

PAKISTAN REVENUE AUTOMATION (PRIVATE) LIMITED

PRAL

Under the Federal Board of Revenue (FBR) · Government of Pakistan

REQUEST FOR PROPOSALS (RFP)

PROVISION OF MANPOWER OUTSOURCING SERVICES

Multi-Vendor Framework Agreement · Panel-Based Engagement · IT, Cybersecurity & General Workforce

Tender No: P-24/2026

Issue Date: 11/06/2026

Pre-Bid Meeting: 18/06/2026 at 11:00 AM

Bid Closing Date / Time: 26/06/2026 at 11:00 Hours

Contact / Enquiries: Head of Procurement, PRAL,
Islamabad

Procurement Method: Open Competitive Bidding (PPRA
Rule 36)

Evaluation Method: Quality & Cost-Based (Technical 70%
/ Financial 30%)

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1. INTRODUCTION AND BACKGROUND

Pakistan Revenue Automation (Private) Limited (PRAL) is the principal IT arm of the Federal Board of Revenue (FBR), Government of Pakistan. Incorporated in June 1994 under the Companies Ordinance, 1984, PRAL designs and operates the nation's core tax automation infrastructure, including the IRIS tax management system, e-filing portals, and data integration platforms across federal and provincial revenue authorities.

PRAL is issuing this Request for Proposals (RFP) to engage qualified, PPRA-compliant manpower outsourcing firms capable of providing on-demand professional, technical, and administrative human resources across PRAL's operational departments. The selected firm(s) shall be engaged under a Framework Agreement / Master Service Agreement (MSA) and placed on a ranked, multi-vendor approved panel.

2. PROCUREMENT OBJECTIVES

PRAL seeks to establish a dynamic, performance-driven Resource Pool that goes beyond conventional outsourcing. The objectives are:

- Provide skilled, semi-skilled, and unskilled human resources on demand across all functional departments.
- Supplement PRAL's permanent workforce with agile outsourced talent for project-based and operational requirements.
- Ensure continuity of operations through timely recruitment, deployment, and replacement with enforceable SLAs.
- Manage all payroll, statutory compliance, HR administration, and labor law obligations for deployed staff.
- Source specialized IT, cybersecurity, AI/data science, and software development talent to support PRAL's digital transformation mandate.
- Incentivize innovation by rewarding firms that deploy digital HR tools, AI-assisted screening, and measurable employee welfare programs.

3. SCOPE OF WORK

3.1 Resource Categories (INDICATIVE LIST)

The Firm shall be capable of sourcing, vetting, and deploying resources across the following even categories:

Lot-1. Administrative & Office Support (Indicative List)

- Manager Administration/Supervisor
- Office Boys / Support Staff
- Receptionists / Front Desk Officers
- Data Entry Operators
- Clerical Staff / Office Assistants
- Procurement / Warehouse Professionals

Lot-2. Operational & Facility Staff (Indicative List)

- Drivers (Light & Heavy Vehicle — valid license mandatory)
- Security Guards
- Sanitary / Janitorial Workers
- Dispatch Riders
- Gardeners

Lot-3. Technical / Maintenance Staff (Indicative List)

- AC Technicians, Electricians, Plumbers, Auto Mechanics

Lot-4. Information Technology Professionals (Indicative List)

- IT Support Staff / Computer Operators
- System Administrators (Linux / Windows Server)
- Network Engineers (LAN/WAN, Cisco, Fortinet, SD-WAN)
- Database Administrators / SQL Developers (Oracle, MS SQL, PostgreSQL)
- Software Engineers / Developers (Junior & Senior) — Java, .NET, Python, PHP
- Full Stack / Web Developers
- Mobile Application Developers (iOS / Android)
- DevOps / Cloud Engineers (AWS, Azure, GCP)
- Call Center Agents

Lot-5. Cybersecurity Professionals (Indicative List)

- SOC Analysts / Cybersecurity Analysts
- Penetration Testers / Ethical Hackers (CEH / OSCP certified)

- Information Security Officers / Managers

Lot-6. Artificial Intelligence & Data Science (Indicative List)

- Data Analysts / Business Intelligence (BI) Analysts
- AI / Machine Learning Engineers
- Data Scientists

Lot-7. HR, Finance & Management Professionals (Indicative List)

- HR Officers / HR Managers
- Finance / Accounts Officers
- Project Coordinators / PMO Analysts
- Procurement / Supply Chain Officers

Lot-8 IT & Specialised Tech Sector Deployment

3.2 Core Service Obligations

A. Recruitment & Deployment

- Advertise, source, screen, and deploy manpower as per PRAL's requirements.
- Verify all educational credentials, professional certifications, and prior employment references.
- Conduct criminal background checks and NADRA CNIC biometric verification for all resources.
- Deploy within 15 working days of issuance of a Deployment Order (see SLA tiers, Section 7.4).
- The successful bidder shall be responsible for providing all necessary gadgets, tools, equipment, and related resources required for the performance of the services. All costs pertaining to the repair, maintenance, replacement, and upkeep of such items shall be borne by the successful bidder.

B. Payroll Management

The successful bidder/firm shall ensure the timely processing and disbursement of salaries to all deployed staff/resources in compliance with all applicable federal and provincial government laws, rules, regulations, and statutory requirements

C. Digital HR Administration

- Maintain daily attendance and leave records on a digital HRMIS platform accessible to PRAL.
- Submit monthly attendance and workforce analytics reports to PRAL (see Section 3.3).
- Issue monthly pay slips electronically to each deployed resource.

D. Replacement & Business Continuity

- Replace any absent, resigned, or underperforming resource within 07 working days.
- Provide a shortlist of replacement candidates within 03 working days of a request.

E. Statutory & Labour Law Compliance

- Ensure full compliance with Federal and Provincial laws.
- Comply with EOBI Act, 1976 and applicable provincial Social Security Ordinances.
- Maintain workplace occupational health and safety standards.
- Provide evidence of statutory compliance upon request or during PRAL audits.

F. IT Security & Data Confidentiality Obligations

- All IT, cybersecurity, and AI/data science resources shall execute an NDA and PRAL's Acceptable Use Policy (AUP) before first system access.
- The Firm shall immediately (within 8 hours) notify PRAL of any resignation, termination, or security incident involving deployed IT staff with system access.
- Deployed IT resources must comply with PRAL's Information Security Policy at all times.

NEW —Obligation: The Firm shall provide PRAL a quarterly Workforce Analytics Report covering: deployment TAT, attrition rates by category, compliance scores, training hours logged, and grievance resolution rates. This report shall be submitted via an agreed dashboard or structured data format.

3.3 Workforce Analytics & Reporting (New Requirement)

To enable data-driven workforce governance, the Firm shall provide PRAL with the following reports on the cadence specified:

Report	Content	Frequency
Deployment Status Report	Active headcount by category, pending deployments, vacancies	Monthly
Payroll Compliance Report	Proof of salary transfer, EOBI/SS deposit receipts	Monthly
Attrition & Replacement Report	Resignations, replacements, bench availability	Monthly
Workforce Analytics Dashboard	TAT trends, SLA scores, training hours, grievances	Quarterly
IT Access Audit Report	List of active IT staff with system access levels	Quarterly

Report	Content	Frequency
Annual Compliance Audit	Labour law, EOBI, SS, and tax compliance summary	Annually

4. ELIGIBILITY CRITERIA (MANDATORY — PASS / FAIL)

All mandatory requirements must be fully met. Any single failure renders the proposal non-responsive and results in disqualification. No waivers, conditional compliance, or deferred submissions shall be accepted.

PPRA Rule 29: Procuring agencies shall evaluate bids based on criteria specified in the bidding document. Mandatory eligibility is a pre-qualification gate and is not subject to discretion.

Code	Mandatory Requirement	Evidence Required
M-01	SECP Registration (Private / Public Limited Company)	SECP Certificate of Incorporation
M-02	National Tax Number (NTN) Registration	FBR NTN Certificate
M-03	Sales Tax / GST Registration (if applicable)	ST Registration Certificate
M-04	Active Taxpayer Status (ATL) — Current Year	ATL printout from FBR Online Portal
M-05	Minimum 03 Years of Manpower Outsourcing / HR Services Experience	Completion Certificates / Work Orders
M-06	Audited Financial Statements — Last 03 Years	CA-Certified Audited Accounts
M-07	Affidavit of Non-Blacklisting / Non-Debarment (PPRA, Federal & Provincial)	Notarized Affidavit on Stamp Paper
M-08	Valid Principal Office Address in Pakistan	Utility Bill or Registered Lease Deed
M-09	EOBI Registration	EOBI Registration Certificate
M-10	Social Security Registration (relevant province)	Provincial Social Security Certificate
M-11	No Conflict of Interest with PRAL / FBR	Signed & Notarized Declaration
M-12	Operational Digital HRMIS / Payroll Platform	System Screenshots + URL/Demo Link

Important — M-12 (Digital HRMIS): Firms must have a fully operational software-based Human Resource Management Information System (HRMIS) and/or payroll management platform for managing employee records, attendance, payroll processing, and related HR functions. Paper-based payroll systems shall not be accepted. PRAL reserves the right to request and evaluate a live demonstration of the proposed system at any stage of the procurement process

5. TECHNICAL EVALUATION CRITERIA

Total Maximum Marks: 100 | Minimum Qualifying Score: 70 Marks | Proposals below 70 marks shall not progress to financial evaluation.

Ref	Evaluation Category	Sub-Criteria / Description	Max Marks
A	Corporate & Legal Standing		10
	3–5 Years of legal existence		4
	6–10 Years of legal existence		7
	Above 10 Years of legal existence		10
B	Manpower / HR Outsourcing Experience — <i>Documentary evidence mandatory</i>		20
	3–5 completed outsourcing contracts		8
	6–10 completed outsourcing contracts		14
	More than 10 completed contracts		20
C	Government / Public Sector / SOE Experience		15
	2 Government/SOE projects		5
	3–5 Government/SOE projects		10
	More than 5 Government/SOE projects		15
D	IT & Specialised Tech Sector Deployment — <i>Niche talent placement</i>		10
	Experience placing Software Devs, DBAs, Network/Security professionals		5

Ref	Evaluation Category	Sub-Criteria / Description	Max Marks
	Experience placing AI/ML, Cybersecurity, Cloud professionals		5
E	Financial Strength — Avg. Annual Turnover (Last 3 Years)		10
	Up to PKR 25 Million		3
	PKR 25– 50 Million		7
	Above PKR 50 million		10
F	HR Technology & Management Infrastructure — <i>Digital-first operations</i>		10
	Dedicated HR/Recruitment Department with min. 5 HR professionals		3
	Operational HRMIS/Payroll System (SaaS or licensed)		4
	Candidate Portal / Online Job Application System		3
G	Resource Pool & Talent Pipeline — <i>Verified, deployable</i>		5
	Verified database of 50–100 deployable resources		3
	Verified database of above 100 resources		5
H	Innovation & Value-Added Capabilities — <i>NEW — Differentiating criteria</i>		10
	Use of AI-assisted screening / ATS (Applicant Tracking System)		3
	Dedicated IT/cybersecurity		3

Ref	Evaluation Category	Sub-Criteria / Description	Max Marks
	recruitment desk or vertical		
	Demonstrated employee welfare programme (insurance, training)		2
	ESG / Green HR practices (documented policy)		2
I	Regional Presence		5
	Head Office only (Islamabad / Rawalpindi)		2
	Head Office + Regional Offices (2+ cities)		5
J	Quality & Security Certifications		5
	ISO 9001:2015 (Quality Management)		3
	ISO 27001 (Information Security) or equivalent		5
	TOTAL MARKS		100

Note on Criterion H (Innovation): Criterion H rewards firms that have operationalised modern HR technology and people practices — not just claimed them. PRAL's evaluation committee will verify via system demonstrations, screenshots, or client references. Marks under this criterion are awarded only on verified evidence.

6. FINANCIAL EVALUATION

6.1 Evaluation Method

Financial evaluation shall be conducted on the basis of the Lowest Evaluated Bid (LEB) in accordance with PPRA Rule 38(1). The total monthly cost per resource category, inclusive of all components (salary, EOBI, Social Security, management fee, taxes), shall be the basis of comparison.

6.2 Bill of Quantities (BOQ) will be shared with the pre-qualified bidders after completion of the pre-qualification process, as and when required.

Grade Tiers: Gen = General | Tech = Technical | Pro = Professional | IT-1/2/3 = IT Entry/Mid/Senior
| CY = Cybersecurity | AI = AI/Data Science

7. FRAMEWORK AGREEMENT & CONTRACT TERMS

7.1 Nature of Engagement — Tiered Panel

PRAL shall establish a ranked, multi-vendor Framework Agreement panel. Up to three (03) pre-qualified firms achieving the highest combined technical and financial scores shall be placed on the approved panel in order of merit:

- Tier A (Gold Panel): Highest-ranked firm — receives priority call-off orders
- Tier B (Silver Panel): Second-ranked firm — activated when Tier A is at capacity or unavailable
- Tier C (Bronze Panel): Third-ranked firm — emergency and overflow deployments

Incentive: Firms placed on the panel at Tier A shall be designated as PRAL Preferred Talent Partners and will be given first right of refusal on all specialised IT, cybersecurity, and AI/data science requisitions during the contract period.

7.2 Contract Period

The initial Framework Agreement shall be for One (01) Year from the date of signing, extendable for up to two (02) additional one-year terms subject to:

- Satisfactory annual performance evaluation by PRAL;
- Approval of the competent authority in accordance with PPRA Rules;
- No adverse findings in compliance or audit reviews;

- Maintenance of minimum Tier SLA scores (see Section 7.4).

7.3 Tiered Service Level Agreements (SLAs)

PRAL introduces a three-tier SLA framework aligned with panel ranking. Firms are expected to progressively achieve Tier A standards. SLA performance shall be reviewed quarterly and shall inform panel re-ranking decisions at the annual review.

SLA Metric	Tier C Standard	Tier B Standard	Tier A (Gold) Standard	Penalty (Breach)
Initial Deployment of Resource	≤ 15 working days	≤ 12 working days	≤ 10 working days	PKR 3,000/day
Replacement Candidate Shortlist	≤ 5 working days	≤ 4 working days	≤ 3 working days	PKR 1,500/day
Full Replacement of Vacant Post	≤ 10 working days	≤ 8 working days	≤ 7 working days	PKR 3,000/day
Attendance Report Submission	7th of next month	6th of next month	5th of next month	PKR 1,500/day
Background Verification	Before deployment	Before deployment	Before deployment	Replacement at Firm cost
Workforce Analytics Report	Quarterly	Monthly	Monthly	PKR 5,000/incident
Incident Notification (IT staff) LD @ 1% of monthly invoice per incident per day of delay	Within 24 hours	Within 12 hours	Within 8 hours	PKR 10,000/breach

Panel Re-Ranking: At each annual review, PRAL shall re-evaluate panel members against SLA scores, compliance history, and workforce analytics data. A firm consistently performing at Tier A standards may be elevated; persistent Tier C performance may result in removal from the panel subject to PPRA Rule 33 and due process.

7.4 Quarterly Performance Review

PRAL shall conduct formal Quarterly Performance Reviews (QPRs) with each panel firm. QPRs shall assess SLA compliance, payroll accuracy, attrition management, and HRMIS reporting quality. Findings shall be documented and shared with the firm. Corrective Action Plans (CAPs) shall be mandated for any score below 75%.

7.5 Grievance & Whistleblower Mechanism

PRAL shall maintain a dedicated grievance channel (grievance@pral.com.pk) for deployed workers to report payroll irregularities, workplace harassment, or labour law violations. The outsourcing firm shall cooperate fully with any PRAL-initiated grievance investigation. Substantiated grievances may result in contract penalty, suspension, or termination.

8. IT SECURITY CLEARANCE FRAMEWORK (New)

Given PRAL's custodianship of sensitive taxpayer data and critical FBR IT infrastructure, all deployed personnel are subject to a tiered security clearance framework aligned with their system access level:

Clearance Level	Applicable Resource Categories	Clearance Requirements	Timeline
Level 1 — General	Office Boys, Drivers, Security Guards, Admin Staff	NADRA CNIC Verification + Criminal Background Check	Before deployment
Level 2 — Operational IT	IT Support, Network Engineers, System Administrators, DBAs	Level 1 + Reference Checks (minimum 2) + Educational Verification	Within 7 days of deployment
Level 3 — Sensitive IT	Software Developers (access to FBR/IRIS systems), DevOps/Cloud Engineers	Level 2 + PRAL IT Security vetting + NDA execution + Signed AUP	Before first system access
Level 4 — Critical Security	Cybersecurity Analysts, Penetration Testers, InfoSec Officers, AI Engineers	Level 3 + Dedicated PRAL InfoSec interview + Periodic re-vetting (annual)	Before assignment; re-verified annually

AUP & NDA Mandatory: All Level 3 and Level 4 resources must execute PRAL's Acceptable Use Policy (AUP) and Non-Disclosure Agreement (NDA) before first access. Templates shall be provided by PRAL. Execution is a prerequisite for deployment — not a post-deployment formality.

9. BID SUBMISSION REQUIREMENTS

9.1 Two-Envelope System (PPRA Rule 38)

Bids shall be submitted in two (02) separate sealed envelopes as per PPRA Rule 38:

Envelope	Mandatory Contents
ENVELOPE 1 (Technical)	(i) All mandatory eligibility documents (M-01 to M-12); (ii) Technical proposal addressing all Criteria A–J; (iii) Firm profile, organogram, HR team CVs; (iv) HRMIS screenshots or live demo recording; (v) Resource database summary (anonymised); (vi) ISO / quality certifications; (vii) Innovation evidence (AI/ATS tools, employee welfare policy); (viii) Notarized affidavits and signed declarations;
ENVELOPE 2 (Financial)	(i) Completed BOQ for all 32 resource categories (Section 6.2); (ii) Cost breakdown per Section 6.3 for each category; (iii) Confirmation that all rates are firm, inclusive, and valid for 90 days; (iv) Any financial discounts, volume-based rebates, or preferential rates offered to PRAL

Bidder Support: PRAL's Procurement Department shall conduct a mandatory Pre-Bid Meeting and a one-hour Bidder Orientation Session to walk through the digital submission process, evaluation criteria, and SLA tiers. Attendance is mandatory for firms intending to submit bids.

10. PROCUREMENT SCHEDULE

The following milestone schedule governs this procurement. PRAL reserves the right to amend dates by issuing an addendum on the PPRA portal per Rule 25.

#	Procurement Milestone	Scheduled Date	Responsibility
1	Publication of RFP on PPRA Portal & PRAL Website	11/06/2026	PRAL Procurement
2	Mandatory Pre-Bid Meeting & Bidder Orientation	18/06/2026 11:00 AM	PRAL + All Bidders
3	Last Date for Submission of Clarification Queries	23/06/2026	Bidders
4	Issuance of Addendum / Responses to Queries	_____	PRAL Procurement
5	Bid Closing Date & Time	26/06/2026__11:00 hrs	Bidders
6	Technical Bid Opening (public)	11:30 AM (post closing)	PRAL + Bidders
7	Technical Evaluation Period	_____ to _____	Evaluation Committee
8	Notification of Technically Qualified Firms	_____	PRAL Procurement
9	Financial Bid Opening (qualified firms)	_____	PRAL + Qual. Bidders
10	Combined Evaluation & Ranking	_____	Evaluation Committee
11	Award of Framework Agreement	_____	PRAL Competent Authority
12	Contract Signing & Panel Activation	_____	PRAL + Selected Firms

11. GENERAL TERMS AND CONDITIONS

11.1 Legal Framework

This RFP and all resulting contracts shall be governed by:

- Public Procurement Rules, 2004 (PPRA Rules) and PPRA Act, 2003
- Companies Act, 2017; Income Tax Ordinance, 2001; Sales Tax Act, 1990
- EOBI Act, 1976 and applicable provincial Social Security laws
- Industrial Relations Act, 2012 and applicable provincial labour laws
- PRAL's Information Security Policy and Data Classification Framework

11.2 Conflict of Interest

Any firm in which a PRAL/FBR official holds a direct or indirect financial interest, or any firm that has an existing contractual relationship with PRAL that creates a conflict, shall be disqualified. A notarized declaration is mandatory.

11.3 Blacklisting / Debarment

Firms blacklisted or debarred by PPRA, any Federal or Provincial Government body, or appearing on PRAL/FBR's disqualified vendor register shall not be eligible. A notarized affidavit on stamp paper is required.

11.4 Anti-Canvassing

Any attempt by a bidder to influence PRAL officials, evaluation committee members, or any other person involved in the procurement process shall result in immediate and permanent disqualification and may be reported to PPRA for further action.

11.5 Right to Reject / Cancel (PPRA Rule 33)

PRAL reserves the right to reject any or all bids, or to cancel the procurement at any stage, without incurring liability to any bidder. Any such decision shall be communicated in writing and notified on the PPRA portal within the timeframes prescribed by Rule 33.

11.6 Amendments and Addenda (PPRA Rule 25)

PRAL may issue addenda to this RFP at any time before the bid closing date. All addenda shall be published on the PPRA portal and shall form an integral part of this RFP. Bidders are solely responsible for monitoring the portal for updates.

11.7 Dispute Resolution

Disputes shall be resolved first through good-faith negotiation. If unresolved within 30 days, disputes shall proceed to arbitration under the Arbitration Act, 1940. The seat of arbitration and jurisdiction shall be Islamabad.

11.8 Data Protection & Confidentiality

The selected firm(s) shall treat all PRAL and FBR information encountered during service delivery as strictly confidential. This obligation survives the termination or expiry of the contract. Breach of confidentiality shall entitle PRAL to immediate contract termination and legal recourse.

11.9 Anti-Corruption & Integrity Pledge

PRAL is committed to a zero-tolerance policy on corruption and bribery. Any evidence of corrupt practices, collusive bidding, or fraudulent documentation shall result in immediate disqualification, and reporting to relevant authorities including NAB and FIA.

12. EVALUATION PROCESS

12.1 Evaluation Committee (PPRA Rule 35)

Proposals shall be evaluated by a duly constituted Evaluation Committee comprising technical, financial, legal, and IT security members nominated by PRAL's management. All committee members shall sign conflict-of-interest declarations before commencing evaluation.

12.2 Stage 1 — Mandatory Compliance Gate

All proposals shall first be assessed against the eleven (11) mandatory eligibility requirements set out in Section 4. Requirement 12 is not included in this compliance screening. Any proposal that fails to meet one or more of the mandatory eligibility requirements shall be deemed non-compliant and shall be formally rejected.

12.3 Stage 2 — Technical Evaluation

Proposals passing Stage 1 shall be scored against Criteria A–J (Section 5). Only proposals achieving 70 or above out of 100 shall proceed. Technical scores shall be publicly notified before financial envelopes are opened.

12.4 Stage 3 — Financial Evaluation

Financial envelopes of technically qualified firms shall be opened in the presence of bidder representatives. Lowest Evaluated Bid (per category) forms the basis of ranking. PRAL reserves the right to negotiate with the lowest evaluated bidder on non-price terms.

12.5 Combined Score & Panel Formation

The overall panel ranking shall be determined by a combined score: Technical Score (70%) + Financial Score (30%). Up to three (03) highest-ranked firms shall be placed on the panel as Tier A, Tier B, and Tier C partners.

Transparency Commitment: PRAL shall publish the names of all pre-qualified firms, their technical scores, and the outcome of the financial evaluation on the PPRA portal within 3 working days of the award decision, in compliance with PPRA's disclosure requirements.

13. CONTACT INFORMATION & SUBMISSION ADDRESS

Detail	Information
Procuring Agency	Pakistan Revenue Automation (Pvt.) Limited (PRAL)
Department	Procurement Cell — Head of Procurement
Mailing Address	PRAL Office, 2nd Floor, Galaxy Business Center, St#9, I-9/3, Islamabad
Email	procurement@pral.com.pk
Telephone	+92-51-9259353, 0300-8301934
PPRA e-Procurement Portal	https://ppra.gov.pk/
PRAL Official Website	https://pral.com.pk
Grievance/Clarification	Response within 3 working days

14. UNDERTAKING BY BIDDER

By submitting a proposal under this RFP, the authorised representative of the Firm hereby confirms and irrevocably undertakes that:

1. All information provided in this proposal is true, accurate, complete, and verifiable.
2. The Firm has read, understood, and unconditionally agrees to comply with all terms and conditions of this RFP.
3. The Firm is not blacklisted, debarred, or under investigation by any government body in Pakistan or internationally.
4. The Firm does not have, and shall promptly disclose, any actual or potential conflict of interest with PRAL or FBR.
5. All deployed personnel shall be formally employed, duly registered under applicable labour laws, and covered by statutory benefits.
6. The Firm accepts PRAL's right to conduct unannounced on-site verification, audit, and inspection at any time during the contract period.
7. The Firm shall not assign, transfer, or sub-contract any part of the services without prior written consent from PRAL.
8. The Firm commits to progressively upgrading its SLA performance toward Tier A standards within 6 months of panel activation.
9. The Firm acknowledges that any misrepresentation in this proposal shall result in immediate disqualification, and may be referred to competent authorities.

15. INDEMNIFICATION

The successful bidder shall be liable for any reputational damage or financial loss incurred as a result of any act or omission by the resources deployed under the contract.

16. Disclaimer:

All personnel deployed by the successful bidder shall remain employees of the bidder and shall not, under any circumstances, be deemed employees, agents, or representatives of PRAL. Such personnel shall have no right or claim to any contractual, temporary, or permanent employment with PRAL by virtue of their deployment or duration of service at PRAL.