Standard Bidding Document

Hiring of Services for Record Digitization, Archiving & Intelligent Record Retrieval Tender No. P-31/2026
(Non-Consultancy Services)

National

Single Stage-Two Envelope

July 10, 2026

Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited),Manager
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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)** has reserved Funds for the procurement planned for FY **2026-27**. The **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the " **Hiring of Services for Record Digitization, Archiving & Intelligent Record Retrieval Tender No. P-31/2026**" with the reference of **"P56495"**

2. The **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Least Cost Based Selection (LCBS)**Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/56495**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Monday, July 27, 2026 03:00 PM**. E-bids will be opened on the same day at **Monday, July 27, 2026 03:30 PM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0,** may register themselves on **https://vendors.epads.gov.pk/**. A

tutorial to explain the registration process is available at **https://www.youtube.com/watch?v=MNW6T38v7tc**

7. In terms of Rules 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (**www.ppra.org.pk**).

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services for as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. **Source of Funds**

2.1. Source of funds is referred in Clause-1 of Invitation for Bids.

3. **Fraudualent & Corrupt Practices**

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. **Eligible Bidders**

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severely liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide in Section VI, Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued by the Procuring Agency include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Eligible Countries
Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section VI Bidding Forms
Section VII Fraudaulent & Corrupt Practices
Section VIII – Material & Non-material deviation
Section IX General Conditions of Contract (GCC)
Section X Special Conditions of Contract (SCC)
Section XI Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. **Clarifications**

7.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

7.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

7.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 1.1.**

7.4. If indicated **in the BDS**, the bidder’s designated representative is invited at the bidder’s cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

7.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum.

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.
No change in the prices or substance of the bid shall be sought, offered, or permitted.
The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

8. **Amendment of Bidding documents**

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document and shall be uploaded on EPADS v2.0 as well as Authority’s website. The procuring agency shall promptly publish the addendum at the procuring agency’s website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB BDS, GCC and SCC;

9.1.2. Documentary evidence established in accordance with BDS that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with BDS that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established, that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with BDS; and

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. Pursuant to BDS, the bidder shall furnish, as part of itsbid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country as defined in Section-IV titled as "Eligible Countries".

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. **Form of Bid**

12.1. **The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

13. **Bids Prices**

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected, unless otherwise price adjustment is permissible under Conditions of the Contract. (May be reviewed)

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services on annual basis as per agreement.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the applicability in that case.**

15. **Bids Currencies**

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. **Bid Validity Period**

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing declaration as the case may be.

17. **Bid Security or Bid Securing Declaration**

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Section VI (Bid Forms) The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture.

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in BDS, GCC and SCC are invoked.

17.4. Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with SCC; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with BDS and SCC.**

17.6. **The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

18. **Alternative Bids by Bidders**

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Evaluation and Qualification Criteria.

19. **Withdrawal, Substitution, and Modification of Bids**

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. **Format and Signing of Bids**

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through

EPADS v2.0.

20.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before Dead deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Opening & Evaluation of Bids by the Procurement Cell/Evaluation Committee**

22.1. The Procuring Agencies to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements. As per Rules 29 & 30 of Public Procurement Rules, 2004,
The Procuring Agencyis required to establish a Procurement Cell/Evaluation Committee which shall Evaluate the Bids inaccordance with the evaluation criteria, terms and conditions given in the bidding documents.

23. **Opening of Bids**

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders’ or their representatives who choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

23.2. The bids shall be opened one at a time, and the following read out and recorded: (a) the name of the bidder; (c) the presence of a bid security, if required; and (d) any other details as the procuring agency may consider appropriate.

23.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline**.**

23.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

24. **Confidentiality**

24.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

24.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

25. **Preliminary Examination of Bids**

25.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

25.1.1. meets the eligibility criteria defined in **BDS**;

25.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

25.1.3. is accompanied by the required securities; and

25.1.4. is substantially responsive to the requirements of the bidding document.

25.2. The procuring agency will confirm that the documents and information specified under **BDS, GCC and SCC** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bids shall be rejected.

25.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

26. **Examination of Terms and Conditions, Technical Evaluation**

26.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **BDS,** to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and Schedule of Requirements**, prescribed inthe bidding document have been met without material deviation or reservation.

26.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with BDS**,** it shall reject the bids.

27. **Correction of Errors**

27.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

27.1.1. if there is a discrepancy between unit prices 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, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

27.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

27.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

27.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed.

28. **Conversion to Single Currency**

28.1. As per Rule 30 of Public Procurement Rules, 2004.

29. **Evaluation of Bids**

29.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive.

29.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the Bid Data Sheet (BDS) and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

29.3. In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.

29.4. The Procuring agency evaluation of a bid will take into account:

29.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

29.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 6;**

29.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 7**;

29.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

29.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot combinations in the Form of Bid, is specified in the **BDS.**

30. **Determination of Most Advantageous Bids**

30.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

31. **Abnormally Low Financial Bids**

31.1. Procuring agency may reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement, such that it raises material concerns on the part of the procuring agency, as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency –

31.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document; and

31.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

32. **Rejection of Bids**

32.1. As per Rule 33 of the Public Procurement Rules, 2004

33. **Single Responsive Bid**

33.1. The procuring agency may consider single responsive bid subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

34. **Arbitration**

34.1. As per Rule 49 of Public Procurement Rules, 2004.

F. Award of Contract

43. **Criteria of Award**

43.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and who has been declared as most advantageous Bid.

44. **Procuring Agency's Right to reject All Bids**

44.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

44.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

45. **Notification of Award**

45.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

45.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Acceptance will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

45.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

46. **Signing of Contract**

46.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

47. **Performance Guarantee**

47.1. After the receipt of the Letter of Acceptance, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS**

and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

47.2. Failure of the successful bidder to comply with the requirement of **BDS, SCC and GCC** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

48. **Corrupt & Fraudulent Practices**

48.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. **Constitution of Grievance Redressal**

53.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee.

54. **GRC Procedure**

54.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 2004 and Redressal of Grievance Regulations, 2022

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement

Rules, 2004 , Mechanism for Blacklisting, Debarment Regulations, 2024 and Regulation on “procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Non-Consultancy Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number

Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)**

The subject of procurement is: **Hiring of Services for Record Digitization, Archiving & Intelligent Record Retrieval Tender No. P-31/2026**

Expected commencement date: **Monday, August 10, 2026**

BDS Clause Number 2

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P56495**

BDS Clause Number 3

JV/Consortium or Association Allowed: **No**
Number of JV/Consortium Members: **Nil**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Thursday, July 23, 2026

Pre-Bid Meeting: Monday, July 20, 2026 11:00 AM
Venue: Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad

BDS Clause Number 5

Any addendum, in case issued, shall be published on **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid: No

BDS Clause Number 7

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

Currency of the Bids shall be : **PKR**

BDS Clause Number 13

The Bids/Bid Validity period shall be: **90 Days**

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
The Bid Security shall be in the form of: **Pay Order**

BDS Clause Number 15

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 90 days so the bid security shall be valid for 90+28 = 118 days.

BDS Clause Number 16

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Monday, July 27, 2026 03:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

The Bids opening shall take place on **EPADS v2.0**.

Day *: **Monday***

Date: ***Monday, July 27, 2026***

Time *: **03:30 PM***

BDS Clause Number 19

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Bank Guarantee**

21.

51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22

Grievence against this procurement shall be submitted online on EPADS v2.0.

Eligibility Criteria

Bidder's Type	Required Registration
Sole Proprietorship	FBR (NTN)
Partnership Firm	FBR (GSTN)
Company (Private Limited)	SECP
Company (Public Limited)	
Company (Holding Company)	
Company (Limited by Guarantee)	
State Owned Enterprise (Private Limited)	
State Owned Enterprise (Public Limited)	

Eligibility Criteria	Document
Affidavit of Non-Blacklisting by any government or public entity — notarized Self-attested, notarized Pre-Bid Conference Attendance Certificate Issued by PRAL Bid Security (EMD) — ------, in prescribed form Bank guarantee / pay order Completed Bidder Information Form (Annex A of this RFP) RFP Annex A Signed NDA Undertaking (Annex G of this RFP) RFP Annex G Signed Declaration of No Conflict of Interest (Annex H) RFP Annex H	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Technical Marks	100
Passing Marks	**70**
Organizational Capacity & Relevant Experience	
Years of active operation in digitization / document management (Quantitative)(Doc Required) Years of active operation in digitization / document management **(12)**	12
Annual turnover — average of last 3 audited financial years (Quantitative)(Doc Required) Annual turnover — average of last 3 audited financial years **(5)**	5
Information security certification (Quantitative)(Doc Required) Information security certification **(3)**	3
Demonstrated Track Record	
Number of similar digitization projects successfully completed (last 5 years) (Quantitative)(Doc Required) Number of similar digitization projects successfully completed (last 5 years) **(10)**	10

Scale of largest single project — by page volume digitized (Quantitative)(Doc Required) Scale of largest single project — by page volume digitized **(5)**	5
Government / public sector client experience (federal or provincial) (Quantitative)(Doc Required) Government / public sector client experience (federal or provincial) **(3)**	3
ISO or industry award / client commendation for digitization quality (Quantitative)(Doc Required) ISO or industry award / client commendation for digitization quality **(2)**	2
Technical Methodology & Solution Quality	
Digitization methodology — workflow, tools, processes for each document type (Quantitative)(Doc Required)	8
QA/QC framework — sampling regime, defect thresholds, corrective actions (Quantitative)(Doc Required)	6
Indexing architecture and metadata taxonomy — alignment with PRAL schema (Quantitative)(Doc Required)	5
Information security & data governance plan (Quantitative)(Doc Required)	4
Physical retention, storage & retrieval methodology (Quantitative)(Doc Required)	2
Human Resource Capacity & Key Personnel	
Project Manager 3yr relevant exp. PMP / PRINCE2 preferred (Quantitative)(Doc Required)	5
Senior Digitization Specialist Diploma/degree + 2yr hands-on scanning & OCR experience (Quantitative)(Doc Required)	3
QA / QC Officer Relevant qualification + 1yr QA / document management experience (Quantitative)(Doc Required)	3
Indexing & Metadata Specialist IT background + classification / taxonomy experience (Quantitative)(Doc Required)	2

Records & Retrieval Administrator IT/Records Management background + archive administration experience (Quantitative)(Doc Required)	2
Infrastructure, Equipment & Technology Stack	
High-speed production scanners (min. 100 ppm, A3/A4 capable, ADF + flatbed) (Quantitative)(Doc Required)	3
Licensed OCR platform (ABBYY FineReader, Kofax, Adobe Acrobat Pro or equivalent) (Quantitative)(Doc Required)	2
Records management database/index system (metadata-driven, search-capable) (Quantitative)(Doc Required)	2
Secure physical archive facility: environmental controls, fire suppression, CCTV, access control (Quantitative)(Doc Required)	2
Dedicated secure scanning facility (on-site or off-site — PRAL-inspectable) (Quantitative)(Doc Required)	1
Project Delivery Plan & Execution Realism	
Proposed completion duration — from commencement date: > 6 months: 4 pts | 4–6 months: 7 pts | 4 months: 10 pts (Quantitative)(Doc Required)	10

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Record Digitization, Archiving & Intelligent Record Retrieval	**Address:** Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory **Schedule:** 27 Days **Quantity:** 1/Qty	1/Qty	150000 PKR

Related Services :

No

Services Specifications

Positions Without Lots :

Position: Record Digitization, Archiving & Intelligent Record Retrieval

Specifications / Requirements:

SCOPE OF WORK The successful bidder shall deliver an integrated, end-to-end turnkey solution encompassing six functional modules. These modules are mandatory and non-separable; partial proposals shall not be accepted. MODULE TITLE KEY OUTCOME A Physical Record Management & Logistics Inventoried, secured, transported, and prepared records B High-Quality Scanning & Digitization ISO-standard digital images across all document types C OCR, Indexing & Mandatory Metadata Architecture Fully searchable, classified digital archive — metadata mandatory on 100% of documents D Quality Assurance & Quality Control (QA/QC) Verified, defect-free archive meeting PRAL acceptance standards E Physical Record Retention, Storage & Retrieval Securely retained physical originals with guaranteed retrieval turnaround F Training, Handover & Knowledge Transfer PRAL staff fully capable of operating and managing the archive MODULE A — Physical Record Management & Logistics ▸ Conduct a comprehensive pre-project survey and inventory of all physical records at PRAL-designated locations, producing a Record Register documenting document type, estimated volume, physical condition, and sensitivity classification ▸ Prepare a Record Movement Plan for PRAL approval prior to any physical movement of records ▸ Provide secure, GPS-tracked transportation with tamper-evident packaging and end-to-end chain-of-custody documentation for all physical records ▸ Document preparation: de-stapling, unfolding, tape repair of torn/damaged pages, removal of foreign material, and arrangement by PRAL-approved classification scheme ▸ Fonts/graphics in their original form need to be archived ▸ Fragile documents to be handled carefully before being archived ▸ Secure temporary storage during digitization — restricted access, CCTV-monitored environment with environmental controls (temperature, humidity) ▸ Return of physical records in organized, labelled condition OR certified secure destruction as instructed by PRAL, with written Destruction Certificate MODULE B — High-Quality Scanning & Digitization All scanning shall conform to the following minimum specifications. Where PRAL specifies higher standards, the higher standard shall prevail: DOCUMENT TYPE MIN. RESOLUTION OUTPUT FORMAT SPECIAL NOTE Standard Text (B&W) Min 300 DPI PDF/A-1b Bitonal where appropriate Graphics Min 600 DPI PDF/A-2a (tagged) Full colour where graphics present Colour Documents Min 600 DPI PDF/A-2b Colour management ICC profile Oversize (A3+) Min 300 DPI PDF/A-2b / TIFF Stitched or tiled Microfilm / Microfiche Min 600 DPI TIFF + PDF/A Specialist equipment required Bound Volumes / Registers Min 300 DPI, book scanner PDF/A (page-by-page) No forced spine opening. If unbind then rebinding in original form, unless need to be destroyed MODULE C — OCR, Indexing & Mandatory Metadata Architecture 2.C.1 OCR Requirements ▸ Full-text OCR to ISO 14289 (PDF/UA) standard for all text-bearing documents ▸ Minimum verified character accuracy: 99.5% (automated sampling + manual QA verification) ▸ Multi-language OCR support: English and any other script present in PRAL records ▸ Zonal OCR for structured forms — field-level data extraction to database ▸ OCR confidence scores captured per page and included in audit log 2.C.2 Mandatory

Metadata Schema (18 Fields) — Applies to 100% of Documentation MANDATORY METADATA RULE The 18-field metadata schema below is MANDATORY and shall be applied, without exception, to every single digitized document and every physical record entry processed under this contract — irrespective of document type, volume, format, originating department, or sensitivity classification. No document shall be ingested into the archive, indexed, or considered complete without full metadata capture across all mandatory fields. Partial or incomplete metadata renders the corresponding batch non-compliant and subject to rejection under the QA/QC regime (Module D). All digitized documents and physical record entries shall carry the following metadata, captured at point of scanning/registration and validated by QA prior to ingest into the archive: # FIELD NAME DESCRIPTION SOURCE MANDATORY 1 Document Unique ID (DUID) System-generated alphanumeric Auto-generated YES 2 Record Series / Category Per PRAL Classification Scheme Operator YES 3 Document Type Contract / Invoice / Correspondence etc. Operator YES 4 Document Date Date of original document (DD/MM/YYYY) Operator YES 5 Date of Digitization Auto-captured by scanner System YES 6 Originating Department PRAL unit / directorate Operator YES 7 Subject / Title Brief content descriptor Operator YES 8 Related Reference No. Contract No., Tender No. etc. — record 'N/A' if not applicable Operator YES 9 Sensitivity Classification Public / Internal / Confidential / Secret Operator YES 10 File Format & Version PDF/A-1b, TIFF v6 etc. System YES 11 Page Count Total pages in document System YES 12 Physical Location Reference Box / Shelf / Register of original O

Scope of Work

SCOPE OF WORK

The successful bidder shall deliver an integrated, end-to-end turnkey solution encompassing six functional modules. These modules are mandatory and non-separable; partial proposals shall not be accepted.

MODULE	TITLE	KEY OUTCOME
A	**Physical Record Management & Logistics**	*Inventoried, secured, transported, and prepared records*
B	**High-Quality Scanning & Digitization**	*ISO-standard digital images across all document types*
C	**OCR, Indexing & Mandatory Metadata Architecture**	*Fully searchable, classified digital archive — metadata mandatory on 100% of documents*
D	**Quality Assurance & Quality Control (QA/QC)**	*Verified, defect-free archive meeting PRAL acceptance standards*

E	**Physical Record Retention, Storage & Retrieval**	*Securely retained physical originals with guaranteed retrieval turnaround*
F	**Training, Handover & Knowledge Transfer**	*PRAL staff fully capable of operating and managing the archive*

MODULE A — Physical Record Management & Logistics

- Conduct a comprehensive pre-project survey and inventory of all physical records at PRAL-designated locations, producing a Record Register documenting document type, estimated volume, physical condition, and sensitivity classification
- Prepare a Record Movement Plan for PRAL approval prior to any physical movement of records
- Provide secure, GPS-tracked transportation with tamper-evident packaging and end-to-end chain-of-custody documentation for all physical records
- Document preparation: de-stapling, unfolding, tape repair of torn/damaged pages, removal of foreign material, and arrangement by PRAL-approved classification scheme
- Fonts/graphics in their original form need to be archived
- Fragile documents to be handled carefully before being archived
- Secure temporary storage during digitization — restricted access, CCTV-monitored environment with environmental controls (temperature, humidity)

- Return of physical records in organized, labelled condition OR certified secure destruction as instructed by PRAL, with written Destruction Certificate

MODULE B — High-Quality Scanning & Digitization

All scanning shall conform to the following minimum specifications. Where PRAL specifies higher standards, the higher standard shall prevail:

DOCUMENT TYPE	**MIN. RESOLUTION**	**OUTPUT FORMAT**	**SPECIAL NOTE**
Standard Text (B&W)	Min 300 DPI	PDF/A-1b	*Bitonal where appropriate*
Graphics	Min 600 DPI	PDF/A-2a (tagged)	*Full colour where graphics present*
Colour Documents	Min 600 DPI	PDF/A-2b	*Colour management ICC profile*
Oversize (A3+)	Min 300 DPI	PDF/A-2b / TIFF	*Stitched or tiled*

Microfilm / Microfiche	Min 600 DPI	TIFF + PDF/A	*Specialist equipment required*
Bound Volumes / Registers	Min 300 DPI, book scanner	PDF/A (page-by-page)	*No forced spine opening. If unbind then rebinding in original form, unless need to be destroyed*

MODULE C — OCR, Indexing & Mandatory Metadata Architecture

2.C.1 OCR Requirements

- Full-text OCR to ISO 14289 (PDF/UA) standard for all text-bearing documents
- Minimum verified character accuracy: 99.5% (automated sampling + manual QA verification)
- Multi-language OCR support: English and any other script present in PRAL records
- Zonal OCR for structured forms — field-level data extraction to database
- OCR confidence scores captured per page and included in audit log

2.C.2 Mandatory Metadata Schema (18 Fields) — Applies to 100% of Documentation

MANDATORY METADATA RULE

The 18-field metadata schema below is MANDATORY and shall be applied, without exception, to every single digitized document and every physical record entry processed under this contract — irrespective of document type, volume, format, originating department, or sensitivity classification. No document shall be ingested into the archive, indexed, or considered complete without full metadata capture across all mandatory fields. Partial or incomplete metadata renders the corresponding batch non-compliant and subject to rejection under the QA/QC regime (Module D).

All digitized documents and physical record entries shall carry the following metadata, captured at point of scanning/registration and validated by QA prior to ingest into the archive:

#	FIELD NAME	DESCRIPTION	SOURCE	MANDATORY
1	**Document Unique ID (DUID)**	System-generated alphanumeric	*Auto-generated*	**YES**
2	**Record Series / Category**	Per PRAL Classification Scheme	*Operator*	**YES**
3	**Document Type**	Contract / Invoice / Correspondence etc.	*Operator*	**YES**

4	**Document Date**	Date of original document (DD/MM/YYYY)	*Operator*	**YES**
5	**Date of Digitization**	Auto-captured by scanner	*System*	**YES**
6	**Originating Department**	PRAL unit / directorate	*Operator*	**YES**
7	**Subject / Title**	Brief content descriptor	*Operator*	**YES**
8	**Related Reference No.**	Contract No., Tender No. etc. — record 'N/A' if not applicable	*Operator*	**YES**
9	**Sensitivity Classification**	Public / Internal / Confidential / Secret	*Operator*	**YES**
10	**File Format & Version**	PDF/A-1b, TIFF v6 etc.	*System*	**YES**
11	**Page Count**	Total pages in document	*System*	**YES**
12	**Physical Location Reference**	Box / Shelf / Register of original	*Operator*	**YES**

13	**Retention Period**	Per PRAL Retention Schedule	*Lookup*	**YES**
14	**Disposal Authority**	Rule / authority authorizing disposal — record 'N/A' if not yet applicable	*Lookup*	**YES**
15	**Scanned By (Operator ID)**	Staff identifier code	*System*	**YES**
16	**QA Verified By**	QA officer identifier	*System*	**YES**
17	**SHA-256 Hash Value**	Digital fingerprint for integrity	*System*	**YES**
18	**OCR Confidence Score**	Average accuracy % per document	*System*	**YES**

No 'Conditional' or optional metadata fields exist under this schema. Where a field's substantive value does not apply to a given record (e.g., no related reference number), the bidder's system shall record an explicit 'N/A' entry rather than leaving the field blank — the field itself remains mandatory for every record.

MODULE D — Quality Assurance & Quality Control (QA/QC)

A mandatory three-tier QA/QC regime shall be applied throughout:

TIER	LEVEL	CHECKS PERFORMED	MINIMUM SAMPLE RATE
1	**Operator Self-Check**	Image clarity, orientation, completeness, page order, legibility	**100% of scanned output**
2	**QA Officer Verification**	Metadata accuracy, OCR quality, format compliance, DUID integrity, SHA-256 hash	**20% random sample per batch**
3	**PRAL Acceptance Review**	End-to-end retrieval test, search functionality, repository integrity, SLA compliance	**5% of final deliverable**

- Batch defect rate threshold: Any batch exceeding 2% defect rate shall be fully re-scanned at bidder's cost within 48 working hours
- Full electronic audit trail per document: timestamps, operator ID, QA decisions, and version history
- Monthly QA Summary Report to be submitted to PRAL by the 5th working day of each month

MODULE E — Physical Record Retention, Storage & Retrieval

Digitization does not eliminate the obligation to securely retain certain categories of physical originals (per statutory, audit, or evidentiary requirements). The bidder shall establish a fully documented physical retention, storage, and retrieval regime, integrated with the digital metadata schema (Module C), ensuring that every physical record remains locatable and retrievable within guaranteed timeframes for as long as PRAL requires retention.

2.E.1 Physical Record Retention

- Following digitization and QA acceptance, physical records shall be classified by PRAL (with bidder's recommendation) into one of three retention dispositions: (i) Retain Physical Original, (ii) Retain for Defined Period then Review, or (iii) Eligible for Certified Destruction
- Retention period for each record shall be governed by PRAL's Records Retention Schedule and captured in the mandatory metadata field 'Retention Period' (Field 13, Module C) — no record shall lack a recorded retention period
- Records flagged for retention shall not be destroyed, moved, or altered without written PRAL authorization referencing the applicable Disposal Authority (Field 14, Module C)
- The bidder shall maintain a live Retention Register cross-referencing every physical record's DUID, retention disposition, retention expiry date, and current physical location

2.E.2 Physical Storage Specifications

STORAGE PARAMETER	MINIMUM SPECIFICATION
Storage Facility Type	Dedicated, access-controlled physical archive — on-site PRAL premises or bidder-operated secure facility as agreed in contract

Environmental Controls	Temperature 18–22°C; relative humidity 40–55%; maintained and logged continuously
Fire Protection	Smoke detection + suppression system (gas-based, non-water, archive-safe); fire-rated storage room/cabinets
Pest & Mould Control	Scheduled pest control treatment; humidity control to prevent mould growth
Physical Security	24/7 CCTV coverage; access-controlled entry (card/biometric); visitor log; no unsupervised access
Shelving & Indexing System	Fixed-location, barcode or RFID-tagged shelving; every box/folder mapped to a unique Location Reference
Location Reference Integrity	Physical Location Reference (Field 12, Module C) updated in real time upon any record movement
Disaster Resilience	Records stored above ground-floor flood risk level; backup power for environmental control systems
Movement Log	Every instance of a physical record being retrieved, moved, or returned logged with timestamp, requestor, and authorization

2.E.3 Retrieval Process & Guaranteed Turnaround Times

The bidder shall operate a request-based retrieval service for any physical record retained under this contract. Retrieval requests shall be logged, tracked, and fulfilled against the following mandatory Service Level standards:

REQUEST PRIORITY	DEFINITION	GUARANTEED TURNAROUND	DELIVERY MODE
Urgent / Same-Day	Audit, litigation, or regulatory deadline — flagged by PRAL as urgent	**Within 4 working hours of request logged**	*Hand-delivered to requesting department*
Standard	Routine departmental request	**Within 24 working hours of request logged**	*Hand-delivered or secure courier*
Bulk Retrieval	Multiple records (10+) for a single request, e.g., audit sample	**Within 3 working days of request logged**	*Scheduled delivery with manifest*
Digital-Copy-Only Request	Requestor needs only the digitized copy (no physical handling)	**Within 1 working hour — instant repository lookup**	*Electronic delivery*

- Retrieval request mechanism: PRAL staff shall submit requests via a logged register (physical or electronic) referencing the DUID or descriptive search criteria cross-matched against the mandatory metadata schema
- Every retrieved record shall be checked back in upon return, with condition noted and Location Reference re-confirmed
- Monthly Retrieval Performance Report submitted to PRAL, showing total requests, turnaround time achieved per request, and any SLA breaches with root cause
- Failure to meet guaranteed turnaround times shall be subject to the Liquidated Damages regime set out in Section 8.4 of this RFP

MODULE F — Training, Handover & Knowledge Transfer

- Comprehensive, structured training for three user tiers: Records Administrators, Power Users (retrieval & metadata management), and General End Users
- Training materials in English and Urdu: User manuals, Quick Reference Cards, and recorded video tutorials
- Minimum three (3) full training days on-site at PRAL premises — attendance register maintained
- 90-day post-go-live warranty support: dedicated helpdesk with maximum 4-hour response time for critical issues
- Full technical documentation package: Archive Architecture, Metadata Data Dictionary, Administrator Guide, Physical Storage & Retrieval Procedures, Security Configuration Guide
- Full transfer of all retention registers, metadata records, and retrieval logs to PRAL in an open, non-proprietary format upon contract expiry or termination

TURNKEY PRINCIPLE — NON-NEGOTIABLE

The entire project shall be executed on a strict turnkey basis. The bidder assumes full, undivided end-to-end responsibility for all services, personnel, equipment, software, consumables, transportation, security, insurance, and incidental costs. No variation or additional payment shall be admissible beyond the contracted price. The system shall be fully operational, tested, and formally accepted by PRAL prior to release of the final payment milestone.

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

General Conditions of Contract

A. General

1. **Definitions**

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. **“**Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. “Party” means the Procuring Agency or the Contractor, as the case may be, and “Parties” means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Services.

2. **Applicable Law**

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. **Language**

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractorand the Procuring Agency, shall be written in the **English language** unless otherwise stated in the **SCC** . Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

4. **Notices**

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**.

5. **Location**

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in **SCC.**

6. **Authorized Representatives / Authority of Member in charge**

6.1. Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Contractor may be taken or executed by the officials specified in the **SCC**.

B. Commencement, Completion, Modification, and Termination of Contract

7. **Effectiveness of Contract**

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the **SCC.**

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC.**

9. **Program schedule**

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. **Starting Date/Expiration Date**

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC.**

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC.**

11. **Entire Agreement**

11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

12. **Modification**

12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. **Force Majeure**

13.1. **Definition**
For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Contractor and which makes a Contractor’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. **No Breach of Contract**
The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. **Extension of Time**

Any period within which a Contractor shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

13.4. **Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. **Termination**

14.1. **By the Procuring Agency**

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Contractor in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

15.1.1. The Contractor shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. **Law Applicable to Services**
The Contractor shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

16. **Conflict of Interests**

16.1. **Contractor Not to Benefit from Commissions and Discounts**
The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. **Contractor and Affiliates Not to be Otherwise Interested in Project**
The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. **Prohibition of Conflicting Activities**
Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC.**

17. **Insurance to be Taken Out by the Contractor**

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the **SCC**; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

18.1.1. appointing such members of the Personnel not provided by the Contractor;

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. **Liquidated Damages**

20.1. **Payments of Liquidated Damages**
The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. **Correction for Over-payment**
If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC.**

20.3. **Lack of performance penalty**

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. **Performance Guarantee**

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC.**

22. **Sustainable Procurement**

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. **Description of Personnel**

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. **Removal and / or Replacement of Personnel**

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. **Change in the Applicable Law**

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the **SCC.**

26. **Services and Facilities**

26.1. The Procuring Agency shall make available to the Contractor and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. **Contract Price**

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the **SCC**.

28. **Terms and Conditions of Payment**

28.1. Payments will be made to the Contractor according to the payment schedule stated in the **SCC** and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the **SCC**, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the **SCC.** Any other payment shall be made after the conditions listed in the **SCC** for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. **Quality Control Identifying Defects**

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the **SCC.** The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the **SCC**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. **Settlement of Disputes Amicable Settlement**

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. **Dispute Settlement**

32.1. **Arbitration**
If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.
Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

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 Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited), Manager Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is:Hiring of Services for Record Digitization, Archiving & Intelligent Record Retrieval Tender No. P-31/2026

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited), Manager
Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory
+92-334-531-4503
procurement@pral.com.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited), Manager
Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory
+92-334-531-4503
procurement@pral.com.pk

For the Bidder:

Name: ………………………

Designation: ……………..

Address: ……………………………..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be ………………….

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Services till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing services due to a conflict of a nature described in Clause GCC C2**.**

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.10%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause F

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause F

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties**.** The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties**.**

Appointing Authority for Arbitrator:

By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.:***P56495***

To: **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited), Manager Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of __________ 20_____ between **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited), Manager Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Hiring of Services for Record Digitization, Archiving & Intelligent Record Retrieval Tender No. P-31/2026 (*P56495*)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency's Letter of Acceptance; and
8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by ___________________the _________________ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

………………………………………………

Signed, sealed, delivered by ___________________the _________________ (for the Procuring Agency)

Witness to the signatures of the Bidder: ………………………………………………

Integrity Pact

Integrity Pact

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

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

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

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

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

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

Performance Guarantee Form

Performance Guarantee Form

To: **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited), Manager Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods*(*hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder 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: *[insert date]*

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date}

Annexure

Technical Proposal

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Technical Proposal** (page number: 83)

Financial Proposal

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Financial Proposal** (page number: 110)

Procurement Forms

Average Annual Turnover

Average annual turnover (last 3 years)	Minimum PKR 10 Million per annum	*Audited financial statements*

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 112)

Additional Forms and Documents

Pakistan Revenue Automation (Pvt) Ltd — PRAL

R E Q U E S T F O R P R O P O S A L

Record Digitization, Archiving & Intelligent Record Retrieval

Turnkey Basis — PPRA Rules 2004 (as amended)

TENDER REFERENCE	**PRAL-PC-RFP-DIG-001-2026**
CATEGORY	Information Technology Services — Digitization
PROCUREMENT METHOD	Open Competitive Bidding · Two-Envelope QCBS
GOVERNING RULES	**PPRA Rules 2004 (as amended)**
BID VALIDITY	90 Days from Submission Deadline
ISSUE DATE	July 2026

IMPORTANT NOTICES TO BIDDERS

NOTICE — PPRA TRANSPARENCY COMMITMENT

This RFP is issued in strict compliance with PPRA Rules 2004. Evaluation criteria are disclosed in full at the time of invitation to bid . Any attempt to influence evaluation personnel shall result in permanent blacklisting and criminal referral.

GLOSSARY

TERM	DEFINITION
PRAL	Pakistan Revenue Automation (Pvt) Ltd — the Procuring Entity
PPRA	Public Procurement Regulatory Authority
RFP	Request for Proposal — this document
OCB	Open Competitive Bidding under Rule 36, PPRA 2004
QCBS	Quality and Cost-Based Selection — evaluation method combining technical and financial scores
Two-Envelope	Submission method: Technical and Financial proposals in separate sealed envelopes
EMD	Earnest Money Deposit — Bid Security
BOQ	Bill of Quantities — itemized pricing schedule
SLA	Service Level Agreement — agreed performance standards with measurable KPIs
OCR	Optical Character Recognition
PDF/A	ISO 19005 archival PDF format for long-term preservation
Retention Register	The bidder-maintained master log cross-referencing every record's DUID, retention disposition, and physical location
DPI	Dots Per Inch — scanning resolution measure
SHA-256	Cryptographic hash algorithm for file integrity verification
NDA	Non-Disclosure Agreement
LD	Liquidated Damages — pre-agreed compensation for delay or non-performance
QA/QC	Quality Assurance and Quality Control

SECTION 1 — INVITATION TO BID

Pakistan Revenue Automation (Private) Limited (PRAL), , invites competitive sealed bids from legally registered, financially sound, and technically capable firms for the provision of Record Digitization, Archiving, and Intelligent Record Retrieval Services for PRAL's physical records on a Turnkey Basis.

1.1 Background & Strategic Rationale

PRAL manages a substantial volume of physical records accumulated in the course of providing IT and automation support to Pakistan's national tax administration. Effective preservation, classification, and rapid retrieval of these records is essential for operational continuity, regulatory audit readiness, legal compliance, and institutional knowledge management.

This procurement seeks to establish a modern, secure, and sustainable Enterprise Document Management ecosystem — converting physical record holdings into a fully searchable digital archive aligned with national digitization objectives and international archival standards.

1.2 Procurement Identification

Procuring Entity	Pakistan Revenue Automation (Pvt) Ltd (PRAL)
Tender Reference	PRAL-PC-RFP-DIG-001-2026
Nature	Services — Record Digitization, Archiving & Intelligent Record Retrieval (Turnkey)
Procurement Method	Open Competitive Bidding (OCB) — Rule 36, PPRA Rules 2004
Evaluation Methodology	Quality and Cost-Based Selection (QCBS) — 70% Technical: 30% Financial
Estimated Contract Duration	12 months (extendable by mutual consent, subject to PPRA Rules)
Bid Validity	90 calendar days from submission deadline
Bid Security (EMD)	------
Performance Security	10% of contract value — irrevocable bank guarantee
Bid Language	English
Currency	Pakistani Rupees (PKR) — inclusive of all taxes

PRE-BID CONFERENCE — MANDATORY

Attendance at the Pre-Bid Conference is mandatory.

Only registered bidders may attend. PRAL shall issue a written Clarification Addendum in response to all valid queries raised — verbal responses carry no legal standing. Bidders must register their attendance via email to procurement@pral.com.pk at least 48 hours before the conference.

SECTION 2 — SCOPE OF WORK

The successful bidder shall deliver an integrated, end-to-end turnkey solution encompassing six functional modules. These modules are mandatory and non-separable; partial proposals shall not be accepted.

MODULE	TITLE	KEY OUTCOME
A	**Physical Record Management & Logistics**	*Inventoried, secured, transported, and prepared records*
B	**High-Quality Scanning & Digitization**	*ISO-standard digital images across all document types*
C	**OCR, Indexing & Mandatory Metadata Architecture**	*Fully searchable, classified digital archive — metadata mandatory on 100% of documents*
D	**Quality Assurance & Quality Control (QA/QC)**	*Verified, defect-free archive meeting PRAL acceptance standards*
E	**Physical Record Retention, Storage & Retrieval**	*Securely retained physical originals with guaranteed retrieval turnaround*
F	**Training, Handover & Knowledge Transfer**	*PRAL staff fully capable of operating and managing the archive*

MODULE A — Physical Record Management & Logistics

- Conduct a comprehensive pre-project survey and inventory of all physical records at PRAL-designated locations, producing a Record Register documenting document type, estimated volume, physical condition, and sensitivity classification
- Prepare a Record Movement Plan for PRAL approval prior to any physical movement of records
- Provide secure, GPS-tracked transportation with tamper-evident packaging and end-to-end chain-of-custody documentation for all physical records
- Document preparation: de-stapling, unfolding, tape repair of torn/damaged pages, removal of foreign material, and arrangement by PRAL-approved classification scheme
- Fonts/graphics in their original form need to be archived
- Fragile documents to be handled carefully before being archived
- Secure temporary storage during digitization — restricted access, CCTV-monitored environment with environmental controls (temperature, humidity)
- Return of physical records in organized, labelled condition OR certified secure destruction as instructed by PRAL, with written Destruction Certificate

MODULE B — High-Quality Scanning & Digitization

All scanning shall conform to the following minimum specifications. Where PRAL specifies higher standards, the higher standard shall prevail:

DOCUMENT TYPE	MIN. RESOLUTION	OUTPUT FORMAT	SPECIAL NOTE
Standard Text (B&W)	Min 300 DPI	PDF/A-1b	*Bitonal where appropriate*
Graphics	Min 600 DPI	PDF/A-2a (tagged)	*Full colour where graphics present*
Colour Documents	Min 600 DPI	PDF/A-2b	*Colour management ICC profile*
Oversize (A3+)	Min 300 DPI	PDF/A-2b / TIFF	*Stitched or tiled*
Microfilm / Microfiche	Min 600 DPI	TIFF + PDF/A	*Specialist equipment required*
Bound Volumes / Registers	Min 300 DPI, book scanner	PDF/A (page-by-page)	*No forced spine opening. If unbind then rebinding in original form, unless need to be destroyed*

MODULE C — OCR, Indexing & Mandatory Metadata Architecture

2.C.1 OCR Requirements

- Full-text OCR to ISO 14289 (PDF/UA) standard for all text-bearing documents
- Minimum verified character accuracy: 99.5% (automated sampling + manual QA verification)
- Multi-language OCR support: English and any other script present in PRAL records
- Zonal OCR for structured forms — field-level data extraction to database
- OCR confidence scores captured per page and included in audit log

2.C.2 Mandatory Metadata Schema (18 Fields) — Applies to 100% of Documentation

MANDATORY METADATA RULE

The 18-field metadata schema below is MANDATORY and shall be applied, without exception, to every single digitized document and every physical record entry processed under this contract — irrespective of document type, volume, format, originating department, or sensitivity classification. No document shall be ingested into the archive, indexed, or considered complete without full metadata capture across all mandatory fields. Partial or incomplete metadata renders the corresponding batch non-compliant and subject to rejection under the QA/QC regime (Module D).

All digitized documents and physical record entries shall carry the following metadata, captured at point of scanning/registration and validated by QA prior to ingest into the archive:

#	FIELD NAME	DESCRIPTION	SOURCE	MANDATORY
1	**Document Unique ID (DUID)**	System-generated alphanumeric	*Auto-generated*	**YES**

2	**Record Series / Category**	Per PRAL Classification Scheme	*Operator*	**YES**
3	**Document Type**	Contract / Invoice / Correspondence etc.	*Operator*	**YES**
4	**Document Date**	Date of original document (DD/MM/YYYY)	*Operator*	**YES**
5	**Date of Digitization**	Auto-captured by scanner	*System*	**YES**
6	**Originating Department**	PRAL unit / directorate	*Operator*	**YES**
7	**Subject / Title**	Brief content descriptor	*Operator*	**YES**
8	**Related Reference No.**	Contract No., Tender No. etc. — record 'N/A' if not applicable	*Operator*	**YES**
9	**Sensitivity Classification**	Public / Internal / Confidential / Secret	*Operator*	**YES**
10	**File Format & Version**	PDF/A-1b, TIFF v6 etc.	*System*	**YES**
11	**Page Count**	Total pages in document	*System*	**YES**
12	**Physical Location Reference**	Box / Shelf / Register of original	*Operator*	**YES**
13	**Retention Period**	Per PRAL Retention Schedule	*Lookup*	**YES**
14	**Disposal Authority**	Rule / authority authorizing disposal — record 'N/A' if not yet applicable	*Lookup*	**YES**
15	**Scanned By (Operator ID)**	Staff identifier code	*System*	**YES**
16	**QA Verified By**	QA officer identifier	*System*	**YES**
17	**SHA-256 Hash Value**	Digital fingerprint for integrity	*System*	**YES**
18	**OCR Confidence Score**	Average accuracy % per document	*System*	**YES**

No 'Conditional' or optional metadata fields exist under this schema. Where a field's substantive value does not apply to a given record (e.g., no related reference number), the bidder's system shall record an explicit 'N/A' entry rather than leaving the field blank — the field itself remains mandatory for every record.

MODULE D — Quality Assurance & Quality Control (QA/QC)

A mandatory three-tier QA/QC regime shall be applied throughout:

TIER	LEVEL	CHECKS PERFORMED	MINIMUM SAMPLE RATE

1	**Operator Self-Check**	Image clarity, orientation, completeness, page order, legibility	**100% of scanned output**
2	**QA Officer Verification**	Metadata accuracy, OCR quality, format compliance, DUID integrity, SHA-256 hash	**20% random sample per batch**
3	**PRAL Acceptance Review**	End-to-end retrieval test, search functionality, repository integrity, SLA compliance	**5% of final deliverable**

- Batch defect rate threshold: Any batch exceeding 2% defect rate shall be fully re-scanned at bidder's cost within 48 working hours
- Full electronic audit trail per document: timestamps, operator ID, QA decisions, and version history
- Monthly QA Summary Report to be submitted to PRAL by the 5th working day of each month

MODULE E — Physical Record Retention, Storage & Retrieval

Digitization does not eliminate the obligation to securely retain certain categories of physical originals (per statutory, audit, or evidentiary requirements). The bidder shall establish a fully documented physical retention, storage, and retrieval regime, integrated with the digital metadata schema (Module C), ensuring that every physical record remains locatable and retrievable within guaranteed timeframes for as long as PRAL requires retention.

2.E.1 Physical Record Retention

- Following digitization and QA acceptance, physical records shall be classified by PRAL (with bidder's recommendation) into one of three retention dispositions: (i) Retain Physical Original, (ii) Retain for Defined Period then Review, or (iii) Eligible for Certified Destruction
- Retention period for each record shall be governed by PRAL's Records Retention Schedule and captured in the mandatory metadata field 'Retention Period' (Field 13, Module C) — no record shall lack a recorded retention period
- Records flagged for retention shall not be destroyed, moved, or altered without written PRAL authorization referencing the applicable Disposal Authority (Field 14, Module C)
- The bidder shall maintain a live Retention Register cross-referencing every physical record's DUID, retention disposition, retention expiry date, and current physical location

2.E.2 Physical Storage Specifications

STORAGE PARAMETER	MINIMUM SPECIFICATION
Storage Facility Type	Dedicated, access-controlled physical archive — on-site PRAL premises or bidder-operated secure facility as agreed in contract
Environmental Controls	Temperature 18–22°C; relative humidity 40–55%; maintained and logged continuously
Fire Protection	Smoke detection + suppression system (gas-based, non-water, archive-safe); fire-rated storage room/cabinets

Pest & Mould Control	Scheduled pest control treatment; humidity control to prevent mould growth
Physical Security	24/7 CCTV coverage; access-controlled entry (card/biometric); visitor log; no unsupervised access
Shelving & Indexing System	Fixed-location, barcode or RFID-tagged shelving; every box/folder mapped to a unique Location Reference
Location Reference Integrity	Physical Location Reference (Field 12, Module C) updated in real time upon any record movement
Disaster Resilience	Records stored above ground-floor flood risk level; backup power for environmental control systems
Movement Log	Every instance of a physical record being retrieved, moved, or returned logged with timestamp, requestor, and authorization

2.E.3 Retrieval Process & Guaranteed Turnaround Times

The bidder shall operate a request-based retrieval service for any physical record retained under this contract. Retrieval requests shall be logged, tracked, and fulfilled against the following mandatory Service Level standards:

REQUEST PRIORITY	DEFINITION	GUARANTEED TURNAROUND	DELIVERY MODE
Urgent / Same-Day	Audit, litigation, or regulatory deadline — flagged by PRAL as urgent	**Within 4 working hours of request logged**	*Hand-delivered to requesting department*
Standard	Routine departmental request	**Within 24 working hours of request logged**	*Hand-delivered or secure courier*
Bulk Retrieval	Multiple records (10+) for a single request, e.g., audit sample	**Within 3 working days of request logged**	*Scheduled delivery with manifest*
Digital-Copy-Only Request	Requestor needs only the digitized copy (no physical handling)	**Within 1 working hour — instant repository lookup**	*Electronic delivery*

- Retrieval request mechanism: PRAL staff shall submit requests via a logged register (physical or electronic) referencing the DUID or descriptive search criteria cross-matched against the mandatory metadata schema
- Every retrieved record shall be checked back in upon return, with condition noted and Location Reference re-confirmed
- Monthly Retrieval Performance Report submitted to PRAL, showing total requests, turnaround time achieved per request, and any SLA breaches with root cause
- Failure to meet guaranteed turnaround times shall be subject to the Liquidated Damages regime set out in Section 8.4 of this RFP

MODULE F — Training, Handover & Knowledge Transfer

- Comprehensive, structured training for three user tiers: Records Administrators, Power Users (retrieval & metadata management), and General End Users
- Training materials in English and Urdu: User manuals, Quick Reference Cards, and recorded video tutorials
- Minimum three (3) full training days on-site at PRAL premises — attendance register maintained
- 90-day post-go-live warranty support: dedicated helpdesk with maximum 4-hour response time for critical issues
- Full technical documentation package: Archive Architecture, Metadata Data Dictionary, Administrator Guide, Physical Storage & Retrieval Procedures, Security Configuration Guide
- Full transfer of all retention registers, metadata records, and retrieval logs to PRAL in an open, non-proprietary format upon contract expiry or termination

TURNKEY PRINCIPLE — NON-NEGOTIABLE

The entire project shall be executed on a strict turnkey basis. The bidder assumes full, undivided end-to-end responsibility for all services, personnel, equipment, software, consumables, transportation, security, insurance, and incidental costs. No variation or additional payment shall be admissible beyond the contracted price. The system shall be fully operational, tested, and formally accepted by PRAL prior to release of the final payment milestone.

SECTION 3 — INFORMATION SECURITY & DATA GOVERNANCE

Given the fiscally sensitive and institutionally critical nature of PRAL records, the following security requirements are non-negotiable conditions of contract. Failure to comply at any stage constitutes material breach.

3.1 Non-Disclosure & Confidentiality

- Legally binding NDA with PRAL to be signed before commencement of any work — NDA template at Annex G
- All deployed personnel shall sign individual confidentiality undertakings before accessing any record
- Confidentiality obligations survive contract termination by five (5) years
- No PRAL data, records, or metadata to be retained in any form after project completion — Certificate of Secure Destruction required within 5 working days of closure
- Unauthorized disclosure constitutes material breach: immediate termination, forfeiture of performance security, and criminal referral

3.2 Personnel Security

- All deployed personnel: police clearance certificate + two professional references — submitted to PRAL 7 days before commencement
- PRAL reserves the right to reject or remove any personnel without cause and without compensation
- No personal electronic devices (phones, tablets, USB drives, cameras) in scanning or record storage areas — dedicated lockers provided
- Visitor and subcontractor access requires 48-hour advance written approval from PRAL
- Physical access log maintained; CCTV coverage mandatory in all record handling areas

3.3 Cyber & Information Security Controls

SECURITY CONTROL	MANDATORY REQUIREMENT
Encryption — At Rest	AES-256 for all digitized files on any storage medium
Encryption — In Transit	TLS 1.3 minimum for all data transfers
Network Segmentation	Isolated network segment for scanning workstations; no internet access on scanning machines
Incident Reporting	PRAL notified within 2 hours of any security incident or suspected data breach
Media Sanitization	DoD 5220.22-M standard secure erasure of all interim working media upon project closure
Audit Logging	All system events, file accesses, and user actions: tamper-proof, immutable logs

ISMS Certification	ISO 27001 certification OR documented Information Security Management System policy
Cloud Restriction	Any cloud storage used must be Pakistan-domiciled OR explicitly approved by PRAL in writing prior to use

SECTION 4 — ELIGIBILITY & MANDATORY REQUIREMENTS

NON-RESPONSIVE BID RULE

Bids that do not satisfy ALL mandatory eligibility requirements below shall be declared non-responsive at initial screening and shall not proceed to technical evaluation. No waiver, relaxation, or post-deadline submission of mandatory documents is permissible under PPRA Rules 2004.

4.1 Mandatory Eligibility Documents

#	MANDATORY DOCUMENT / REQUIREMENT	VERIFICATION / EVIDENCE
1	SECP Registration Certificate — active and valid	*SECP e-Services Portal printout*
2	National Tax Number (NTN) Certificate	*FBR TaxRay / IRIS*
3	GST Registration Certificate (where applicable)	*FBR IRIS Portal*
4	Active Taxpayer Status (ATL) — current year confirmation	*FBR ATL list extract*
5	Affidavit of Non-Blacklisting by any government or public entity — notarized	*Self-attested, notarized*
6	Pre-Bid Conference Attendance Certificate	*Issued by PRAL*
7	Bid Security (EMD) — ------, in prescribed form	*Bank guarantee / pay order*
8	Completed Bidder Information Form (Annex A of this RFP)	*RFP Annex A*
9	Signed NDA Undertaking (Annex G of this RFP)	*RFP Annex G*
10	Signed Declaration of No Conflict of Interest (Annex H)	*RFP Annex H*

4.2 Minimum Pre-Qualification Thresholds

Bidders must meet ALL of the following minimum thresholds to be eligible for technical evaluation:

CRITERION	MINIMUM THRESHOLD	EVIDENCE REQUIRED
Years in active operation	Minimum 3 years from SECP registration date	*SECP certificate*
Relevant industry experience	Minimum 3 years providing professional digitization services	*Client references*
Similar projects completed	Minimum 3 successfully completed digitization projects (any sector)	*Completion certificates*
Average annual turnover (last 3 years)	Minimum PKR 10 Million per annum	*Audited financial statements*

Key personnel — Project Manager	Min 3 years' relevant project management experience	*CV + certificates*
Equipment access	Documented ownership or lease of high-speed scanners (min. 100 pages per minute)	*Asset register / lease agreement*
Information security posture	ISO 27001 certification OR documented ISMS policy	*Certificate or ISMS document*

SECTION 5 — TECHNICAL EVALUATION FRAMEWORK

TRANSPARENCY GUARANTEE

All evaluation criteria, sub-criteria, weights, and scoring bands are disclosed in full in this section. Scoring sheets shall be documented per bidder, per criterion. Aggregate scores, rankings, and award recommendations shall be reported to PRAL management.

5.0 Evaluation Summary — 100 Points

#	CRITERION	MAX MARKS	WEIGHT
5.1	**Organizational Capacity & Relevant Experience**	**20**	20%
5.2	**Demonstrated Track Record — Similar Projects**	**20**	20%
5.3	**Technical Methodology & Solution Quality**	**25**	25%
5.4	**Human Resource Capacity & Key Personnel**	**15**	15%
5.5	**Infrastructure, Equipment & Technology Stack**	**10**	10%
5.6	**Project Delivery Plan & Execution Realism**	**10**	10%
	TOTAL	**100**	**100%**

Minimum Qualifying Technical Score: 70 points out of 100. Bidders scoring below 70 shall not have their Financial Proposals opened.

5.1 Organizational Capacity & Relevant Experience [20 Marks]

SUB-CRITERION	SCORING BANDS & MARKS	EVIDENCE REQUIRED
Years of active operation in digitization / document management	< 3 years: 2 pts 3–5 years: 5 pts 5–8 years: 10 pts > 8 years: 12 pts	*SECP certificate, audited accounts, client letters*
Annual turnover — average of last 3 audited financial years	PKR < 10M: 2 pts PKR 10–25M: 3 pts PKR 25–50M: 4 pts > PKR 50M: 5 pts	*Audited financial statements (3 years)*
Information security certification	ISO 27001 certified: 3 pts Documented ISMS only: 1 pt Neither: 0 pts	*Certificate copy or ISMS policy document*
Company profile — local presence, organizational structure, dedicated digitization unit	Comprehensive: 0 pts Adequate: 0 pts Minimal: 0 pts Max sub-total: 0 pts [Qualifying, not scored]	*Company profile document, org chart*
SUB-TOTAL	**Maximum: 20 Marks**	

5.2 Demonstrated Track Record — Similar Projects [20 Marks]

Each project reference must be supported by a signed Completion Certificate or Client Letter on official letterhead. PRAL reserves the right to contact referenced clients directly.

SUB-CRITERION	SCORING BANDS & MARKS	EVIDENCE REQUIRED
Number of similar digitization projects successfully completed (last 5 years)	1 project: 3 pts 2 projects: 5 pts 3 projects: 7 pts 4–5 projects: 9 pts 6+ projects: 10 pts	*Completion certificates; client letters; PPRA award notices*
Scale of largest single project — by page volume digitized	< 50,000 pages: 1 pt 50K–200K pages: 3 pts 200K–500K pages: 4 pts > 500K pages: 5 pts	*Work order + completion certificate with volume confirmation*
Government / public sector client experience (federal or provincial)	At least 1 govt client: 3 pts No govt client: 0 pts	*Government client reference letters*
ISO or industry award / client commendation for digitization quality	Documented evidence: 2 pts None: 0 pts	*Award certificate / commendation letter*
SUB-TOTAL	**Maximum: 20 Marks**	

5.3 Technical Methodology & Solution Quality [25 Marks]

Bidders must submit a detailed Technical Methodology Document (not to exceed 30 pages) covering each sub-criterion below. Generic or templated responses that do not specifically address PRAL's context shall receive zero marks for the relevant sub-criterion.

SUB-CRITERION	MAX MARKS	WHAT EVALUATORS LOOK FOR
Digitization methodology — workflow, tools, processes for each document type	**8**	*End-to-end workflow clarity; suitability per document type; handling of fragile/oversize/multilingual documents; scanner specifications*
QA/QC framework — sampling regime, defect thresholds, corrective actions	**6**	*Three-tier model; statistical sampling plan; defect definition; rectification timelines; audit trail*
Indexing architecture and metadata taxonomy — alignment with PRAL schema	**5**	*Completeness of metadata plan; OCR zonal mapping; classification hierarchy; Dublin Core alignment*
Information security & data governance plan	**4**	*Risk identification; access controls; personnel vetting; media sanitization; incident response procedure*
Physical retention, storage & retrieval methodology	**2**	*Storage facility specifications; environmental controls; retrieval SLA realism; retention register design*

SUB-TOTAL	**25**	

5.4 Human Resource Capacity & Key Personnel [15 Marks]

CVs must be signed by the individual personnel concerned. All stated qualifications are subject to verification. Replacement of key personnel post-award requires prior written PRAL approval.

KEY POSITION	MINIMUM QUALIFICATION	MARKS	SCORING NOTE
Project Manager	3yr relevant exp. PMP / PRINCE2 preferred	**5**	*Score based on qualification depth and digitization-specific PM experience*
Senior Digitization Specialist	Diploma/degree + 2yr hands-on scanning & OCR experience	**3**	*Score based on technical depth and scanner/OCR platform expertise*
QA / QC Officer	Relevant qualification + 1yr QA / document management experience	**3**	*Score based on QA methodology knowledge demonstrated in CV*
Indexing & Metadata Specialist	IT background + classification / taxonomy experience	**2**	*Score based on demonstrated metadata and archival knowledge*
Records & Retrieval Administrator	IT/Records Management background + archive administration experience	**2**	*Score based on records administration experience and retrieval system management*
SUB-TOTAL		**15**	

5.5 Infrastructure, Equipment & Technology Stack [10 Marks]

ITEM	MARKS	EVIDENCE REQUIRED
High-speed production scanners (min. 100 ppm, A3/A4 capable, ADF + flatbed)	**3**	*Asset register; purchase / lease documents; scanner model specifications*
Licensed OCR platform (ABBYY FineReader, Kofax, Adobe Acrobat Pro or equivalent)	**2**	*License certificates; platform specifications*
Records management database/index system (metadata-driven, search-capable)	**2**	*Software specifications; demo or screenshots*
Secure physical archive facility: environmental controls, fire suppression, CCTV, access control	**2**	*Facility specifications; floor plan; compliance documentation*

Dedicated secure scanning facility (on-site or off-site — PRAL-inspectable)	1	*Site photographs; floor plan; access control description*
SUB-TOTAL	**10**	

5.6 Project Delivery Plan & Execution Realism [10 Marks]

Bidders shall submit a resource-loaded Gantt Chart covering all six modules, with milestones, interdependencies, and named responsible personnel. Timeline claims without supporting Gantt documentation shall not be credited.

CRITERION	MARKS	EVIDENCE
Proposed completion duration — from commencement date: > 6 months: 4 pts | 4–6 months: 7 pts | < 4 months: 10 pts	**10**	*Resource-loaded Gantt Chart*
Gantt Chart submitted: resource-loaded with milestones and interdependencies	**Bonus: 2 marks (credited within 10-mark ceiling)**	*Gantt document*
Risk Register submitted: identified risks with probability, impact, and mitigation	**Qualitative — up to 1 bonus mark within ceiling**	*Risk register table*
SUB-TOTAL	**10**	

EVALUATION INTEGRITY SAFEGUARDS

Scoring shall be conducted independently, then aggregated. The Committee shall prepare a written Evaluation Report substantiating scores for each criterion and bidder. This report shall be submitted to PRAL management for approval and shall be available for PPRA audit on demand.

SECTION 7 — BID SUBMISSION REQUIREMENTS

7.1 Two-Envelope Procedure

	ENVELOPE 1 — TECHNICAL PROPOSAL	ENVELOPE 2 — FINANCIAL PROPOSAL
LABEL	**"TECHNICAL PROPOSAL" PRAL-PC-RFP-DIG-001-2026 [Bidder Full Legal Name]**	**"FINANCIAL PROPOSAL" PRAL-PC-RFP-DIG-001-2026 [Bidder Full Legal Name]**
CONTENTS	All mandatory eligibility documents Company profile & experience Project Reference Forms (min. 3) Technical Methodology Document Key Personnel CVs + certificates Equipment list + ownership docs ISO 27001 / ISMS documentation Security Plan Project Execution Plan (Gantt) Bid Security (EMD)	Completed BOQ (Section 6.2) Grand Total Summary Sheet Declaration of Price Validity Bank account details
OPENING	Publicly opened on submission day (Rule 28) Date, time & venue confirmed in Pre-Bid Conference Addendum	Opened ONLY after technical evaluation Only technically qualified bidders (≥70 pts) notified and invited

7.2 Submission Rules

- Bids shall be submitted in person or via registered/tracked courier to PRAL Procurement Division — electronic submissions are not accepted
- Bids received after the advertised deadline shall be returned unopened and unrecorded
- Faxed, emailed, or scanned bids shall not be accepted under any circumstances
- All documents must be in English; documents in other languages must include certified English translations
- Prices must be in Pakistani Rupees (PKR) only; foreign currency quotations shall be rejected
- Bid validity: minimum 90 calendar days from submission deadline — bids with shorter validity shall be rejected
- Any corrections in the financial proposal must be initialled and dated by the authorized signatory; white-out is not acceptable
- Each bid must be submitted in one original and two copies, clearly marked ORIGINAL and COPY

7.3 Submission Address

Procurement Cell
Procurement Division, Pakistan Revenue Automation (Pvt.) Ltd. (PRAL)
Galaxy Business Centre, Street 9 I 9/3, Islamabad — 44000, Pakistan
Queries (written only): procurement@pral.com.pk | Tel: [PRAL Main Number]

SECTION 8 — CONTRACT CONDITIONS & GENERAL PROVISIONS

8.1 Governing Law & Dispute Resolution

- The contract shall be subject to the laws of the Islamic Republic of Pakistan
- Disputes not resolved amicably within 30 days: referred to arbitration under the Arbitration Act 1940, seat of arbitration in Islamabad, proceedings in English
- PRAL's decisions on technical and financial evaluation are final, subject only to PPRA's grievance mechanism (Rule 48)

8.2 PRAL Reserved Rights

- PRAL reserves the right to accept or reject any or all bids without assigning reason
- PRAL may cancel this procurement at any stage prior to contract signing without incurring liability
- PRAL may seek written clarifications from bidders; such clarifications shall not alter the substance of any bid
- PRAL may conduct site inspections of bidders' facilities before or after award

8.3 Performance Security

- 10% of contract value — irrevocable bank guarantee from a scheduled bank in Pakistan
- Must be submitted within 10 working days of receipt of the Letter of Acceptance (LOA)
- Validity: until Final Acceptance Certificate plus 60 days
- PRAL reserves the right to encash in full or part upon material default, abandonment, or fraudulent misrepresentation

8.4 Service Level Agreement (SLA) & Liquidated Damages

KPI / METRIC	TARGET STANDARD	CONSEQUENCE OF NON-PERFORMANCE
Daily scanning throughput	As per agreed Gantt ± 10%	*LD: 0.5% of monthly contract value per day of sustained underperformance*
OCR accuracy per batch	≥ 99.5% character accuracy	*Full batch re-processing at bidder's cost; 2nd failure triggers formal warning*
QA batch defect rate	≤ 2% per batch	*Full re-scan at bidder's cost; repeat non-compliance triggers LD 0.25% per day*
Defect rectification turnaround	≤ 48 working hours from notification	*LD: 0.25% penalty per additional working day of delay*

Physical record retrieval — Urgent/Same-Day requests	Within 4 working hours of request logged	*LD: 0.5% of monthly contract value per missed urgent request*
Physical record retrieval — Standard requests	Within 24 working hours of request logged	*Service credit: 0.25% monthly fee per missed standard request*
Security incident reporting	Within 2 hours of discovery	*Material breach — may trigger immediate contract termination*
Monthly progress report submission	By 5th working day of each month	*Written warning; 3rd repeated failure: formal default notice*
Final delivery vs. contracted date	On or before contracted date	*LD: 0.1% of contract value per day of delay — maximum 10% of contract value*

8.5 Payment Schedule — Milestone-Based

#	MILESTONE / PAYMENT TRIGGER	PAYMENT
1	Contract signing + Performance Security submitted	**10% of contract value**
2	Module A complete: Record inventory and preparation accepted by PRAL	**10% of contract value**
3	50% scanning and OCR complete — batch acceptance by PRAL	**20% of contract value**
4	100% scanning and OCR complete + QA sign-off by PRAL	**20% of contract value**
5	Full metadata indexing complete; physical archive storage operational with retention register live	**15% of contract value**
6	Records management database deployed; retrieval service tested and operational against guaranteed SLA	**15% of contract value**
7	Training complete + all documentation delivered and accepted	**5% of contract value**
8	Final Acceptance Certificate issued (end of 90-day warranty)	**5% of contract value**

All payments subject to statutory withholding tax deductions. Invoices processed within 30 working days of acceptance of each milestone deliverable. No advance payment shall be made.

8.6 Anti-Corruption, Integrity & Conflict of Interest

- Bidders must declare any existing or potential Conflict of Interest. Non-disclosure = immediate disqualification or contract termination
- Any attempt to influence Evaluation Committee members shall result in permanent blacklisting and criminal referral to NAB / FIA
- PRAL's procurement is subject to PPRA oversight, FBR Internal Audit, and the Auditor General of Pakistan

- Bidders may report procurement irregularities to PPRA's official grievance portal or FBR's Vigilance Directorate anonymously

SECTION 9 — ANNEXURES

The Annexures below form an integral part of this RFP. Bidders must complete and submit all mandatory Annexures. Failure to submit any mandatory Annex shall render the bid non-responsive.

ANNEX	TITLE	STATUS
A	Bidder Information Form	Mandatory — submit with Technical Proposal
B	Project Reference Form (complete one per project, minimum 3)	Mandatory — submit with Technical Proposal
C	Key Personnel CVs Template	Mandatory for all 5 named roles
D	Equipment List Template	Mandatory
E	BOQ — Financial Proposal (Section 6.2)	Mandatory — submit in Financial Proposal Envelope
F	Submission Checklist	Advisory — strongly recommended
G	NDA Undertaking (signed)	Mandatory — submit with Technical Proposal
H	Declaration of No Conflict of Interest (signed)	Mandatory — submit with Technical Proposal
I	Declaration & Undertakings (signed by authorized signatory)	Mandatory

ANNEX A — Bidder Information Form

FIELD	BIDDER'S RESPONSE
Legal Name of Firm	
SECP Registration No.	
Date of Incorporation	
Registered Office Address	
Principal Business Address	
NTN No.	
GST Registration No. (if applicable)	
Entity Type (Pvt. Ltd. / Public / Partnership / LLP)	
Name of Authorized Signatory	

Designation of Authorized Signatory	
CNIC No. of Authorized Signatory	
Official Contact Phone No.	
Official Email Address	
Company Website	
Total Full-Time Employees	
Employees in Digitization / Records Management	

ANNEX B — Project Reference Form (One per Project — Minimum 3 Required)

FIELD	RESPONSE
Client / Organization Name	
Client Sector (Government / Private / NGO / International)	
Client Contact Person — Name & Designation	
Client Contact Telephone & Email	
Project Title & Brief Description	
Scope of Services Provided	
Approximate Volume (Number of Pages Digitized)	
Document Types Handled	
Records Management / Retrieval System Deployed	
Contract Value (PKR)	
Project Start Date	
Project Completion Date / Current Status	
Client Satisfaction (Attach letter / certificate)	

ANNEX F — Bid Submission Checklist

#	ITEM TO BE INCLUDED IN BID	TICK (✓)

1	Outer envelope labelled correctly (Tender Ref + Bidder Name)	
2	ENVELOPE 1 — TECHNICAL PROPOSAL: clearly labelled	
3	ENVELOPE 2 — FINANCIAL PROPOSAL: clearly labelled and sealed separately	
4	SECP Registration Certificate (clear copy)	
5	NTN Certificate	
6	GST Certificate (if applicable)	
7	Active Taxpayer List (ATL) confirmation — current year	
8	Affidavit of Non-Blacklisting — notarized	
9	Pre-Bid Conference Attendance Certificate	
10	Board Resolution / POA for Authorized Signatory — notarized	
11	Annex A — Completed Bidder Information Form	
12	Annex B — Project Reference Forms (minimum 3, separate for each project)	
13	Annex C — CVs for all 5 Key Personnel (signed by individual)	
14	Annex D — Equipment List with ownership / lease documentation	
15	Annex G — Signed NDA Undertaking	
16	Annex H — Signed Declaration of No Conflict of Interest	
17	Annex I — Declaration & Undertakings (signed + company seal)	
18	Technical Methodology Document (max 30 pages)	
19	ISO 27001 Certificate or ISMS Policy Document	
20	Information Security Plan	
21	Project Execution Plan — Resource-loaded Gantt Chart	
22	Penetration Test Report (within last 12 months)	
23	Bid Security (EMD) — ------, correct form and validity	
24	ENVELOPE 2: Completed BOQ (Section 6.2) — all rates filled	
25	ENVELOPE 2: Grand Total Summary + Declaration of Price Validity	

ANNEX I — Declaration & Undertakings

DECLARATION BY BIDDER

We, the undersigned, duly authorized representatives of [FIRM NAME], hereby declare and confirm that:

1. We have read, understood, and fully accept all terms, conditions, and requirements of RFP PRAL-PC-RFP-DIG-001-2026 and its Annexures.
2. We are not blacklisted, suspended, or debarred by any federal, provincial, or local government authority, state-owned enterprise, or international organization.
3. We have no existing or potential conflict of interest in relation to this procurement, and we undertake to immediately declare any such conflict if it arises.
4. All information, documentation, and statements provided in this bid are true, accurate, and complete. We acknowledge that any misrepresentation constitutes grounds for immediate disqualification, contract termination, forfeiture of securities, blacklisting, and criminal prosecution.
5. All key personnel named in our technical proposal are available and irrevocably committed to this project from the date of award.
6. We commit unconditionally to all confidentiality, NDA, and information security requirements of this RFP and the resulting contract.
7. We accept that PRAL's decisions on bid evaluation, award, and contract management are final and binding, subject only to applicable PPRA Rules.
8. Our bid prices remain valid and binding for the full 90-day bid validity period.

Authorized Signatory Signature: ______________________________________

Name & Designation: ______________________________________

Company Seal: ______________________________________

Date: ______________________________________

FINANCIAL PROPOSAL & EVALUATION

The Financial Proposal shall be submitted in a separately sealed, labelled envelope and shall remain sealed until public opening following completion of technical evaluation. Opening shall be conducted in the presence of technically qualified bidders (or their authorized representatives).

6.1 QCBS Combined Score Formula

COMBINED SCORE FORMULA

Combined Score = (Technical Score / 100) × 70 + (Lowest Financial Bid / Bidder's Financial Bid) × 30

The bidder achieving the highest Combined Score shall be recommended for award. In the event of a tie, the bidder with the higher Technical Score shall be ranked first.

6.2 Bill of Quantities (BOQ)

All rates shall be in PKR, inclusive of all taxes, duties, levies, withholding tax, GST, and incidental charges. Rate escalation during the contract period is not permissible. Quantities marked [PRAL to specify] shall be confirmed in the Pre-Bid Conference Addendum.

SR.	SERVICE DESCRIPTION	UNIT	EST. QTY.	UNIT RATE (PKR)	TOTAL (PKR)
1	Document preparation & handling (de-stapling, sorting, repair)	Per Page	*[TBC]*		
2	Scanning — Black & White / Bitonal (Standard A4)	Per Page	*[TBC]*		
3	Scanning — Greyscale (Mixed content)	Per Page	*[TBC]*		
4	Scanning — Full Colour	Per Page	*[TBC]*		
5	Scanning — Oversize (A3 and above)	Per Page	*[TBC]*		
6	OCR Processing — Full-Text (per page)	Per Page	*[TBC]*		
7	OCR Processing — Zonal (structured forms)	Per Page	*[TBC]*		
8	Indexing & Metadata Tagging (18-field schema)	Per Page	*[TBC]*		
9	Data Validation & QA/QC (Tier 1 + Tier 2)	Per Page	*[TBC]*		
10	Physical Record Transportation & Logistics (both directions)	Lump Sum	*1*		

11	Secure Physical Storage during project (per month)	Per Month	*[TBC]*		
12	Long-Term Physical Archive Storage & Environmental Controls (per month, post-project)	Per Month	*[TBC]*		
13	Records Management Database / Index System (Supply, Installation, Configuration)	Lump Sum	*1*		
14	Retrieval Service — Standard & Urgent Requests (per request, post-acceptance)	Per Request	*[TBC]*		
15	Training Programme (minimum 3 days, all tiers)	Lump Sum	*1*		
16	Post-Delivery Warranty Support (90 days)	Lump Sum	*1*		
17	Certified Secure Disposal of Records Authorized for Destruction	Lump Sum	*1*		
	GRAND TOTAL — PKR (Inclusive of All Taxes & Charges)				**PKR**

6.3 Price Inclusions — All-In Rates

Quoted rates shall be fully inclusive of — with no exceptions:

- All manpower costs: salaries, benefits, allowances, overtime, social security, EOBI
- All equipment — owned or leased: scanners, computers, hard drives, removable media
- All software and licensing fees: OCR, records management database, antivirus, backup software
- Transportation, packaging, and secure logistics — both directions
- Physical and digital secure storage during project duration
- Security arrangements and personnel security vetting costs
- Professional indemnity insurance, equipment insurance, and data liability insurance
- All applicable taxes: withholding tax, income tax, GST, and any other statutory charge
- Consumables and incidentals: paper, media, stationery, consumable scanner parts
- Training materials, documentation, and all deliverable documents

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	**Amount Currency**	**Exchange rate* (If applicable)**	**PKR equivalent**
[indicate calendar year]	*[insert amount and indicate currency]*		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.