen cleanliness, organization, and hygiene in compliance with health and safety standards.
- Monitor and manage grocery and ingredient inventories, ensuring timely replenishment.
- Ensure proper storage of raw materials and cooked food.
- Operate and maintain kitchen appliances and equipment safely.
- Ensure food safety and cleanliness at all stages of preparation and service.
- Adhere to dietary restrictions and preferences as advised.
- Follow approved recipes and maintain consistent taste and quality.

- **Residential Security Guard (Single Female):**
- **Number of Post - 01,**
- **From Islamabad/ Rawalpindi loc.**

Age Limit: Minimum: 35 years maximum: 40 years
Height: Minimum: 4 Feet 4 Inch
Weight: Proportional to Height
Duty Hours: Round the clock.
Physical Fitness:

- Ability to stand for long period, walk and respond to organization.

Educational Qualification:

- Matric preferable F.A

Medical Clearance:

- Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital

Personal Qualities:

- Ability to maintain confidentiality and handle sensitive information.
- Ability to handle stressful situation professionally.

Experience:

- 1-year experience of relevant work in a reputable organization.

Job Description

- Monitor and control entry and exit of residents.
- Conduct regular thorough patrols of the interior premises of shelter home to deter any unauthorized activity.
- Ensure all doors and window and perimeter gate are secured.
- The Female Security Guard must possess a valid firearms license and receive proper training in the safe and official use of their weapon.
- Respond immediately to any emergency and security bridges as needed.
- Document all security related incidents.
- Act as a first point of contact during fire alarms are natural disasters assisting with evacuation procedures.
- Any other duty, assigned by the Manager FPRCW.

- **Qasid (Male):**
- **Number of Post - 01**

Age Limit: Minimum: 25 years maximum: 35 years
Weight: Proportional to Height.

Duty Hours: 8:30 A.M to 4:30 P.M

Educational Requirement:

- Matric preferable F.A. with Computer Skills

Medical Clearance:

- Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital.

Personal Qualities:

- Computer literate will be preferred.
- Ability about Dairy/Dispatch of Daak.
- Shifting of necessary record from one place to other with full confidentiality.

Experience:

- One (01) year experience of relevant work in a reputable organization.

Job Description

- Handle the pick-up and delivery of mail/documents.
- Will prepare simple official letters, lists and reports under supervision of administration.
- Assist in photocopying, scanning, filing and other routine clerical tasks as assigned.
- Assist during meetings by arranging files, stationary, and refreshments.
- Support office staff in moving or shifting files, furniture and other materials.
- Maintain soft and hard copies of office records.
- Any other duty, assigned by the Manager FPRCW.

Certainly! Below is a suggested **Job Description**, including the **minimum qualifications** and **skills** for the position of a **Record Keeper and Store Keeper**. Since the position is outsourced, we can emphasize the temporary nature and specific responsibilities tied to the role.

- **Record Keeper (Male):**
- **Number of Post - 01**

Age Limit: Minimum: 25 years maximum: 35 years
Weight: Proportional to Height.

Duty Hours: 8:30 A.M to 4:30 P.M

Educational Requirement:

- Matric preferable F.A.
- Relevant certifications in inventory management or warehouse operations (e.g., SAP, Microsoft Excel, or similar) are a plus.

Medical Clearance:

- Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital.

Personal Qualities:

- Strong ability to organize records and manage stock levels efficiently. Ability to maintain a systematic and neat storage area.
- High level of accuracy in record-keeping and inventory management.
- Proficiency in using Microsoft Office (Excel, Word) or similar software tools. Familiarity with inventory management systems (e.g., ERP) is an advantage.
- Good communication skills for reporting discrepancies or communicating with other departments.
- Ability to handle multiple tasks and prioritize work efficiently to meet deadlines.
- Ability to identify issues with inventory or record discrepancies and resolve them in a timely manner.
- Ability to lift moderate weights, stand for extended periods, and manage the physical aspects of store-keeping duties.

Experience:

- At least 2 years of experience in record-keeping or inventory management, preferably in a warehouse, retail, or logistics environment.
- Experience in working with digital record systems and manual filing is desirable.
- Knowledge of store-keeping principles and inventory control methods.

Job Overview:

- The Record Keeper and Store Keeper will be responsible for maintaining accurate records of inventory, managing storage, and ensuring that proper documentation is maintained for all materials and goods in the store. The role requires a meticulous and organized individual who can handle both record-keeping duties and oversee the proper storage and handling of inventory.

Job Description

- Maintain accurate and up-to-date records of all materials, inventory, and goods.
- Record incoming and outgoing stock, updating logs and systems regularly.
- Generate reports on stock levels, inventory turnover, and discrepancies, as required.
- Oversee the proper storage of materials, ensuring safe, clean, and organized storage environments.
- Ensure proper labeling, categorization, and shelve organization of inventory.
- Monitor stock levels and coordinate restocking or reorder requests.
- Assist in inventory audits and stock checks periodically.
- Monitor the physical condition of inventory and ensure it’s kept in accordance with safety standards.
- Handle the receipt and dispatch of goods, ensuring correct documentation and quantity.
- Report on low stock, damaged goods, or any discrepancies in the inventory.
- Conduct routine checks on the stock to identify slow-moving or expired items.
- Ensure that the storage area adheres to health and safety regulations.
- Report any unsafe conditions or practices to the management immediately.

- Any other duty, assigned by the Manager FPRCW.

- **Sweeper (Male):**
- **Number of Post - 01**

Age Limit: Minimum: 25 years maximum: 35 years
Duty Hours: 8:30 A.M to 4:30 P.M
Qualification and Experience
Middle preferable Matric.
Educational Requirement:

- High School Certificate.

Medical Clearance:

- Medical clearance certificate from any Government Hospital of Islamabad/Rawalpindi i.e. PIMS, Polyclinic, Holy Family Hospital, Benazir Bhutto Hospital.

Job Description

- Perform regular cleaning of floors, windows, furniture, walls, and surfaces in offices, classrooms, dormitories, and other areas of the institute.
- Sanitize and disinfect bathrooms, kitchens, and frequently touched surfaces following health guidelines.
- Empty and dispose of trash and recyclables from all areas, ensuring waste is managed appropriately.
- Maintain a high standard of cleanliness in children's areas, such as playrooms, dining areas, and sleeping quarters.
- Disinfect toys, furniture, and equipment to prevent the spread of germs, especially in common areas.
- Support hygienic practices by regularly restocking hand sanitizers, soaps, tissues, and paper towels.
- Safely store and handle cleaning products, adhering to safety protocols and guidelines.
- Any other duty, assigned by the Manager FPRCW.

1.2.5. DRESS CODE

Minimum two (02) pairs of uniforms and shoes per years must be provided by the Manpower (Support Staff) Supply Company to each individual.

Winter:

Male: Shirts, Trousers, Pullover, Belt, Jockey cap or Barrette, Shoes, Sweater and Leg Warmers

Female: Long Shirts, Trousers, belt, Shoes, Head Scarf, Sweater and Leg Warmers

Summer:

Male: T-Shirts, Trousers, Jockey Cap or Barrette, Belt, Shoes
Female: Long Shirts, Trousers, belt, Shoes, Head Scarf

1.2.6. Manpower (Support Staff) Supply Company / Firm shall provide to the employer all the details of support staff along with copy of CNIC, copy of Service Card, copy of clearance/ character certificate from Local Police/ Special Branch, copy of service book, copy of training certificate, and other required details/information, if notified, one week prior to placement of support staff to the place of posting.

1.2.7. Manpower (Support Staff) Supply Company / Firm will ensure that the support staff is active, healthy and free from any diseases (physical or mental).

1.2.8. Manpower (Support Staff) Supply Company / Firm will ensure that one support staff does not perform continuous duty in two shifts. The support staff detailed at any site shall not be posted/ transferred/ replaced without prior approval of the Manager FPRCW, Islamabad.

1.2.9. During leave of support staff, the Manpower (Support Staff) Supply Company will provide alternate support staff. Absence of support staff from duty will be offset against the monthly bill at actual rates.

1.2.10. Manpower (Support Staff) Supply Company / Firm will ensure that the Support staff is educated, well trained. The support staff must have at least one-year experience of any Manpower (Support Staff) Supply Company.

1.2.11. Schedule for posting of support staff shall be prepared and issued by Site In charge with prior approval of Manager FPRCW, Islamabad.

1.2.12. Support staff shall be on the pay roll of Manpower (Support Staff) Supply Company, preferably on the permanent slot, otherwise, in case of contractual employment, minimum period should be not less than six months.

1.2.13. During the event of replacement of support staff, the requisite details in respect of the new support staff shall be invariably submitted to the Manager FPRCW, Islamabad for record. Without such intimation the support staff shall not be accepted for duty and emoluments claim for such support staff shall not be entertained.

1.2.14. Manpower (Support Staff) Supply Company/Firm shall ensure placement of support staff, strictly in accordance with agreement, Terms and Conditions of this Bidding document.

1.2.15. The Manpower (Support Staff) Supply Company shall maintain an attendance register of the support staff and will obtain signatures of the Controlling officer(s) of the FPRCW thereon on daily basis. A copy of the attendance sheet, duly verified by the concerned officer, shall accompany the monthly bill.

3. GENERAL CONDITIONS

3.1. The FPRCW at its discretion can increase/ decrease the number of support staff, on already quoted and approved rate of payment and on the same terms & conditions, on the request of relevant In-charge in case of emergencies. The verbal intimation would be duly followed by written request mentioning therein the circumstances / reasons on next day.

3.2. In case number of support staff increased/ decreased upon directives of the FPRCW, the payment shall be made/ adjusted on the already approved tender rates.

3.3. Manpower (Support Staff) Supply Company shall ensure the placement of support staff, strictly in accordance with agreement/ Terms and Conditions of the Bidding documents.

3.4. In case of absence of any support staff, the Manpower (Support Staff) Supply Company shall be liable to provide the required strength at site otherwise the FPRCW reserves the right to impose the penalty as per agreement/ Bidding document.

3.5. The Manpower (Support Staff) Supply Company will provide physically fit and sound in health support staff, properly uniformed and ensure that each support staff must have following documents: -

3.5.1. Attested photocopy of NADRA Computerized Card.
3.5.2. Original Service Card issued by the Manpower (Support Staff) Supply Company.

3.6. The agreement would take effect from the date of signing and shall continue in force for a period of current financial year unless and until it is terminated in accordance with the provisions of the bidding documents. The agreement can be extended by the FPRCW for another year, with the consent of the Manpower (Support Staff) Supply Company, on the same rates and conditions on satisfactory performance.

3.7. One-month prior notice in writing shall be served by either party for termination of contract. Upon the termination of the agreement, the Manpower (Support Staff) Supply Company shall be permitted to remove all its apparatus and equipment which may have been placed in the premises.

4. REQUIREMENT OF SUPPORT STAFF / DEPLOYMENT OF SUPPORT PERSONNEL

4.1. The Manpower (Support Staff) Supply Company shall commence support services immediately after issuance of letter/notification of award as per following deployment of support staff:

S. No.	Posts	Head Counts
•	Resident Cook (Singal Female)	1
•	Resident Security Guard (Singal Female)	1
•	Qasid (Male)	1
•	Record Keeper (Male)	1
•	Sweeper (Male): 01	1
	Total	**05**

SECTION V

EVALUATION CRITERIA

Evaluation Criteria:

Initial Screening of bids will be done on the basis of following mandatory parameters. In case of deficiency in mandatory parameters, the bid will be declared as non-responsive and will be rejected.

- The firms must have minimum experience of three (3) years from the date of Incorporation/Registration. **Firm is required to provide incorporation/registration certificate with Government Body/Institution and SECP.**
- The bidder must have successfully completed at-least two (02) contracts of similar nature as requisitioned in the Bidding Document, during last three (3) years. **Documentary evidence to this effect must be provided with the Bid, which includes copies of the contract.**
- Certificate of NTN & STRN along with ATL (Active Taxpayer List both for NTN&STRN).
- Holding Communication wireless license for the equipment/gadgets from relevant agency.
- Performance certificates issued by at least 2 clients for providing Manpower (Support Staff) Supply Company in last three (03) years.
- An undertaking on stamp paper duly attested by the Oath Commissioner/ Notary Public to the effect that the company or its employees never involved in any litigation and the company has never been blacklisted by any Government organization.
- Details of Bid Security including date of issue and date of validity. Amount may not be mentioned in the technical bid. However, it must be declared on official letter head that a bid security @ 5 % amounting to Rs. 40,000/- (Rupees Forty Thousand only) is enclosed with financial proposal.
- Complete Company Profile
- The bidder must have proper Office setup i.e. outlet or branch office in Islamabad/Rawalpindi and landline telephone facility.
- Financial statements for the last 3 years.
- An undertaking on Stamp paper that Manpower (Support Staff) Supply Company is financially sound to pay the salaries of deputed support staff and other related expenses for 4 months.
- The CPI reserves the right to demand/call any other information for the sake of documents/ information.

Technical Evaluation:

Detailed Technical Evaluation will be done for Bidders who qualify the preliminary/Mandatory Eligibility criterion mentioned above. The detailed technical evaluation criteria mentioned in the BID Form-3. Total marks for the technical evaluation criteria are **70** and weightage is **70%**.

Financial Evaluation:

The Financial bid of the technical qualified bidder will be opened. The Financial proposal marks are 30 marks and the weightage is 30 %. After technical and Financial Evaluation of the bids the contract will be awarded to the most advantageous bidder.

Most Advantageous Bidder:

The bidder who scores highest marks in combined evaluation (Technical and Financial) will emerge as most advantageous bidder.

SECTION VI

BID FORM

BID FORM1

Bid Ref No. **1-39/202-DD (SW)/FPRCW**
Date of the Opening of Technical Bid

Letter of Intent (Will be generated through EPADS)

Name of the Contract: {Add name}

To:*[FPRCW, Ministry of Human Rights (MoHR), Islamabad]*

Dear Sir,

Having examined the bidding documents, including Addenda Nos. [insert numbers& Date of individual Addendum], the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the Goods under the above-named Contract in full conformity with the said bidding documents and at the rates/unit prices described in the price schedule provided in Financial Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the schedule of requirements.

If our Financial Bid is accepted, we undertake to provide a performance security/guarantee in the form, in the amounts, and within the time lines specified in the bidding documents.

We agree to abide by this bid, for the Bid Validity Period specified in the bidding documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

We confirm that we comply with the eligibility requirements as per ITB clauses 18 &19 of the bidding documents and have duly provided bid security Rs. 40,000/- needs to be submitted in the shape of pay order/demand draft/ call deposit in the name of _____ with our Financial Bid.

Dated this*[insert :number]* day of*[insert :month]*,*[insert: year]*.

Signed:

In the capacity of [insert: title or position]

Duly authorized to sign this bid for and on behalf of [insert: name of Bidder]

BID FORM 2

Name of the Firm

Bid Reference No: **1-39/2021-DD (SW)/FPRCW**

Date of opening of Bid.

Documentary Evidence for Determining Eligibility of the Bidders & Evaluation of bids

S. No	Required Documentation	Supporting Document's Name	Annex/ Reference
1	The firms must have minimum experience of three (3) years from the date of Incorporation/Registration. **Firm is required to provide incorporation/registration certificate with Government Body/Institution.**		
2	The bidder must have successfully completed at-least two (02) contracts of similar nature as requisitioned in the Bidding Document, during last three (03) years. **Documentary evidence to this effect must be provided with the Bid, which includes copies of contracts.**		
3	Certificate of NTN & STRN along-with Active Status on ATL (Active Taxpayer List both for NTN & STRN).		
4	Performance certificates issued by at least 2 clients for Manpower (Support Staff) Supply Company in last three (03) years.		
5	An undertaking on stamp paper duly attested by the Oath Commissioner/Notary Public to the effect that the company or its employees never involved in any litigation and the company has never been blacklisted by any Government organization.		
6	Details of Bid Security including date of issue and date of validity. Amount may not be mentioned in the technical bid. However, it must be declared on official letter head that a bid security @ Rs. 40,000/- is enclosed with financial proposal		
7	Complete Profile of the Manpower (Support Staff) Supply Company		
8	The bidder must have proper Business setup i.e. outlet or branch office in Rawalpindi/Islamabad and landline telephone facility.		
9	Audited financial statements for the last 3 years		
10	An undertaking on Stamp paper that Manpower (Support Staff) Supply Company is financially sound to pay the salaries of deputed support staff and other related expenses for 4 months.		

11	The Manpower (Support Staff) Supply Company will provide an affidavit to the effect that there was no previous litigation of the contractor or his employees with Drug Regulatory Authority of Pakistan		

Bidders should provide any additional information required in the Bid Data Sheet and to fulfill the requirements of ITB 12, if applicable.

We, the undersigned declare that

- The information contained in and attached to this form is true and accurate as of the date of bid submission
- It is also certified that no change (s)/amendment (s) has/have been made in the documents available on MoHR's and PPRA' Website and/or issued on proprietary basis. In case, found guilty of any tempering to the Tender Documents, severe disciplinary action will be taken against my firm."

Authorized Signature:_____

Name and Title of Signatory:_____

Name of Bidder: _____

Address:

BID FORM 3

TECHNICAL EVALUATION CRITERIA FOR PRIVATE MANPOWER (SUPPORT STAFF) SUPPLY COMPANY

Company / Firm Name:_____ **Date: _____**

A	**Company Profile**	**10 Marks**	
B	Permanent technical and managerial staff having relevant qualifications & experience (Attach attested copies of certificates / diplomas / experience as per clause 6.23)	**10 Marks**	
	• Work force more than 100 = 10 marks	10	
	• Work force more than 50 but less than 100 = 5 marks	05	
	• Work force more than 10 but less than 50 = 03 marks	03	
B)	Previous similar experience of the firm/ company	**20 Marks**	
	More than 08 years' experience = 20 Marks	20	
	More than 05 years' experience = 15 Marks	15	
	More than 03 years' experience = 10 Marks	10	
C)	Number of similar contracts executed with public sector organizations	**10 Marks**	
	05 or more contracts = 20	**10**	
	04 contracts = 05 marks	**05**	
	02 contracts = 03 marks	**03**	
D)	Income tax returns (Slab/ceiling of income tax paid during last 03 years)	**10 Marks**	
	More than three million (10 Marks)	**10**	
	One to three Million (05 Marks)	**05**	
	Less than one million (03 Marks)	**03**	
E)	Requisite affidavit on stamp paper for non-blacklisting of the firm/ company	**5 Marks**	
F)	Requisite affidavit on stamp paper to the effect that the bidder firm have sound financial capacity to pay at least **three-months' salary** to the deputed workers	**5 Marks**	
	Total Marks	**70**	
	Required Marks for Technical Qualification	**70%**	

Note:

- **The bidder is required to enclose the documents/information as mentioned in the bidding documents otherwise the bid shall not be considered. Mandatory documents must be submitted.**
- **Those firms/ companies who obtain 49 marks (70%) out of 70 Marks in the technical evaluation, their Financial Bid Shall be opened and the Most Advantageous Bidder who scores highest marks in combined evaluation (Technical Score + Financial Score) will emerge as most advantageous bidder.**

BID FORM 4

Name of the Firm:

Bid Reference No: 1-39/2021-DD (SW)/FPRCW

Firm's Past Performance.

Date of opening of Bid:

Assessment Period:(**Minimum Three Years** as per Evaluation Criteria) /

Name of the Institution	Contract No.	Description Of Contract	Total Price of Contract	Date of Completion	Institution's Performance Certificate for the Manpower (Support Staff) Services firm

Bidders may use additional Sheets if required.
All certificates are to be attached with this form.

FINANCIAL BID FORM 5

Price Schedule

- Name & Address of Bidder: _____
  Telephone: _____
  Fax: _____
  Email: _____
  Sales Tax Number: _____
  National Tax Number: _____
- Placement of Manpower (Support Staff) services at FPRCW, Islamabad at following rates:

Required Service	Unit Price	Tax Amount	Qty.	Total Price (inclusive of all Taxes)
Residential Cook (Female)			1	
Residential Security Guard (Female)			1	
Qasid (Male)			1	
Record Keeper (Male)			1	
Sweeper (Male)			1	
Total Amount				

Total Financial Proposal Cost =

- We shall abide by all the terms and conditions of the tender.
- We understand that, in case of any difference of quoted price in words and digits, the lowest quoted price will be considered, as quoted price.
- Bids Security should be enclosed along with the financial proposal.

Signature: _____

Name: _____

Designation: _____

CNIC No. _____ *(copy enclosed)*

Date: _____

Official Seal/ Stamp: _____

BID FORM 6

Performance Guarantee

To: [***The Manager, FPRCW, Ministry of Human Rights (MoHR), and Islamabad****]*

Whereas [*Name of* Manpower (Support Staff) Supply Company*] (*hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. *[1-39/2021-DD (SW)/FPRCW] dated*[*date] to* provide Manpower (Support Staff) Services[(hereinafter called "the Contract").

And whereas it has been stipulated by you in the said Contract that the Manpower (Support Staff) Services Firm shall furnish you with a Bank Guarantee by a scheduled bank for the sum of 10 % i.e. **Rs. 80,000/- (Rupees Eighty Thousand only)** of the total Contract amount as a Security for compliance with the Supplier's performance obligations in accordance with the Contract.

And whereas we have agreed to give the Firm Performance Guarantee:

Therefore we hereby affirm that we are Guarantors and responsible to you, on behalf of the Manpower (Support Staff) Services Firm, upto a total of *[Amount of the Guarantee in Words and Figures]* and we undertake to pay you, upon your first written demand declaring the Manpower (Support Staff) Services Firm *[Name of the Firm]* to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[Amount of Guarantee]* 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_____,2026
(Till 30th June 2026)

Signature and Seal of the Guarantors/ Bank
Address:
Date:

SECTION VII

DRAFT STANDARD CONTRACT

CONTRACT

ANNEX-A

Manpower (Support Staff) Supply Services Agreement between Family Protection & Rehabilitation Centre for Women (FPRCW) and M/s _____

The Manpower (Support Staff) Supply Services Contract ("the contract") is made on__between M/s _____ and **Family Protection & Rehabilitation Centre for Women (FPRCW), Islamabad** having its main office Sector H-8/1, St # 04, Pitrass Bukhari Road, Near City School, Islamabad, (herein after called FPRCW), and_____(herein after called the "Company") for the Manpower (Support Staff) Supply Services for the persons and property set-out in this agreement. WHEREAS, the company shall provide a 24-hours support staff to provide quality services within and outside FPRCW premises.

- **Purpose:**

The purpose of this Contract is to procure professional, effective, and reliable Manpower (Support Staff) Supply Services from the Company that meet international standards to enable the FPRCW to carry-out its activities without interruption.

- **Terms:**

This Contract and the services provided hereunder as well as the payment provisions of paragraph 8 shall commence on_____and shall continue until or about_____, unless earlier terminated in accordance with the terms of this Contract. This agreement may be extended for further one year on same terms and conditions as per mentioned in the bidding document. FPRCW has right to terminate this agreement by giving one month's prior written notice to the Company without assigning any reason. The company may also, at any time by giving an advance notice of one month to the FPRCW in writing with proper justification, terminate this agreement.

- **Contract Price:**

The "Company" shall provide **05 Support Staff @ Rs._____/- per month per support staff** including all taxes with a total financial impact of **Rs._____/-including all taxes per month** to be paid at the end of every quarter on provision of Invoice by the Company. The payment will be subject to withholding taxes at such rates as are prescribed by the Government from time to time.

- **Support Staff Qualification:**

- The Company shall provide reasonably educated staff, commensurate with the requirements of the FPRCW being a facility to be used by the Government and private officials and local/foreign dignitaries etc.
- The Company shall ensure that Support Staff it assigns to FPRCW office have no criminal history or record as well as no history of human rights abuse.

- The Company shall provide an undertaking that all of the provided support staff have relevant training.

- **Support Staff Conduct and Performance Standards:**

- The Support Staff services provided for by this Contract shall be performed by qualified, trained Support Staff, maintaining a professional demand or at all times and in strict compliance with standards/norms.
- The company shall comply with all applicable Pakistani laws and regulations in connection with the provision of services to the FPRCW under this Contract.

(c). If for any reason whatsoever, the FPRCW believes that a support staff of the company is not properly carrying out his assigned duties pursuant to the terms of this Contract or not adhering to the standard practices in carrying out his assigned duties, The company will immediately address the situation and shall, at the request of the FPRCW, remove such support staff from the performance of support staff services to be provided under this Contract. When removal is requested, The Company shall expeditiously substitute another support staff within a reasonable time frame.

- Ensuring discipline of company's support staff force shall be the responsibility of the Company.
- FPRCW's Administration shall furnish an evaluation per form of contracted firm's support staff at the end of every month.

- **Control of Support Staff and Interface between Support Staff and FPRCW:**

- The company shall assign duty of Supervisor to directly liaison with the FPRCW on a day-to-day basis on all support staff matters. The Supervisor shall follow the direction and support staff requirements for the Site, as determined by the FPRCW designated employees, agents and representatives managing this Contract.
- The FPRCW shall designate employees, agents or representatives responsible for the coordination, administration and implementation of this Contract.

- **Access:**

- The company shall provide a list comprising of 05 support staff in advance which will be considered as pool. All the replacements shall be made from that pool in case of contingency. No replacements will be allowed other than the pool.
- The FPRCW shall provide the support staff access to its Site at the level, as determined by the FPRCW, necessary for the Company to provide the support services specified in this Contract. The FPRCW reserves the right to restrict or deny access to the support staff to areas of its Site that it deems unnecessary for provision of services under this Contract.
- The Company shall not replace/ change any of its support staff without prior intimation to FPRCW's Administration.

- **Identification, Equipment, Transportation and Life Support:**

- **Identification:** The Company shall provide each support staff with a valid, Company-issued identification card and Company Badge, both of which must be displayed, or in the support staff possession, at all time since connection with the provision of services to the FPRCW under this Contract. The FPRCW may provide each support staff with a Site-specific identification card, at its own expense, which, if so provided, shall be displayed at all time since connection with the provision of services to the FPRCW under this Contract.

- **Equipment and Transportation:**

The Company shall provide any and all equipment/transportation, including but not limited to uniforms and other items of clothing to carry out the duties under this contract. It also includes the obligation of the Company to ensure that all equipment used in connection with the provision of services under this Contract is maintained in good working order.

c) Life Support:

The Company shall provide food, lodging and other life support to any support staff engaged, assigned or employed by it in connection with the provision of services to the FPRCW under this Contract. This includes, but is not limited to, the obligation of the Company to erect, maintain and remove at the end of the Contract, at its sole expense, any temporary physical structures at the site of the FPRCW and the FPRCW provides express, advance, written approval to the Company to erect such temporary structures. If the FPRCW approves any temporary structure, the Company must ensure that such structure does not interfere with the FPRCW's operations or the security of the Site, which determinations shall be made by the FPRCW in its sole discretion/

- **Payment:**

- Except as provided below, the FPRCW will pay the Company the quarterly Contract price not later than thirty (30) working days from the submission of an acceptable invoice by the Manpower (Support Staff) Services Firm/ Company. An acceptable invoice will consist of an invoice, together with a certified payroll by support staff name, daily shift logs and monthly shift summaries, support staff identification number and salary entitlement.
- The FPRCW will subsequently certify the payroll and shift logs as accurate, or notify the Company of any payroll discrepancies. In the case of discrepancies, the parties will make a good faith effort to resolve the discrepancies. Any salary discrepancies not resolved to the satisfaction of the FPRCW will be deducted from the following month's payment.
- Should the Company fail to pay its employees the salary due and FPRCW can provide adequate proof of same, the FPRCW shall notify the Company of the shortfall and the amounts due and expect that the Company remedy the under payment within 10 calendar days of the notification provided by the FPRCW.
- Payment to the Company by the FPRCW shall be in Pak Rupees.

- **Payment to Support Staff:**

The company will be bound to make payment of salary to their Support Staff within first 07 days of every month from its own resources.

- **Extension of Contract:**

This contract may be extended for a period of one year on the same terms and conditions subject to mutual consent of both the parties.

- **Indemnity:**

- The Company shall, at all times during the currency of this agreement, indemnify the FPRCW in full against actual losses and claims for injuries or damage to any person or property

occasioned or caused by or resulting directly from the negligence or infidelity of company personnel, provided company shall not be responsible in any manner for any losses occasioned or caused by or resulting from the conduct (omission and commission) of the FPRCW or of the FPRCW's employees or due to natural calamities, disturbances, mob attacks, etc.

- The company shall indemnify the FPRCW and keep the FPRCW harmless in so far and to the extent that it is entitled to an insurance indemnity in the circumstances, against any and all losses, claims expenses or liabilities due to injury or death to support staff which may result from or be incurred While engaged in the services contemplated under this agreement except to the extent that the FPRCW may by law be responsible to his / its own employees for workman's Compensation.

- **Standard Operating Procedures:**

The company shall strictly adhere with the Standard Operating Procedures issued by the FPRCW from time to time failing which FPRCW reserves the right to cancel the contract or impose any penalty (financial or otherwise).

- **Probation Period:**

The firm will be under probation for a period of 03 months, if the performance of the firm during the period remains satisfactory then it will be allowed to complete the tenure as per signed agreement else the contract will be cancelled.

- **Conflict Resolution:**

All questions, disputes, controversies or claims arising directly or indirectly out of or consequent to this agreement shall be settled by mutual negotiations. Should such negotiations fail, the matter shall be referred to Secretary MoHR, whose decision will be final and binding for both the parties. The parties signing below hereby agree to the terms and conditions of this Contract by so signing below on **this_____**.

The FPRCW:	**The Company/ Firm:**
Family Protection & Rehabilitation Centre for Women, Islamabad:	**M/s_____**
By:_____	**By:_____**
Designation:_____	**Designation:_____**
Sign & Stamp:_____	**Sign & Stamp:_____**

Annex. B

Schedule of Requirements

Detail of schedule of requirement is given in Section IV.

Annex. C

Schedule of Requirement for Manpower (Support Staff) Supply Services

a). Specifications.

(Detailed technical specifications, given in Section IV, will be followed)

Annex. D

Price Schedule submitted by the Bidder.

(The approved price schedule submitted by the Bidder will be attached)

(Sample of Work Order)

Work Order

1.	Work Order No.	1-39/2021-DD (SW)/FPRCW
2.	Date	
3.	Supplier/Firm Name	
4.	Supplier/Firm's Address	
5.	Firm Contact No.	
6.	Conditions of the contract:	

A: Required Service	Unit Price	Tax Amount	Qty.	Total Price (inclusive of all Taxes)
Resident Cook (Female)			1	
Resident Security Guard (Female)			1	
Qasid (Male)			1	
Record Keeper (Male)			1	
Sweeper (Male)			1	
Total Amount				

Total Financial Proposal Cost (One Year) = Total Cost A * 12

Terms and Conditions:

- 100% Quarter wise Payment will be made through cross cheque in favor of the Outsource Support Services Firm/ Company through AGPR Islamabad subject to:
- _____
- _____

Signature: _____
Name: _____
Designation: _____
Date: _____
Official Stamp: _____

Special Conditions of Contract (SCC)

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

1. Definitions (GCC Clause 1)

GCC 1.1 (g)-The Purchaser is: **Family Protection & Rehabilitation Centre for Women (FPRCW), Ministry of Human Rights (MoHR), Government of Pakistan, Islamabad**

GCC 1.1 (i)-The Project Site is: **FPRCW, Sector H-8/1, St # 04, Pitrass Bukhari Road, Near City School, Islamabad**

2. Inspection and Tests (GCC Clause 4)

N/A

3. Packing (GCC Clause 5)

GCC 5.2 - **Packing & accessories: N/A**

4. Transportation and delivery requirements of Manpower (Support Staff) Supply Services (GCC Clauses 6& 7)

i. All costs associated with the transportation of the Support Staff shall be borne by the **Manpower (Support Staff) Supply Company**.

6. Payments (GCC Clause 9)

Payment for Services by the **Manpower (Support Staff) Services** Firm/ Company shall be made in Pakistani Rupees, as follows:

- Payment shall be made on Quarterly basis within 30 (thirty) working days of receipt of the invoice along with verifiable paid wage receipt as per prevailing applicable Govt. Rules and Regulations to each Support Staff.
- Minimum net wage rate as per prevailing applicable Govt. Rules and Regulations shall be paid to each Support Staff without any deduction i.e. cost of uniform / any type of tax etc.
- The Manpower (Support Staff) Supply Company is required to submit the following documents along with bill: -
    - Invoice with covering letter, both duly signed and stamped by authorized officer.
    - Attendance sheet of the Support Staff daily and monthly duly verified by the Support Staff In charge and countersigned by Administration, FPRCW, Islamabad.
    - Copy of any all correspondence made with the FPRCW or any other agency person/ Organization during that month regarding this contract
    - Any other details/documents, if required by the FPRCW.
    - The company will bound to provide monthly disbursement receipt of Support Staff.

7. Prices (GCC Clause 10)

GCC 10.1 - **Prices shall be**: Fixed.

8. Liquidated Damages (GCC Clause 15)

GCC .15.1 - Applicable rate: Penalties for delayed delivery of support staff shall be as under:

- Any act on the part of firm deviating from any of the terms and conditions of the contract will be liable to penalty.
- The Firm will be fined if the firm violates any clause of the contract agreement. The Manager, Family Protection & Rehabilitation Centre for Women (FPRCW) or her designated officer will be empowered to impose a fine/penalty of Rs 2,000/- to Rs.5,000/-for each violation.
- In case of non-placement of required support staff, the FPRCW authority will have the right to deduct the amount of actual wage of the absent support staff for each absence from the monthly bill of Manpower (Support Staff) Supply Company/ firm.
- In case of deployment of one support staff for continuous duty in two consecutive shifts, the whole or partial salary for such support staff shall be deducted in addition to other penalty as deemed appropriate.
- Extra duties to staff and overtime will be liable to penalty of Rs. 1000/- for such event.
- Fine of Rs.500/- per day will be imposed if the support staff does not put on uniform during duty hours, or without service card or remains absent from the place of duty without permission.
- The Firm will have to pay for any damages caused to the property of Family Protection & Rehabilitation Centre for Women (FPRCW) by their staff or due to negligence of their staff during discharge of their duty. It includes any loss or theft in any area of FPRCW. The damage will be assessed by the Family Protection & Rehabilitation Centre for Women's (FPRCW) administration which will not be opened to review and the Firm will be liable to pay for the losses suffered by FPRCW.
- In case of serious or gross violation of contract agreement / SOPs of FPRCW, the Competent Authority, Family Protection & Rehabilitation Centre for Women (FPRCW) will have the right to terminate the contract without any prior notice to the firm.
- If the company suddenly leaves the FPRCW site without any written intimation/correspondence, the FPRCW will appoint support staff out of Firm's deposited Performance Security Amount at Firm's risk and cost.

9. Resolution of Disputes (GCC Clause 18)

CCC 18.2 - **The dispute resolution mechanism to be applied pursuant to GCC Clause 18.2 shall be as follows:**

- In case of any difference or dispute arising between the parties to the contract, the case shall be submitted for resolution to Arbitration Committee constituted by FPRCW comprising of one arbitrator by FPRCW and other by the other contracting party and its decision shall be final and binding on both the parties.

In case of dissatisfaction with the decision of the Arbitration Committee, either party can proceed to the court as per the provisions of the Arbitration Act, 1940.

- In case of any unauthorized transaction and/or incident of theft, removal of goods and damage to the property, the Manpower (Support Staff) Supply Company shall promptly inform in

writing to the Officer In charge at site with copy to Manager, FPRCW, Islamabad, in respect thereto, to register an FIR with the concerned police, if so required. The Manpower (Support Staff) Supply Company shall also be liable to indemnify/compensate the FPRCW of all losses so caused / suffered in this regard.

11. Notices (GCC Clause 21)

CCC 21.1 – **FPRCW, Islamabad address for notice purposes:**

Manager (FPRCW),
Sector H-8/1, St # 04, Pitrass Bukhari Road, Near City School, Islamabad.
Ph#: 051-9269773-74

Manpower (Support Staff) Supply Company address for notice purposes:

_____
_____

_____
Phone#
Fax#

General Conditions of Contract (GCC)

1. Definitions	1.1 In this Contract, the following terms shall be interpreted as indicated: • "The Contract" means the agreement entered into between the Purchaser (FPRCW, Ministry of Human Rights) and the Supplier/Manpower (Support Staff) Supply Company/ Firm, as recorded in the Agreement/ Contract signed by the Parties, including all attachments and appendices thereto and all documents incorporated by reference therein. • "The Contract Price" means the price payable to the Manpower (Support Staff) Supply Company / Firm under the Contract for the full and proper performance of its Contractual obligations. • "The Goods" means all those equipment, machinery and/or other material which the Supplier is required to supply to the Purchaser under the Contract. • "The Services" means Securities Services provided by the Manpower (Support Staff) Supply Company / Firm as mentioned in the Bidding Document. • "GCC" means the General Conditions of Contract contained in this section. • "SCC" means Special Conditions of the Contract. • "The Purchaser" means FPRCW, Islamabad, as named in the SCC. • "The Supplier" means the Firm/Company supplying the Goods and Services under this Contract. • "The Site", where applicable, means the place or places named in the SCC. • "Day" means calendar day.
2. Application	2. These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.
3. Standards	3. The Services provide under this Contract against the "Contract / Work Order", shall conform to the standards mentioned in the Bidding Documents, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Securities' services. Such standards shall be the latest issued by the concerned institution.
4. Inspections and Tests	N/A
5. Packing	**N/A**

6. Delivery and Documents	6.1 Delivery of the Support Staff Services shall be made by the Manpower (Support Staff) Supply Company/ Firm in accordance with the terms specified in the Bidding Document.
7. Transportation	7.1 The Manpower (Support Staff) Supply Company is responsible for transportation of support staff to the premises.
8. Warranty	N/A
9. Payment	9.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC. 9.2 The Supplier's request(s) for payment shall be made to the Administration of FPRCW in writing, accompanied by an invoice describing, as appropriate, the Services performed and upon fulfillment of other obligations stipulated in the Contract. 9.3 Payments shall be made promptly by the Administration, but in no case later than thirty (30) days after submission of an invoice or claim by the Supplier. 9.4 The currency of payment is Pak. Rupees.
10. Prices	10 Prices charged by the Manpower (Support Staff) Supply Company / Firm for the Support Staff Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in SCC or in the Purchaser's request for bid validity extension, as the case may be.
11. Change Orders	N.A
12. Contract Amendments	12.1 No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
13.Assignment	13 The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract.
14. Delays in the Supplier's Performance	14.1 Delivery of the Support Staff Services and performance of Services shall be made by the Firm in accordance with the time schedule prescribed by the Procuring Agency in the Schedule of Requirements.
15.Liquidated Damages	N/A
16.Termination for Default	16.1 The Administration, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part: (a) if the Manpower (Support Staff) Supply Company / Firm fails to Deployment of Support Staff within the period(s) specified in the respective "Contract / Work Order" which shall be issued from to time to time under this Contract, or within any extension thereof granted by the Administration pursuant to GCC Clause 14.2; or (b) if the Manpower (Support Staff) Supply Company / Firm fails to perform any other obligation(s) under the Contract.

	(c) if the Manpower (Support Staff) Supply Company / Firm, in the judgment of the Purchaser has engaged in corrupt and fraudulent practices in competing for or in executing the Contract. For the purpose of this clause: "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 duty. 16.2 In the event the Administration terminates the Contract in whole or in part, pursuant to GCC Clause 16.1, the Administration may procure, upon such terms and in such manner as it deems appropriate, Support Staff Services similar to those undelivered, and the Manpower (Support Staff) Supply Company / Firm shall be liable to the Procurement for any excess costs for such similar Support Staff Services. However, the Manpower (Support Staff) Supply Company / Firm shall continue performance of the Contract to the extent not terminated.
17. Force Majeure	17.1 Notwithstanding the provisions of GCC Clauses 16, neither Party shall have any liability or be deemed to be in breach of the Contract for any delay nor is other failure in performance of its obligations under the Contract, if such delay or failure is a result of an event of Force Majeure. For purpose of this clause, ''Force Majeure'' means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of a Party, and which makes a Party's performance of its obligations here under impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood, epidemics, or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent.
18. Resolution of Disputes	18.1 The Administration of FPRCW and Manpower (Support Staff) Supply Company/ Firm shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. 18.2 If, after thirty (30) days from the commencement of such informal negotiations, the Administration of FPRCW and the Manpower (Support Staff) Supply Company / Firm have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC.

19. Governing Language	19	The Contract shall be written in the language specified in SCC. Subject to GCC Clause 20, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
20. Applicable Law	20	The Contract shall be interpreted in accordance with the laws of the country.
21. Notices	21.1	Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC.
	21.2	A notice shall be effective when delivered or on the notice's effective date, whichever is later.
22. Taxes and Duties	22	Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.

End of the Contract
