Standard Bidding Document

Tender No. P-54/2026 Procurement of Various Services (Travel Agency Services, Hotel Accommodation Services, Fuel Card Services and Fumigation Services)
(Non-Consultancy Services)

National

Single Stage-One Envelope

September 05, 2026

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

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)** has reserved Funds for the procurement planned for FY **2026-27**. The **Pakistan Revenue Automation Pvt Limited (Pakistan Revenue Automation Pvt Limited)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the " **Tender No. P-54/2026 Procurement of Various Services (Travel Agency Services, Hotel Accommodation Services, Fuel Card Services and Fumigation Services)**" with the reference of **"P112057"**

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

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

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

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/112057**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Monday, September 21, 2026 03:00 PM**. E-bids will be opened on the same day at **Monday, September 21, 2026 03:30 PM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new

version of **EPADS v2.0,** may register themselves on https://vendors.epads.gov.pk/. A tutorial to explain the registration process is available at https://www.youtube.com/watch?v=MNW6T38v7tc

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

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

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

2. **Source of Funds**

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

3. **Fraudualent & Corrupt Practices**

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

4. **Eligible Bidders**

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

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

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

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

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

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

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

4.1.6.1. its professional conduct; or

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

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

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

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

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

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

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

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

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

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

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

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

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

5. **Qualification of the Bidder**

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

B. Bidding Documents

6. **Contents of Standard Bidding Document**

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

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

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

7. **Clarifications**

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

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

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

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

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

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

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

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

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

bid:

7.6.1. evaluation & qualification criteria;

7.6.2. required scope of work or specifications;

7.6.3. all securities requirements;

7.6.4. tax requirements;

7.6.5. terms and conditions of bidding documents; and

7.6.6. change in the ranking of the bidders.

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

8. **Amendment of Bidding documents**

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

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

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

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

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

C. Preparation of Bids

9. Documents Constituting the Bids

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

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

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

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

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

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

9.1.6. Any other document required in the BDS.

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

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

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

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

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

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

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

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

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

12. **Form of Bid**

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

13. **Bids Prices**

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

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

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

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

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

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable.

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

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

15. **Bids Currencies**

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

16. **Bid Validity Period**

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

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

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

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

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

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

17.4.1. the expiry of the Bid Security;

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

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

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

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

17.5.1. if a bidder:

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

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

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

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

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

18. **Alternative Bids by Bidders**

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

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

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

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

20. **Format and Signing of Bids**

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

EPADS v2.0.

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

D. Submission of Bids

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

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

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

E. Opening and Evaluation of Bids

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

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

23. **Opening of Bids**

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

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

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

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

24. **Confidentiality**

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

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

25. **Preliminary Examination of Bids**

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

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

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

25.1.3. is accompanied by the required securities; and

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

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

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

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

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

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

27. **Correction of Errors**

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

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

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

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

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

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

28. **Conversion to Single Currency**

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

29. **Evaluation of Bids**

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

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

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

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

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

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

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

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

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

30. **Determination of Most Advantageous Bids**

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

31. **Abnormally Low Financial Bids**

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

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

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

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

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

32. **Rejection of Bids**

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

33. **Single Responsive Bid**

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

34. **Arbitration**

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

F. Award of Contract

43. **Criteria of Award**

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

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

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

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

45. **Notification of Award**

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

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

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

46. **Signing of Contract**

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

47. **Performance Guarantee**

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

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

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

48. **Corrupt & Fraudulent Practices**

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

G. Grievance Redressal & Complaint Review Mechanism

53. **Constitution of Grievance Redressal**

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

54. **GRC Procedure**

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

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

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

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

Bid Data Sheet

Bids Data Sheet (BDS)

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

BDS Clause Number
ITB Number

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

A. Introduction

BDS Clause Number 1

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

The subject of procurement is: **Tender No. P-54/2026 Procurement of Various Services (Travel Agency Services, Hotel Accommodation Services, Fuel Card Services and Fumigation Services)**

Expected commencement date: **Friday, October 30, 2026**

BDS Clause Number 2

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

Name and identification number of the Contract: **P112057**

BDS Clause Number 3

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

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Friday, September 18, 2026

Pre-Bid Meeting: Monday, September 14, 2026 03:00 PM

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

BDS Clause Number 5

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

BDS Clause Number 6

List of documents required along with the bid:

1. Bid Securing Declaration Form, duly signed and stamped by the bidder, must be submitted on appropriate stamp paper and attached with the bid.

BDS Clause Number 7

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

see Eligibility Criteria

BDS Clause Number 8

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

BDS Clause Number 9

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

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

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

BDS Clause Number 13

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

BDS Clause Number 14

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

BDS Clause Number 15

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

BDS Clause Number 16

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

D. Submission of Bids

BDS Clause Number 17

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

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

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

The deadline for Bids submission is: **Monday, September 21, 2026 03:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

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

Day *:* ***Monday***

Date: ***Monday, September 21, 2026***

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

BDS Clause Number 19

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

F. Award of Contract

BDS Clause Number 20

The Performance guarantee shall: **0%**.

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

21.

51.1

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

G. Review of Procurement Decisions

BDS Clause Number 22

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

Eligibility Criteria

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

Eligibility Criteria	Document
1) Evidence of the bidding firm/company’s registration/incorporation (Evidence Required Copy of certificate of incorporation/company registration.	Yes
2) Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization (Evidence Required Copy of registration).	Yes
3) Should be active taxpayer . (Evidence Required Status report).	Yes

4) The bidder must not be blacklisted or debarred by PPRA, any Federal/Provincial procuring agency, or any regulatory authority. (Affidavit on stamp paper original signed & stamped).	Yes
5) The bidder must have a minimum of three (3) years of relevant experience in providing the specific service category for which the bid is being submitted. The bidder shall provide copies of Purchase Orders, Service Agreements, Experience Certificates, or other relevant documentary evidence from clients as proof of such experience.	Yes
6) The bidder must submit audited financial statements or bank statements for the last two (2) years demonstrating adequate financial capacity of at least PKR 10 million.	Yes
7) The bidder must provide at least three (3) client references demonstrating experience in providing the same or similar service for which the bid is being submitted, of comparable scope and scale. The references should preferably include public sector/SOE clients.	Yes

Evaluation Criteria

Least Cost Based Selection (LCBS)

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Travel Agency Services	**Address:** Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory **Schedule:** 4 to 6 weeks **Quantity:** 1/job	1/job	0 PKR
Hotel Accommodation Services	**Address:** Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory **Schedule:** 4 to 6 weeks **Quantity:** 1/job	1/job	0 PKR
Fuel Card Services	**Address:** Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory **Schedule:** 4 to 6 weeks **Quantity:** 1/job	1/job	0 PKR
Fumigation Services	**Address:** Galaxy Business Center, 2nd Floor, Plot # 266-B, Street # 9, Sector I-9/3, Islamabad, Islamabad Capital Territory **Schedule:** 4 to 6 weeks **Quantity:** 1/job	1/job	0 PKR

Related Services :

No

Services Specifications

Positions Without Lots :

Position: Travel Agency Services

Specifications / Requirements:

Travel Agency Services

Position: Hotel Accommodation Services

Specifications / Requirements:

Hotel Accommodation Services

Position: Fuel Card Services

Specifications / Requirements:

Fuel Card Services

Position: Fumigation Services

Specifications / Requirements:

Fumigation Services

Scope of Work

Pakistan Revenue Automation (Private) Limited (PRAL), invites sealed proposals from eligible, competent, and reputable firms/agencies for the provision of the following services, structured as separate procurement lots under this single Request for Proposals (RFP):

- Service/ Item 1: Travel Agency Services
- Service / Item 2: Hotel Accommodation Services
- Service / Item 3 Fuel Card Services
- Service / Item Fumigation Services

Bidders may apply for one, several, or all Services, provided a separate Technical and Financial Proposal is submitted for each Service. This procurement shall be conducted strictly in accordance with the Public Procurement Rules, 2004 ("PPRA Rules"), applicable PPRA Regulations, and PRAL's internal Procurement SOPs, ensuring transparency, fairness, open competition, and non-discriminatory treatment of all bidders.

1. **Scope of Work Service 1: Travel Agency Services**

The selected Travel Agent/Travel Management Company (TMC) shall provide comprehensive travel management services to PRAL, including domestic and international travel arrangements for employees, officials, guests, and other authorized travellers.

1. Air Ticketing Services

The Travel Agent shall:

- Arrange domestic and international air tickets as per approved travel plans and PRAL's instructions.
- Provide available flight options, schedules, fares, and applicable terms and conditions.
- Book tickets only upon receiving authorization from the designated PRAL official.
- Provide e-tickets/booking confirmations promptly after issuance.
- Make changes, re-bookings, cancellations, and refunds as instructed by PRAL.
- Advise PRAL regarding applicable cancellation, rebooking, and no-show charges before making any changes.
- Make every effort to provide the most economical and suitable fare in accordance with PRAL's approved travel requirements.
- Arrange special services, including seat selection, meal requests, excess baggage, and other airline services where required.

2. Domestic and International Travel

The Travel Agent shall facilitate travel arrangements to destinations within Pakistan and abroad, including:

- Domestic air travel.
- International air travel.
- Multi-city and connecting itineraries.
- Group travel arrangements.
- Official travel for employees, management, consultants, guests, and other authorized persons.

3. International Hotel Accommodation

Where required, the Travel Agent shall:

- Arrange hotel accommodation at destinations specified by PRAL.
- Provide suitable hotel options according to the approved budget, location, and required standard.
- Obtain corporate/negotiated rates where available.
- Make reservations on a confirmed basis after approval from PRAL.
- Provide booking confirmations and cancellation policies.
- Coordinate amendments, extensions, early check-outs, and cancellations.
- Facilitate accommodation for individual and group bookings.

4. Travel Changes, Cancellations and Refunds

The Travel Agent shall:

- Process ticket cancellations and changes on an urgent basis.
- Inform PRAL in advance about applicable penalties and charges.
- Process eligible refunds and provide refund details and supporting documents.
- Maintain a record of all cancelled, reissued, and refunded tickets.

- Follow up with airlines/hotels until the refund is received/settled.

5. Visa and Travel Documentation Support

Where specifically requested by PRAL, the Travel Agent may provide:

- Visa application assistance and guidance.
- Information regarding visa requirements and documentation.
- Assistance with travel insurance and other mandatory travel documents.
- Information regarding passport, visa, health, and entry requirements applicable to the destination.

The Travel Agent shall not guarantee visa issuance, as the final decision rests with the relevant embassy/immigration authority.

6. Emergency and After-Hours Support

The Travel Agent shall provide emergency support for PRAL travelers, including:

- Assistance with urgent ticket changes and cancellations.
- Support in case of flight delays, cancellations, missed connections, or other travel disruptions.
- Assistance outside normal business hours for urgent official travel matters.
- A designated contact person/helpline for emergency travel requirements.

7. Fare Comparison and Travel Advisory

The Travel Agent shall:

- Provide multiple available flight options where applicable.
- Recommend the most economical and practical travel option.
- Inform PRAL about applicable fare rules, restrictions, cancellation charges, and baggage allowances.
- Advise on alternative routes in case of unavailability or disruption.
- Provide information regarding significant changes in airline schedules or travel requirements.

8. Billing and Invoicing

The Travel Agent shall:

- Submit invoices along with relevant supporting documents.
- Clearly mention passenger name, ticket number, route, travel dates, fare, taxes, service charges, and other applicable charges.
- Provide separate details for ticket issuance, cancellation, rebooking, refund, and service charges.
- Maintain proper records of all transactions carried out on behalf of PRAL.
- Provide monthly statements/reconciliation reports, where required.
- Comply with PRAL's approved credit/payment terms.

9. Reporting and Record Keeping

The Travel Agent shall maintain complete records of:

- Tickets issued.
- Tickets cancelled/reissued.
- Refunds processed.
- Hotel bookings.
- Travel expenses and service charges.
- Passenger/traveler details.
- Outstanding refunds and credits.

Reports shall be provided to PRAL whenever required.

10. Service Standards

The Travel Agent shall:

- Provide prompt and professional services.
- Ensure accuracy of passenger names, travel dates, routes, and booking details.
- Respond promptly to PRAL's travel requests.
- Maintain confidentiality of PRAL's travel and passenger information.

- Assign dedicated staff/contact persons for handling PRAL's travel requirements.
- Ensure compliance with applicable laws, airline policies, hotel policies, and PRAL's instructions.

11. Dedicated Account Management

The successful Travel Agent shall nominate a dedicated account manager/contact person who will be responsible for:

- Receiving and processing travel requests.
- Coordinating ticketing and hotel arrangements.
- Resolving travel-related issues.
- Providing quotations and alternatives.
- Coordinating with PRAL's Admin/Procurement Department.
- Providing regular updates regarding pending bookings, refunds, and other matters.

12. Compliance with PRAL Instructions

All travel arrangements shall be made strictly in accordance with PRAL's approved travel policies, authorized travel requests, applicable entitlement rules, and instructions issued by the competent authority.

The Travel Agent shall not issue tickets, make hotel reservations, or incur any additional expense without prior authorization from the designated PRAL official, except in an emergency specifically authorized by PRAL.

13. Validity of Rates

The Travel Agent shall provide fares and rates that are valid at the time of quotation/booking. Any subsequent change in fare, tax, or other charges shall be communicated to PRAL before ticket issuance or confirmation.

14. Confidentiality

The Travel Agent shall maintain strict confidentiality of all information, documents, passenger details, travel schedules, and other official information provided by PRAL and shall not disclose such information to any unauthorized person or third party.

15. Overall Responsibility

The Travel Agent shall be responsible for providing efficient, economical, timely, and reliable travel management services to PRAL and shall coordinate with airlines, hotels, visa service providers, and other relevant service providers to ensure smooth execution of official travel arrangements.

16. Initial contract period:

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

Scope of Work Service 2: Hotel Accommodation Services

1. Objective

The purpose of this Scope of Work is to engage reputable hotels for providing safe, comfortable, hygienic, and quality accommodation facilities to PRAL employees, officials, guests, and other authorized persons during official visits and business assignments.

2. Scope of Services

The selected hotel/service provider shall provide accommodation services as and when required by PRAL, including:

- Standard Single Rooms
- Standard Double/Twin Rooms
- Executive Rooms, where required
- Suites, where specifically approved
- Additional rooms/categories as requested by PRAL
- Early check-in and late check-out, subject to availability and prior approval
- Breakfast, where included in the agreed rate
- Other hotel facilities/services as specifically requested by PRAL

3. Room Requirements

The hotel shall ensure that all rooms provided to PRAL are:

- Clean, hygienic, well-maintained, and properly furnished.
- Equipped with comfortable beds, clean linen, towels, and toiletries.
- Provided with functioning air-conditioning/heating facilities.

- Equipped with hot and cold water.
- Provided with reliable electricity and backup power.
- Equipped with adequate lighting and ventilation.
- Provided with complimentary Wi-Fi/internet access.
- Equipped with television and basic room amenities.
- Maintained in accordance with the hotel's standard safety and hygiene requirements.

4. Reservation and Booking

1. PRAL Administration shall communicate room requirements to the hotel through an authorized representative.
2. The hotel shall confirm room availability and reservation details promptly.
3. Reservations shall be made against an authorized booking/request from PRAL.
4. The hotel shall provide a confirmation containing:
    5. Guest name
    6. Check-in date and time
    7. Check-out date and time
    8. Room category

9. Applicable room rate
10. Meal plan, if applicable
11. Payment/credit arrangement
12. Applicable taxes and charges

13. The hotel shall not change the agreed room category or rate without prior approval from PRAL.

5. Room Rates and Charges

The hotel shall provide **preferential/corporate rates** to PRAL, including applicable taxes and other mandatory charges.

The quoted rates should clearly specify:

- Room rate per night
- Applicable government taxes
- Breakfast charges, if separate
- Extra-bed charges, if applicable
- Extra-person/guest charges
- Any other applicable service charges

No additional charges shall be levied without prior approval where such charges are outside the agreed rates.

6. Credit Facility

Where approved by PRAL, accommodation services may be provided on a **credit basis**.

The hotel shall submit invoices/bills to PRAL after completion of the guest's stay, supported by relevant documents such as:

- Guest name
- Check-in/check-out dates
- Room number
- Number of nights
- Agreed room rate
- Taxes and applicable charges
- Approved additional services, if any.

7. Cancellation and No-Show Policy

The hotel shall provide a reasonable cancellation/no-show policy as agreed with PRAL.

Reservations cancelled within the agreed cancellation period shall **not be subject to cancellation charges**.

Any cancellation charges must be clearly communicated to and approved by PRAL before being billed.

8. Meals and Other Services

Where required, the hotel may provide:

- Breakfast
- Lunch/Dinner
- Room service
- Laundry services
- Meeting/conference facilities
- Parking facilities
- Airport/office transportation / Rent a car
- Other services requested by PRAL.

Charges for additional services shall be based on agreed rates or prior approval from PRAL.

9. Safety and Security

The hotel shall ensure adequate:

- Security arrangements
- CCTV surveillance in common areas

- Fire detection and firefighting systems
- Emergency exits
- Emergency lighting
- First-aid facilities
- Security personnel
- Safe access to rooms and common areas.

The hotel shall comply with all applicable safety, fire, health, and local regulatory requirements.

10. Hygiene and Housekeeping

The hotel shall maintain high standards of cleanliness and hygiene, including:

- Daily housekeeping
- Regular replacement of bed linen and towels
- Clean and sanitized washrooms
- Pest-control measures
- Clean drinking water
- Proper waste disposal
- Maintenance of rooms and common areas.

11. Internet and Business Facilities

The hotel shall provide reliable internet/Wi-Fi connectivity to accommodate official business requirements.

Where required, the hotel should also provide access to:

- Business center
- Printing/scanning facilities
- Meeting rooms
- Conference facilities.

12. Guest Support

The hotel shall provide **24/7 front-desk and guest support** for PRAL's authorized guests.

The hotel management shall promptly address complaints regarding accommodation, cleanliness, security, internet connectivity, or other facilities.

13. Transportation and Parking

Where required and agreed, the hotel shall provide:

- Secure parking for PRAL vehicles.

- Airport pick-and-drop.
- Transportation to/from PRAL offices or meeting locations.

Transportation charges shall be based on agreed rates and shall require authorization where applicable.

14. Confidentiality and Guest Information

The hotel shall maintain confidentiality regarding PRAL's employees, officials, guests, travel schedules, room details, and other information obtained during the provision of services.

Guest information shall not be disclosed to any unauthorized person.

15. Invoice and Documentation

The hotel shall submit complete and accurate invoices to PRAL for payment.

Each invoice should clearly mention:

- Guest name
- Booking/reference number
- Check-in and check-out dates
- Number of nights
- Room category
- Room rate

- Taxes
- Additional approved services
- Total payable amount.

PRAL reserves the right to return incomplete or incorrect invoices for correction.

16. Service Quality and Performance

The hotel shall provide services in accordance with the agreed standards and rates.

PRAL reserves the right to evaluate the quality of accommodation and services. In case of repeated complaints or unsatisfactory service, PRAL may reconsider the hotel's empanelment/contract in accordance with applicable procurement rules.

17. Contract Period

18. Initial contract period:

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

The accommodation services shall be provided for a period of **[12 months]** from the date of commencement of the contract, or as specified in the agreement/empanelment letter.

19. Hotel Eligibility

The hotel/service provider should:

- Be a legally registered and reputable hotel.
- Have adequate accommodation capacity.
- Have valid applicable licenses/registrations.
- Have experience in providing accommodation to corporate/government organizations.
- Maintain appropriate safety, hygiene, and security standards.
- Provide corporate/preferential rates to PRAL.
- Have adequate facilities and trained staff to provide quality services.

20. PRAL's Right

PRAL reserves the right to:

- Book rooms from any approved hotel based on requirement and availability.
- Compare rates and services before making reservations.
- Cancel or modify bookings in accordance with the agreed terms.
- Reject services that do not meet the agreed standards.
- Request replacement/accommodation arrangements where the provided room or facility is unsuitable.

Price Schedule

For Individual Positions

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

For Lots

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

General Conditions of Contract

A. General

1. **Definitions**

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

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

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

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

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

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

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

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

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

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

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

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

1.1.12. “Government” means the Government of Pakistan;

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

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

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

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

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

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

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

2. **Applicable Law**

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

3. **Language**

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

4. **Notices**

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

5. **Location**

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

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

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

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

7. **Effectiveness of Contract**

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

8. **Commencement of Services**

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

9. **Program schedule**

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

10. **Starting Date/Expiration Date**

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

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

11. **Entire Agreement**

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

12. **Modification**

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

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

13. **Force Majeure**

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

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

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

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

14. **Termination**

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

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

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

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

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

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

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

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

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

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

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

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

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

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

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

16. **Conflict of Interests**

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

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

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

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

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

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

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

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

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

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

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

18.1.2. changing the Program of activities; and

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

19. **Reporting Obligations**

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

20. **Liquidated Damages**

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

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

20.3. **Lack of performance penalty**

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

21. **Performance Guarantee**

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

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

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

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

22. **Sustainable Procurement**

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

D. Contractor's Personnel

23. **Description of Personnel**

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

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

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

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

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

E. Obligations of the Procuring Agency

25. **Change in the Applicable Law**

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

26. **Services and Facilities**

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

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

F. Payments to the Contractor

27. **Contract Price**

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

28. **Terms and Conditions of Payment**

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

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

29. **Quality Control Identifying Defects**

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

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

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

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

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

31. **Settlement of Disputes Amicable Settlement**

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

32. **Dispute Settlement**

32.1. **Arbitration**

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

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

Number of GC Clause

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

Definitions

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

The Supplier is:

The title of the subject procurement is:Tender No. P-54/2026 Procurement of Various Services (Travel Agency Services, Hotel Accommodation Services, Fuel Card Services and Fumigation Services)

Number of GC Clause 2

Applicable/Governing Law:

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

Number of GC Clause 3

Language:

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

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

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

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

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

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

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

For the Bidder:

Name: ………………………

Designation: ……………..

Address: ……………………………..

Number of GC Clause 7

Effectiveness of the contract

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

Number of GC Clause 8

Commencement of Contract:

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

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be ………………….

Number of GC Clause 14

Termination

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

Number of GC Clause 16

Conflict of Interest:

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

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.01%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

The amount of performance guarantee shall be 0% of the contract price in acceptable form of Nil

Number of GC Clause 27

Currency of Payment:

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

Number of GC Clause F

Payment terms:

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

Number of GC Clause F

Identifying Defects:

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

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

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

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

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

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

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

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

Arbitrator's fee:

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

Appointing Authority for Arbitrator:

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

Rules of procedure for arbitration proceedings:

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

Place of Arbitration and Award:

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

Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.:***P112057***

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

We, the undersigned, declare that:

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

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

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

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

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

Contract Form

SECTION IX: CONTRACT FORMS

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

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

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Tender No. P-54/2026 Procurement of Various Services (Travel Agency Services, Hotel Accommodation Services, Fuel Card Services and Fumigation Services) (*P112057*)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

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

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

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

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

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

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

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

Witness to the signatures of the Procuring Agency:

………………………………………………

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

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

Integrity Pact

Integrity Pact

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

Contract Number: Contract Value: Contract Title:

Dated:

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

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

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

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

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

Performance Guarantee Form

Performance Guarantee Form

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

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

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

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date}

Annexure

Annexure A (Scope of Services Travel Agency)

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure A (Scope of Services Travel Agency)** (page number: 87)

Annexure B (Scope of Services Hotel Accomodation Services)

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure B (Scope of Services Hotel Accomodation Services)** (page number: 92)

Annexure C (Scope of Services Fuel Card Services)

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure C (Scope of Services Fuel Card Services)** (page number: 98)

Annexure D (Scope of Services Fumigation Services)

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure D (Scope of Services Fumigation Services)** (page number: 104)

Annexure -E Eligilibity Criteria Tender No.P-54-26

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure -E Eligilibity Criteria Tender No.P-54-26** (page number: 109)

Annex-F Financial Price Format Travel Services

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex-F Financial Price Format Travel Services** (page number: 110)

Annexure-G Financial Price Formate Hotel Accommodation Services

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure-G Financial Price Formate Hotel Accommodation Services** (page number: 113)

Annexure-H Financial Price Format Fuel Card Services

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure-H Financial Price Format Fuel Card Services** (page number: 117)

Annexure -I- Financial Price Format Fumigation Services

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure -I- Financial Price Format Fumigation Services** (page number: 119)

Procurement Forms

Average Annual Turnover

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 122)

Additional Forms and Documents

Annexure A

REQUEST FOR PROPOSALS (RFP)

For the Provision of Travel Agency, Hotel Accommodation, Fuel Card, and Fumigation Services

Introduction

Pakistan Revenue Automation (Private) Limited (PRAL), invites sealed proposals from eligible, competent, and reputable firms/agencies for the provision of the following services, structured as separate procurement lots under this single Request for Proposals (RFP):

- Service/ Item 1: Travel Agency Services
- Service / Item 2: Hotel Accommodation Services
- Service / Item 3 Fuel Card Services
- Service / Item Fumigation Services

Bidders may apply for one, several, or all Services, provided a separate Technical and Financial Proposal is submitted for each Service. This procurement shall be conducted strictly in accordance with the Public Procurement Rules, 2004 ("PPRA Rules"), applicable PPRA Regulations, and PRAL's internal Procurement SOPs, ensuring transparency, fairness, open competition, and non-discriminatory treatment of all bidders.

1. Scope of Work Service 1: Travel Agency Services

The selected Travel Agent/Travel Management Company (TMC) shall provide comprehensive travel management services to PRAL, including domestic and international travel arrangements for employees, officials, guests, and other authorized travellers.

1. Air Ticketing Services

The Travel Agent shall:

- Arrange domestic and international air tickets as per approved travel plans and PRAL's instructions.
- Provide available flight options, schedules, fares, and applicable terms and conditions.
- Book tickets only upon receiving authorization from the designated PRAL official.
- Provide e-tickets/booking confirmations promptly after issuance.
- Make changes, re-bookings, cancellations, and refunds as instructed by PRAL.

- Advise PRAL regarding applicable cancellation, rebooking, and no-show charges before making any changes.
- Make every effort to provide the most economical and suitable fare in accordance with PRAL's approved travel requirements.
- Arrange special services, including seat selection, meal requests, excess baggage, and other airline services where required.

2. Domestic and International Travel

The Travel Agent shall facilitate travel arrangements to destinations within Pakistan and abroad, including:

- Domestic air travel.
- International air travel.
- Multi-city and connecting itineraries.
- Group travel arrangements.
- Official travel for employees, management, consultants, guests, and other authorized persons.

3. International Hotel Accommodation

Where required, the Travel Agent shall:

- Arrange hotel accommodation at destinations specified by PRAL.
- Provide suitable hotel options according to the approved budget, location, and required standard.
- Obtain corporate/negotiated rates where available.
- Make reservations on a confirmed basis after approval from PRAL.
- Provide booking confirmations and cancellation policies.
- Coordinate amendments, extensions, early check-outs, and cancellations.
- Facilitate accommodation for individual and group bookings.

4. Travel Changes, Cancellations and Refunds

The Travel Agent shall:

- Process ticket cancellations and changes on an urgent basis.
- Inform PRAL in advance about applicable penalties and charges.
- Process eligible refunds and provide refund details and supporting documents.

- Maintain a record of all cancelled, reissued, and refunded tickets.
- Follow up with airlines/hotels until the refund is received/settled.

5. Visa and Travel Documentation Support

Where specifically requested by PRAL, the Travel Agent may provide:

- Visa application assistance and guidance.
- Information regarding visa requirements and documentation.
- Assistance with travel insurance and other mandatory travel documents.
- Information regarding passport, visa, health, and entry requirements applicable to the destination.

The Travel Agent shall not guarantee visa issuance, as the final decision rests with the relevant embassy/immigration authority.

6. Emergency and After-Hours Support

The Travel Agent shall provide emergency support for PRAL travelers, including:

- Assistance with urgent ticket changes and cancellations.
- Support in case of flight delays, cancellations, missed connections, or other travel disruptions.
- Assistance outside normal business hours for urgent official travel matters.
- A designated contact person/helpline for emergency travel requirements.

7. Fare Comparison and Travel Advisory

The Travel Agent shall:

- Provide multiple available flight options where applicable.
- Recommend the most economical and practical travel option.
- Inform PRAL about applicable fare rules, restrictions, cancellation charges, and baggage allowances.
- Advise on alternative routes in case of unavailability or disruption.
- Provide information regarding significant changes in airline schedules or travel requirements.

8. Billing and Invoicing

The Travel Agent shall:

- Submit invoices along with relevant supporting documents.

- Clearly mention passenger name, ticket number, route, travel dates, fare, taxes, service charges, and other applicable charges.
- Provide separate details for ticket issuance, cancellation, rebooking, refund, and service charges.
- Maintain proper records of all transactions carried out on behalf of PRAL.
- Provide monthly statements/reconciliation reports, where required.
- Comply with PRAL's approved credit/payment terms.

9. Reporting and Record Keeping

The Travel Agent shall maintain complete records of:

- Tickets issued.
- Tickets cancelled/reissued.
- Refunds processed.
- Hotel bookings.
- Travel expenses and service charges.
- Passenger/traveler details.
- Outstanding refunds and credits.

Reports shall be provided to PRAL whenever required.

10. Service Standards

The Travel Agent shall:

- Provide prompt and professional services.
- Ensure accuracy of passenger names, travel dates, routes, and booking details.
- Respond promptly to PRAL's travel requests.
- Maintain confidentiality of PRAL's travel and passenger information.
- Assign dedicated staff/contact persons for handling PRAL's travel requirements.
- Ensure compliance with applicable laws, airline policies, hotel policies, and PRAL's instructions.

11. Dedicated Account Management

The successful Travel Agent shall nominate a dedicated account manager/contact person who will be responsible for:

- Receiving and processing travel requests.

- Coordinating ticketing and hotel arrangements.
- Resolving travel-related issues.
- Providing quotations and alternatives.
- Coordinating with PRAL's Admin/Procurement Department.
- Providing regular updates regarding pending bookings, refunds, and other matters.

12. Compliance with PRAL Instructions

All travel arrangements shall be made strictly in accordance with PRAL's approved travel policies, authorized travel requests, applicable entitlement rules, and instructions issued by the competent authority.

The Travel Agent shall not issue tickets, make hotel reservations, or incur any additional expense without prior authorization from the designated PRAL official, except in an emergency specifically authorized by PRAL.

13. Validity of Rates

The Travel Agent shall provide fares and rates that are valid at the time of quotation/booking. Any subsequent change in fare, tax, or other charges shall be communicated to PRAL before ticket issuance or confirmation.

14. Confidentiality

The Travel Agent shall maintain strict confidentiality of all information, documents, passenger details, travel schedules, and other official information provided by PRAL and shall not disclose such information to any unauthorized person or third party.

15. Overall Responsibility

The Travel Agent shall be responsible for providing efficient, economical, timely, and reliable travel management services to PRAL and shall coordinate with airlines, hotels, visa service providers, and other relevant service providers to ensure smooth execution of official travel arrangements.

16. Initial contract period:

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum 10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

Annexure B

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2. Scope of Work Service 2: Hotel Accommodation Services

1. Objective

The purpose of this Scope of Work is to engage reputable hotels for providing safe, comfortable, hygienic, and quality accommodation facilities to PRAL employees, officials, guests, and other authorized persons during official visits and business assignments.

2. Scope of Services

The selected hotel/service provider shall provide accommodation services as and when required by PRAL, including:

- Standard Single Rooms
- Standard Double/Twin Rooms
- Executive Rooms, where required
- Suites, where specifically approved
- Additional rooms/categories as requested by PRAL
- Early check-in and late check-out, subject to availability and prior approval
- Breakfast, where included in the agreed rate
- Other hotel facilities/services as specifically requested by PRAL

3. Room Requirements

The hotel shall ensure that all rooms provided to PRAL are:

- Clean, hygienic, well-maintained, and properly furnished.
- Equipped with comfortable beds, clean linen, towels, and toiletries.
- Provided with functioning air-conditioning/heating facilities.
- Equipped with hot and cold water.
- Provided with reliable electricity and backup power.
- Equipped with adequate lighting and ventilation.
- Provided with complimentary Wi-Fi/internet access.
- Equipped with television and basic room amenities.

- Maintained in accordance with the hotel's standard safety and hygiene requirements.

4. Reservation and Booking

1. PRAL Administration shall communicate room requirements to the hotel through an authorized representative.
2. The hotel shall confirm room availability and reservation details promptly.
3. Reservations shall be made against an authorized booking/request from PRAL.
4. The hotel shall provide a confirmation containing:
    - Guest name
    - Check-in date and time
    - Check-out date and time
    - Room category
    - Applicable room rate
    - Meal plan, if applicable
    - Payment/credit arrangement
    - Applicable taxes and charges
5. The hotel shall not change the agreed room category or rate without prior approval from PRAL.

5. Room Rates and Charges

The hotel shall provide **preferential/corporate rates** to PRAL, including applicable taxes and other mandatory charges.

The quoted rates should clearly specify:

- Room rate per night
- Applicable government taxes
- Breakfast charges, if separate
- Extra-bed charges, if applicable
- Extra-person/guest charges
- Any other applicable service charges

No additional charges shall be levied without prior approval where such charges are outside the agreed rates.

6. Credit Facility

Where approved by PRAL, accommodation services may be provided on a **credit basis**.

The hotel shall submit invoices/bills to PRAL after completion of the guest's stay, supported by relevant documents such as:

- Guest name
- Check-in/check-out dates
- Room number
- Number of nights
- Agreed room rate
- Taxes and applicable charges
- Approved additional services, if any.

7. Cancellation and No-Show Policy

The hotel shall provide a reasonable cancellation/no-show policy as agreed with PRAL. Reservations cancelled within the agreed cancellation period shall **not be subject to cancellation charges**.

Any cancellation charges must be clearly communicated to and approved by PRAL before being billed.

8. Meals and Other Services

Where required, the hotel may provide:

- Breakfast
- Lunch/Dinner
- Room service
- Laundry services
- Meeting/conference facilities
- Parking facilities
- Airport/office transportation / Rent a car
- Other services requested by PRAL.

Charges for additional services shall be based on agreed rates or prior approval from PRAL.

9. Safety and Security
The hotel shall ensure adequate:

- Security arrangements
- CCTV surveillance in common areas
- Fire detection and firefighting systems
- Emergency exits
- Emergency lighting
- First-aid facilities
- Security personnel
- Safe access to rooms and common areas.

The hotel shall comply with all applicable safety, fire, health, and local regulatory requirements.

10. Hygiene and Housekeeping

The hotel shall maintain high standards of cleanliness and hygiene, including:

- Daily housekeeping
- Regular replacement of bed linen and towels
- Clean and sanitized washrooms
- Pest-control measures
- Clean drinking water
- Proper waste disposal
- Maintenance of rooms and common areas.

11. Internet and Business Facilities

The hotel shall provide reliable internet/Wi-Fi connectivity to accommodate official business requirements.
Where required, the hotel should also provide access to:

- Business center
- Printing/scanning facilities
- Meeting rooms

- Conference facilities.

12. Guest Support

The hotel shall provide **24/7 front-desk and guest support** for PRAL's authorized guests. The hotel management shall promptly address complaints regarding accommodation, cleanliness, security, internet connectivity, or other facilities.

13. Transportation and Parking

Where required and agreed, the hotel shall provide:

- Secure parking for PRAL vehicles.
- Airport pick-and-drop.
- Transportation to/from PRAL offices or meeting locations.

Transportation charges shall be based on agreed rates and shall require authorization where applicable.

14. Confidentiality and Guest Information

The hotel shall maintain confidentiality regarding PRAL's employees, officials, guests, travel schedules, room details, and other information obtained during the provision of services. Guest information shall not be disclosed to any unauthorized person.

15. Invoice and Documentation

The hotel shall submit complete and accurate invoices to PRAL for payment.
Each invoice should clearly mention:

- Guest name
- Booking/reference number
- Check-in and check-out dates
- Number of nights
- Room category
- Room rate
- Taxes
- Additional approved services
- Total payable amount.

PRAL reserves the right to return incomplete or incorrect invoices for correction.

16. Service Quality and Performance

The hotel shall provide services in accordance with the agreed standards and rates.

PRAL reserves the right to evaluate the quality of accommodation and services. In case of repeated complaints or unsatisfactory service, PRAL may reconsider the hotel's empanelment/contract in accordance with applicable procurement rules.

17. Contract Period

18. Initial contract period:

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum 10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

The accommodation services shall be provided for a period of **[12 months]** from the date of commencement of the contract, or as specified in the agreement/empanelment letter.

19. Hotel Eligibility

The hotel/service provider should:

- Be a legally registered and reputable hotel.
- Have adequate accommodation capacity.
- Have valid applicable licenses/registrations.
- Have experience in providing accommodation to corporate/government organizations.
- Maintain appropriate safety, hygiene, and security standards.
- Provide corporate/preferential rates to PRAL.
- Have adequate facilities and trained staff to provide quality services.

20. PRAL's Right

PRAL reserves the right to:

- Book rooms from any approved hotel based on requirement and availability.
- Compare rates and services before making reservations.
- Cancel or modify bookings in accordance with the agreed terms.
- Reject services that do not meet the agreed standards.
- Request replacement/accommodation arrangements where the provided room or facility is unsuitable.

Annexure C

3. Scope of Work Services 3: Fuel Card Services

Provision of Fuel Card Services for Official Vehicles and Generators

1. Introduction

The organization intends to engage a reputable fuel service provider for the provision of **fuel cards for official vehicles and generators**. The objective is to ensure controlled, transparent, efficient, and uninterrupted fuel management through a centralized fuel card system.

2. Scope of Services

The selected service provider shall provide the following services:

2.1 Provision of Fuel Cards

- Issue dedicated fuel cards for all authorized official vehicles and generators.
- Each fuel card shall be uniquely linked to a specific vehicle/generator, registration number, or identification number.
- Replacement cards shall be provided in case of loss, damage, malfunction, or expiry, subject to the agreed terms.
- The service provider shall maintain confidentiality and security of all card-related information.

2.2 Fuel Availability

- Ensure availability of required fuel, including **petrol, high-speed diesel (HSD), and other approved fuel types**, at authorized fuel stations.
- Provide uninterrupted fuel services throughout the contract period.
- The organization shall have access to a sufficiently wide network of fuel stations in Islamabad/Rawalpindi and other cities where official vehicles may operate.

2.3 Controlled Fueling

The fuel card system shall allow the organization to establish fueling limits and controls, including:

- Vehicle/generator-wise monthly or daily fuel limits.
- Fuel type restrictions.
- Maximum quantity allowed per transaction.

- Number of transactions permitted within a specified period.
- Restriction of unauthorized fueling.
- Restriction of fueling outside approved locations or timings, where required.

2.4 Generator Fuel Management

- Separate fuel cards shall be issued for generators where required.
- Generator cards shall be identified by the relevant office/site/generator.
- Fuel consumption shall be recorded against each generator.
- The system should allow monitoring of fuel quantities consumed and expenditure by generator/site.
- Fueling shall be carried out only against authorized cards and approved limits.

2.5 Real-Time Transaction Recording

The service provider shall maintain a computerized transaction record containing, at minimum:

- Date and time of transaction.
- Fuel station/location.
- Vehicle/generator identification.
- Fuel type.
- Quantity of fuel purchased.
- Rate per litre.
- Total transaction amount.
- Card/reference number.
- Any applicable taxes, discounts, or charges.

2.6 Online Management Portal

The service provider shall provide an online portal/dashboard for authorized personnel to:

- Monitor fuel consumption in real time.
- View transaction history.
- Check card status.
- Set or modify authorized limits.
- Block/unblock cards.

- Generate consumption and expenditure reports.
- Download transaction data in Excel/PDF or other commonly used formats.

2.7 Monthly Billing and Statements

The service provider shall submit consolidated monthly invoices/statements containing detailed transaction-wise information.
The monthly statement should include:

- Card-wise consumption.
- Vehicle/generator-wise consumption.
- Quantity consumed.
- Fuel price/rate.
- Total expenditure.
- Fuel station details.
- Applicable taxes.
- Any service charges.
- Discounts/rebates, if applicable.

Invoices shall be submitted along with supporting transaction reports for verification and payment.

2.8 Emergency Card Blocking and Replacement

- The organization shall be able to immediately report lost, stolen, or compromised cards.
- The service provider shall block such cards promptly upon notification.
- Replacement cards shall be issued within the agreed turnaround time.
- The organization shall not be responsible for unauthorized transactions occurring after timely notification/blocking of a card.

2.9 Customer Support

The service provider shall provide dedicated customer support for:

- Card activation/deactivation.
- Transaction-related issues.
- Lost/stolen cards.
- Fuel station-related complaints.

- Billing discrepancies.
- Technical issues with the online portal.
- Emergency assistance outside normal working hours, where required.

2.10 Fuel Price and Discount

- Fuel shall be charged according to the applicable notified/prevailing price at the time of purchase, as agreed in the contract.
- The bidder shall clearly indicate any **discount, rebate, service fee, or other applicable charges**.
- No additional charges shall be imposed without prior approval of the organization.

3. Reporting Requirements

The service provider shall submit periodic reports, including:

1. Vehicle-wise fuel consumption report.
2. Generator-wise fuel consumption report.
3. Card-wise transaction report.
4. Monthly expenditure report.
5. Fuel station-wise transaction report.
6. Exception/irregular transaction report.
7. Unused/inactive card report.
8. Any other report required by the organization.

4. Security and Fraud Prevention

The fuel card system shall incorporate appropriate controls to prevent misuse and fraudulent transactions. The service provider shall immediately investigate transactions reported as unauthorized or suspicious and provide the organization with relevant transaction details.

5. Fuel Station Network

The service provider shall maintain an adequate network of authorized fuel stations to facilitate fueling of official vehicles and generators. The bidder shall provide a list of available fuel stations and their locations along with the proposal.

6. Data and Record Management

The service provider shall maintain complete and accurate records of all fuel transactions during the contract period and for the period prescribed under applicable rules/regulations.

Transaction data shall be made available to the organization whenever required for audit, verification, or reconciliation.

7. Reconciliation and Audit

The organization shall have the right to verify and reconcile fuel transactions against its vehicle/generator records. The service provider shall provide all necessary supporting information and cooperate with internal/external audit requirements.

8. Implementation and Training

The successful bidder shall:

- Activate and issue fuel cards within the agreed timeframe.
- Configure vehicle/generator-wise limits as provided by the organization.
- Provide user manuals/guidelines.
- Conduct training/orientation for designated personnel regarding the online portal and fuel card management system.

9. Service Level Requirements

The service provider shall ensure:

- High availability of the fuel card system.
- Timely resolution of complaints.
- Prompt blocking of lost/stolen cards.
- Timely issuance of replacement cards.
- Accurate and timely billing.
- Continuous availability of fuel at the authorized network, subject to circumstances beyond the service provider's control.

10. Contract Period

The fuel card services shall be provided for the contract period specified in the tender/RFP, including any extension approved by the competent authority.

11. Compliance

The service provider shall comply with all applicable laws, regulations, taxation requirements, fuel quality standards, and instructions of relevant regulatory authorities in Pakistan.

12. Confidentiality

All information relating to the organization's vehicles, generators, fuel consumption, expenditure, transactions, and card details shall be treated as confidential and shall not be disclosed to any unauthorized person or third party.

13. Performance Monitoring

The organization's authorized representative shall monitor the performance of the service provider throughout the contract period. Any deficiency, discrepancy, or failure to meet the agreed service standards shall be brought to the service provider's notice for corrective action.

14. Deliverables

The successful bidder shall provide:

- Fuel cards for authorized vehicles and generators.
- Online fuel management portal.
- Vehicle/generator-wise transaction records.
- Monthly consolidated invoices.
- Detailed consumption and expenditure reports.
- Customer support services.
- Replacement/duplicate cards where required.
- Periodic reconciliation statements.
- Any additional reports or information required by the organization.

15. Duration of Contract

- One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, on same terms & conditions, subject to satisfactory performance and PPRA-compliant justification.

Annexure D

4. Scope of Work Services 4: Fumigation Services

SCOPE OF WORK FOR FUMIGATION SERVICES

1. Objective

The purpose of this Scope of Work is to engage a qualified and experienced service provider for **fumigation, pest control, and disinfection services** at PRAL offices and other designated premises to maintain a clean, hygienic, and pest-free working environment.

2. Areas Covered

The fumigation services shall cover, but not be limited to:

- Office rooms and workstations
- Conference and meeting rooms
- Data Center / Power Rooms areas, subject to applicable safety requirements
- Store rooms and record rooms
- Corridors, staircases, and common areas
- Washrooms and kitchens
- Any other area identified by PRAL Administration

3. Scope of Services

The contractor/service provider shall:

1. Conduct a **pre-treatment inspection** of the premises to identify pest activity, infestation points, breeding areas, and possible pest entry routes.
2. Carry out fumigation and pest-control treatment using **approved and effective chemicals/pesticides** suitable for the relevant premises.
3. Control common pests, including:
   - Mouse / Rats
   - Cockroaches
   - Mosquitoes
   - Flies
   - Ants
   - Termites

- Other insects/vermin as identified during inspection.

4. Apply appropriate treatment methods such as **spraying, fogging, baiting, trapping, gel treatment, residual treatment, or other suitable methods**, depending on the type and level of infestation.
5. Treat concealed and difficult-to-reach areas where pests are likely to breed or hide.
6. Ensure special care and appropriate precautions around **electrical equipment, IT equipment, furniture, documents, food-storage areas, and other sensitive items**.
7. Provide and install suitable **rodent bait stations/traps**, where required.
8. Seal or identify potential pest entry points and provide recommendations for preventive measures.
9. Remove dead rodents/insects and dispose of them hygienically, where applicable.
10. Carry out **follow-up treatments** where required to ensure effective pest control.
11. Provide emergency/complaint-based treatment during the contract period, as required by PRAL.
12. Maintain proper records of all treatments carried out at the premises.

4. Frequency of Services

The service provider shall carry out fumigation/pest-control services according to the schedule approved by PRAL Administration, which may include:

- **Routine treatment:** Monthly or as required.
- **Intensive treatment:** As and when infestation is reported.
- **Emergency treatment:** Within the agreed response time after receiving a complaint from PRAL.
- **Preventive treatment:** At intervals recommended by the service provider and approved by PRAL.

5. Chemicals and Equipment

The contractor shall:

- Use only **registered/approved, safe, and effective pesticides and chemicals**.
- Provide details of chemicals, including their **brand name, active ingredients, dilution ratio, and Safety Data Sheet (SDS/MSDS)** where applicable.

- Provide all required fumigation equipment, PPE, sprayers, fogging machines, traps, bait stations, and other tools at its own cost.
- Ensure that chemicals do not cause damage to PRAL's furniture, equipment, documents, electrical/IT systems, or building infrastructure.
- Not use any chemical without prior approval where PRAL requires such approval.

6. Safety Requirements

The contractor shall ensure that:

- All work is performed by **trained and competent personnel**.
- Staff use appropriate PPE, including gloves, masks/respirators, protective clothing, and safety footwear as required.
- Necessary warning/signage is displayed before and during treatment.
- Occupants are informed about any area that needs to remain vacant during treatment.
- Adequate ventilation/re-entry requirements are observed after treatment.
- Special precautions are taken in server rooms, data centers, kitchens, record rooms, and other sensitive areas.
- The contractor complies with all applicable health, safety, environmental, and regulatory requirements.

7. Service Reporting

After each treatment, the contractor shall submit a **Service/Treatment Report** containing at least:

- Date and time of treatment
- Location/area treated
- Type of pest identified
- Treatment method used
- Chemical/product used
- Quantity/dosage applied
- Name/signature of service personnel
- Observations and recommendations
- Follow-up treatment date, if required.

8. Complaint/Call-Out Services

The service provider shall respond to pest-control complaints raised by PRAL Administration within the agreed response time.
Any additional visit required due to ineffective treatment or recurrence within the agreed service period shall be carried out **without additional charges**, where the recurrence is attributable to inadequate treatment.

9. Manpower

The contractor shall provide sufficient trained manpower to complete the assigned work efficiently without disrupting normal office operations.
All personnel deployed at PRAL premises shall:

- Carry valid company identification.
- Follow PRAL's security and access-control procedures.
- Maintain professional conduct.
- Follow instructions issued by PRAL's authorized representative.

10. Contractor's Responsibilities

The contractor shall be responsible for:

- Transportation of staff, chemicals, and equipment.
- Provision of PPE and safety equipment.
- Safe handling, storage, transportation, and disposal of chemicals.
- Any damage caused to PRAL property due to negligence or improper application of chemicals.
- Compliance with applicable laws and regulatory requirements.
- Maintaining confidentiality and security while working inside PRAL premises.

11. PRAL's Responsibilities

PRAL shall:

- Provide reasonable access to designated areas.
- Coordinate access with the contractor.
- Inform the contractor about any sensitive areas/equipment requiring special precautions.
- Nominate an authorized focal person for coordination and verification of services.

12. Quality Assurance

PRAL reserves the right to inspect the quality of services provided. If the treatment is found to be unsatisfactory, the contractor shall **re-treat the affected area at no additional cost**. Repeated failure to achieve satisfactory results may be considered a breach of the service agreement and may result in appropriate action under the contract.

13. Duration of Contract

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum 10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

14. Payment

Payment shall be made against satisfactory completion of services, submission of the required service report, and verification/certification by the authorized representative of PRAL, in accordance with the agreed rates and contract terms.

15. Minimum Qualification of Service Provider

The service provider should:

- Have relevant experience in commercial/office fumigation and pest-control services.
- Have trained and experienced technical staff.
- Possess all applicable licenses/registrations/permissions required for the use of pesticides and pest-control chemicals.
- Provide references/details of similar assignments completed for reputable organizations.
- Have adequate equipment and resources to perform the required services.

Annexure-E

Eligibility & Qualification Criteria

The following general eligibility criteria apply to all Services. Service-specific qualification criteria.

- Evidence of the bidding firm/company's registration/incorporation (Evidence Required Copy of certificate of incorporation/company registration
- Provide National Tax Number (NTN) and GST/ PST, (if applicable) in the name of Organization (Evidence Required Copy of registration)
- Should be active taxpayer . (Evidence Required Status report)
- The bidder must not be blacklisted or debarred by PPRA, any Federal/Provincial procuring agency, or any regulatory authority. (Affidavit on stamp paper original signed & stamped).
- The bidder must have a minimum of three (3) years of relevant experience in providing the specific service category for which the bid is being submitted. The bidder shall provide copies of Purchase Orders, Service Agreements, Experience Certificates, or other relevant documentary evidence from clients as proof of such experience.
- The bidder must submit audited financial statements or bank statements for the last two (2) years demonstrating adequate financial capacity of at least PKR 10 million.
- The bidder must provide at least three (3) client references demonstrating experience in providing the same or similar service for which the bid is being submitted, of comparable scope and scale. The references should preferably include public sector/SOE clients.

Annexure-F

Financial Price Schedule

Procurement: Travel Agency / Travel Management Services

Sr. No.	Service	Unit	Estimated Quantity for Evaluation	Bidder's Service Charge per Unit (Rs.) Inclusive of Tax (if applicable
1	Domestic Air Ticket – Ticket Issuance	Per Ticket	50	Ticket value + commission (%)
2	International Air Ticket – Ticket Issuance	Per Ticket	10	Ticket value + commission (%)
3	Domestic/International Ticket – Cancellation/Refund Processing	Per Transaction	20	As per air line charges + commission (%)
5	Hotel Booking – International	Per Booking	10	As per hotel invoice + commission
6	Visa/Travel Documentation Assistance	Per Application	10	Visa fee + Commission
7	Emergency/After-Hours Travel Assistance	Per Call/Transaction	10	As per actual + commission
TOTAL EVALUATED FINANCIAL BID PRICE				

Financial Evaluation Formula

For each item:

Total Evaluated Price = Estimated Quantity × Bidder's Unit Service Charge

The Total Evaluated Financial Bid Price shall be the sum of all items.

This total is only for financial evaluation and comparison of bids. It does not represent a guaranteed quantity or expenditure by PRAL.

Important Clarification

The estimated quantities stated in the Financial Price Schedule are for financial evaluation and comparison of bids only and do not constitute any guarantee, minimum quantity, minimum business volume or financial commitment by PRAL. Actual requirements may be higher or lower than the estimated quantities.

Actual air ticket fares, hotel charges, visa fees, travel insurance, airline/hotel cancellation or rebooking charges, taxes and other third-party charges shall be payable separately at actual applicable rates, subject to prior authorization by PRAL and submission of supporting documents.

The successful bidder shall be selected on the basis of the lowest evaluated financial bid, subject to fulfillment of all technical, qualification and other requirements of the tender.

The quoted service charges shall cover all activities specified in the Scope of Work relating to the respective service and no additional agency/service charges shall be payable unless specifically approved by PRAL in writing.

Payment Terms

Payment shall be made monthly against actual services/bookings provided, duly verified and certified by the PRAL Administration Department/authorized representative. The Agency shall submit a complete bill along with valid Sales Tax Invoice and supporting documents showing passenger name, ticket number, route, travel dates, fare, taxes, service charges and other applicable charges. Payment shall be processed within 15–30 days of receipt of a complete and correct bill, subject to applicable tax and statutory deductions.

Penalty Clause

Penalty for Service Failure: In case of delay, negligence, incorrect booking, failure to provide required assistance, or other service deficiency attributable to the Travel Agency, PRAL may impose a penalty of 2% of the applicable service charge for the affected transaction, subject to a maximum of 10% of the Agency's monthly service charges. The Agency shall also rectify any error attributable to it at no additional service charge. Any actual financial loss caused to PRAL due to the Agency's negligence or error may be recovered separately, subject to applicable contract terms. No penalty shall be imposed for delays, cancellations, changes, or other circumstances beyond the reasonable control of the Agency, including those caused by airlines, hotels, embassies, immigration authorities, weather, or other third parties.

Simple Table

Particular	Penalty
Service failure attributable to Agency	2% of applicable service charge for affected transaction
Maximum penalty in a month	10% of monthly agency service charges
Agency error requiring correction	Correction/re-arrangement at no additional service charge
Actual loss caused by Agency negligence	Recoverable separately
Third-party delays/failures	No penalty where not attributable to Agency

Annexure -G-

HOTEL ACCOMMODATION / HOTEL MANAGEMENT SERVICES

Procuring Agency: PRAL
Contract Period: 12 Months
Basis of Services: As-and-When-Required
Selection: One Travel/Hotel Management Service Provider

1. Financial Price Schedule

Sr. No.	Description of Service	Unit	Estimated Quantity for Evaluation	Bidder's Unit Rate (Rs.) (including Tax)	Total Evaluated Amount (Rs.) (including Tax)
1	3-Star Hotel – Standard Single Room including breakfast, Wi-Fi and standard facilities as per Scope of Work	Room/Night	**100**	______	______
2	4-Star Hotel – Standard Single Room including breakfast, Wi-Fi and standard facilities as per Scope of Work	Room/Night	**100**	______	______
3	5-Star Hotel – Standard Single Room including breakfast, Wi-Fi and standard facilities as per Scope of Work	Room/Night	**50**	______	______
	TOTAL EVALUATED BID PRICE		**250**		**Rs.** __________

2. Formula for Financial Evaluation

The bidder shall quote a **unit rate** against each item.

Total Evaluated Amount = Estimated Quantity × Bidder's Unit Rate

Accordingly:

Total Evaluated Bid Price = (100 × 3-Star Rate) + (100 × 4-Star Rate) + (50 × 5-Star Rate) + (50 × Booking Service Charge)

The resulting amount shall be considered the **Total Evaluated Financial Bid Price** for comparison of bidders.

3. Important Clarification Regarding Estimated Quantities

The estimated quantities of 100 room nights for 3-Star hotels, 100 room nights for 4-Star hotels, 50 room nights for 5-Star hotels and 50 bookings are indicative quantities solely for the purpose of financial evaluation and comparison of bids.

These quantities do **not** constitute a guarantee, minimum quantity, minimum business volume or financial commitment by PRAL. Actual requirements may be higher or lower during the contract period.

PRAL shall engage the successful Service Provider on an as-and-when-required basis, and actual payment shall be made only for accommodation/services actually authorized, booked and utilized by PRAL.

4. Hotel Arrangement

The successful Service Provider shall arrange suitable accommodation for PRAL employees, officials, guests, delegations, auditors and other authorized persons in Islamabad, Karachi, Lahore, Quetta, Faisalabad and other cities/locations as required by PRAL.

The Service Provider shall obtain and offer suitable corporate/preferential rates from reputable hotels meeting the required 3-Star, 4-Star or 5-Star category, as applicable.

Hotel options and applicable rates shall be provided to PRAL for approval before confirmation of booking.

5. Financial Conditions

The quoted room rates shall include breakfast, Wi-Fi/internet and standard facilities specified in the Scope of Work.

Applicable government taxes and statutory charges shall be clearly identified and charged in accordance with prevailing law.

The Hotel Management/Booking Service Charge shall cover all routine booking and coordination activities specified in the Scope of Work.

No additional agency/management/service charge shall be payable other than the quoted rate unless specifically approved by PRAL in writing.

Actual hotel accommodation charges shall be paid against actual rooms booked and utilized, at the approved/confirmed corporate rate.

6. Payment Terms

Payment shall be made monthly against actual accommodation/services utilized, duly verified and certified by the PRAL Administration Department/authorized representative.

The Service Provider shall submit a complete bill along with a valid Sales Tax Invoice and supporting documents, including hotel name, guest name, room category, check-in/check-out dates, number of nights, approved room rate, applicable taxes and service/management charges.

Payment shall be processed within 15–30 days of receipt of a complete and correct bill along with the required supporting documents, subject to verification by PRAL and deduction of applicable taxes and statutory deductions.

7. Penalty Clause

In case of failure to provide a confirmed booking, incorrect booking, or other service deficiency attributable to the Service Provider, the Service Provider shall immediately arrange suitable alternative accommodation of equal or higher standard at no additional cost to PRAL.

PRAL may impose a penalty of 2% of the applicable Hotel Management/Booking Service Charge for the affected booking, subject to a maximum of 10% of the monthly service charges.

Repeated or serious service failures may result in further contractual action, including cancellation/termination of the contract, in accordance with applicable procurement rules and contract terms.

No penalty shall apply where the failure is due to circumstances beyond the reasonable control of the Service Provider, provided that the Service Provider has exercised reasonable diligence and promptly informed PRAL.

Annexure -H

Fuel Card Services

FINANCIAL PRICE SCHEDULE

Sr. No.	Description	Unit	Estimated Quantity for Evaluation	Bidder's Unit Rate Inclusive of All Applicable Taxes (PKR)	Total Evaluated Amount (PKR) Inclusive of All Applicable Taxes
1	Fuel Card Service Charge for **Petrol**, covering all services under the Scope of Work including fuel card issuance, activation, management, transaction processing, online portal, monitoring, reporting, reconciliation, customer support, blocking/unblocking, replacement of cards and related services	Per Litre	18,000 Litres	___________	18,000 × Rate = ___________
2	Fuel Card Service Charge for **HSD**, covering all services under the Scope of Work including fuel card issuance, activation, management, transaction processing, online portal, monitoring, reporting, reconciliation, customer support, blocking/unblocking, replacement of cards and related services	Per Litre	2,400 Litres	___________	2,400 × Rate = ___________
	TOTAL BID PRICE / TOTAL EVALUATED BID VALUE		**20,400 Litres**		**PKR** ____________________

Formula for Total Bid Price

The bidder's Total Bid Price for financial evaluation shall be calculated as:

Total Bid Price = (Estimated Petrol Quantity × Quoted Petrol Service Rate) + (Estimated HSD Quantity × Quoted HSD Service Rate)

Therefore:

Total Bid Price = (18,000 × Petrol Service Rate) + (2,400 × HSD Service Rate)

The resulting amount shall be inclusive of all applicable taxes and charges relating to the fuel-card services.

Important Clarification on Fuel Prices

The actual price of Petrol and HSD shall be the applicable notified/prevailing price at the time of each transaction and shall remain variable during the contract period. The cost of Petrol and HSD itself shall not form part of the bidder's Total Bid Price for financial evaluation. The bidder shall quote only the service charge applicable to the provision of fuel-card services.

Clarification on Estimated Quantities

The estimated annual consumption of 18,000 litres of Petrol and 2,400 litres of HSD, equivalent to approximately 1,500 litres of Petrol and 200 litres of HSD per month, is provided solely for the purpose of financial bid evaluation and comparison. These quantities are indicative only and do not constitute a guarantee, minimum off-take, purchase commitment or liability of the Procuring Agency. Actual consumption shall depend upon operational requirements.

Taxes and Other Charges

The quoted unit service rates shall be inclusive of all applicable taxes, duties, levies, fees and charges applicable to the fuel-card services as of the date of submission of the bid. The bidder shall clearly factor all such applicable taxes and charges into the quoted rates. No separate amount shall be added to the Total Bid Price on account of taxes or charges already included in the quoted rates.

Basis of Financial Evaluation

For the purpose of financial evaluation, the Procuring Agency shall apply the estimated quantities of 18,000 litres Petrol and 2,400 litres HSD to the respective unit service rates quoted by each bidder. The resulting Total Bid Price Inclusive of All Applicable Taxes shall be used for comparison of financial bids and determination of the Lowest Evaluated Bidder, subject to compliance with all mandatory technical, eligibility and commercial requirements of the bidding documents.

Annexure-I-

Financial Price Schedule

Procurement: Fumigation, Pest Control & Disinfection Services
Premises: PRAL Office – 5 Floors, approximately 38,000–40,000 sq. ft.
Contract Period: 12 Months

Sr. No.	**Description**	**Unit**	**Qty.**	**Bidder's Monthly Rate (Rs.)**	**Total Bid Price for 12 Months (Rs.)**
1	Complete fumigation, pest control and disinfection services at PRAL's five-floor office premises (approx. 38,000–40,000 sq. ft.) as per the complete Scope of Work, including chemicals, equipment, manpower, PPE, routine/follow-up/emergency treatments, transportation and all incidental costs.	Month	**12**		
	TOTAL		**12**		**Rs.** ________

Financial Note

The bidder shall quote a **monthly lump-sum rate** covering the complete Scope of Work. **Total Bid Price = Monthly Rate × 12 months.** The quoted rate shall include all costs necessary for satisfactory completion of the services. Actual payment shall be made monthly against satisfactory services at the accepted contractual rate, subject to applicable taxes and deductions.

Bidder's Price Confirmation

Particular	**Bidder's Response**
Monthly Rate	Rs. __________
Total Bid Price for 12 Months	**Rs.** __________
Total Price in Words	Rupees ______________________________ only
Name & Signature of Bidder	______________________________
Company Stamp	______________________________
Date	______________________________

Payment Terms

Particular	**Terms**
Payment Frequency	Monthly
Basis of Payment	Payment shall be made against actual services rendered during the relevant month, duly verified and certified by the PRAL Administration Department/authorized representative.
Required Documents	Duly signed/verified service report and valid Sales Tax Invoice, along with any other supporting documents required by PRAL.
Taxes/Deductions	Payment shall be made after deduction of applicable taxes and statutory deductions in accordance with prevailing laws.
Payment Timeline	Payment shall be processed within 15–30 days from receipt of complete and correct bill/invoice and supporting d

Penalty Clause

Penalty for Non-Performance: In case of failure, delay, or unsatisfactory performance of the required fumigation/pest-control services attributable to the Contractor, PRAL may impose a penalty of 2% of the monthly contract value for each occurrence/default. In case of ineffective treatment or recurrence of infestation due to inadequate service, the Contractor shall also carry out the required re-treatment at no additional cost to PRAL. The total penalty/deduction shall not ordinarily exceed 10% of the monthly contract value in any billing month. The penalty may be deducted from the Contractor's monthly bill after verification by the PRAL Administration Department. Repeated or serious non-performance may result in further contractual action, including termination of the contract.

Average Annual Turnover (Annual Sales Value)

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

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

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

* Refer ITA for date and source of exchange rate.

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