



**FEDERAL EMPLOYEES BENEVOLENT
AND GROUP INSURANCE FUNDS
(ESTABLISHMENT DIVISION)**

**Bidding Document for Procurement of
Outsourcing of General, Non-Core Services
‘Support Staff’**

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

National Competitive Bidding through EPADS



**FEDERAL EMPLOYEES BENEVOLENT
AND GROUP INSURANCE FUNDS
(ESTABLISHMENT DIVISION)**

September, 2026



**FEDERAL EMPLOYEES BENEVOLENT
AND GROUP INSURANCE FUNDS
(ESTABLISHMENT DIVISION)**

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**FEDERAL EMPLOYEES BENEVOLENT
AND GROUP INSURANCE FUNDS
(ESTABLISHMENT DIVISION)**

**SECTION-I
Invitation for e-Bids
As per
E-Pak Procurement
Regulations 2023**



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

ENDER NOTICE

OUTSOURCING OF GENERAL, NON-CORE SERVICES (SUPPORT STAFF)

No. _____

The Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Government of Pakistan, invites electronic bids through the Electronic Pakistan Acquisition and Disposal System (EPADS) from reputable firms having their representative office in Islamabad/Rawalpindi for outsourcing of General and Non-Core Services (Support Staff) at Islamabad, Lahore and Karachi for a period of one (01) year, further extendable subject to satisfactory performance, in accordance with Rule 16A (Open Framework Agreements) of the Public Procurement Rules, 2004.

2. The participating firms must be duly registered with the Securities and Exchange Commission of Pakistan (SECP), be on the Active Taxpayers List (ATL) of the Federal Board of Revenue (FBR), and fulfill all eligibility criteria, terms and conditions prescribed in the bidding documents.

- I. Bidding Procedure: Bidding shall be conducted under the Single Stage – Two Envelope Procedure in accordance with the Public Procurement Rules, 2004. Only bids submitted electronically through EPADS shall be accepted. Bids submitted through any other mode shall be rejected in accordance with S.R.O. No. 296(I)/2023.
- II. Minimum Wage Compliance: The bidder shall quote rates ensuring payment of at least the minimum wages notified from time to time by the Federal Government/Chief Commissioner Office, Islamabad, or other competent authority having jurisdiction, to all deployed Support Staff. Any increase or revision in minimum wage rates, as well as any increase, imposition or revision in taxes, duties, levies, fees or other statutory charges during the currency of the Contract/Agreement, shall be borne entirely by the Company/Firm. FEB&GIF shall have no additional financial liability or obligation in this regard.
- III. Bidding Documents: The bidding documents may be obtained/downloaded through EPADS. Interested bidders shall submit their bids electronically through EPADS within the prescribed deadline specified in the tender schedule.
- IV. Bid Security: Each bid shall be accompanied by Bid Security (Earnest Money) of Rs. One Million in the form of a Bank Draft or Pay Order drawn in favour of Federal Employees Benevolent & Group Insurance Funds (FEB&GIF). The original Bid Security shall be submitted in a sealed envelope or produced at the time of bid opening, as prescribed under Rule 25 of the Public Procurement Rules, 2004.
- V. Bid Validity: The bids shall remain valid for 120 days from the date of opening. The Bid Security of unsuccessful bidders shall be returned promptly upon completion of the procurement process, whereas the Bid Security of the successful bidder shall be released upon submission of the prescribed Performance Security.
- VI. Blacklisting: Firms/bidders blacklisted by any Federal or Provincial Government Ministry, Division, Department, Autonomous Body, or Public Sector Organization shall not be eligible to participate. Each bidder shall furnish an undertaking/certificate confirming that it has not been blacklisted by any Government organization.
- VII. Submission and Opening of Bids: Interested firms shall submit their bids electronically through EPADS under the subject "Tender for Outsourcing of General & Non-Core Services (Support Staff) for FEB&GIF" on or before 18-09-2026 at 10:00 A.M. The bids shall be opened on the same day at 10:30 A.M in the presence of bidders or their authorized representatives who wish to attend.
- VIII. Right of Acceptance/Rejection: FEB&GIF reserves the right to accept or reject any or all bids in accordance with Rule 33 of the Public Procurement Rules, 2004. In case the date fixed for submission/opening of bids is declared a public holiday, the bids shall be submitted and opened on the next working day at the same time and venue.
- IX. Publication: This Tender Notice is also available on the EPADS/PPRA website and the official website of the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF).

Director (Admn)
Federal Employees Benevolent & Group
Insurance Funds (FEB&GIF)



**FEDERAL EMPLOYEES BENEVOLENT
AND GROUP INSURANCE FUNDS
(ESTABLISHMENT DIVISION)**

Government of Pakistan
Islamabad

SECTION II

Instructions to Bidders



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

1.	Scope of Bid	1.1 The Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), is an autonomous organization established under the Federal Employees Benevolent Fund and Group Insurance Act, 1969, to provide welfare benefits and financial assistance to Federal Government employees and their families in accordance with the provisions of the Act and the rules framed thereunder. 1.2 The Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Government of Pakistan, invites electronic bids through the Electronic Pakistan Acquisition and Disposal System (EPADS) from eligible and reputable firms for the Outsourcing of General & Non-Core Services (Support Staff). The detailed scope of services and requirements is provided in the Schedule of Requirements contained in this Bidding Document. 1.3 The successful bidder shall provide the required Support Staff for FEB&GIF offices (Islamabad, Lahore & Karachi) including but not limited to Drivers, Naib Qasid, Office Attendants, Data Entry operators Dispatch Riders, and other support personnel (where applicable), for a period of one (01) year, extendable on satisfactory performance in accordance with Rule 16A (Open Framework Agreements) of the Public Procurement Rules, 2004, and the terms and conditions of the contract. 1.4 All requests for clarification regarding the Invitation for Bids (IFB) or the Bidding Documents shall be submitted in writing through EPADS or addressed to the Director (Administration), Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Government of Pakistan, _____, Islamabad, not later than seven (07) days before the opening of the Technical Bids. Telephone: _____ Email: _____
2.	Source of Funds	The procurement shall be financed from the Regular Budget of the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF),



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3.	Eligible Bidders	3.1 Bids are invited from well-reputed and financially sound firms duly registered with the Securities and Exchange Commission of Pakistan (SECP) or the Registrar of Firms (in case of a partnership firm), possessing a valid National Tax Number (NTN) and Sales Tax Registration Number (STRN), and appearing on the Active Taxpayers List (ATL) of the Federal Board of Revenue (FBR). The firms must have a functional office in Islamabad/Rawalpindi and possess the requisite expertise and capacity to provide Outsourced General, Non-Core Services (Support Staff) to the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Government of Pakistan, for a period of one (01) year commencing from the date of signing of the contract, extendable in accordance with the terms and conditions of the contract and the applicable provisions of the Public Procurement Rules, 2004. 3.2. The bidder shall be duly incorporated and registered with the Securities and Exchange Commission of Pakistan (SECP) or, in the case of a partnership firm, registered with the Registrar of Firms, and shall submit the relevant documentary evidence. 3.3 The bidder shall maintain a fully functional office with adequate administrative infrastructure in Islamabad/Rawalpindi for the effective management and supervision of the outsourced support staff.
		3.4 The successful bidder shall be responsible for providing trained, competent, experienced, and physically fit Support Staff in accordance with the operational requirements of the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF). 3.5 FEB&GIF shall not be responsible for providing accommodation, transportation (pick and drop), meals, or any other personal facilities to the outsourced Support Staff deployed by the successful bidder. 3.6 The bidder shall submit a detailed Company Profile as part of the Technical Proposal, including particulars of the firm's organizational structure, relevant experience, and a list of clients served during the last three (03) years, indicating the nature and value of services rendered. 3.7 A Bid Security amounting to Rs. One Million in the form of a Bank Draft/Pay Order issued by a Scheduled Bank in favour of BoT, Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), shall be submitted with the bid. The Bid Security of unsuccessful bidders shall be returned after the award of the contract, while that of the successful bidder shall be released upon submission of the prescribed Performance Security guarantee in accordance with the bidding documents.



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		3.8 The bidder shall submit an Affidavit on a judicial stamp paper of Rs. 100/-, duly attested, affirming that the firm has neither been blacklisted by any Federal or Provincial Government Ministry, Division, Department, Autonomous Body, Public Sector Organization, or any other Government agency, nor has it been involved in any fraudulent or corrupt practices. 3.9 Bids shall remain valid for a period of one hundred and twenty (120) days from the date of opening of bids, in accordance with Clause 21.1 of the Instructions to Bidders (ITB). 3.10 The bidder shall submit the latest bank statement(s) or other documentary evidence demonstrating its financial soundness and capacity to undertake the contract. 3.2.0 The Bid Form and Price Schedule shall be submitted in the prescribed format on the bidder's official letterhead and shall be duly signed and stamped by the authorized signatory of the firm. 3.11 All documents submitted as part of the bid shall be duly signed and stamped by the bidder's authorized representative. Any document not duly signed and stamped may render the bid non-responsive. 3.12.2 The Federal Employees Benevolent & Group Insurance Funds (FEB&GIF) reserves the right to accept or reject any or all bids, wholly or partially, in accordance with Rule 33 of the Public Procurement Rules, 2004.
4.	Corruption and Fraud	4.1 As per Pakistani laws "corrupt and fraudulent practices" which includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the supplier or contractor in the procurement process or in contract execution to the detriment of the procuring agencies; or misrepresentation of facts in order to influence a procurement process or the execution of a contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition and any request for or solicitation of anything of value by any public official in the course of the exercise of his duty.
		4.2 Indulgence in corrupt and fraudulent practices is liable to result in rejection of bids, cancellation of contracts, debarring and blacklisting of the bidder, for a stated or indefinite period of time.



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5.	Eligible Goods and Services	5.1 All goods and related services to be supplied under the contract shall conform to the policies of the Government of Pakistan in vogue. All expenditures made under the contract shall be limited to such goods and services. 5.2 For purposes of this clause, (a) the term “Goods” includes any goods that are the subject of this Invitation for Bids and (b) the term “Services” includes related ancillary services such as transportation, insurance, installation, after sale service, support and trainings etc.
6.	Cost of Bidding	The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
7.	Bidding for Selective Items	N/A
8.	Survey	N/A
The Bidding Procedure Through EPADS		
9.	The Governing Rules	The Bidding procedure shall be executed through E-PADS as per S.R.O. 296(I)/2023 (E-Pak-Procurement Regulation, 2023) governed by the Public Procurement Rules-2004 issued and amended from time to time, by the Public Procurement Regulatory Authority (PPRA).
10.	Applicable Bidding Procedure	10.1 The bidding procedure is governed by Public Procurement Rule 36(a) “Single stage – Two Envelope procedure”. Bidders are advised to also refer to the Invitation for Bids at Page 4 to conform to the Bidding procedure applicable in the present bidding process. 10.2 The bidding procedure prescribed in the Invitation for Bids is explained herein below: “Single Stage Two Envelope Procedure” at EPADS i) The bidders/suppliers or shortlisted applicants or pre-qualified suppliers through the system shall fill the standard entries of the technical and financial proposals forms and allied sections including bid securing section, however, the same shall be encrypted electronically as one encrypted package with decryption timeline. After passing the encrypted timeline, the Procurement Committee shall have the simultaneous access to both the proposals



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		ii) The Procuring Agency shall access to the encrypted proposals and bid securing section after lapse of defined timeline (not less than thirty (30) minutes and not crossing 23:30 Hours) on the date of proposal submission deadline configured in the system iii) The Procuring Agency through the System shall fill the entries of the Proposal Opening Sheet and shall post the tender opening sheet and allied record on the system. 10.3 The Technical Proposals shall be opened on 18-09-2026 at 10:30 A.M.. at conference room the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Islamabad, on the date and time specified in the Invitation for Bids (IFB) in the presence of the bidders or their duly authorized representatives who may choose to attend. 10.4 The Financial Proposals of only those bidders who are declared technically responsive and qualified shall be opened through EPADS after completion of the technical bids evaluation, on the date and time to be communicated by the Procuring Agency through EPADS. 10.5 The original Bid Security (Earnest Money) shall be submitted by the bidder in a sealed envelope addressed to the BoT., Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), or produced in original at the time of bid opening, in accordance with Rule 25 of the Public Procurement Rules, 2004. 10.6 The contract shall be awarded to the Most Advantageous Bidder determined in accordance with the evaluation criteria prescribed in the Bidding Documents and the relevant provisions of the Public Procurement Rules, 2004. 10.7 The Most Advantageous Bid as per PPRA Rules shall be accepted.
The Bidding Documents		
11.	Contents of the Bidding Documents	11.1 The services required, applicable bidding procedures, and Contract Terms are prescribed in this Bidding Documents. In addition to the Invitation for Bids, this Bidding Document includes: a) Instructions to Bidders (ITB); b) Schedule of Requirements; c) Evaluation Criteria; d) Bid Forms (including technical forms and financial forms); e) Draft Standard Contract including Special Conditions of Contract (with Annexures) and General Conditions of the Contract, and Integrity pact. 11.2 The “Invitation for Bids” (IFB) Notice is not a formal part of the Bidding Documents and is included as a reference only. In case of discrepancies between the IFB Notice and the Bidding Documents listed in 11.1 above, the Bidding Documents shall take precedence.

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		11.3 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect shall be at the Bidder's risk and shall result in the rejection of its bid.
12.	Clarification(s) on Bidding Documents.	A prospective Bidder requiring any clarification(s) on the Bidding Documents may notify the Procuring Agency in writing well before bid opening date through EPADS. The Procuring Agency shall respond in writing through EPADS to any request for clarification(s) of the bidding documents, which it receives not later than seven (7) days prior to the deadline for the submission of bids prescribed in the Invitation for Bids. Agency's response (including an explanation of the query but without identifying the source of inquiry) shall be sent to all prospective Bidders that have received the Bidding Documents through EPADS.
13.	Amendment(s) to the Bidding Documents.	13.1 At any time prior to the deadline for submission of bids, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the Bidding Documents by amendment(s) through EPADS 13.2 All prospective Bidders that have received the Bidding Documents shall be notified of the amendment(s) in writing through EPADS Portal and shall be binding on them. 13.3 In order to allow prospective Bidders reasonable time for taking the amendment(s) into account in preparing their bids, the Procuring Agency, at its discretion, may extend the deadline for the submission of bids.
Preparation of Bids		
14.	Language of Bids.	All correspondences, communications, associated with preparation of Bids, clarifications, amendments, submissions shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English or Urdu, in which case, for purposes of interpretation of the Bid, the said translation shall take precedence.
15.	Documents comprising the Bids.	15.1 The Bid shall comprise of the Bid Forms of this Bidding Document and all that ancillary documentation submitted through EPADS that are prescribed for the eligibility of the bidders and goods and ancillary services that are found necessary and highlighted in the Bid Forms in Section VI. 15.2 The Bidder shall complete the Bid Forms and an appropriate Price Schedule furnished in the bidding documents submitted through EPADS, indicating the goods to be supplied, a brief description of the Non-Core services, their general and specific characteristics, ancillary



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		services that the bidder is willing or required to provide along with the proposed price.
16.	Bid Price	16.1 The Bidder shall indicate on the appropriate form through EPADS prescribed in this Bidding Document the unit prices and total bid price of the Manpower (Support Staff) Services, he proposes to supply under the Contract. 16.2 Form prescribed for quoting of prices through EPADS, should be typed and printed on the bidder's letterhead. Any alteration/correction must be initialed. Every page of the bid is to be signed and stamped at the bottom. 16.3 The Bidder should quote the prices of Manpower (Support Staff) Services according to the Schedule of Requirement as provided in Section IV of this document. The Schedule of Requirement, different from the required specifications, shall straightway be rejected. 16.4 The Bidder is required to offer a competitive price. All prices must include all the taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The bidder shall be responsible for all new taxes, if any, levied by the Government until completion of the contract. 16.5 The benefit of exemption from or reduction in the taxes and duties shall be passed on to the Procuring Agency. 16.6 Prices offered should be for the entire Manpower (Support Staff) Services demanded in the Schedule of Requirement; partial Manpower (Support Staff) Supply Services offer shall straightaway be rejected. Conditional offer shall also be considered as non-responsive Bid. 16.7 While making a price quote, future trend/ inflation in the rate of Manpower (Support Staff) Services in the market should be kept in mind. No request for increase in price, due to market fluctuation and/or rupee depreciation, in the cost of Manpower (Support Staff) Supply Services shall be entertained after bid opening and final award of work. 16.8 The Manpower (Support Staff) Services Company would be responsible to cover all financial rates of Manpower (Support Staff) Services, including payment of salary and compensation to the support staff and all type of taxes and levies whether acquired through collective bargaining or otherwise and all the expenditure for providing allied services. 16.9 Any increase or revision in the daily wage rates notified by the Government/Chief Commissioner Office, Islamabad, from time to time during the currency of this agreement, as well as any taxes, levies,

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		duties, or other statutory charges imposed by the Government or any competent authority during the currency of this agreement, shall be the sole responsibility of the Manpower (Support Staff) Services Company. The Company shall be bound to ensure that the wages paid to its deployed Manpower/Support Staff are strictly in accordance with the daily wage rates notified or revised by the Government/Chief Commissioner Office, Islamabad, from time to time. The payment of such wages, taxes, levies, duties, and statutory charges, including any increase or revision therein, shall be borne entirely by the Company, and FEB&GIF shall have no additional financial liability or obligation in this regard. 16.10 During the currency of the agreement will be on Manpower (Support Staff) Supply Services Company's account and no claim shall be entertained by the FEB&GIF. If during the subsistence of this agreement or any renewal thereof any case, tax charges or surcharge is levied in respect of the services which are subject of this agreement, by the Federal, Provincial or Local Government. Such cases, tax charges or surcharge, as the case may be, shall be payable by the Manpower (Support Staff) Supply Services Company. 16.11 The FEB&GIF will not be liable to make any extra payment if the Manpower (Support Staff) Supply Services Company is to provide services in the event of any civil commotion, war, enemy action, hostilities, act of God or any other circumstance etc. 16.12. The Manpower (Support Staff) Supply Services Company / Firm will keep the FEB&GIF free of any liability for the cause of compensation/ legal course, if any employee of the Manpower (Support Staff) Supply Services Company claims in case of their injury, death etc. 16.13. Any claims of injuries, loss of limb or life of labor and other workers engaged/employed by the Manpower (Support Staff) Supply Services Company for operations under this agreement or work connected directly or indirectly with the agreement shall be settled and paid by the Manpower (Support Staff) Supply Services Company. The FEB&GIF I shall in no way be responsible for any compensation in this connection.
17.	Bid Currencies	Prices shall be quoted in Pak Rupees.
18.	Supporting Documents to judge specification	The bidder shall provide the leaflets/brochures/catalogs of the company and its services with the bid through EPADS.

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19.	Documentation on Eligibility of Bidders	Bidder shall furnish, as part of its bid (along-with Bid Forms & Price Schedule) following documentary evidence through EPADS, to establish their eligibility and qualifications to perform the Contract if his bid is to be accepted: - i. Firm is required to provide incorporation/ registration certificate with Government Body/ Institution and SECP. ii. Certificate of NTN & STRN along-with Active Status on ATL (Active Taxpayer List both for NTN & STRN). iii. Proof of EOBI Registration of the company. iv. Proof of Social Security registration of the company. i. An undertaking on stamp paper duly attested by the Oath Commissioner/Notary Public to the effect that the company or its employees never involved in any litigation and the company has never been blacklisted by any Government/Private organization. ii. Details of Bid Security including date of issue and date of validity. Amount may not be mentioned in the technical bid. However, it must be declared on official letter head that a bid security @ Rs. 1,000,000/- (One Million) is enclosed with financial proposal. iii. Complete Profile of the Company iv. <u>The bidder must have proper Office setup i.e. outlet or branch office in Islamabad/Rawalpindi and landline telephone facility.</u> v. Detail of manpower of the company Financial Strength (Bank Statement) vi. An undertaking on Stamp paper that Manpower (Support Staff) Supply Services Company is financially sound to pay the salaries of deputed support staff and other related expenses for at least one year vii. The Manpower (Support Staff) Supply Services company will provide an Affidavit along with bidding documents that the company is not insolvent and bankrupt and has no encumbrance on business or any business-related activities in Pakistan. viii. The FEB&GIF reserves the right to demand/call any other information for the sake of documents/ information. ix. Proof of providing similar manpower serving to any Government/Semi-Government/Autonomous Body/Public Sector organization during last three years. x. Details are covered in the Section V containing Evaluation criteria
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20.	Bid Security	20.1 The Bidder shall furnish, as part of its bid through EPADS, a Bid Security of Rs. One Million for a Lot in Pak Rupees needs to be submitted in the shape of pay order/demand draft/ call deposit in the name BoT FEB&GIF. Unsuccessful bidder's Bid Security shall be discharged or returned soon after announcement of the successful bids. 20.2 The Bid Security (in the shape of pay order/demand draft/ call deposit) shall be UPLOADED on the EPADS. However, the original Bid Security shall be submitted in a small sealed envelope at address <u>"Director (Admn), FEB&GIF, Islamabad"</u> or must be produced in original at the time of Bid Opening. 20.3 The successful Bidder's Bid Security shall be discharged upon signing of contract, furnishing of the performance/bank guarantee and confirmation of the performance/bank guarantee by the FEB&GIF with the Bank of the successful bidder. 20.4 The bid Security may be forfeited: (a) if a Bidder withdraws its bid during the period of bid validity; or (b) In the case of a successful Bidder, if the Bidder fails to sign the Contract or fails to provide a performance security (if any). 20.5 Bid Security of the successful Bidder(s) will be retained subject to the terms and conditions specified in this bidding document. Bid security of those bidders whose Bid(s) is/are not accepted for any reason, their bid security, will be returned.
21.	Bid Validity	21.1 Bids shall remain valid for 120 days after the date of opening of technical bid prescribed by the Procuring Agency. A bid having validity for a shorter period shall be rejected by the Procuring Agency as non-responsive. 21.2 The Procuring Agency shall ordinarily be under an obligation to process and evaluate the bid within the stipulated bid validity period. However, under exceptional circumstances and for reason to be recorded in writing, if an extension is considered necessary, all those who have submitted their bids shall be asked to extend their respective bid validity period. Such extension shall be for not more than the period equal to the period of the original bid validity. 21.3 Bidders who; (a) agree to the Procuring Agency's request for extension of bid validity period shall not be permitted to change the substance of their bids; and

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		(b) Do not agree to an extension of the bid validity period shall be allowed to withdraw their bids without forfeiture of their bid securities.
Submission of Bids		
22.	Submission of Bids	22.1 The “Technical Bid” and “Financial Bid” shall be submitted through EPADS (https://eprocure.gov.pk) on the date and time prefixed in the Invitation for Bids (IFB). 22.2 Bids submitted through Hard Copy, fax, email or any method other than EPADS shall not be entertained.
23.	Deadline for Submission of Bids	23.1 Bids must be submitted through EPADS (https://eprocure.gov.pk/) by the Bidder on/or before 18-09-2026 23.2 The Procuring Agency may, in its discretion, extend the prescribed deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 13 above, in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.
24.	Late Bids	Any bid received by the Procuring Agency after the deadline for submission of bids prescribed by the Procuring Agency pursuant to ITB Clause 23 shall not be submitted at EPADS.
25.	Withdrawal of Bids	25.1 The Bidder may withdraw its bid after the bid’s submission and prior to the deadline/closing time & date prescribed for submission of bids at EPADS. 25.2 No bid may be withdrawn in the period between deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this period may result in forfeiture of the Bid Security submitted by the Bidder, pursuant to the ITB Clause 20 above.

Opening and Evaluation of Bids

26.	Opening & Evaluation of Technical & Financial Bid by the Procuring Agency	26.1 The Technical and Financial Bids submitted through the Electronic Pakistan Acquisition and Disposal System (EPADS) shall be opened by the Procuring Agency on the same day, at the date and time specified in the Invitation for Bids (IFB), in the presence of the bidders or their duly authorized representatives who may choose to attend at the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), at 10:30 am on 18-09-2026. 26.2 All Bidders in attendance shall sign an attendance sheet.
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		26.3 Prior to the detailed evaluation, the Procuring Agency shall determine the substantial responsiveness of Technical Evaluation bid to the bidding documents. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations, specifically Clauses: 14, 15, 16, 19, 20, 21 & 22. Deviations from, or objections or reservations to critical provisions, such as those concerning Applicable Laws, delivery schedule, taxes & duties etc. shall be deemed to be a material deviation for technical Bids and Bid Security for Financial Bids. The Procuring Agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. 26.4 The Technical Bids shall then be evaluated conforming performance of the offered item's technical specifications with the demanded ones. 26.5 The Financial Bids of technically qualified (i.e. compliant to schedule of requirements, evaluation criteria and other terms & conditions) bidders shall be opened publicly on a specified date, time and venue. 26.6 The Procuring Agency shall open one Financial Bid at a time and read out aloud its contents which may include name of the Bidder, items bid for and unit prices and total amount of the Bid (if applicable). The Procuring Agency may choose to announce any other details which it deems appropriate if not in conflict with the Public Procurement Rules-2004, specifically Rule 28 (Opening of Bids). 26.7 In the Financial Bids the arithmetical errors shall be rectified on the following basis: - a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. b) If the Bidder does not accept the correction of the errors, its bid shall be rejected, and its Bid Security may be forfeited. c) If there is a discrepancy between words and figures, the amount in words shall prevail.
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27.	Rejection of Bids	27.1 The Procuring Agency may reject any or all bids at any time prior to the acceptance of a bid under Public Procurement Rules (PPRA) 2004. The Procuring Agency may upon request communicate to any Bidder who submitted a bid, the grounds for its rejection of any or all bids, but is not required to justify those grounds as per PPRA rules. 27.2 Bidder must not indicate directly or indirectly their financial bid anywhere in the technical bid. Any such disclosure, in any manner, shall result in summary rejection of entire bid of the concerned bidder, on spot. 27.3 Conditional or incomplete bid/bids shall be rejected. 27.4 The bid/bids received with over-writing, cutting and doubtful figure shall be rejected. 27.5 The Procuring Agency incurs no liability, solely by virtue of its invoking Rule 33 of PPR 2004, towards Bidders who have submitted bids. 27.6 Notice of the rejection of any or all bids shall be given promptly to the concerned Bidders that submitted bids.
28.	Re-Bidding	28.1 If the Procuring Agency rejected all bids in pursuant to ITB Clause 27, it may call for a re-bidding as per PPRA Rule 34. 28.2 The Procuring Agency before invitation for re-bidding shall assess the reasons for rejection and may revise specifications, evaluation criteria or any other condition for Bidders, as it may deem necessary.
29.	Announcement of Evaluation Report	Announcement of Evaluation Report will be as per PPRA Rules, 2004 as per Rule 35.
30.	Contacting the Procuring Agency	30.1 No Bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time of announcement of Evaluation Report. If a Bidder wishes to bring additional information to the notice of the Procuring Agency, it should do so in writing. 30.2 Any effort by a Bidder to influence the Procuring Agency in its decisions on bid evaluation, bid comparison, or Contract award may result in the rejection of the Bidder's bid. Canvassing by any Bidder at any stage of the bid evaluation is strictly prohibited. Any infringement shall lead to disqualification.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Award of Contract		
31.	Acceptance of Bid and Award Criteria	The Bidder whose bid is found to be conforming to the Evaluation Criteria prescribed in Section V and having the most advantageous bid, if not in conflict with any other law, rules, regulations or policy of the Government of Pakistan, shall be awarded the Contract, within the original or extended period of bid validity.
32.	Procuring Agency's Right to vary quantities.	The Procuring Agency reserves the right at/after the time of award of Contract to increase or decrease, the number of support staff in the Schedule of Requirements without any change in unit price or other terms and conditions.
33.	Notification of Award	33.1 Prior to the expiration of the period of bid validity, the Procuring Agency shall notify to the successful Bidder in writing that his bid has been accepted. 33.2 The notification of award shall constitute the formation of the Contract between the Procuring Agency and the successful Bidder. 33.3 The enforcement of the Contract shall be governed by Rule 44 of the PPRA, 2004.
34.	Signing of Contract	34.1 After the notification of award, the Procuring Agency shall send the successful Bidder the Contract Form provided in the bidding documents. 34.2 The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document. 34.3 If the successful Bidder, after completion of all Codal formalities shows an inability to sign the Contract then its Bid Security shall stand forfeited and the firm may be blacklisted and de-barred from future participation, whether temporarily or permanently. In such situation the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

35.	Performance Guarantee	35.1 The Firms, within 15 days of signing of this contract shall furnish a Performance Guarantee @ 10% of the total Contract Cost of Financial Proposal for 1 year, on the Form and in the manner prescribed by the Procuring Agency. In case of extension in contract period, the firm shall resubmit the fresh performance guarantee for the extended period. 35.2 If the Performance Security (or Guarantee) is provided by the successful Bidder and it shall be in the form specified in the P BIDS which shall be in any of the following: i. certified cheque, cashier's or manager's cheque, or bank draft; ii. irrevocable letter of credit issued by a Scheduled bank or in the case of an irrevocable letter of credit issued by a foreign bank, the letter shall be confirmed or authenticated by a Scheduled bank; iii. Any Performance Security (or guarantee) submitted shall be enforceable in Pakistan. 35.3 The Bid Security submitted by the successful bidder at the time of submitting its bid shall be returned to the successful Bidder after deployment of the support staff services and furnishing of the performance/bank guarantee and confirmation of the performance/bank guarantee by the FEB&GIF with the Bank of the successful bidder. 35.4 Failure to provide a Performance Guarantee by the successful Bidder is a sufficient ground for annulment of the award and forfeiture of Bid Security. In such event the Procuring Agency may award the contract to the next most advantageous bidder or call for new bid. 35.5 Performance Guarantee of the successful bidder shall be forfeited, if Manpower (Support Staff) Supply Company fails to provide the services as per tender terms & conditions / agreement.
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**FEDERAL EMPLOYEES BENEVOLENT
AND GROUP INSURANCE FUNDS
(ESTABLISHMENT DIVISION)**

SECTION III

Definitions



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

3. DEFINITIONS

3.1 Naib Qasid (Male) ____ Persons

Age Limit: **22–35 Years**

Qualification: **Middle (Matric preferred).**

Job description/Scope of Duties:

- Carry official files, documents, and correspondence within and outside the office premises.
- Assist in the general arrangement, cleanliness, and upkeep of office rooms, furniture, and records.
- Serve drinking water and refreshments during official meetings, as required.
- Escort visitors to the concerned officers/officials.
- Shift light office furniture, equipment, and office articles within the premises whenever required.
- Deliver official mail, parcels, and confidential files to the concerned offices.
- Perform any other duties assigned by the Officer In-Charge or the Competent Authority during office hours.

3.2 Chowkidar (Male) ____ Persons

Age Limit: 22–35 Years

Qualification: Primary Pass (Middle preferred)

Job Description / Scope of Duties

- Provide security and watch for the office premises, buildings, equipment, furniture, records, and other official property.
- Remain vigilant during the assigned duty hours and promptly report any suspicious activity, unauthorized entry, theft, damage, or security-related incident to the Officer In-Charge.
- Control and monitor the entry and exit of visitors, staff, contractors, and other persons, as directed by the designated officer.
- Ensure that unauthorized persons do not enter restricted areas or access official property, files, documents, or equipment.
- Keep watch over the office premises, particularly during non-office hours, holidays, and other assigned periods.
- Check doors, windows, gates, lights, water taps, and other relevant facilities, wherever required, and report any unusual situation or fault to the concerned official.
- Assist in maintaining a safe and secure environment within the office premises and immediately inform the concerned officer in case of fire, emergency, accident, or any other untoward incident.
- Maintain a basic record/log of security-related incidents, visitors, or other matters, where required by the Officer In-Charge.
- Assist in opening and closing office gates/premises and perform other routine security-related duties as directed.
- Perform any other duties of a similar nature assigned by the Officer In-Charge or the Competent Authority during the assigned duty hours.

3.3 Mali (Gardener) ____ Persons



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Age Limit: 22–35 Years

Qualification: Primary Pass (Middle preferred)

Job Description / Scope of Duties

- Maintain and take care of lawns, gardens, flower beds, plants, trees, shrubs, and other green areas within the office premises.
- Perform regular watering of plants, lawns, flower beds, and trees, and ensure proper irrigation as required.
- Carry out planting, re-planting, pruning, trimming, cutting, and shaping of plants, shrubs, hedges, and trees as required.
- Prepare and maintain flower beds, including digging, leveling, removal of weeds, and planting of seasonal flowers and plants.
- Remove weeds, dry leaves, branches, grass, and other unwanted vegetation from lawns and garden areas and keep the premises neat and presentable.
- Apply manure, compost, fertilizers, pesticides, and other gardening materials as directed by the concerned official, while observing appropriate safety precautions.
- Operate and take reasonable care of gardening tools, equipment, hoses, and other items provided for gardening and maintenance work.
- Assist in the identification and reporting of damaged, diseased, or pest-affected plants and take necessary remedial measures as directed.
- Keep garden paths, green belts, flower beds, and other landscaped areas clean, orderly, and properly maintained.
- Assist in the seasonal preparation and maintenance of gardens and lawns, including arrangements for official functions or visits, whenever required.
- Perform any other gardening, horticulture, or related duties of a similar nature assigned by the Officer In-Charge or the Competent Authority during the assigned duty hours.

3.4 Data Entry Operator _____ Persons

Age Limit: 22–35 Years

Qualification. Intermediate with at least one-year Diploma/Certificate in Computer Applications or Information Technology from a recognized institution or Bachelor's Degree along-with typing speed of 30 w.p.m. Preference will be given to candidates having relevant experience.

Job description/ Scope of Duties:

- Enter, update, and verify data in computerized databases and BSMS.
- Maintain accuracy and confidentiality of electronic records.
- Generate reports, statements, and statistical information as required.
- Scan, upload, and digitize official records and documents.
- Operate office software including MS Word, Excel, PowerPoint, email, and other relevant applications.
- Coordinate with concerned sections for timely updating of information.
- Perform any other duties assigned by the Competent Authority.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

3.5 Driver (Male) – ____ Persons

Age Limit: 22–40 Years

Qualification: Middle (Matric preferred) with a valid LTV driving licence issued by the competent licensing authority and at least two (02) years' relevant driving experience.

Job description/ Scope of Duties:

- Safely drive official vehicles for transportation of officers, as directed.
- Ensure timely and safe execution of official assignments in accordance with traffic rules and Government regulations.
- Carry out routine inspection, cleanliness, and minor maintenance of the assigned vehicle and promptly report any mechanical defects or repair requirements.
- Maintain the vehicle logbook, fuel consumption record, and other prescribed documents.
- Deliver official files, documents, parcels, and correspondence to designated offices, where required.
- Ensure proper custody of the vehicle, tools, and accessories.
- Perform any other official duties assigned by the Competent Authority.

3.6 Dispatch Rider (Male) ____ Persons

Age Limit: 22–40 Years

Qualification: Middle (Matric preferred) with a valid Motorcycle Driving Licence and at least two (02) years' relevant experience.

Job description/Scope of Duties: Deliver and collect official correspondence, files, parcels, and other documents from Ministries, Divisions, Departments, Courts, Banks, and other Government organizations.

- Ensure timely and secure delivery of confidential and official documents.
- Maintain movement and dispatch registers, where required.
- Ensure proper maintenance and cleanliness of the assigned motorcycle.
- Comply with all traffic laws and Government safety regulations.
- Perform any other duties assigned by the Competent Authority.

3.7 Call Centre Representative (Female) ____ Persons

Age Limit: 22–35 Years

Qualification: Intermediate. Preference shall be given to candidates having experience in customer service, helpline operations, or call centre services.

Job description/ Scope of Duties:

- Receive and respond to telephone calls, emails, and public enquiries in a courteous and professional manner.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

- Provide accurate information regarding FEB&GIF welfare schemes, benefits, services, and procedures.
- Register complaints, queries, and service requests, and ensure their timely forwarding to the concerned sections.
- Maintain electronic records of calls, complaints, and follow-up actions.
- Coordinate with relevant wings for prompt resolution of beneficiaries' issues.
- Prepare daily, weekly, and monthly call handling reports.
- Maintain confidentiality of official information and beneficiaries' data.
- Perform any other duties assigned by the Competent Authority.

3.8 Submission and Verification of Credentials of Permanent Technical & Managerial Staff

After award of the contract by FEB&GIF and before signing of the Agreement, the successful firm shall be required to submit all relevant documents of the proposed/deployed permanent technical and managerial staff, including duly attested copies of educational certificates, diplomas, experience certificates and other relevant credentials, to FEB&GIF for verification. Failure to provide the requisite documents or submission of incomplete/false information shall render the firm liable to disqualification/cancellation of the contract, in accordance with the applicable rules and terms of the bidding documents.

3.9 Place of Posting

The place of engagement of persons against abovementioned duties shall mean at any office, Regional office (Islamabad, Lahore and Karachi) project office, or any other premises of the **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**, as notified in writing by the Competent Authority.

3.10 Duty Timings

The outsourced support staff shall perform their duties in accordance with the official office timings notified by the FEB&GIF. Where operational requirements so warrant, the staff may be required to perform duties beyond normal office hours, on weekends, or on public holidays, in accordance with the duty roster issued by the Competent Authority, without adversely affecting service delivery.

3.11 Backup Support

The successful firm shall maintain adequate backup manpower, administrative arrangements, and communication facilities to ensure uninterrupted provision of support staff services. In the event of absence, leave, resignation, or any unforeseen circumstance affecting the deployed personnel, the firm shall provide a suitable replacement within the time specified by **FEB&GIF** to ensure continuity of services.



**FEDERAL EMPLOYEES BENEVOLENT
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(ESTABLISHMENT DIVISION)**

SECTION IV
SCHEDULE OF REQUIREMENTS



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Placement of Support Staff Services

1 DRESS CODE

The successful Manpower (Support Staff) Supply Company/Firm shall provide each deployed employee **an official identity card every year**. All personnel shall remain properly dressed, well-groomed and display their identity cards while on duty at **FEB&GIF** premises.

1.2 The Manpower (Support Staff) Supply Company/Firm shall provide to the **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**, complete particulars of each deployed Support Staff at least **one (01) week prior** to deployment. The details shall include, but not be limited to:

- Copy of Computerized National Identity Card (CNIC);
- Copy of the Company-issued Service/Identity Card;
- Police Character/Clearance Certificate issued by the concerned Police Department or Special Branch;
- Service Record/Employment History;
- Relevant Training Certificate(s), where applicable; and
- Any other document or information as may be required by **FEB&GIF** from time to time.

1.3 The Manpower (Support Staff) Supply Company/Firm shall ensure that all deployed Support Staff are physically fit, mentally sound, medically healthy, and fully capable of performing the assigned duties.

1.4 The Manpower (Support Staff) Supply Company/Firm shall ensure that no Support Staff performs continuous duty in two consecutive shifts. No deployed Support Staff shall be transferred, replaced, or withdrawn from the place of posting without the prior written approval of the **Director (Admn) or the Competent Authority, FEB&GIF**.

1.5 In the event of leave, absence, resignation, or any other reason resulting in the non-availability of the deployed Support Staff, the Manpower (Support Staff) Supply Company/Firm shall provide an equally qualified and experienced replacement without delay. Any unauthorized absence shall be deducted from the monthly bill at the applicable actual rates.

1.6 The Manpower (Support Staff) Supply Company/Firm shall ensure that all deployed Support Staff are adequately educated, properly trained, and possess the relevant skills required for the assigned duties. Preference shall be given to personnel having at least **one (01) year** of relevant experience in providing outsourced support services.

1.7 The Manpower ()-----shall ensuring to provide morally and FEB&GIF upright and integrating oriented human resource to FEB&GIF. Any attempt of making embezzlement / fraud / corruption by any of the provide Human Resource shall result in lawful action against the company/ firm by FEB&GIF.

1.8 The duty roster and deployment schedule of the Support Staff shall be prepared by the designated **Officer In-Charge/Administrative Officer** and implemented with the approval of the **Competent Authority, FEB&GIF**.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

1.9 All deployed Support Staff shall remain on the payroll of the Manpower (Support Staff) Supply Company/Firm. Preference shall be given to personnel employed by companies/firms on a contractual basis, provided that the minimum contract period shall not be less than one (1) year.

1.10 In case of replacement of any deployed Support Staff, the Manpower (Support Staff) Supply Company/Firm shall submit the complete particulars and supporting documents of the replacement personnel to the **Director (Admn) or the Competent Authority, FEB&GIF**, before deployment. No replacement shall be allowed to perform duties without prior approval, and no payment shall be admissible for personnel deployed without the requisite approval and documentation.

1.11 Company/Firm” means the manpower supply company/firm engaged to provide manpower to FEB&GIF in accordance with the agreed terms and conditions for the specified period.

1.12 The Manpower (Support Staff) Supply Company/Firm shall ensure the deployment of Support Staff strictly in accordance with the provisions of the Contract Agreement, the Terms and Conditions of this Bidding Document, and the instructions issued by the **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**, from time to time.

1.13 The manpower provided by the Company/Firm shall remain the employees of the Company/Firm and shall not be deemed to be employees of FEB&GIF. Such manpower shall have no direct or indirect claim, right, or entitlement against FEB&GIF in respect of their employment, salary, wages, benefits, or any other employment-related matter. However, FEB&GIF shall have the right to monitor and evaluate the attendance, conduct, discipline, and performance of the manpower deployed by the Company/Firm.

1.14 The Manpower (Support Staff) Supply Company/Firm shall maintain a daily attendance register/biometric attendance record of the deployed Support Staff. The attendance shall be verified and authenticated on a daily basis by the concerned Officer In-Charge of FEB&GIF. A duly verified copy of the attendance record shall be submitted along with the monthly invoice/bill for processing of payment. The Company/Firm shall charge FEB&GIF only the applicable base pay/per-day wages in respect of the deployed Support Staff strictly on the basis of their actual days attended as reflected in the duly verified biometric attendance record. No payment shall be admissible for any day of absence of the deployed Support Staff.

1.15 The manpower provided by the Company/Firm shall remain the employees of the Company/Firm and shall not, under any circumstances, be deemed to be employees of FEB&GIF. Such manpower shall have no direct or indirect claim, right, or entitlement against FEB&GIF in respect of their employment, salary, wages, benefits, or any other employment-related matter. However, FEB&GIF shall have the right to monitor and evaluate the attendance, conduct, discipline, and performance of the manpower deployed by the Company/Firm. In case of unsatisfactory performance, negligence, misconduct, absenteeism, or failure to perform the assigned duties, FEB&GIF shall have the right to require the Company/Firm to replace or withdraw the concerned manpower and/or to deduct or withhold the proportionate payment attributable to the deficient or unsatisfactory services, in accordance with the terms and conditions of the Agreement.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

2. GENERAL CONDITIONS

2.1 The **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**, , reserves the right to increase or decrease the number of outsourced Support Staff during the currency of the contract, at the approved contract rates and on the same terms and conditions, subject to operational requirements and availability of funds. The concerned Wing/Section shall initiate the request, which shall subsequently be confirmed in writing by the Competent Authority.

2.2 In the event of any increase or decrease in the number of deployed Support Staff, payment shall be made or adjusted strictly in accordance with the approved contract rates and the actual number of personnel deployed.

2.3 The Manpower (Support Staff) Supply Company/Firm shall ensure the deployment of Support Staff strictly in accordance with the Contract Agreement, the Terms and Conditions of this Bidding Document, and the instructions issued by **FEB&GIF** from time to time.

2.4 In case of absence, leave, resignation, or any other reason resulting in the non-availability of any deployed Support Staff, the Manpower (Support Staff) Supply Company/Firm shall provide an equally qualified replacement without delay. In case of failure to maintain the required strength, **FEB&GIF** reserves the right to impose penalties, make proportionate deductions from the monthly bill, or take any other action as provided under the Contract Agreement and the Bidding Documents.

2.5 The Manpower (Support Staff) Supply Company/Firm shall ensure that all deployed Support Staff are physically fit, medically sound, properly uniformed, and carry the following valid documents while on duty:

2.5.1 Attested copy of the Computerized National Identity Card (CNIC).

2.5.2 Original Service/Identity Card issued by the Manpower (Support Staff) Supply Company/Firm.

3.5.3 Copies of the relevant educational certificates, professional licences, or training certificates (where applicable).

2.5.4 Valid Police Character/Clearance Certificate issued by the concerned Police Department or Special Branch.

3.1 This **Open Framework Agreement** shall become effective from the date of signing and shall remain valid for a period of **one (01) year**, unless terminated earlier in accordance with the provisions of the Contract Agreement and the Bidding Documents. Subject to satisfactory performance, mutual consent of both parties, availability of funds, and in accordance with **Rule 16A (Open Framework Agreements) of the Public Procurement Rules, 2004**, the Agreement may be extended on the same terms, conditions, and approved rates.

2.6 Either party may terminate the Contract Agreement by serving **one (01) month's prior written notice** to the other party. Upon termination or expiry of the Agreement, the Manpower (Support Staff) Supply Company/Firm shall immediately withdraw its personnel and remove its equipment, materials, and other belongings from the premises of **FEB&GIF**, after clearance from the designated officer, without causing any disruption to official business.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

3. REQUIREMENT OF SUPPORT STAFF / DEPLOYMENT OF SUPPORT PERSONNEL

3.1 The Manpower (Support Staff) Supply Company/Firm shall deploy the required Human Resource at the designated offices/locations of the **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**, immediately upon issuance of the Letter of Acceptance (LoA)/Work Order, in accordance with the following minimum deployment requirement:

Sr. No.	Engagement	Qualification	No. of Personnel	Wage Category
1	Driver (Male)	Primary pass (Matric preferred) with a valid Driving Licence and at least two (02) years' relevant experience	5	Semi-skilled
2	Dispatch Rider (Male)		1	
3	Chowkidar	Middle (Matric preferred)	2	
4	Mali	Primary Pass (Middle preferred)	3	
5	Naib Qasid (Male)	Primary Pass (Middle preferred)	11	
6	Call Centre Representative (Female)	Intermediate. Preference shall be given to candidates having experience in customer service, helpline operations, or call centre services.	4	Skilled
7	Data Entry Operator (Male/Female)	Intermediate with at least one year Diploma/Certificate in Computer Applications or Information Technology from a recognized institution or Bachelor's Degree along-with typing speed of 30 w.p.m.	38	
Total			64	

In addition to the above, the following personnel shall also be required for the BF Project Wing. Such personnel shall be deployed through the Company and shall be governed by the same terms and conditions applicable to the Support Staff under this Contract. The cost/payments of these personnel shall be charged against the approved budget of the BF Project Wing.

Sr. No.	Engagement	Qualification	No. of Personnel	Wage Category
1	Driver (Male)	Primary pass (Matric preferred) with a valid Driving Licence and at least two (02) years' relevant experience	01	Semi-skilled
2	Naib Qasid (Male)	Middle (Matric preferred)	01	
3	Chowkidar	Middle (Matric preferred)	02	
7	Data Entry Operator (Male/Female)	Primary Pass (Middle preferred)	01	Skilled



**FEDERAL EMPLOYEES BENEVOLENT
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(ESTABLISHMENT DIVISION)**

SECTION V
EVALUATION CRITERIA



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Evaluation Criteria

Initial Screening (Mandatory Eligibility Criteria)

The initial screening of bids shall be carried out on the basis of the following mandatory requirements. Any bid failing to comply with any of the mandatory requirements shall be declared **Non-Responsive** and shall not be considered for further evaluation.

- i. The bidder shall provide a valid Certificate of Incorporation/Registration issued by the **Securities and Exchange Commission of Pakistan (SECP)** or any other relevant registration authority, as applicable.
- ii. The bidder shall submit copies of the **National Tax Number (NTN)** and **Sales Tax Registration Number (STRN)** certificates along with evidence of inclusion on the **Federal Board of Revenue (FBR) Active Taxpayers List (ATL)**.
- iii. The bidder shall submit an undertaking on a stamp paper of appropriate value, duly attested by an Oath Commissioner/Notary Public, stating that:
 - the Company/Firm and its employees have never been involved in any litigation adversely affecting their professional standing; and
 - the Company/Firm has never been blacklisted by any Federal Government, Provincial Government, Autonomous Body, Semi-Government Organization, or Public Sector Organization.
- iv. The bidder shall provide the particulars of the Bid Security, including the date of issuance and validity. The amount of the Bid Security shall not be disclosed in the Technical Proposal. However, the bidder shall submit an undertaking on its official letterhead confirming that the prescribed Bid Security has been enclosed with the Financial Proposal.
- v. The bidder shall submit a complete Company Profile, including organizational structure, details of relevant experience, available resources, and major clients.
- vi. The bidder shall have a fully functional registered office or branch office in **Islamabad/Rawalpindi**, equipped with a functional landline telephone and the necessary administrative infrastructure.
- vii. The bidder shall provide recent Bank Statement(s) demonstrating its financial capacity.
- viii. The bidder shall submit an undertaking on stamp paper confirming that the Company/Firm possesses sufficient financial resources to pay the salaries of the deployed Support Staff and meet all related operational expenses for a minimum period of **four (04) months**, without any financial assistance from **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**.
- ix. **FEB&GIF** reserves the right to seek any additional document(s), clarification(s), or information from any bidder, if considered necessary during the evaluation process.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Technical Evaluation

Only those bidders who successfully qualify the Initial Screening (Mandatory Eligibility Criteria) shall be considered for detailed Technical Evaluation.

The Technical Evaluation shall be carried out in accordance with the criteria prescribed in **BID Form-3**.

The maximum score allocated for the Technical Evaluation shall be **70 Marks**.

Financial Evaluation

Only the Financial Proposals of technically qualified bidders shall be opened.

The maximum score allocated for the Financial Evaluation shall be **30 Marks**.

The Financial Evaluation shall be conducted in accordance with the provisions of the Public Procurement Rules, 2004 and the criteria specified in the Bidding Documents.

Most Advantageous Bid

The contract shall be awarded to the **Most Advantageous Bidder**, i.e., the bidder obtaining the highest combined score in the Technical and Financial Evaluations, provided that the bidder meets all eligibility requirements and complies with the terms and conditions of the Bidding Documents.



**FEDERAL EMPLOYEES BENEVOLENT
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**SECTION VI
BID FORM**



**FEDERAL EMPLOYEES BENEVOLENT
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(ESTABLISHMENT DIVISION)**

BID FORM-1

Letter of Intent

(To be generated through EPADS)

Bid Reference No.: _____

Date of Opening of Technical Proposal: _____

Name of the Contract:

Outsourcing of Support Staff (Non-Core Services) for the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Government of Pakistan

To:

The Director (Admn)

Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)
Government of Pakistan
Islamabad.

Dear Sir,

Having examined the Bidding Documents, including Addenda Nos. _____ dated _____, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Support Staff (Non-Core Services)** under the above-mentioned Contract in full conformity with the requirements, specifications, terms, and conditions contained in the Bidding Documents, at the rates quoted in our Financial Proposal or at such other sums as may be determined in accordance with the provisions of the Contract.

We undertake, if our Bid is accepted, to deploy the required Support Staff in accordance with the deployment schedule and requirements specified in the Bidding Documents and the Schedule of Requirements.

If our Bid is accepted, we further undertake to furnish the required **Performance Security** in the prescribed form, amount, and within the time specified in the Bidding Documents.

We agree to keep this Bid valid for the period specified in the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiry of the Bid Validity Period.

Until a formal Contract Agreement is executed, this Bid, together with your Letter of Acceptance (LoA)/Notification of Award, shall constitute a binding Contract between us.

We understand that **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)** is not bound to accept the lowest-priced Bid or any Bid received and reserves the right to reject any or all Bids in accordance with the provisions of the **Public Procurement Rules, 2004**.



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We further undertake that, while participating in this procurement process and during execution of the Contract, we shall strictly comply with all applicable laws, rules, and regulations of Pakistan relating to fraud, corruption, transparency, and fair competition.

We hereby confirm that we fulfill all eligibility requirements prescribed under the relevant provisions of the Instructions to Bidders (ITB) and have submitted the prescribed **Bid Security** in the amount of **Rs. _____** in the form of **Pay Order/Demand Draft/Call Deposit Receipt (CDR)** in favour of:

Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), along with our Financial Proposal.

Authorized Signature: _____

Name of Authorized Representative: _____

Designation: _____

Name of Bidder/Firm: _____

Company Seal: _____

Date: _____



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

BID FORM 2

Name of the Firm

Bid Reference No:

Date of opening of Bid.

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

S.No	Required Documentation	Supporting Document's Name	Annex/ Reference
1	Firm is required to provide incorporation/registration certificate with Government Body/Institution.		
2	Certificate of NTN & STRN along-with Active Status on ATL (Active Taxpayer List both for NTN & STRN).		
3	An undertaking on stamp paper duly attested by the Oath Commissioner/Notary Public to the effect that the company or its employees never involved in any litigation and the company has never been blacklisted by any Government organization.		
4	Details of Bid Security including date of issue and date of validity. Amount may not be mentioned in the technical bid. However, it must be declared on official letter head that a bid security @ Rs. -----/- is enclosed with financial proposal		
5	Complete Profile of the Manpower (Support Staff) Supply Company		
6	The bidder must have proper Business setup i.e. outlet or branch office in Rawalpindi/Islamabad and landline telephone facility.		
7	Financial Strength (Bank Statement)		
8	An undertaking on Stamp paper that Manpower (Support Staff) Supply Company is financially sound to pay the salaries of deputed support staff and other related expenses for 4 months.		
9	The Manpower (Support Staff) Supply Company shall provide an affidavit on judicial stamp paper to the effect that neither the contractor nor any of its employees has any previous litigation pending or sub judice before any court of law or forum in relation to fraud, financial embezzlement, or corruption. Furthermore, no employee of the company has ever been convicted or punished by any court of law or forum for any such offence.		
10	An undertaking on judicial stamp paper that Manpower () will bear complete loss (if any) occurred at FEB&GIF in result of any unofficial / unlawful act performed by an of them provided Human Resource.		

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



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We, the undersigned declare that

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

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address:



**FEDERAL EMPLOYEES BENEVOLENT
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BID FORM 3

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

Company / Firm Name: _____

Date: _____

Mandatory Requirements for being technically qualified

- i) Income Tax, sales Registration
- ii) Requisite affidavit on stamp paper regarding non-blacklisting of the firm/ company recently or in past.
- iii) Certificate of Incorporation/Proof of Registration of the Company/Firm
- iv) Provide last three years' Financials of the Company/Firm.

A	Company Profile	10 Marks	
B	Availability of technical and managerial staff having relevant qualifications & Experience as mentioned at Section-III of this tender document.	35 Marks	
	I. Workforce more than 100 Including Semi-Skilled and Skilled Staff (As per Section-III of this Tender Document) having experience of Data Entry at least 50 = 35 marks	35	
	II. Workforce more than 50 but less than 100 = 15 marks	15	
	III. Workforce more than 20 but less than 50 = 03 marks	03	
C)	Previous similar experience of the firm/ company	30 Marks	
	More than 05 years' experience = 30 Marks	30	
	More than 03 years' experience = 15 Marks	15	
	More than 02 years' experience = 10 Marks	10	
D)	Number of similar contracts executed with public/private sector organizations (copies of work orders and completion certificates are required to be attached along-with contact details)	20 Marks	
	05 or more contracts = 20	20	
	Up to 04 contracts = 05 marks	05	
	Up to 02 contracts = 03 marks	03	
E)	Requisite affidavit on stamp paper to the effect that the bidder firm has sound financial capacity to pay at least three months' salary to the deputed workers, supported by Documentary evidence.	5 Marks	
	Total Marks	100	
	Required Marks for Technical Qualification	75	

Note:

- i) The bidder is required to enclose the documentary proof of the information as mentioned in the bidding documents and above mentioned evaluation criteria otherwise the bid shall not be considered. Mandatory documents must be submitted.
- ii) The bidder who will pass the technical evaluation and whose financial bid will be lowest will emerge as most advantageous bidder.



**FEDERAL EMPLOYEES BENEVOLENT
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BID FORM 4

Firm's Past Performance.

Name of the Firm:

Bid Reference No:

Date of opening of Bid:

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

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

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



**FEDERAL EMPLOYEES BENEVOLENT
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FINANCIAL BID FORM 5

Price Schedule

1. Name & Address of Bidder: _____
Telephone: _____
Fax: _____
Email: _____
Sales Tax Number: _____
National Tax Number: _____
2. Placement of Manpower (Support Staff) services at FEB&GIF, Islamabad, Lahore and Karachi at following rates:

Required Service	Unit Price	Tax Amount	Qty.	Wage Category	Total Price (inclusive of all Taxes)
Driver (Male)				Semi-skilled	
Dispatch Rider (Male)					
Chowkidar					
Mali					
Naib Qasid (Male)					
Call Centre Representative (Female)				Skilled	
Data Entry Operator (Male/Female)					
Total Amount					

Total Financial Proposal Cost =

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

Signature: _____

Name: _____

Designation: _____

CNIC No. _____ (copy enclosed)

Date: _____

Official Seal/ Stamp: _____



**FEDERAL EMPLOYEES BENEVOLENT
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BID FORM 6

Performance Guarantee

To: [*Managing Director, FEB&GIF Islamabad*]

Whereas [*Name of Manpower (Support Staff) Supply Company*] (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. [] dated [*date*] to provide Manpower (Support Staff) Services [(hereinafter called “the Contract”).

And whereas it has been stipulated by you in the said Contract that the Manpower (Support Staff) Services Firm shall furnish you with a Bank Guarantee by a scheduled bank for the sum of 10 % of the total Contract amount as a Security for compliance with the Supplier’s performance obligations in accordance with the Contract.

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

Therefore we hereby affirm that we are Guarantors and responsible to you, on behalf of the Manpower (Support Staff) Services Firm, 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 Manpower (Support Staff) Services Firm [*Name of the Firm*] to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [*Amount of Guarantee*] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____, 2026/2027 (for One Year)

Signature and Seal of the Guarantors/ Bank

Address

Date



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SECTION VII

**DRAFT STANDARD
CONTRACT**



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

OPEN FRAMEWORK AGREEMENT

ANNEX-A

Manpower (Support Staff) Supply Services (Open Framework) Agreement between Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), and M/s

The Manpower (Support Staff) Supply Services Contract (“the contract”) is made on----- between M/s _____ and **Federal Employees Benevolent & Group Insurance Funds**, (hereinafter called **FEB&GIF**), and _____ (hereinafter called the “Company/ Firm”) for the Manpower (Support Staff) Supply Services for the persons and property set out in this agreement. WHEREAS, The Company shall provide a 24-hours support staff to provide quality services within and outside FEB&GIF premises.

1. Purpose:

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

2. Terms:

This Contract and the services provided hereunder as well as the payment provisions of paragraph - ----- shall commence on _____ and shall continue until or about _____, unless earlier terminated in accordance with the terms of this Contract. This agreement may be extended on same terms and conditions on satisfactory performance under rule 16A ‘Open Frame Work Agreements’ of PPRA Rules 2004 as per mentioned in the bidding document. FEB&GIF has right to terminate this agreement by giving one month’s prior written notice to the Company without assigning any reason. The company may also, at any time by giving an advance notice of one month to the FEB&GIF in writing with proper justification, terminate this agreement.

3. Contract Price:

The “Company” shall provide **0----** **Support Staff @ Rs. _____/- per month per support staff** including all taxes with a total financial impact of **Rs. _____/- including all taxes per month** to be paid at the end of every quarter on provision of Invoice by the Company. The payment will be subject to withholding taxes at such rates as are prescribed by the Government from time to time.

4. Support Staff Qualification:

(a) The Company/ Firm shall provide suitable qualified, educated, competent, and professionally courteous staff, commensurate with the requirements and operational needs of FEB&GIF, which provides services and facilities to serving, retired, and incapacitated Government employees, as well as the families of deceased employees and their dependent family members/ beneficiaries.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

(b) The Company shall ensure that Support Staff it assigns to FEB&GIF office have no criminal history or record as well as no history of human rights abuse.

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

5. Support Staff Conduct and Performance Standards:

(a) The Support Staff services provided for by this Contract shall be performed by qualified, trained Support Staff, maintaining a professional demeanor at all times and in strict compliance with standards/ norms.

(b) The company shall comply with all applicable Pakistani laws and regulations in connection with the provision of services to the FEB&GIF under this Contract.

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

(d) Ensuring discipline of company's support staff force shall be the responsibility of the support staff providing Company.

(e) FEB&GIF 's Admin Wing shall furnish an evaluation performance of contracted firm's support staff at the end of every month.

(f) For any criminal / fraudulent / disciplinary act performed by any of the provided support staff, the company shall be held responsible and in case of financial loss caused by any of the act of support staff, company shall bear the said loss.

6. Control of Support Staff and Interface between Support Staff and FEB&GIF:

(a) The company shall appoint a Supervisor to directly liaison with the FEB&GIF on a day-to-day basis on all support staff matters. The Supervisor shall follow the direction and support staff requirements for the Site, as determined by the FEB&GIF designated employees, agents and representatives managing this Contract.

(b) The Manpower (Support Staff) Supply Company/Firm shall ensure the deployment of Support Staff strictly in accordance with the the Terms and Conditions of this Bidding Document, and the instructions issued by the **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF)**, from time to time.

(c) The manpower provided by the Company/Firm shall remain the employees of the Company/Firm and shall not be deemed to be employees of FEB&GIF. Such manpower shall have no direct or indirect claim, right, or entitlement against FEB&GIF in respect of their employment, salary, wages, benefits, or any other employment-related matter. However, FEB&GIF shall have the right to monitor and evaluate the attendance, conduct, discipline, and performance of the manpower deployed by the Company/Firm.

(d) The FEB&GIF shall designate employees, agents or representatives responsible for the coordination, administration and implementation of this Contract.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

7. Access:

(a) The company shall provide a list comprising of _____ support staff in advance which will be considered as pool. All the replacements shall be made from that pool in case of contingency. No replacements will be allowed other than the pool.

(b) The FEB&GIF shall provide the support staff access to its Site at the level, as determined by the FEB&GIF, necessary for the Company to provide the support services specified in this Contract. The FEB&GIF reserves the right to restrict or deny access to the support staff to areas of its Site that it deems unnecessary for provision of services under this Contract.

(c) The Company shall not replace/ change any of its support staff without prior intimation to FEB&GIF's Admin Department.

8. Identification

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



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

9. Payment:

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

10. Payment to Support Staff:

The Company shall be solely responsible for payment of salaries/wages to its deployed Support Staff within the first seven (07) days of each month, ensuring compliance with the minimum wage rates notified by the Federal Government/Chief Commissioner Office, Islamabad, from time to time. Any increase or revision in such wage rates, as well as all applicable taxes, levies, duties, fees, or other statutory charges imposed during the currency of this Agreement, shall be borne entirely by the Company. FEB&GIF shall have no additional financial liability in this regard.

11. Extension of Contract:

This contract may be extended on the same terms and conditions on satisfactory performance subject to mutual consent of both the parties under rule 16A 'Open Frame Work Agreements' of PPRA Rules 2004.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

12. Indemnity:

(a) The Company shall, at all times during the currency of this agreement, indemnify the FEB&GIF in full against actual losses and claims for injuries or damage to any person or property occasioned or caused by or resulting directly from the negligence or infidelity of company personnel, provided company shall not be responsible in any manner for any losses occasioned or caused by or resulting from the conduct (omission and commission) of the FEB&GIF or of the FEB&GIF's employees or due to natural calamities, disturbances, mob attacks, etc.

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

13. Standard Operating Procedures:

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

14. Probation Period:

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

15. Conflict Resolution:

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

_____.

The FEB&GIF:

Child Protection Institute:

By: _____

Designation: _____

Sign & Stamp: _____

The Company/ Firm:

M/s _____

By: _____

Designation: _____

Sign & Stamp: _____



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Annex. B

Schedule of Requirements

Detail of schedule of requirement is given in Section IV.



**FEDERAL EMPLOYEES BENEVOLENT
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Annex. C

Schedule of Requirement for Manpower (Support Staff) Supply Services

a). Specifications.

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



**FEDERAL EMPLOYEES BENEVOLENT
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Annex. D

Price Schedule submitted by the Bidder.

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



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

(Sample of Work Order)

Work Order

1.	Work Order No.	
2.	Date	
3.	Supplier/Firm Name	
4.	Supplier/Firm's Address	
5.	Firm Contact No.	
6.	Conditions of the contract:	

A: Required Service	Unit Price	Tax Amount	Qty.	Wage Category	Total Price (inclusive of all Taxes)
Driver (Male)				Same-skilled	
Dispatch Rider (Male)					
Naib Qasid (Male)					
Call Centre Representative (Female)				Skilled	
Data Entry Operator (Male/Female)					
Total Amount					

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

Terms and Conditions:

- 100% Quarter wise Payment will be made through cross cheque in favor of the Outsource Support Services Firm/ Company through FEB&GIF (NBP Assan Assignment Account) subject to:
- _____
- _____

Signature: _____

Name: _____

Designation: _____

Date: _____

Official Stamp: _____



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

Special Conditions of Contract (SCC)

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

1. Definitions (GCC Clause 1)

GCC 1.1 The Purchaser is: **Federal Employees Benevolent & Group Insurance Funds (FEB&GIF), Islamabad**

GCC 1.2 The Project Site is: FEB&GIF, H.Q, Islamabad, Regional Board, Islamabad, Lahore and Karachi

2. Transportation and delivery requirements of Manpower (Support Staff) Supply Services

All costs associated with the transportation of the Support Staff shall not be borne by the FEB&GIF

3. Payments (GCC Clause 9)

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

- Payment shall be made on Quarterly basis within 30 (thirty) working days of receipt of the invoice along with verifiable paid wage receipt as per prevailing applicable Govt. Rules and Regulations to each Support Staff.
- Minimum **net wage** shall be paid to each Support Staff in accordance with the applicable Government Rules and Regulations and the wage rates notified from time to time by the Federal Government/Chief Commissioner Office, Islamabad.
- The Manpower (Support Staff) Supply Company is required to submit the following documents along with bill: -
 - Invoice with covering letter, both duly signed and stamped by authorized officer.
 - Attendance sheet of the Support Staff daily and monthly duly verified by the Support Staff In charge and countersigned by concerned Dy. Director/ Director, FEB&GIF, Islamabad.
 - Copy of any all correspondence made with the FEB&GIF or any other agency person/ Organization during that month regarding this contract



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

- Any other details/documents, if required by the FEB&GIF.
- The company will bound to provide monthly disbursement receipt of Support Staff.

4. Prices (GCC Clause 10)

GCC 10.1 - Prices shall be: Fixed.

5. Liquidated Damages (GCC Clause 15)

GCC 5.1 - Applicable rate: Penalties for delayed delivery of IT hardware shall be as under:

- i. Any act on the part of firm deviating from any of the terms and conditions of the contract will be liable to penalty.
- ii. The Firm will be fined if the firm violates any clause of the contract agreement. The Director (Admn) FEB&GIF) or his designated officer will be empowered to impose a minimum
- iii.
- iv.
- v. fine/penalty of Rs 10,000/- to Rs.50,000/-for each violation.
- vi. In case of non-placement of required support staff, the FEB&GIF authority will have the right to deduct the amount of actual wage of the absent support staff for each absence from the monthly bill of Manpower (Support Staff) Supply Company/ firm.
- vii. Fine of Rs.500/- per day will be imposed if the support staff does not put service card or remains absent from the place of duty without permission.
- viii. The Firm will have to pay for any damages caused to the property of FEB&GIF by their staff or due to negligence of their staff during discharge of their duty. It includes any loss or theft in any area of FEB&GIF. The damage will be assessed by the FEB&GIF's administration which will not be opened to review and the Firm will be liable to pay for the losses suffered by FEB&GIF.
- ix. In case of serious or gross violation of contract agreement / SOPs of FEB&GIF, the Competent Authority, FEB&GIF will have the right to terminate the contract without any prior notice to the firm.
- x. If the company suddenly leaves the FEB&GIF site without any written intimation/correspondence, the FEB&GIF will appoint support staff out of Firm's deposited Performance Security Amount at Firm's risk and cost.

6. Resolution of Disputes (GCC Clause 18)

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



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

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

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

- ii. In case of any unauthorized transaction and/or incident of theft, removal of goods and damage to the property, the Manpower (Support Staff) Supply Company shall promptly inform in writing to the Officer In charge at site with copy to Director, FEB&GIF Islamabad, in respect there to register an FIR with the concerned police, if so required. The Manpower (Support Staff) Supply Company shall also be liable to indemnify/compensate the FEB&GIF of all losses so caused / suffered in this regard.

11. Notices (GCC Clause 21)

CCC 21.1 – FEB&GIF, Islamabad address for notice

purposes: Director- FEB&GIF.

Ph#: 051-9252308

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

Phone#

Fax#

FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

General Conditions of Contract (GCC)

1. Definitions	1.1 In this Contract, the following terms shall be interpreted as indicated: (a) “The Contract” means the agreement entered into between the Purchaser (FEB&GIF) and the Supplier/ Manpower (Support Staff) Supply Company/ Firm, as recorded in the Agreement/ Contract signed by the Parties, including all attachments and appendices thereto and all documents incorporated by reference therein. (b) Company/Firm” means the manpower supply company/firm engaged to provide manpower to FEB&GIF in accordance with the agreed terms and conditions for the specified period. (c) “The Contract Price” means the price payable to the Manpower (Support Staff) Supply Company / Firm under the Contract for the full and proper performance of its Contractual obligations. (d) “The Goods” means all those equipment, machinery and/or other material which the Supplier is required to supply to the Purchaser under the Contract. (e) “The Services” means Non-Core (Support Staff) Services provided by the Manpower (Support Staff) Supply Company / Firm as mentioned in the Bidding Document. (f) “GCC” means the General Conditions of Contract contained in this section. (g) “SCC” means Special Conditions of the Contract. (h) “The Purchaser” means FEB&GIF, Islamabad, as named in the SCC. (i) “The Supplier” means the Firm/Company provide the manpower/ Services under this Contract. (j) “The Site”, where applicable, means the place or places named in the SCC. (k) “Day” means calendar day.
-----------------------	---

FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

2. Application	2. These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.
3. Standards	3. The Services provide under this Contract against the “Contract / Work Order”, shall conform to the standards mentioned in the Bidding Documents, and, when no applicable standard is mentioned, to the authoritative standards
	appropriate to the Securities’ services. Such standards shall be the latest issued by the concerned institution.
4. Inspections and Tests	N/A
5. Packing	N/A
6. Delivery and Documents	6.1 Delivery of the Support Staff Services shall be made by the Manpower (Support Staff) Supply Company/ Firm in accordance with the terms specified in the Bidding Document.
7. Transportation	7.1 The Manpower (Support Staff) Supply Company is responsible for transportation of support staff to the premises.
8. Minimum Wages and Statutory Revisions	The Company/Firm shall be bound to pay wages to all manpower deployed at FEB&GIF at rates not less than the minimum per-day wages/daily wage rates notified from time to time by the Federal Government/Chief Commissioner Office, Islamabad, and shall ensure full compliance with all applicable labour laws, rules and statutory obligations. Any increase or revision in the minimum wage rates notified by the Federal Government/Chief Commissioner Office, Islamabad, as well as any increase, imposition or revision in taxes, duties, levies, fees or other statutory charges during the currency of the Contract/Agreement, shall be borne entirely by the Company/Firm. FEB&GIF shall have no financial liability or obligation whatsoever in respect of any such increase or additional cost during the currency of the Contract/Agreement.



FEDERAL EMPLOYEES BENEVOLENT AND GROUP INSURANCE FUNDS (ESTABLISHMENT DIVISION)

9. Payment	9.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC. 9.2 The Supplier's request(s) for payment shall be made to the PA in writing, accompanied by an invoice describing, as appropriate, the Services performed and upon fulfillment of other obligations stipulated in the Contract. 9.3 Payments shall be made promptly by the PA, but in no case later than thirty (30) days after submission of an invoice or claim by the Supplier. 9.4 The currency of payment is Pak. Rupees.
10. Prices	10 Prices charged by the Manpower (Support Staff) Supply Company / Firm for the Support Staff Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in SCC or in the Purchaser's request for bid validity extension, as the case may be.
11. Change Orders	N.A
12. Contract Amendments	No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
13. Assignment	The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract.
14. Delays in the Supplier's Performance	Delivery of the Support Staff Services and performance of Services shall be made by the Firm in accordance with the time schedule prescribed by the Procuring Agency in the Schedule of Requirements.
15. Liquidated Damages	N/A

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16. Termination for Default	16.1 The PA, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part: (a) if the Manpower (Support Staff) Supply Company / Firm fails to Deployment of Support Staff within the period(s) specified in the respective “Contract / Work Order” which shall be issued from to time to time under this Contract, or within any extension thereof granted by the PA pursuant to GCC Clause 14.2; or (b) if the Manpower (Support Staff) Supply Company / Firm fails to perform any other obligation(s) under the Contract. (c) if the Manpower (Support Staff) Supply Company / Firm, in the judgment of the Purchaser has engaged in corrupt and fraudulent practices in competing for or in executing the Contract. For the purpose of this clause: “corrupt and fraudulent practices” includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the supplier or contractor in the procurement process or in contract execution to the detriment of the procuring agencies; or misrepresentation of facts in order to influence a procurement process or the execution of a contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty. 16.2 In the event the PA terminates the Contract in whole or in part, pursuant to GCC Clause 16.1, the PA may procure, upon such terms and in such manner as it deems appropriate, Support Staff Services similar to those undelivered, and the Manpower (Support Staff) Supply Company / Firm shall be liable to the Procurement for any excess costs for such similar Support Staff Services. However, the Manpower (Support Staff) Supply Company / Firm shall continue performance of the Contract to the extent not terminated.
17. Force Majeure	17.1 Notwithstanding the provisions of GCC Clauses 16, neither Party shall have any liability or be deemed to be in breach of the Contract for any delay nor is other failure in performance of its obligations under the Contract, if such delay or failure is a result of an event of Force Majeure. For purpose of this clause, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and its origin is not

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	due to negligence or lack of care on the part of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood, epidemics, or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent.
18. Resolution of Disputes	18.1 The PA and Manpower (Support Staff) Supply Company/ Firm shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. 18.2 If, after thirty (30) days from the commencement of such informal negotiations, the PA and the Manpower (Support Staff) Supply Company / Firm have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC.
19. Governing Language	19 The Contract shall be written in the language specified in SCC. Subject to GCC Clause 20, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.
20. Applicable Law	20 The Contract shall be interpreted in accordance with the laws of the country.
21. Notices	21.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC. 21.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.
22. Taxes and Duties	22 Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.

End of the Contract
