

STATE LIFE INSURANCE CORPORATION, CENTRAL ZONE LAHORE
TENDER DOCUMENTS

TENDER NOTICE NO 04/LZC/COURIER/2026

HIRING OF COURIER SERVICES

State Life Insurance Corporation of Pakistan, Central Zone Lahore, invites bids at EPADS 1.0 from authorized service providers/agencies etc., registered with **Income Tax and Sales Tax** Departments **also registered at EPADS** for provision of Courier services at Zonal and Regional Offices of State Life Central Zone Lahore situated at 4-Lytton Road and Davis Road Lahore respectively for delivery of Local, Domestic and National mails.

Brief job description of Job with Bid closing/opening date & time is mentioned below:-

Sr.	Description of Job	Closing date and time for submission of Bids	Date & Time of Opening of Bids
01	<u>Courier Services</u> <u>(Local, Domestic & National mails)</u>	29.06.2026 at 2:00 PM	29.06.2026 at 02:30 PM

1. Bids will be opened/downloaded from EPADS on the opening date and time as given above. Proposals of technical qualified and found most advantageous bidders will be announced on EPADS system accordingly and will be accepted after completion of all codal formalities.
2. Bidders are required to upload their bids on EPADS system as per laid down PPRA procedure for Single Stage Single Envelope method.
3. Office timing (Monday to Friday 09 AM to 05 PM), which may change any time by Government due to prevailing Fuel Consumption Austerity measures.
4. Single stage, Single envelope bidding procedure shall be adopted as per PPRA Rules.
5. Firm must be registered Income Tax & Sales Tax having Active Filing Status.
6. Bidder must have good services record during last three years with clients i.e., having no complaint from any Department/Institute/Agency/Corporation related to courier services during last five years.
7. Taxes shall be deducted as per Government rules amended from time to time.
8. Estimated Cost per annum is Rs. 1,500,000/-.
9. Security Deposit must be Rs.75,000/- (Seventy Five Thousand) to be submitted in the form of Pay Order/CDR in favor of “**State Life Insurance Corporation of Pakistan**” which is refundable after satisfactory performance of 1 year to successful bidder.
10. The bidder (s) will submit the brief company profile, containing name of firm, authorization details, addresses, telephone number (s), fax numbers and other relevant information.
11. The bid may be considered as non-responsive in case of non-completion/ missing of material information in bid.
12. Proof of active registration with relevant Tax authorities must be attached
13. The list of Clients both from public and private sectors may be attached.
14. **Bidder must provide rates with all taxes in attached format at Page no. 3 of these documents** duly signed & stamped.
15. State Life Insurance Corporation of Pakistan reserves the right to accept or reject any bid/proposal or to nullify or withdraw the bidding process any item or reject all bids at any time prior to award of contract as per PPRA rules 2004, without thereby incurring any liability to the Bidders.

16. Taxes shall be deducted at the rate prescribed under provincial/federal tax laws on the date of invoice payment process.
17. Validity of bid must be at least 90 days from opening of bids.
18. The rates quoted should be in Pak Rupees inclusive of all applicable taxes and shall be treated as final and must be valid for one year from signing of agreement or receiving of work order within the bid validity period.
19. 10% rate enhancement shall be applicable after 1 year of satisfactory services upon mutual consent of both parties.
20. Successful bidder must have to start providing service immediately (within a day) after confirmation of agreement or placement of order.

Technical Evaluation Criteria

All the bidders must fulfill below mentioned conditions for technical qualification even if rates are economical:

21. An affidavit on Rs.100/- non judicial stamp paper regarding eligibility of bidders for participation in subject tender as given below:-

Eligibility of Bidders

We M/s _____ are eligible to apply in subject Tender because we:-

- i. Are registered company/firm for courier business in Pakistan.
 - ii. Are not bankrupt nor in process of going bankrupt.
 - iii. Do not have any complaints related to our courier services from any Government body/department/ corporation/agency within last five years.
 - iv. Have not been confiscated with our Security amount by any Government body/department/ corporation/institute within last five years due to any kind of poor performance.
 - v. Have not been convicted for any offence concerning our professional conduct.
 - vi. Have fulfilled obligations related to payment of taxes.
 - vii. Never found guilty of mis-interpretation/mis-representation of facts in supplying information.
22. Bidder has NTN & GST Registration Certificate with active taxpayer status.
 23. Bidder must have office in Lahore with required properly hired sales & marketing staff (at least 5).
 24. Must have at least 05 years' experience in courier business, have at least 10 franchises in Lahore City.
 25. Must have at least 05 satisfactory reports of relevant business activity from reputed existing clients.
 26. MANDATORY REQUIREMENTS:
 - a. **Prompt Electronic Tracking System.**
 - b. **24/7 Call Centre Help Line.**
 - c. **Electronic Devices for Booking.**
 27. All the Terms & Conditions of this tender are compulsory. Failing in any, may result in rejection of the bidder technically even in case of low cost.

[SECRETARY]

**Zonal Procurement Committee (ZPC),
Personnel & General Services Department (P&GS),
State Life Insurance Corporation of Pakistan
Central Zone Lahore, 4th Floor Building No.6,
4-Ghazi Ilm -ud- Din Shaheed Road (4-Lytton Road), Lahore.
Phone # 042-99210594**

TERMS OF REFERENCES (TORS)
COURIER SERVICE

1. NOMINATION OF FOCAL PERSON:

The Courier agency will nominate a focal person for State Life Insurance Corporation of Pakistan-Central Zone, Lahore, who will be responsible for the effective service delivery. He will be responsible to ensure timely collection and delivery of the mails. He will be responsible to inform State Life Insurance Corporation of Pakistan-Central Zone, Lahore in case of any delay, misplacement or theft of the couriers belonging to State Life Insurance Corporation of Pakistan – Central Zone, Lahore. State Life Insurance Corporation of Pakistan- Central Zone, Lahore will contact the person in case of any emergency or any urgent delivery or collection of any mail. The focal person will be responsible for certifying the bills of special mails like urgent/overnight/ same day mails. He will coordinate with the focal person as nominated and conveyed to the Courier Agency by State Life Insurance Corporation of Pakistan- Central Zone, Lahore.

2. COLLECTION OF MAIL

- a. Representative of Courier Service will receive mails from the office of State Life Insurance Corporation of Pakistan- Central Zone, Lahore - Once a day at 05:00 p.m. (Monday to Friday). However, State Life Insurance Corporation of Pakistan- Central Zone, Lahore reserves the right to change the timings of the collection of mail.
- b. In case of emergency / urgency, State Life Insurance Corporation of Pakistan- Central Zone, Lahore can ask the focal person, nominated by the courier agency, to get the mails collected from State Life Insurance Corporation of Pakistan- Central Zone, Lahore at any time.
- c. In case contractor fails to lift the consignment to delivery at the stipulated destination, State Life Insurance Corporation of Pakistan- Central Zone, Lahore can handover the consignment to the other courier company at the risk and cost of the courier agency.

3. DELIVERY OF MAIL

- a. Courier Agency will take proper steps to ensure the safety and security of mails.
- b. Courier Agency will ensure proper shipment, professional handling and timely delivery of mails.
- c. In case, the mail is not delivered due to any reason, Courier Agency is bound to immediately inform the administration or focal person of State Life Insurance Corporation of Pakistan- Central Zone, Lahore in writing and return the mail in shortest possible time with the reason recorded in full.

4. DELIVERY TIME

- a. Courier Agency will clearly indicate delivery time of local mails.
- b. In case of national mail, Courier Agency will clearly indicate the delivery time of major cities and remote areas / towns for the provinces.

5. ACKNOWLEDGEMENT

- a. Courier Agency will provide the record of the delivery of mails along with acknowledgement receipt showing date, time and name of the receiver of each communication on daily basis for mail.

- b. State Life Insurance Corporation of Pakistan- Central Zone, Lahore can demand / ask for acknowledgement of urgent / important National & Local mail any time after delivery in addition to above mentioned acknowledgment.

6. TERMS OF AGREEMENT

- a. Agreement will be for one year.
- b. Extendable for a period of two years with mutual consent of both parties.

7. TERMINATION OF CONTRACT

- a. In case of any violation of the terms and conditions of the agreement, aggrieved party will inform the other party in writing about complain / violation to resolve the matter.
- b. In case of failure / un-satisfactory response, the aggrieved party will issue 30 days termination notice completion of and will issue the certificate of non-performance of the work assigned.

8. GENERAL INSTRUCTIONS

- a. Rates quoted by the firm will be final and inclusive of all taxes levied by the governments of Punjab or Pakistan at the time of signing of the agreement and will be effective for the whole agreement period. 10% increase applicable as per Para 19.
- b. Courier Agency will be binding to complete the assigned job within stipulated time.
- c. Both parties shall consult each other and try to resolve in good faith any dispute arising out of this agreement or concerning any matter not specially governed by this agreement.

9. Any clause may be added/removed by State Life during signing of formal agreement with successful bidder.

[SECRETARY]

**Zonal Procurement Committee (ZPC),
HRA&P Department,
State Life Insurance Corporation of Pakistan
Central Zone Lahore, 4th Floor Building No.6,
4-Ghazi Ilm -ud- Din Shaheed Road (Lytton Road), Lahore.
Phone # 042-99210594, Cell no. 0335-1412976**