

Digital Economy Enhancement Project

Ministry of Information Technology and Telecommunication



Tender Documents

Provision of Rental Vehicles Services

Lot	Description
Lot 01	Monthly/Pool Rental Vehicle Services - Intracity
Lot 02	Intercity/Outstation Rental Vehicle Services

Ref No. MOITT/DEEP/PMU/VEHICLES/2026-27

Project Name: Digital Economy Enhancement Project (DEEP)
Implementing Agency: Ministry of Information Technology and Telecommunication
Loan/Credit No. 7514-PK
Project ID No: P174402
Country: Pakistan

September, 2026

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1. BACKGROUND

The Ministry of Information Technology and Telecommunication in collaboration with the World Bank is implementing Digital Economy Enhancement Project (DEEP) worth USD \$77.73 Million. The main objective of the Program is “to enhance the Government’s capacity for digitally enabled public services delivery for citizens and businesses”.

In this connection, Deep project invites sealed bids from well reputed companies providing rental vehicles services, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority) as per the requirement of the Project.

2. BIDDING PROCESS

- a. An open, competitive, and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, Rules, Regulations and Guidelines made thereunder shall be adopted.
- b. Single Stage – One Envelope bidding procedure shall be adopted in accordance with Rule 37(a), of the Public Procurement Rules, 2004. (Hereinafter referred to as “Rules”)
- c. The bid shall be submitted through e-PADS under Single Stage–One Envelope and opened/evaluated in accordance with the Tender Document.
- d. A scanned copy of bid security in the form of a CDR/Pay Order/Demand Draft, in the name of Deep project, of value **PKR 200,000/-** (Two Hundred Thousand Only) valid for 90 days must be uploaded on e-PADS and **original bid security shall be submitted to the procuring agency any time before the closing time of bid submission, failing which the bid shall be rejected.** No financial instrument for bid security, or mode of payment, other than that specified in clause (d), shall be acceptable
- e. For any clarifications, bidder/service providers may communicate either through the e-PADS system or via email at procurement.specialist@deep.moitt.gov.pk

3. MANDATORY ELIGIBILITY CRITERIA

Bidder/service providers must comply with the following mandatory requirements. Failure to provide the required documentary evidence may render the bid non-responsive and liable for rejection.

Sr. #	Mandatory Eligibility Criteria	Compliance (✓ / X)
1	Valid Certificate of Incorporation from relevant authority/ Registration issued by the Securities and Exchange Commission of Pakistan (SECP), where applicable	
2	Valid NTN Certificate	
3	Valid GST Registration Certificate	

4	The Bidder/service provider shall provide an undertaking on letterhead that the Bidder/service provider has not been declared blacklisted by any Government/Semi-Government institutions.	
5	The Bidder/service provider shall provide an undertaking on letterhead that the Bidder/service provider is an active tax payer and has submitted its tax return for the preceding fiscal year. Tax payer list serial number (downloadable from FBR's website) is also to be mentioned.	
6	Bid Security of PKR 200,000/-.	
7	Minimum five (05) years' experience in vehicle rental services	
8	Declaration that the bidder/service provider possesses adequate fleet capacity and operational capability to meet the client requirements (Form E)	
9	The bidder/service providers shall submit their proposal on EPADs. https://eprocure.gov.pk .	

Important Notes

- The Deep project reserves the right to verify any information or document submitted by the bidder/service provider.
- Incomplete proposals or failure to provide mandatory documents may result in rejection of the bid.
- Submission of forged, misleading, or false information shall result in disqualification and may lead to forfeiture of Bid Security and any other action permissible under applicable laws and PPRA Rules.

4. TECHNICAL EVALUATION

Technical evaluation will be carried out as below:

S.#	Evaluation Criteria	Max Marks	Evaluation Parameters
1	Relevant Experience in Vehicle Services (Refer Form A)	10	• 10+years or more=10 Marks; • 8 to 10 years= 07 Marks; • 5 to 7 years= 05 Marks
2	Client Portfolio & Similar Assignments (Refer Form B)	20	• 10 or more completed/ongoing contracts = 20 Marks; • 07 to 09 contracts = 15 Marks; • 04 to 06 contracts = 10 Mark. Clients should provide the documentary proof supported by the Contract/ PO/ client satisfactory certificate for the previous clients include Corporate Sector entities, Public Sector Entities, MNCs, Embassies, INGOs, Development Sector Partners, International Donor Agencies, or Banking sector, etc.
3	Nationwide Presence & Infrastructure (Refer Form C)	10	Office in Islamabad/Rawalpindi/Lahore = 5 Marks; Presence Provincial Capitals= 4 Marks (1 mark for each province); Offices in any other city = 1 Mark.
4	Financial Strength & Stability (Refer Form D)	05	Audited Financial Statements for the last three financial years = 2 Marks; Positive Net Worth as evidenced by the latest audited financial statements = 3 Marks.

5	Fleet Strength & Availability with Green Fleet (Refer Form E)	10	The bidder/service provider shall provide the details of minimum 05 Fleet / vehicles details strength available (2 marks for each) ; • Fleet 1000CC Vehicles (hatchback) • Fleet 1200CC to 1500 CC (Sedan/ SUV) • Fleet 1600CC to 2000CC (Sedan/ SUV) • Fleet 2700CC – 4000CC Vehicles • Fleet HiAce & Coaster.
6	Technology & Fleet Monitoring System (Refer Form F)	3	Fleet with 100% GPS Tracking System = 2 Marks; Drivers equipped with Google Maps / Navigation Capability= 1 Marks
7	Quality, Safety & Environmental/ISO Certifications (Refer Form G)	2	Maximum two (02) active certifications shall be considered. Each valid certification carries one (01) mark.
TOTAL MARKS		60	

Note: Minimum Qualifying Technical Score: Only bidder/service providers securing a minimum of 42 out of 60 Marks (70%) in the Technical Evaluation shall be declared technically qualified.

5. FINANCIAL PROPOSAL

The Deep Project invites sealed bids from well reputed companies providing Rental Vehicles Services, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority) as per scope of work detailed under terms of reference (ToR).

5.1 FINANCIAL PROPOSAL SUBMISSION FORM.

The bidder/service providers should submit their Financial Proposal for Provision of Rental Vehicle Services and confirm that:

- The quoted rates are inclusive of all applicable taxes with provision of the services under this Tender Document.
- The quoted rates shall remain valid for the period specified in this Tender Document.
- We have read, understood, and accepted all terms and conditions of this Tender Document.

Particulars	Information
Firm / Company Name	
Name of Authorized Representative	
Designation	
Mobile Number	
Email Address	

Signature of Authorized Representative: _____

Company Stamp: _____

Date: _____

Important Note: Bidder/service providers shall quote rates against all applicable vehicle categories. The quoted rates shall be inclusive of fuel, driver charges, accommodation allowance, meal allowance, vehicles maintenance, insurance, and all other operational costs unless specifically stated otherwise in this Tender Document.

Table A: Schedule of Rates (**Monthly + KM**) for Rental Vehicle Services on MONTHLY RENTAL BASIS (POOL VEHICLE) **INTRACITY** with chauffeur inclusive of driver, fuel, maintenance and applicable taxes inclusive of applicable taxes in the format given below;

LOT # 01 Monthly/Pool Rental Vehicle Services - Intracity								
Sr. #	Heads to be charged	Model	Make	Variant	Sedan Segment	CC	Rate (PKR)	Remark(s)
1	Rate/ Month	2025			A	1000		
	Rate/ KM Local							
	Rate/ Month	2026						
	Rate/ KM Local							
2	Rate/ Month	2025			B	1300-1450		
	Rate/ KM Local							
	Rate/ Month	2026						
	Rate/ KM Local							
3	Rate/ Month	2025			C	1800		
	Rate/ KM Local							
	Rate/ Month	2026				1800		
	Rate/ KM Local							
7	Driver's overtime for local after the working hours							
8	Driver's overtime for local on public holiday (Saturday, Sunday & gazette holiday)							

Under Monthly/Pool Rental Vehicle (0069intracity)

Note:

- Bidder/service providers shall mention complete details of each vehicle quoted against the relevant Model, Category and CC range.
- The Duty time of the Pool vehicle including the drive shall be 12 hours a day.
- Each driver shall have a valid LTV licence with minimum 05 years of experience.
- Insurance & GPS tracker of the vehicles shall be the responsibility of the service provider.
- Financial evaluation for Monthly / Pool Vehicles shall be conducted for the whole Lot.

Table-B: Schedule of Rates (**Daily + KM**) for Rental Vehicle Services – **INTERCITY** Rates shall be quoted inclusive of driver, fuel, maintenance and applicable taxes in the format given below:

LOT # 02: Intercity/Outstation Rental Vehicle Services								
Sr. #	Heads to be charged	Model	Make	Variant	Category	CC	Rate (PKR)	Remark(s)
1	Rate/Day Outstation	2025			A	1000		
	Rate/KM Outstation							
	Rate/Day Outstation	2026				1000		
	Rate/KM Outstation							
2	Rate/Day Outstation	2025			B	1200-1499		
	Rate/KM Outstation							
	Rate/Day Outstation	2026				1200-1499		
	Rate/KM Outstation							
3	Rate/Day Outstation	2025			C	1500		
	Rate/KM Outstation							
	Rate/Day Outstation	2026				1500		
	Rate/KM Outstation							
4	Rate/Day Outstation	2025			D	1600		
	Rate/KM Outstation							
	Rate/Day Outstation	2026				1600		
	Rate/KM Outstation							
5	Rate/Day Outstation	2025			E	1800		
	Rate/KM Outstation							
	Rate/Day Outstation	2026				1800		
	Rate/KM Outstation							
6	Rate/Day Outstation	4x 4 2022 onwards			F	2700-3000		
	Rate/KM Outstation							
7	Rate/Day Outstation	5-door 2022 onwards			G	4000 – 4500		
	Rate/KM Outstation							
8	Rate/Day Outstation	Hiace/ Van 2022 Onwards			H	1998 Onward		
	Rate/KM Outstation							
9	Rate/Day Outstation	Coaster 2022 Onwards			G	4000 - Onward		
	Rate/KM Outstation							

Financial Proposal Certification

We certify that:

1. The rates quoted above are complete and inclusive of all applicable taxes, duties, fuel, driver charges, accommodation allowance, meal allowance, insurance, maintenance and all other costs associated with provision of the services.
2. No additional charges shall be payable by DEEP other than those expressly provided in the contract.
3. The information provided in this Financial Proposal is true and correct.

Signature of Authorized Representative: _____

Company Stamp: _____

Date: _____

6. PRE-BID CONFERENCE, SUBMISSION, OPENING AND RECEIPT OF PROPOSALS

- i. Pre-bid conference is scheduled at Deep Project Office @ 03:00 pm PST, September 29, 2026.
- ii. The bid under Single Stage–One Envelope shall be submitted/uploaded through e-PADS on and before **03.00 PM PST October 08, 2026**.
- iii. The original bid security must be delivered at the address given below on or before **03.00 PM PST October 08, 2026**.
- iv. The Bids attached on e-PADS shall be opened the same day i.e. **Thursday, 03.30 PM PST October 08, 2026**, in the presence of all the applicants/service providers who chose to be present.

Senior Procurement Specialist

Deep Project,

Office, 2nd Floor, Telecom Foundation Complex, Sector G 9/4, Mauve Area Islamabad, Pakistan

Email: procurement.specialist@deep.moitt.gov.pk

7. HOW BIDS WILL BE EVALUATED

To help bidder/service providers understand the evaluation process upfront, bids will be assessed through the following five steps:

Step 1: Eligibility Review: Bids are checked against the Mandatory Eligibility Criteria provided in Section 3.

Step 2: Technical Evaluation: Eligibility/technical compliance and financial evaluation form part of the evaluation of the bids opened under the One-Envelope procedure.

Step 3: Financial Evaluation: Upon completion of the Technical Evaluation, the Technical Evaluation Report shall be announced in accordance with the applicable provisions of the Public Procurement Rules, 2004, prior to opening of the Financial Proposals.

Step 4: Award: The Most Advantageous Bid shall be determined separately for **Lot 01 and Lot 02** in accordance with the evaluation criteria specified in this Tender Document. Accordingly, a Bidder/Service Provider may be awarded one or both Lots based on the results of the evaluation.

8. BID SECURITY

8.1 Bid Security

Each bidder/service provider shall submit a Bid Security of **PKR 200,000/- (Two Hundred Thousand Only)** in the form of Call Deposit Receipt (CDR), Pay Order or Demand Draft in favour of "**Deep Project**".

A scanned copy of the Bid Security shall be uploaded on e-PADS along with the proposal. The original Bid Security, valid for 90 days, must be submitted to Deep before the bid submission deadline. Failure to submit the original Bid Security within the prescribed time shall render the bid non-responsive and liable for rejection.

8.2 Forfeiture of Bid Security

The Bid Security may be forfeited if the Bidder/Service Provider withdraws or modifies its bid during the period of bid validity, refuses to accept any correction made in accordance with the Tender Document, or, after being declared successful, fails or refuses to accept the award or sign the Contract within the prescribed period. The Bid Security may also be forfeited where the Bidder/Service Provider is found to have submitted false, forged, misleading, or materially incorrect information or documents affecting the procurement process. Any forfeiture of Bid Security shall be subject to the applicable provisions of the Public Procurement Rules, 2004 and the terms and conditions of this Tender Document.

8.3 Return of Bid Security

The Bid Security of unsuccessful bidder/service providers shall be returned after completion of the procurement process and award of contract.

8.4 Validity of Bid Security

The Bid Security shall remain valid for the period specified in this Tender Document. Where the validity of the bid is extended with the consent of the Bidder/Service Provider, the validity of the Bid Security shall also be extended accordingly, where required, so as to remain valid for the corresponding extended period.

9. GENERAL CONDITIONS OF DRAFT CONTRACT

9.1 CONTRACT DURATION

The Contract shall remain valid for a period of **twelve (12) months from the date of commencement of services**. Any extension shall be subject to satisfactory performance, availability of funds, approval of the competent authority and the applicable procurement rules and contractual provisions..

9.2 FUEL PRICE ADJUSTMENT

1. The per-kilometre (KM) rates quoted by the Service Provider shall be based on the petrol price officially notified by OGRA on the bid submission closing date ("Base Fuel Price").
2. Any increase or decrease in the OGRA-notified petrol price during the contract period shall result in a proportionate adjustment of the applicable KM rates only.
3. The revised KM rate shall be calculated as follows:
4. $\text{Revised KM Rate} = \text{Contracted KM Rate} \times (\text{Current Fuel Price} \div \text{Base Fuel Price})$
5. The adjustment shall become effective from the date of the relevant OGRA notification and shall apply only to services rendered thereafter.
6. The Service Provider shall submit a request along with the relevant OGRA notification for application of the fuel price adjustment.
7. DEEP Project shall verify the fuel price variation based on official OGRA notifications and determine the revised KM rate accordingly.
8. Only OGRA-notified petrol prices shall be considered for fuel price adjustments under the Contract.

9.3 TAXES AND DUTIES

The Contractor shall be entirely responsible for all taxes, duties, and levies imposed by the Government of Pakistan. All applicable taxes will be deducted at source.

9.4 TERMINATION

DEEP Project reserves the right to terminate the contract if the Contractor fails to deliver services as per the Terms of Reference (ToR).

9.5 DISPUTE RESOLUTION

In case of any dispute, the matter shall be referred to arbitration in accordance with the Arbitration Act, 1940. The place of arbitration shall be **Islamabad**.

9.6 FORCE MAJEURE

The Contractor shall not be liable for liquidated damages or termination for default if the delay is the result of an event of Force Majeure (e.g., natural disasters, war).

10. TERMS & CONDITIONS AND SCOPE OF SERVICES

Deep invites sealed bids from well reputed companies providing rental vehicles, registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority) as per scope of work detailed under terms of reference (ToR).

10.1 Vehicle Specifications & Standards

The Service Provider shall maintain the capacity to provide the following categories of insured vehicles throughout the contract period.

10.2 Vehicles

1. Engine Capacity: 1000cc
2. Model Year: 2025 and upwards
3. Clean, well-maintained, roadworthy, and mechanically sound
4. Fully functional air-conditioning and heating system
5. Airbags and seat belts for all occupants
6. Neat, smoke-free, and Oduor-free interior
7. Equipped with spare wheel and tool kit
8. Equipped with fire extinguisher and first aid box
9. Equipped with mobile charging facility (USB/Type-C or equivalent)
10. Equipped with GPS tracking/navigation capability

10.3 Sedan Vehicles

1. Engine Capacity: 1300cc to 1450cc
2. Model Year: 2025 and upwards
3. Clean, well-maintained, roadworthy, and mechanically sound
4. Fully functional air-conditioning and heating system
5. Airbags and seat belts for all occupants
6. Neat, smoke-free, and Oduor-free interior
7. Equipped with spare wheel and tool kit
8. Equipped with fire extinguisher and first aid box
9. Equipped with mobile charging facility (USB/Type-C or equivalent)
10. Equipped with GPS tracking/navigation capability

10.4 Sedan Vehicles

1. Engine Capacity: 1800cc
2. Model Year: 2025 and upwards
3. Clean, well-maintained, roadworthy, and mechanically sound
4. Fully functional air-conditioning and heating system
5. Airbags and seat belts for all occupants
6. Neat, smoke-free, and Oduor-free interior
7. Equipped with spare wheel and tool kit
8. Equipped with fire extinguisher and first aid box
9. Equipped with mobile charging facility (USB/Type-C or equivalent)
10. Equipped with GPS tracking/navigation capability

10.5 SUV 4x4 & 5-door Vehicles

1. Suitable for travel to remote, rugged, and off-road locations
2. Model Year: 2022 and upwards
3. Available on demand
4. Fully functional air-conditioning and heating system
5. Equipped with seat belts, airbags, fire extinguisher, first aid box, spare wheel, and tool kit

6. Equipped with GPS tracking/navigation capability

10.6 HiAce / Passenger Vans

1. Available on demand for official visits, field activities, and group transportation
2. Clean, well-maintained, and roadworthy
3. Fully functional air-conditioning system
4. Equipped with seat belts and other safety features

10.7 Coaster / Bus Vehicles

1. Available on demand for workshops, conferences, delegations, events, and group transportation
2. Clean, well-maintained, and roadworthy
3. Fully functional air-conditioning system
4. Equipped with all required safety features
5. Prior to deployment, the Service Provider shall provide the following details to DEEP Project:
6. Vehicle Registration Number
7. Make, Model, Variant, Engine Capacity and Year of Manufacture
8. Driver Name
9. CNIC Number
10. Valid Driving License Details
11. Any replacement of vehicle or driver during the contract period shall be communicated to DEEP Project in advance along with the updated supporting documents.

The bidder/service provider shall submit valid registration documents for the vehicles offered. The client may inspect and verify the vehicles, offices, and relevant records of the bidder/service provider during the bidding process or contract period

10.8 Maintenance Responsibility

The Service Provider shall be responsible for all maintenance, repairs, servicing, and upkeep of the vehicles to ensure they remain safe, clean, and roadworthy at all times.

10.9 Vehicle Replacement

In the event of vehicle breakdown, accident, mechanical failure, or driver unavailability, the Service Provider shall provide a replacement vehicle and/or driver of the same or higher category within the following timelines:

1. Within **60 minutes** in Islamabad/Rawalpindi.
2. Within **2 - 3 hours** in other major cities

For remote locations, or areas where immediate replacement is not operationally feasible, the Service Provider shall make best efforts to arrange a replacement at the earliest possible time and keep the client informed from the expected arrival time. Failure to provide a replacement vehicle and/or driver within the applicable timelines may be treated as a service default and may result in penalties in accordance with the contract.

10.10 Insurance & Liability

All vehicles shall remain covered under valid comprehensive insurance throughout the contract period.

The Service Provider shall be fully responsible for any accident, damage, theft, traffic violation, third-party claim, injury, or legal liability arising from the use of the vehicles or drivers. The client shall not be

liable for any such claims, losses, damages, or legal matters.

10.11 Maintenance of Log-Book

The Service Provider shall ensure that a log-book is maintained for each vehicle travelling including recording the date, destination, kilometers travelled, and duty timings. The log-book shall be verified by the client official and shall form the basis for invoice verification and payment processing.

10.12 Driver Requirements,

Drivers deployed under this contract shall:

1. Possess a valid CNIC and driving license appropriate for the vehicle being operated.
2. Have a minimum of five (05) years of professional driving experience.
3. Be medically fit and capable of performing assigned duties.
4. Have no criminal record and provide police verification if required.
5. Be familiar with routes within major cities and intercity travel corridors across Pakistan.
6. Be proficient in the use of smartphones, Google Maps, GPS, live location sharing, and navigation applications.
7. Maintain professional conduct, confidentiality, punctuality, and courteous behaviors at all times.
8. Be well-groomed and maintain proper personal hygiene.
9. Comply with all traffic laws and road safety regulations.
10. Refrain from smoking, vaping, consuming alcohol, narcotics, or any prohibited substances while on duty.
11. Avoid the use of mobile phones while driving except through legally permissible hands-free devices.
12. Preferably not exceed fifty-five (55) years of age.
13. Drivers shall wear a neat and professional uniform provided by the Service Provider, comprising at a minimum:
 - a. Company-branded shirt, coat, or waistcoat;
 - b. Formal trousers or Shalwar Kameez with black waistcoat; and
 - c. Closed formal shoes.

The client reserves the right to require replacement of any driver who is found unsuitable due to misconduct, poor performance, unsafe driving practices, lack of professionalism, or non-compliance with the requirements of this contract.

10.13 Driver Accommodation & Expenses

The client shall not provide any accommodation, boarding, lodging, meals, travel allowance, daily allowance, or any other expenses for drivers deployed under this contract. All such arrangements and costs shall be the sole responsibility of the Service Provider.

Where overnight stay is required, the Service Provider shall ensure that suitable accommodation is arranged for the driver within a reasonable distance of the location where the client employee is staying, preferably within 15 kilometers (one-way).

10.14 Operational Requirements

The Service Provider shall:

1. Nominate a dedicated focal person available 24/7 for vehicle booking, coordination, emergency support, complaint handling, and contract administration.
2. Ensure timely deployment of vehicles and drivers as requested by the client.

3. Maintain adequate backup vehicles and drivers to ensure uninterrupted service.
4. Facilitate transportation services throughout Pakistan.
5. Support airport transfers, meetings, workshops, conferences, field visits, monitoring missions, and other official events.

10.15 Vehicle Booking Requests

Vehicle requests may be communicated through email, telephone, WhatsApp, or any other mode specified by the client (communication other than email will be documented later on). The Service Provider shall acknowledge the request and ensure deployment of the required vehicle within the timelines prescribed in this tender.

10.16 Operational Costs

The Service Provider shall initially bear all toll taxes, parking charges, and route-related expenses. Such expenses shall be reimbursed by client, where applicable, upon submission of original supporting receipts and approval by the client authorized representative.

10.17 Reporting & Invoicing Requirements

The Service Provider shall submit Monthly invoices;

1. Monthly invoices supported by verified Log-book against respective visit.
2. Toll receipts, parking receipts, and other reimbursable expenses, where applicable.
3. Any relevant supporting documents.

10.18 Monthly Rental Vehicles

For vehicles hired on a monthly rental basis:

1. The vehicle shall remain available for Deep use throughout the contract period, as required.
2. Drivers shall perform duties up to Twelve (12) hours per working day. Any duty performed beyond Twelve (12) hours shall be treated as overtime and paid at the agreed rates.
3. The Service Provider shall provide a replacement vehicle and/or driver of the same or higher category in case of breakdown, accident, maintenance, or driver unavailability.
4. All vehicles shall remain covered under valid comprehensive insurance throughout the contract period.
5. Monthly trip sheets/logbooks, duly verified by the Deep authorized user, shall be submitted with invoices for payment processing.
6. The Service Provider shall be responsible for all routine and preventive maintenance, including servicing, repairs, tyre replacement, oil changes, and replacement of filters, to ensure safe and uninterrupted operation of the vehicles.
7. The Service Provider shall ensure that all vehicles remain clean, roadworthy, and in good operating condition at all times.

11 SERVICE LEVEL AGREEMENT (SLA)

The Service Provider shall maintain the following minimum service standards:

Performance Indicator	Target
Vehicle Availability	≥ 98%
Driver Punctuality	≥ 95%
Complaint Resolution	Within 24 Hours
Customer Satisfaction	≥ 90%
Safe Driving Compliance	100%

12 PENALTIES & SERVICE DEFAULTS

The following deductions may be applied in case of service deficiencies:

a. Late Arrival of Vehicle

- More than 30 minutes delay: 5% deduction from trip invoice.
- More than 60 minutes delay: 10% deduction from trip invoice.
- More than 90 minutes delay: No payment shall be made for the trip.

b. Non-Provision of Vehicle

Failure to provide the required vehicle at the communicated date, time, and location, without prior approval or a justifiable reason acceptable to the Client, shall constitute a service default. In such cases, a penalty of PKR 15,000 per occurrence shall be imposed and deducted from the Contractor's pending invoice(s) or any future payment(s) due under the contract.

c. Vehicle Breakdown

- Failure to provide a replacement vehicle and/or driver within the prescribed timelines there will be no payment.

d. Provision of Incorrect Vehicle Category

- Provision of a lower category vehicle without prior approval from DEEP Project: 50% deduction from applicable charges.
- Provision of an older model vehicle than contracted: 50% deduction from applicable charges.

e. Vehicle Cleanliness

- PKR 5,000 deduction per verified complaint relating to vehicle cleanliness or hygiene.

f. Driver Misconduct

- PKR 10,000 deduction per verified incident.

- Immediate replacement of the driver may be required by DEEP Project.

g. Driver Uniform & Appearance

- PKR 2,500 deduction per occurrence where the driver reports without the prescribed uniform

h. Repeated Service Failures

- Three (03) major service failures in a month may result in issuance of a warning notice.
- Continued non-compliance or repeated violations may result in termination of the Contract in accordance with the terms and conditions of the Contract.

Form A- Relevant Experience Form

Particulars	Details
Name of Firm / Company	
Year of Establishment / Incorporation	
Total Years of Experience in Vehicle Rental Services	
Total Number of Employee	
Name of CEO – Head of Organization/Company with complete contact information like cell No. email address	
Fleet Manager name & contact detail	

Authorized Representative: _____

Designation: _____

Signature & Company Stamp: _____

Note: Copy of SECP Certificate of Incorporation / Registration Certificate clearly showing the date of incorporation; OR

- Any other statutory registration document clearly establishing the year of commencement of business.
- Company Profile (optional).

Note: Experience shall be calculated from the date of incorporation/registration of the firm up to the bid submission date.

FORM B- Client Experience & References Form

Sr. No.	Client Name	Sector (Govt./Public Sector/MNC/Embassy/INGO/UN/Corporate)	Contract Period	Contract Value (PKR)	Contact Person & Contact No.
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Supporting Documents

The bidder/service provider shall attach documentary evidence against each client/assignment claimed above in the form of any one of the following:

- Contract Agreement
- Work Order / Purchase Order
- Framework Agreement
- Completion Certificate
- Client Reference Letter

Bidder/service provider Declaration

We hereby certify that the information provided above is true and correct. DEEP Project reserves the right to verify any client reference or supporting document submitted as part of this proposal.

Authorized Representative: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Form C- Office Network & Infrastructure Form

A. Head Office Details

Particulars	Details
Company Name	
Head Office Address	
City	
Contact Number & Email Address	
Ownership Status (Owned/Rented)	
Year Office Established	

B. Branch Office Details

Sr. No.	City	Complete Address	Ownership Status (Owned/Rented)	Year Established	Contact Number
1.	Islamabad/Rawalpindi				
2.	Lahore				
3.	Karachi				
4.	Peshawar				
5.	Quetta				
6.	Other City				

Supporting Documents

The bidder/service provider shall attach the following documentary evidence for each office claimed:

- Rent Agreement, Lease Agreement, Ownership Documents, or Office Registration Documents.

Bidder/service provider Declaration

We hereby certify that the information provided above is true and correct and that all listed offices are operational at the time of bid submission.

Authorized Representative: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Form D- FINANCIAL STRENGTH DECLARATION FORM

Financial Information	
FY 2022-23	Annual Turnover (PKR)
FY 2023-24	
FY 2024-25	
Average Annual Turnover	
Supporting Documents Attached	
Document	Attached (✓ / ✗)
Audited Financial Statements – FY 2022-23	
Audited Financial Statements – FY 2023-24	
Audited Financial Statements – FY 2024-25	
Income Tax Return – FY 2022-23	
Income Tax Return – FY 2023-24	
Income Tax Return – FY 2024-25	
Bidder/service provider Declaration We hereby certify that the financial information provided above is true, correct, and supported by the attached audited financial statements and tax records. We understand that DEEP Project reserves the right to verify the information from any relevant source and that submission of false or misleading information may result in disqualification. Authorized Representative: _____ Designation: _____ Signature: _____ Company Stamp: _____ Date: _____	

Form E- Fleet Declaration Form

Sr. #	Make	Model	Variant	Year	CC	Vehicle Reg. #	Hybrid/EV (Y/N)	Ref. Page No.
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

(Attach additional sheets in the same format if the fleet offered exceeds the rows above.)

Signature of Authorized Representative: _____

Company Stamp: _____

Date: _____

Driver Related Information Form

Sr. No.	Driver Name	CNIC Number	Driving License Number	License Valid Till	Years of Professional Driving Experience	Mobile Number
1						
2						
3						
4						
5						

Supporting Documents

The bidder/service provider shall attach:

- Copy of CNIC of each driver listed above.
- Copy of valid Driving Licence of each driver listed above.
- Driver experience certificate(s), service record(s), or self-certified declaration confirming years of professional driving experience.

Bidder/service provider Declaration

We hereby certify that the information provided above is true and correct and that all drivers listed are available for deployment under this contract.

Authorized Representative: _____

Designation: _____

Signature: _____

Company Stamp: _____

Date: _____

Form F-Fleet Technology Compliance Form

Technology Feature	Available (Y/N)	Provider/System Name	If Yes Specify Vehicle Reg.#
GPS Tracking System fitted on 100% of offered fleet			
Navigation System / Google Maps available for drivers			

Signature of Authorized Representative: _____

Company Stamp: _____

Date: _____

Form G- Quality, Safety & ISO Certifications Declaration Form

Sr. #	Certification Name & Standard (e.g., ISO 9001:2015)	Certifying Body	Validity		Ref. Page No.
			Issue Date	Expiry Date	
1					
2					
3					

Signature of Authorized Representative: _____

Company Stamp: _____

Date: _____