

ISLAMABAD EMPLOYEES SOCIAL SECURITY INSTITUTION, ICT

Prequalification Document for Vendors/Firms for the Supply of Services for Repair & Maintenance Work Open Framework Agreement

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ISLAMABAD EMPLOYEES SOCIAL SECURITY INSTIRTUTION
Plot No. 166, Street No. 09, I-10/3 Islamabad

PREQUALIFICATION OF VENDORS
FOR REPAIR & MAINTENANCE SERVICES FOR ISLAMABAD EMPLOYEES
SOCIAL SECURITY INSTIRTUTION.

1. Islamabad Employees Social Security Institution invites applications from professional and general traders based in Islamabad/Rawalpindi for prequalification as vendors for repair and maintenance services under an open framework agreement. The agreement will be for a period ending up to June 2029. Services will be procured as and when required through requests for quotations (RFQ) or single quotation (as the case may be) as per PPRA Rules 2004.
2. Interested vendors duly registered with FBR (Active of Sales tax & Income Tax List) may submit their proposals along with a Rs. 200,000/- (Rupees Two Hundred Thousand Only) as Security Deposit/Bid Security (Pay Order/Demand Draft) in favor of Commissioner IESSI in a single envelope before closing of submission date and time in the office of Islamabad Employees Social Security Institution.
3. The tender document can be downloaded from website of IESSI www.iessi.gov.pk. Interested bidders may submit their bid and documents duly signed/stamped along with covering letter on firm/company's letter head, in Islamabad Employees Social Security Institution on or before 21st July, 2026, by 11:00AM positively.
4. Blacklisted firms or bidders are not eligible to apply. Incomplete, partial, or conditional applications shall not be accepted. Bids received after due date and time shall not be accepted. Islamabad Employees Social Security Institution may cancel prequalification process in accordance with PPRA rules without assigning any reason.

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OPEN FRAMEWORK AGREEMENT

Date/Time of Submission: 21st July, 2026 at 11:00 AM

Date/Time of Opening: 21st July, 2026 at 11:30 AM

1. INVITATION FOR PREQUALIFICATION PROPOSALS FOR SUPPLY OF SERVICES FOR REPAIR AND MAINTENANCE

Islamabad Employees Social Security Institution invites applications from Islamabad/Rawalpindi based professional vendors for prequalification for provision of "Services for Repair and Maintenance" in this office through an open framework agreement for a period up to June 2029 (from the date of agreement). Single stage one envelope procedure shall be followed as per PPRA Rule 36 (a). Services will be acquired as and when required through request for quotations from PRE-Qualified firms. Interested suppliers, duly registered with FBR (NTN & GST), may submit their proposals along with Bid Security of Rs. 200,000/- (Rupees Two Hundred Thousand only) in Islamabad Employees Social Security Institution in a single envelope before closing of submission date and time in Islamabad Employees Social Security Institution. The proposals and bid security must be submitted in hard form at the given address before closing date and time.

2. INSTRUCTIONS FOR APPLICANTS

Open Framework Agreement:

An open framework agreement, which means an agreement with specified terms and conditions without an agreed price, will be signed with the shortlisted suppliers for a period up to June 2029. This contractual arrangement will allow this office to procure goods, services, or works that are needed continuously or repeatedly at agreed terms and conditions over three years through request for quotations. The Islamabad Employees Social Security Institution shall shortlist at least two suppliers against each category for services required. If only one supplier submits a proposal, the purchase committee will consider their nomination in line with PPRA guidelines and rules.

Whenever a service is required by The Islamabad Employees Social Security Institution, the office shall request quotations/financial proposals from prequalified suppliers only. The shortlisted suppliers shall be bound to provide their quotations including all taxes and labor charges etc. The request for quotations/financial proposals will be called on time to time basis whenever services are required by The Islamabad Employees Social Security Institution.

3. SCOPE OF WORK

Detail of requirements under each category is as under:

Repair and Maintenance of Transport

i. Repairing and Maintenance of Official Vehicles

- Replacement of engine oil, oil filter, air filter, AC filter, gear oil, brake oil.
- Tuning, wheel alignment & balancing, plugs changing, brake service.

- Replacement of bearings, complete engine overhauling, gearbox, steering overhauling.
 - Brake disk pad, brake shoe, drum tuning, suspension work.
 - AC work, denting & painting, seal cover & poshish work.
 - Replacement of batteries, replacement of tyres, servicing & polishing.
 - All others electrical and mechanical works etc.
- ii. **Repairing and Maintenance of Official Motorcycles**
- Oil change, tuning, wheel balancing.
 - Replacement of brake shoes, brake cables, chain sets, head lights, indicators.
 - Clutch cable, clutch lever, ignition switch, accelerator cables, and plugs.
 - Complete engine overhauling, replacement of tires.
 - All others electrical and mechanical works etc.

Repair and Maintenance of Machinery and Equipment

i. Photocopier Machines

- Monthly maintenance, replacement of toners, drum unit, developing unit, Fusing unit, transfer roller unit, image transfer belt unit, toner filter, tray rollers, ADF roller, bypass roller, developer powder, and all other necessary repair and maintenance.

ii. Electric Generator

- Oil change and filters change, inspection of air intake system.
- Electrical system and wiring, load bank testing, function test, generator cleaning.
- Battery and coolant inspection, spark plugs, replacement of batteries and other electrical and mechanical works of the generator. Along with engine overhauling when required.
- Any other service required.

iii. Air Conditioners and Electrical Equipment

The works may include installation of ACS, inspection and replacement of filters, checking and cleaning of condensate drain, cleaning of indoor unit, cleaning and washing of outdoor units, checking of insulation, refrigerant recharging, compressor repairing, gas filling and other electrical/mechanical works of air conditioners as may be required by the procuring agency.

vi. All Other Machinery and Equipment

- The works may include repairing of all types of UPS, configuration etc. Replacement of batteries & any other machinery and equipment.
- Repair of Water dispenser, motors, pumps, refrigerators, TV LED, microwave ovens etc.
- Repair of all types of fans, electric heaters, electric kettle, biometric attendance devices, telephone exchange, lamps, and any electrical or mechanical works of equipment may also be repaired during the contract period.
- Repair / maintenance including cleaning of solar plates, trouble shooting of any error / issue of solar system.
- Any other service required.

Repair and Maintenance of Computer Hardware. Software and IT Equipment

i. Repair and Maintenance of Computers, Printers, other Hardware and IT Equipment

- The works may include repairing of computers/Laptops, installation of Windows, MS Office, and other software's.
- Repairing of printers, fax machines, scanners, CCTV cameras servers and other IT and telecommunication equipment such as video conferencing systems, projectors, multimedia, routers, networking work, switches etc. and all other IT related work Networking etc.

Repair and Maintenance of Furniture & Fixture

i.Repair and Maintenance of Furniture & Fixture

1. The work may include polishing and repairing of tables, chairs, cane webbing of chairs repairing of drawers, wooden almirahs, side racks, steel racks, steel cabinets, steel almirah, Steel safes, repairing of courtroom tables, rostrums, computer chairs, mechanical base of chairs and seat filling, curtains & blinds.
2. Foam replacement, poshish works of Chairs/Sofas, all types of wooden doors, windows, partitions and all types of Furniture and fixture etc. items.

Repair and maintenance of Office Building/Residential Building

- The work may include repair and maintenance of office building i.e. masonry work, glass doors, windows, walls, roof, false ceiling, and any other related work as desired by the procuring agency.
- The work may also include landscaping, maintenance of driveways and sidewalks and any other relevant goods / services as require by the procuring agency.
- Electrical and plumbing works, sewerage lines, sanitation, water tanks etc.

Printing work & Other Misc. work

The work may also include binding (all types), preparation of photocopy sets of different agenda items, when required.

- Printing of office identity cards / visiting cards / certificates etc.
- Provision of shield / souvenir, diaries/pads (leather)/ drafting pads etc.
- Any other task as assigned by the procuring agency.

Eligible Suppliers

Suppliers must fulfill the below listed criteria:

Professional/general traders in Islamabad/Rawalpindi in the relevant business having specialized expertise to facilitate the department in supply of goods / services of repair & maintenance as per requirement of the procuring agency shall submit their proposals for prequalification (documentary evidence to be provided as per technical evaluation criteria).

The vendor must be registered with FBR and possess a valid NTN number with active status of income tax and sales tax.

Must have experience in supplying similar goods / services to federal government departments, government departments, auto & semi-auto organizations

Must have never been blacklisted by any government department and have never been involved in litigation with any government department.

Mandatory Documents:

Proposals shall comprise the following mandatory documents. Failure to submit the bid without any document mentioned below will lead to rejection of complete bid.

- i. Company Profile
- ii. Active income tax and sales tax registration status on FBR.
- iii. Details of services the company provides
- iv. Proof of office and a working landline number in Islamabad/Rawalpindi. In case of Repair of Transport evidence of workshop must be provided.
- v. Financial strength proof (tax returns/bank statement of one year at least).
- vi. Proof of work with federal government departments, government departments, auto & semi-auto organizations (minimum 03 years' experience is mandatory).
- vii. Undertaking on stamp paper confirming no blacklisting from any federal or provincial government department.
- viii. Undertaking on company letter head by CEO / Director / Owner that they have read and agreed to terms and conditions of the bidding document.
- ix. Rs. 200,000/- security deposit (in shape of Demand Draft/Pay order alongwith other documents) before the end of closing date & time.). If the potential bidder fails to submit security deposit, their proposal shall be rejected.
- ix. The proposed bidders must fill in forms attached at the end of the proposal along with their technical proposal (Application Form, Financial Strength, Experience)

Security Deposit

The application for prequalification of vendors must be accompanied with Rs. 200,000/Security deposit in the form of Pay Order/Demand draft from any scheduled bank in favor of Commissioner IESSI, Islamabad Employees Social Security Institution. The security deposit shall be valid for the period of contract period. If the security deposit is not provided to this office in time, then the bid shall be rejected by The Islamabad Employees Social Security Institution as non-responsive. The security deposits of unsuccessful applicants will be returned after award of the contract to the shortlisted suppliers. Moreover, during the course of contract period, the security deposit will be liable to deduction / forfeit to the procuring agency due to inferior quality of services / supply of goods and not following the terms and conditions of contract which shall be communicated in writing.

Submission of Proposals

The application along with relevant required document duly signed/stamped on company's letter head must be submitted on or before closing time. The original security deposit in form of bank draft must be submitted in the office of The Islamabad Employees Social Security Institution on the prescribed time and date as given above. The proposals will be opened and evaluated as per technical evaluation criteria.

Prequalification Process

The applications will be opened on given date, time & venue as per Single Stage-Single Envelope Bidding Procedure in accordance with Public Procurement Rules, therefore, each proposal shall be submitted containing all the required documents. The applications will be evaluated by the procurement committee as per evaluation criteria with the documentary evidences provided by the suppliers. The procurement committee may call the suppliers for a meeting to discuss the requirements and terms and conditions. The vendors shall be pre-qualified by the competent authority on fulfillment of mandatory requirements as laid down in the bidding document.

Signing of Contract:

After nominating the qualified suppliers by the Procurement Purchase Committee, a Letter of Intent shall be issued to the suppliers wherein they will be directed to sign agreement within time period. If the qualified supplier fails to sign agreement with The Islamabad Employees Social Security Institution within specified date and time, his security deposit will be forfeited by the procuring agency and their pre-qualification will be cancelled. The successful supplier shall not transfer the obligations of the contract to any other contractor or supplier through sub-contracting. The contractor shall be bound to deliver the required goods / services to this office by himself as and when required during the contract period.

Rejection of Applications:

The Islamabad Employees Social Security Institution reserves the right to accept or reject any applications, and to cancel the prequalification process and reject all applications/proposals, at any time prior to award of Contract, without thereby incurring any liability to the affected applicants or any obligation except that the grounds for rejection of all proposals shall upon request be communicated to any applicant who submitted a proposal and security deposit will be returned. Rejection of all applications shall be notified to all applicants promptly.

Redressed of Grievances by Islamabad Employees Social Security Institution:

In case of grievances of the applicants, the Grievance Redressed Committee (GRC) shall address the complaints of applicants that may occur prior to the entry into force of the procurement contract. Any applicant feeling aggrieved by any act of The Islamabad Employees Social Security Institution after the submission of his application may lodge a written complaint within 15 days concerning his grievances. No complaint will be entertained after 15 days. The committee shall investigate and decide upon the complaint within 30 days of the receipt of the complaint. Mere fact of lodging of a complaint shall not warrant suspension of the prequalification process).

Terms of Contract

1. The supplier must provide services personally, without subcontracting.
2. Only genuine and brand-new parts shall be installed upto the satisfaction of procuring agency.
3. The supplier must return old spare parts and provide warranties.
4. Goods / Services must be delivered within one day or as specified in the work order.
5. The supplier shall be responsible for all applicable taxes.
6. Any defective or low-quality components shall be rejected and the supplier has to replace it with high-quality components.
7. Any supplier failing to meet obligations will have their security deposit forfeited.
8. In case of late supply/services the firm will be charged with penalty.
9. Transportation cost will be at company's end.

The Islamabad Employees Social Security Institution reserves the right to accept or reject all bid proposals or cancel the pre-qualification process without assigning any reason at any time under PPRA rules 2004.

APPLICATION FORM
(On Letterhead of Firm)

Supplier Details

Name of the Supplier: _____

CMC No.: _____

Address of

Office/Workshop: _____

Business

Information

Status: General Trader Professional Trader

Date of Establishment: _____

Registration Authority: _____

Experience:

☐ More than 3 years

☐ More than 5 years

☐ More than 8 years

NTN No.& Registration Date: _____

Bank Details

Bank Name and Branch Code: _____

Bank Account Title: _____

IBAN Number: _____|PK

Operational Details

Total Staff: _____

Covered Area of Office / Workshop: _____

Available Facilities: _____

Declaration

I hereby confirm that the information provided is accurate and complete.

(Name)

(Signature)

(Company Stamp)

Date: _____

RELEVANT EXPERIENCE

(To be submitted on Applicant's Letterhead)

Note: Attach documentary evidence.

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Declaration

I hereby confirm that the information provided is accurate and complete.

(Name)_____

(Signature)_____

(Company
Stamp)_____

Date _____

**OPEN FRAMEWORK AGREEMENT
FOR REPAIR & MAINTENANCE SERVICES
BETWEEN
ISLAMABAD EMPLOYEES SOCIAL SECURITY INSTITUTION
AND
[NAME OF PREQUALIFIED FIRM/VENDOR]**

THIS AGREEMENT is made on this _____ day of 2026, at Islamabad, Pakistan between
PARTIES

1. The Islamabad Employees Social Security Institution, ICT Islamabad (hereinafter the "Procuring Agency"),
 2. M/S _____, a firm duly organized and existing under the laws of Pakistan, having its principal office at [Address] (hereinafter the "Supplier" or "Vendor").
- Collectively referred to as "the Parties".

ARTICLE 1: DEFINITIONS

In this Agreement, unless the context otherwise requires:

- "Agreement" means this Open Framework Agreement including all annexes, schedules, and amendments.
- "Framework Period" means the duration of this Agreement as defined in Article 2.
- "Services" means repair and maintenance services as described in the tender/prequalification document.
- "Work Order" means the specific order issued by the Procuring Agency under this Agreement after RFQ/mini-competition.
- "Security Deposit" means the performance security submitted by the Supplier in the amount of PKR 200,000/-.
- "PPRA Rules" means the Public Procurement Rules 2004 (as amended).

ARTICLE 2: DURATION

- This Agreement shall commence on the date of signing and remain valid up to June 2029.

ARTICLE 3: SCOPE OF AGREEMENT

- This Agreement establishes a framework for the provision of repair & maintenance services for vehicles, machinery, IT equipment, furniture, office/residential building, Hardware and Software, printing and miscellaneous works as described in the prequalification document.
- This Agreement does not guarantee any minimum purchase. The Procuring Agency shall procure services only on a "when required" basis.
- Prices are not fixed in this Agreement. For each requirement, the Procuring Agency shall invite quotations only from prequalified vendors.

ARTICLE 4: PROCUREMENT PROCEDURE

1. For each requirement, the Procuring Agency shall issue an RFQ/Request for Financial Proposal to all prequalified suppliers in the category concerned.
2. The Supplier shall submit a quotation inclusive of all taxes, duties, and charges within the specified time.
3. Work orders shall be awarded to the Supplier offering the most advantageous quotation in accordance with PPRA Rules 2004.
4. No supplier shall refuse to provide a quotation when requested; refusal without justifiable cause shall be deemed breach of contract.

ARTICLE 5: SECURITY DEPOSIT

1. The Supplier has submitted a Security Deposit of PKR 200,000/- in favor of the Commissioner IESSI, Islamabad Employees Social Security Institution.
2. The Security Deposit shall remain valid for the duration of the Agreement.
3. The Procuring Agency may forfeit the deposit, partially or fully, if the Supplier:
 - Fails to honor any work order;
 - Provides defective or substandard services;
 - Breaches material obligations;

- Fails to sign/perform the Agreement.

ARTICLE 6: PERFORMANCE STANDARDS

The Supplier shall ensure that:

- Services are rendered in a professional, efficient, and timely manner.
- Only genuine, brand-new, and warranted parts are used.
- Old/replaced parts are returned to the Procuring Agency.
- Works are completed within one (01) day or within the timeline stated in the work order.
- Any delay or poor performance may result in:
- Penalty up to 2% of the work order value per day of delay (subject to a maximum of 10%);
- Rejection of services at Supplier's cost;
- Termination of Agreement and forfeiture of Security Deposit.

ARTICLE 7: PAYMENT TERMS

1. Payments shall be made by the Procuring Agency within 30 days of:
 - Satisfactory completion of services; and
 - Submission of invoice with supporting documents.
2. All payments shall be made in Pakistani Rupees (PKR) through crossed cheque.
3. Deductions for taxes shall be made at source in accordance with applicable law.
4. No advance payment shall be made in any case.

ARTICLE 8: OBLIGATIONS OF THE SUPPLIER

The Supplier shall:

- Not subcontract, assign, or transfer its obligations.
- Ensure qualified staff and technicians are deployed.
- Comply with all applicable laws including labor, tax, and safety regulations.
- Maintain proper records of services rendered.
- Promptly report any issue that may delay or hinder performance.

ARTICLE 9: OBLIGATIONS OF THE PROCURING AGENCY

The Procuring Agency shall:

- Issue RFQs and work orders fairly and transparently.
- Provide timely access to sites/premises.
- Make timely payments as per Article 7.

ARTICLE 10: INSURANCE, HEALTH & SAFETY

- The Supplier shall be responsible for the safety of its personnel, equipment, and materials.
- The Procuring Agency shall not be liable for any accident, injury, or loss sustained by Supplier's employees during performance.

ARTICLE 11: CONFIDENTIALITY & ANTI-CORRUPTION

- Both parties shall keep all information exchanged under this Agreement confidential.
- The Supplier shall not offer or accept any bribe, gift, or inducement to influence procurement decisions.
- Breach of this clause shall result in immediate termination and blacklisting under Rule 19 of PPRA rules.

ARTICLE 12: BLACKLISTING & DEBARMENT

- In case of non-performance, fraud, corruption, misrepresentation, or breach of obligations, the Procuring Agency may recommend blacklisting of the Supplier in accordance with Rule 19 & 19A of PPRA Rules. The firm is allowed to provide justification.

ARTICLE 13: AMENDMENT

No amendment to this Agreement shall be valid unless made in writing and signed by both parties.

ARTICLE 14: TERMINATION

- The Procuring Agency may terminate this Agreement by written notice if:
- The Supplier repeatedly fails to provide satisfactory services;
- Provides false documents or misrepresents information;
- Becomes insolvent or bankrupt.
- The Supplier may terminate this Agreement upon 60 days' written notice if the Procuring Agency fails to honor payment obligations.

ARTICLE 15: DISPUTE RESOLUTION

- Disputes shall first be resolved amicably.
- If unresolved, the matter shall be referred to the Grievance Redressal Committee (GRC) under PPRA Rules.

ARTICLE 16: FORCE MAJEURE

Neither party shall be held liable for failure to perform due to natural calamities, war, strikes, or events beyond their control. The affected party shall promptly notify the other.

ARTICLE 17: GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of Pakistan and the Public Procurement Rules 2004.

ARTICLE 18: NOTICES

Any notice under this Agreement shall be in writing and delivered to the following addresses:

- Procuring Agency:
- Supplier: [Vendor's Address]

SIGNATURES

For Islamabad Employees Social Security Institution

Name: _____

Designation: _____

Signature & Stamp: _____

For _____

Name: _____

Designation: _____

Signature & Stamp: _____

Witnesses:

1. _____

2. _____

TERMS AND CONDITIONS

FOR PRE-QUALIFICATION OF FIRMS

- i. Firms should have their own state-of-the-art office/workshop in Islamabad/Rawalpindi.
- ii. Firms must have General Sales Tax Registration, National Tax Number and is on active taxpayer list (ALT) of FBR.
- iii. For prequalification, firms having experience, capability and resources may apply along with the following information and documents: -
 - a. Rs. 200,000/- security deposit (in shape of DD/P.O along with other documents) before the end of closing date & time.). If the potential bidder fails to submit security deposit, their proposal shall be rejected.
 - b. Name of the firm along with postal address, Phone & Fax numbers.
 - c. Copy of incorporation certificate & organizational structure.
 - d. Similar nature of works completed during last 3 years of government departments, auto & Semi auto organizations.
 - e. Similar nature of works in hand along with names and addressed of clients.
 - f. Pre-Qualified for similar nature of works with Govt., Semi Govt. /Private Firm.
 - g. List of Key personal & detail of Technical staff.
 - h. Affidavit for non-blacklisted/involved in arbitration/litigation with any client during last 5 year.
 - i. Proof of enlistment with other departments.
 - j. In case the firm is registered as (General Order Suppliers/enterprises etc). I. Undertaking on company letter head by CEO / Director / Owner that they have read and agreed to terms and conditions of the bidding document.
- iv. Firms shall provide the proof of services being rendered to at-least five Ministries/Divisions/Departments/Autonomous Bodies along with certificate of satisfaction.
- v. The firms will be shortlisted as per PPRA Rules 2004.
- vi. Successful firms shall be responsible to provide its services for repair/maintenance after approval of their quotation.
- vii. Firms shall respond on receipt of work order on the same day.
- viii. Firms shall preferably make it possible to rectify the fault of certain mechanical problem at the spot otherwise at workshop at their own arrangement.
- ix. Firms shall be bound to replace the faulty parts with genuine spare parts having sufficient warranty period.
- x. Firms shall be bound to return the faulty parts to this office.
- xi. In case of arising of same fault within the warranty period, the firm shall replace the faulty part without any charges.
- xii. Pre-qualification of firms will be processed in light of clause 15 to 19 of PPRA Rules, 2004.
- xiii. Only pre-qualified firms/companies/workshops will be eligible to do business with this office contract period.
- xiv. Sealed pre-qualification bids should reach this office (during office hours) or by courier at the address of undersigned within the stipulated time otherwise pre-qualification bids will not be accepted.

CHECKLIST FOR PREQUALIFICATION

S.No	Documents	Yes/No
1	Bid Security	
2	GST & NYN Registration Certificate	
3	Proof of the Firm working in Islamabad/Rawalpindi	
4	3 years experience of working of the same nature of job with federal/ government departments, auto & semi auto organizations	
5	Copy of Incorporation Certificate and Organizational Structure	
6	Name of firm along with postal address and phone number	
7	Affidavit for non blacklisting during last 5 years	
8	Proof of enlistment with other departments	
9	Undertaking on the company letterhead by CEO/Director/Owner that they have read and agreed to terms and conditions of bidding documents	
10	Firms shall provide the proof of services being rendered to atleast 5 ministries/Divisions/Departments/Autonomous Bodies along with certificate of satisfaction	
11	Warranty or Guarantee on repairs	