

	<p align="center"><b>GOVERNMENT OF KHYBER PAKHTUNKHWA</b>  <b>SCIENCE &amp; TECHNOLOGY AND</b>  <b>INFORMATION TECHNOLOGY DEPARTMENT</b>  <b>Establishment of Citizen Facilitation Centers</b>  <b>in Khyber Pakhtunkhwa</b></p>	
<b>1<sup>st</sup> Floor, Roidar Shah Plaza, Nishtarabad, Peshawar</b>		<b>Phone # 091-9225484-85-86</b>

**REQUEST FOR PROPOSALS (RFP)**  
**FOR**  
**PROCUREMENT OF FIRMS FOR PROVISION OF HUMAN RESOURCES THROUGH**  
**FRAMEWORK CONTRACT**

The Science Technology and Information Technology Department is executing an ADP Project "ESTABLISHMENT OF CFCs IN KHYBER PAKHTUNKHWA/210698" for provision of government services to the general public of the province. The PMU, CFC-KP invites proposals through the E-PADS from eligible firms registered with FBR (Income Tax and Sales Tax) and KP Revenue Authority (KPRA) as per the following details:

Description of Service	Date & Time of Proposals Submission	Date & Time of Proposals Opening
Procurement of firms for provisions of human resources through framework contract	January 12th, 2026, 02:00 PM	January 12th, 2026, 02:30 PM

1. Proposals prepared in accordance with the instructions stipulated in the Standard Bidding Document must be submitted electronically via E-PADS (<https://kp.eprocure.gov.pk>). Manual submissions of the proposals will not be accepted.
2. The technical proposals will be opened electronically on the same date of Bid submission at 02:30 PM, in the presence of bidders or their authorized representatives who wish to attend the bid opening meeting at the below-mentioned address.
3. All the required documents shall be scanned and uploaded on E-PADS. (<https://kp.eprocure.gov.pk>)
4. Detailed terms & conditions, specifications, and other relevant information are available in the E-Bid Solicitation Documents on the EPADS portal: [kp.eprocure.gov.pk](https://kp.eprocure.gov.pk)
5. Procuring Entity reserves the right to reject any or all proposals at any stage of the bidding process as per prevailing KPPRA Rules, 2014.

Note: Only registered firms on EPADS are eligible to participate in the bidding process. Interested firms must register via: <https://kp.eprocure.gov.pk/#/supplier/registration>.

**Project Director CFC KP,**  
**Establishment of CFCs in Khyber Pakhtunkhwa**  
**1<sup>st</sup> Floor, Roidar Shah Plaza, Nishtarabad, Peshawar**  
**Contact: 091-9225485**

**STANDARD FORM OF BIDDING DOCUMENTS**

**FOR**

**PROCUREMENT OF FIRMS FOR PROVISIONS OF HUMAN RESOURCES THROUGH  
FRAMEWORK CONTRACT UNDER THE ADP SCHEME "ESTABLISHMENT OF CFCs IN  
KHYBER PAKHTUNKHWA/210698"**



**Proposal Reference Number:** \_\_\_\_\_

**Last Date/Time for Submission:** **January 12th, 2026, 02:00 PM,**

**Proposal Opening Date/Time:** **January 12th, 2026 at 2:30 PM**

**Procurement Entity:**

**ADP PROJECT "ESTABLISHMENT OF CFCs IN KHYBER PAKHTUNKHWA/210698"  
SCIENCE, TECHNOLOGY AND INFORMATION TECHNOLOGY DEPARTMENT  
GOVERNMENT OF KHYBER PAKHTUNKHWA**

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## **Preface**

1. This document Standard Request for Proposals (SRFP) is to be used for various selection methods described in the KPPR 2014.
  2. Before preparing an RFP, the Procuring Entity/ user must be familiar with the KPPR 2014, and Rule No 23 & 28.
  3. Rule No 23 (c) shall be adopted for assignments of standard or routine nature where well- established practices and standards exist.
  4. In case Rule No 23 (c) is not to be used, as the assignment is not on standard or routine nature, and standards and practices are not well-established, and procuring Entity choses other method of selection according to Rule No 23 (a), (b), (d), and (e), the reason shall be recorded in writing by the competent authority, and also sent to KPPRA with RFP.
  5. The SRFP includes a standard Letter of Invitation, standard Instructions to Consultants, Terms of Reference, and a standard Form of Contract. The standard Instruction to Consultants and the Standard General Conditions of Contract may not be modified under any circumstances. However, the Data Sheet and the Special Conditions of Contract may be used to reflect Particular assignment conditions
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**SECTION-01. LETTER OF INVITATION**

## LETTER OF INVITATION

Proposal invitation No: \_\_\_\_\_

**Location: 1<sup>st</sup> Floor, Roidar Shah Plaza, Nishterabad, Peshawar**

1. The ADP project titled "Establishment of CFCs in Khyber Pakhtunkhwa/210698" of the *Science, Technology and Information Technology Department* (hereinafter called "Procuring Entity") invites proposals to provide the following consulting services:  
***HIRING OF HR OUTSOURCING FIRMS/SERVICE PROVIDERS FOR PROVISION OF HUMAN RESOURCES ON FRAMEWORK CONTRACT UNDER THE PROJECTS "ESTABLISHMENT OF CFCs IN KHYBER PAKHTUNKHWA".***
2. More details on the services are provided in the Terms of Reference.
3. This Request for Proposal (RFP) has been addressed to all the interested eligible Consultants.
4. A firm will be selected under **Quality and Cost based Selection System** and procedures described in this RFP and TORs (attached), in accordance with the KPPRA Rules, 2014.
5. There are two (02) LOTs. A bidder intending to apply for more than one LOT must submit a separate bid for each LOT, clearly indicating the LOT number on each submission.
6. The RFP includes the following documents:
  - Section 1 - Letter of Invitation
  - Section 2 - Instructions to Consultants (including Data Sheet)
  - Section 3 - Technical Proposal - Standard Forms
  - Section 4 - Financial Proposal - Standard Forms
  - Section 5 - Terms of Reference
  - Section 6 - Conditions of Contract
7. Please mention in your proposal that whether:  
*(a) You apply for single lot or more than one slot;*

Yours sincerely,

**Project Director,**  
Establishment of CFCs in Khyber Pakhtunkhwa  
Telephone # Tel: 091-9215485

## **SECTION-02. INSTRUCTIONS TO CONSULTANTS**

## **INSTRUCTIONS TO CONSULTANTS**

### **1. Definitions**

- a) "Procuring Entity (PE)" means the ADP project titled "Establishment of CFCs in Khyber Pakhtunkhwa-210698"/ ST&IT Department.
- b) "Consultant" means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals.
- c) "Contract" means an agreement enforceable by law and includes Conditions of the contract.
- d) "Data Sheet" means such Part of the Instructions to Consultants that is used to reflect specific assignment conditions.
- e) "Day" means calendar day including holiday.
- f) "Government" means the Government of Khyber Pakhtunkhwa.
- g) "Instructions to Consultants" (Section 2 of the RFP) means the document which provides shortlisted Consultants with all information needed to prepare their Proposals.
- h) "LOI" (Section 1 of the RFP) means the Letter of Invitation sent by the procuring Entity to the Consultant.
- i) "Proposal" means the Technical Proposal and the Financial Proposal.
- j) "RFP" means the Request for Proposal prepared by the procuring Entity for the selection of consultants.
- k) "Sub-Consultant" means any Person or entity to whom the Consultant sub-contracts any Part of the Services.
- l) "Terms of Reference" (TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the procuring Entity and the Consultant, Payment terms and exacted results and deliverables of the assignment.



## **2. Introduction:**

- 2.1 The Procuring Entity named in the Data Sheet will select a consulting firm/organization (the Consultant), in accordance with the method of selection specified in the Data Sheet.
- 2.2 The eligible Consultants are invited to submit a Technical Proposal and a Financial Proposal, as specified in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected Consultant.
- 2.3 Consultants should familiarize themselves with rules / conditions and take them into account while preparing their Proposals. Consultants may liaise with procuring Entity's representative named in the Data Sheet for gaining better insight into the assignment.
- 2.4 Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Procuring Entity reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Consultants.
- 2.5 Procuring Entity may provide facilities and inputs as specified in Data Sheet.

## **3. Conflict of Interest**

- 3.1.1 Consultants are required to provide professional, objective, and impartial advice and hold the Procuring Entity interest Paramount. They shall strictly avoid conflict with other assignments or their own corporate interest. Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Entity, or that may reasonably be perceived as having such effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
- 3.1.2 Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:
  - (i) A consultant that has been engaged by the procuring entity to provide goods, works or services other than consulting services for a project, any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation.
  - (ii) A Consultant (including its Personnel and Sub Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Procuring Entity.
  - (iii) A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Procuring Entity's staff who is directly or indirectly involved in any Part of (i) the preparation of the Terms of Reference of the Assignment, the selection process for such assignment, or (iii) supervisions of the

Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved.

**Conflicting Relationship:**

- 3.2 Government officials and civil servants may be hired as consultants only if:
- a. They are on leave of absence without Pay;
  - b. They are not being hired by the Entity they were working for, six months prior to going on leave; and
  - c. Their employment would not give rise to any conflict of interest.

**4. Fraud and Corruption:**

It is Government's policy that Consultants under the contract(s), observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the Procuring Entity follows the instructions contained in Khyber Pakhtunkhwa Public Procurement Rules 2014 which defines:

"Corrupt and fraudulent practices" includes the offering, giving, receiving, or soliciting, directly or indirectly of anything of value to influence the act of another Party for wrongful gain or any act or omission, including misrepresentation, that knowingly or recklessly misleads or attempt mislead a Party to obtain a financial or other benefit or to avoid an obligation;

Under Rule 44 of KPPRA 2014, "The PE can inter-alia blacklist Bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the KPPRA. Provided that any supplier or contractor who is to be blacklisted shall be accorded adequate opportunity of being heard".

**5. Integrity Pact:**

Pursuant to section 16(2) & (3) of KPPRA Act 2012 Consultant undertakes to sign an Integrity Pact in accordance with prescribed format attached hereto (Annex-A).

**6. Eligible Consultants:**

Consultants qualifying the mandatory & technical criteria shall be considered as eligible consultants.

**7. Eligibility of Sub-Consultant:**

A shortlisted Consultant would not be allowed to associate with consultants who have failed to qualify the short-listing process (Applicable in case of EOI).

**8. Only One Proposal:**

Consultants may only submit one proposal. If a Consultant submits or participates in more than one proposal, such proposals shall be disqualified. Participation of the same Sub Consultant, including individual experts, in more than one proposal, is not allowed.

**9. Proposal Validity:**

9.1 The Data Sheet indicates Proposal's validity that shall not be more than 90 days in case of National Competitive Bidding (NCB) and 120 days in case of International Competitive Bidding (ICB). During this Period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. The

Procuring Entity will make its best effort to complete negotiations within this period. Should the need arise; however, the Procuring Entity may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants may submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals.

**10. Clarification and Amendment in RFP Documents:**

- 10.1 Consultants may request for a clarification of contents of the bidding document in writing, and procuring Entity shall respond to such queries in writing within three calendar days, provided they are received at least eight calendar days prior to the date of opening of proposal. The procuring Entity shall communicate such response to all Parties who have obtained RFP document without identifying the source of inquiry. Should the PE deem it necessary to amend the RFP as a result of a clarification, it shall do so.
- 10.2 The Procuring Entity may amend the RFP five days before the closing date by issuing an addendum/ corrigendum in writing. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Procuring Entity may, if the amendment is substantial, extend the deadline for the submission of Proposals.

**11. Preparation of Proposals**

- 11.1 In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies (deviation from scope, experience, and qualification of Personnel) in providing the information requested may result in rejection of a Proposal.

**12. Language**

The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Entity shall be written in English. However, it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.

**13. Technical Proposal Format and Content**

- 13.1 While preparing the Technical Proposal, consultants must give Particular attention to the following:
  - (i) If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-Consultancy, as appropriate. The international consultants are encouraged to seek the Participation of local consultants by entering into a joint venture with, or subcontracting Part of the assignment to, national consultants.
  - (ii) It is desirable that the majority of the key professional staff proposed be Permanent employees of the firm or have an extended and stable working relationship with it.
  - (iii) Proposed professional staff must, at a minimum, have the experience indicated in the TOR, preferably working under similar geographical condition.
  - (iv) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) shall be submitted for each position.

13.2 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

- a. A brief description of the consultant organization and an outline of recent experience on assignments of a similar nature. For each assignment, the outline should indicate, *inter alia*, the profiles of the staff, duration of the assignment, contract amount, and firm's involvement.
- b. The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3).
- c. CVs of the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the consultant and degree of responsibility held in various assignments during the last 5 (five years).
- d. Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member.
- e. A detailed description of the proposed methodology, work plan for performing the assignment, staffing, and monitoring of training, if the Data Sheet pacifies training as a major component of the assignment.
- f. Any additional information requested in the Data Sheet.

13.3. The Technical Proposal shall not include any financial information.

## **14. Financial Proposals**

14.1 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment. Alternatively, Consultant may provide their own list of cost. If appropriate, these costs should be broken down by activity. All activities and items described in the Technical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. All the cost shall include government applicable taxes.

## **15. Taxes:**

15.1 The Consultant will be subject to all admissible taxes including stamp duty and service charges at a rate prevailing on the date of contract agreement unless exempted by relevant tax authority.

## **16. Submission, Receipt, and Opening of Proposals**

- 16.1 Proposal shall contain no interlineations or overwriting. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4. All Pages of the original Technical and Financial Proposals will be initialed by an authorized representative of the Consultants. The authorization shall be in the form of a written power of attorney accompanying the Proposal
- 16.2 All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.
- 16.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal" Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked

"Financial Proposal" followed by name of the assignment, and with a warning "**Do Not Open With The Technical Proposal**". If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

- 16.4 The Proposals must be sent to the address indicated in the Data Sheet and received by the PE no later than the time and the date indicated in the Data Sheet, or any extension to this date. Any proposal received by the PE after the deadline for submission shall be returned unopened. In order to avoid any delay arising from the postal or PE's internal dispatch workings, Consultants should ensure that proposals to be sent through couriers should reach a day before the deadline for submission.

## **17. Proposal Evaluation:**

- 17.1 From the time the Proposals are opened to the time the contract is awarded, the Consultants should not contact the PE on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the PE in the examination, evaluation, ranking of Proposals, and recommendation for the award of contract may result in the rejection of the Consultants' Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

## **18. Evaluation of Technical Proposals**

- 18.1 The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the TOR. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it fails to achieve the minimum technical score indicated in the Data Sheet.
- 18.2 After the technical evaluation is completed, the PE shall notify in writing Consultants that have secured the minimum qualifying marks, the date, time, and location, allowing a reasonable time, for opening the Financial Proposals. Consultants' attendance at the opening of Financial Proposals is optional.

Financial proposals of those consultants who failed to secure minimum qualifying marks shall be returned unopened.

## **19. Evaluation of Financial Proposal**

- 19.1 Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants and the technical scores of the Consultants shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying marks will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copy of the record shall be sent to all Consultants.
- 19.2 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a Partial amount and the total amount, or between word and figures the formers will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

## **20. Negotiations**

- 20.1 Negotiations will be held at the date and address which will be communicated to the consultant. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the PE proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.

## **21. Technical Negotiations:**

- 21.1 Technical Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The PE and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Minutes of negotiations, which will be signed by the PE and the Consultant, will become Part of Contract Agreement.

## **22. Financial Negotiations:**

- 22.1 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm's tax liability, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services. Consultants will provide the PE with the information on remuneration rates described in the Appendix attached to Section 4 (i.e. Financial Proposal - Standard Forms of this RFP).

## **23. Availability of Professional staff/experts:**

- 23.1 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the PE expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the PE will require assurances that the Professional staff will be actually available. The PE will not consider substitutions during contract negotiations unless both Parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

## **24. Award of Contract:**

- 24.1 After completing negotiations, the Procuring Entity shall award the Contract to the selected Consultant within seven days after letter of acceptance or award has been issued. Procuring Entity shall publish on the website of the Authority and on its own website, if such a website exists, the result of the bidding process, identifying the bid through procuring identifying number, if any and the following information, evaluation report, form of contract and letter of award, bill of quantity or schedule of requirement, as the case may be. However, the procuring entity shall announce the final results of a bid evaluation giving justifications for acceptance or rejection of bids at least

ten days prior to the award of a contract and place the same on its and authority website.

- 24.2 After publishing of award of contract consultant required to submit a Performance security at the rate indicated in date sheet.
- 24.3 The Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

## **25. Confidentiality:**

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other Persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal.

## DATA SHEET

1.1	<p><b>Name of the PE:</b> The ADP project titled "Establishment of CFCs in Khyber Pakhtunkhwa -210698"/ ST&amp;IT Department.</p> <p><b>Name of the Assignment:</b></p> <p><b><i>Hiring of consultancy firms/Service providers for provision of human resources under framework contract for one year, extendable to another year up-to a maximum of three years or till the life of the project, whichever is earlier.</i></b></p> <p><b>The Name of the PE's official (s):</b> <i>Project Director CFCs-KP</i>  <i>Address: 1<sup>st</sup> Floor, Syed Roidar Shah Plaza, Nishterabad, Peshawar</i>  <i>Telephone: 091-9225485</i></p>
1.2	<p><b>The Method of Selection:</b> Quality &amp; Cost Based Selection (QCBS)  <i>Method</i>  <i>The Edition of the Guidelines is: KPPRA Rule 2014</i></p>
1.3	<p><b>Financial Proposal to be submitted together with Technical Proposal:</b> <i>Yes</i></p>
1.4	<p><b>Input &amp; Facilities provided by PE:</b> <i>All Possible input &amp; facilities will be provided by the PE.</i></p>
1.5	<p><b>Proposal Submission Address:</b> Proposal in hard form is not required, the participated firms must upload all relevant documents on EPADS.</p>
7	<p><b>Eligibility of Consultant:</b> <i>RFP is open to all the potential HR Firms to apply as no EOI has been issued in this tender, so there are no shortlisted consultants.</i></p> <p>There are two (02) LOTs. A Firm intending to apply for more than one LOT, if EPADS allows, must submit a separate bid for each LOT, clearly indicating the LOT number on each submission.</p>
9.1	<p><b>Proposal Validity:</b> <i>The proposal's validity shall be 90 days.</i></p>
10.1	<p><b>Clarification and Amendment in RFP Documents:</b> <i>Clarifications may be requested not later than five days before the submission date. The address for requesting clarifications is:</i></p> <p><i>CFC-PMU, Syed Roidar Shah Plaza, Nishterabad, Peshawar</i></p>
11.2	<p><b>Preparation of Proposals:</b> <i>Costing shall be made on the basis of TORs given as Section 5 of RFP.</i></p>
12	<p><b>Language:</b> <i>The Proposal, as well as all related correspondence exchanged by the Consultants and the Procuring Entity, shall be written in English, However, it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of the Islamic Republic of Pakistan.</i></p>
13.1 (i)	<p><b>Joint Venture:</b> <i>Joint Venture is not applicable.</i></p>
13.1 (ii)	<p><b>System for Selection of Consultant:</b> <i>QCBS method will be followed with 70% and 30% weightage to technical &amp; financial evaluation, the firms securing 70% marks in technical evaluation will be considered qualified on technical grounds. Selection will be made on both technical &amp; financial evaluation.</i></p>



13.1 (iii)	<b>Proposed Staff:</b> <i>All the proposed staff may or may not be employees of consultants as mentioned in the TORs. There is no need to submit CVs of the proposed staff in the technical proposal as it will be required in later</i>
13.1 (iv)	<b>Professional Staff Experience:</b> <i>As mentioned in the selection criteria in the TORs section.</i>
13.2	<b>Technical Proposal:</b> <i>Technical proposal shall be prepared on the guidelines mentioned in Section-3 and TORs in this RFP.</i>
14.1	<b>Financial Proposal:</b> <i>The consultant shall prepare the financial proposal in the standard format in Section- 4 of this RFP and must include all the cost including HR Cost, Administration cost, Services Charge etc., and applicable taxes, duties etc., in the financial proposal. Cost shall be stated in local</i>
15.1	<b>Taxes:</b> <i>Amounts Payable by the PE to the Consultant under the contract to be subject to local taxation, stamp duty and service charges etc.</i>
16.4	<b>The Proposal submission date, time &amp; address is:</b> <i>Consultant must submit their proposal on EPADS platform on given procedure. Proposals must be submitted not later than the following date and time:</i> <b><i>January 12th, 2026 at 02:00 PM</i></b>
18.1	<b>Evaluation of Proposals:</b> <i>QCBS procedure shall be followed. Selection Criteria are available in Section-5.</i>
20.1	<b>Negotiations:</b> <i>Negotiations if needed shall be communicated to the</i>
24.2	<b>Performance guarantee:</b> <i>Successful bidders are required to submit PKR 01 Million Performance guarantee against the annual contract value for each win LOT, in form of CDR or Bank Guarantee valid upto contract period.</i>
24.3	<b>Expected date for commencement of consulting services:</b> <i>Soon after the award of Contract, as and when required to the PE under</i>
5.1	<b>Integrity Pact:</b> <i>Successful firm will undertake to sign Integrity Pact in case the contract worth Rupees 10 Million or more.</i>

<sup>1</sup> Consideration may also be given to the number of Pages submitted as compared to the number recommended under Para. 3.4 (c) (ii) of these Instructions.

**SECTION-03: TECHNICAL PROPOSAL - STANDARD FORMS**

- TECH-1:**     Consultant’s Experience
- TECH-2:**     Curriculum Vitae (CV) for Proposed Professional Staff
- TECH-3:**     Comments or Suggestions on the Terms of Reference provided by the Client  
(if any)
- TECH-4:**     Team Composition and Task Assignments
- TECH -5:**         Technical Proposal Submission Form

**FORM TECH-01: CONSULTANT’S EXPERIENCE**

<p>[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted for carrying out consulting services similar to the ones requested under this Assignment. Please provide Client’s certification and/or evidence of the contract agreement.]</p> <p>Assignment name:</p>	Cost of the Project :
<p>Country:</p> <p>Location within country:</p>	Duration of assignment (months):
<p>Name of Client:</p>	Total No of staff-months (by your firm) on the assignment:
<p>Start date (month/year): Completion date (month/year):</p>	<p>1. Total value of the consultancy agreement</p> <p>2. Value of consultancy services provided by your firm under the agreement (in current PKR or US\$):</p>
<p>Name of associated Consultants, if any:</p>	<p>No of professional staff-months provided by associated Consultants:</p>
<p>Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):</p>	
<p>Narrative description of Project <i>(You may attach one extra sheet-one side only)</i>:</p>	
<p>Description of actual services provided by your staff within the assignment:</p>	
<p>1. Firms Name: .....</p> <p>2. Completion Certificate/ Contract/ Work-Order/ Certificate by the Client / Employer that proves the performance of the above consultancy service.</p>	

**FORM TECH-02: CURRICULUM VITAE (CV) FOR CORE STAFF OF THE FIRM**

1. Proposed Position [Title of the position]: \_\_\_\_\_
2. Name of Firm [Insert name of firm proposing the staff]: \_\_\_\_\_
3. Name of Staff [Insert full name]: \_\_\_\_\_
4. Date of Birth: \_\_\_\_\_ Nationality: \_\_\_\_\_
5. CNIC No (if Pakistani): \_\_\_\_\_ or Passport No: \_\_\_\_\_
6. Education:

Degree	Major/Minor	Institution	Completion Date (MM/YYYY)

7. Membership of Professional Associations: \_\_\_\_\_
8. Other Training [Indicate significant training since degrees under 6 - Education were obtained]: \_\_\_\_\_
9. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: \_\_\_\_\_
10. Employment Record (within Pakistan) [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment on the following format:

Employer	Position	From (MM/YYYY)	To (MM/YYYY)

11. Employment Record (International) [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment on the following format:

Employer	Country	Position	From (MM/YYYY)	To (MM/YYYY)


**12. Detailed Tasks Assigned**

[List all tasks to be performed under this assignment]

**13. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff] \_\_\_\_\_

Full name of authorized representative (attach authority letter): \_\_\_\_\_

Date: (Day/Month/Year) \_\_\_\_\_

\_\_\_\_\_

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**FORM TECH-03: COMMENTS AND SUGGESTIONS ON THE TERMS OF  
REFERENCE PROVIDED BY THE CLIENT**

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**On the Terms of Reference**

[Present and justify here any modifications or improvements to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

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FORM TECH-04: TEAM COMPOSITION AND TASK ASSIGNMENTS

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Firm's Professional Staff							
S. No.	Name of Staff	CNIC No./Passport	Firm	Area of Expertise	Position	Task Assigned	Full time/part time/consultant
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

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**FORM TECH-05: TECHNICAL PROPOSAL SUBMISSION FORM**

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To

*Project Director,  
Establishment of CFCs in KP  
CFC-PMU, 1<sup>st</sup> floor, Syed Roidar shah plaza, Nishterabad, Peshawar  
Telephone: 091-9218485*

Dear Sir/Madam:

We, the undersigned, offer to provide the consulting services for "**HIRING OF CONSULTANCY FIRM/SERVICE PROVIDER FOR PROVISION OF HUMAN RESOURCES ON FRAMEWORK CONTRACT**" in accordance with your Request for Proposal dated:                      and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with: *[Insert a list with full name and address of each associated Consultant]*

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_



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**SECTION-04. FINANCIAL PROPOSAL - STANDARD FORMS**

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Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under Para. 3.6 of Section 2. Such Forms are to be used whichever is the selection method indicated in Para. 4 of the Letter of Invitation.

**FIN-01:**        FINANCIAL PROPOSAL SUBMISSION FORM

**FIN-02:**        SUMMARY OF COSTS

**FIN-03:**        BREAKDOWN OF COST

**FORM FIN-01: FINANCIAL PROPOSAL SUBMISSION FORM**

To

*Project Director,  
Establishment of CFCs in KP,  
CFC-PMU, Syed Roidar Shah Plaza, Nishterabad, Peshawar.  
Telephone: 091-9215485*

Dear Sir/Madams:

*We, the undersigned, offer to provide the consulting services for **THE HIRING OF CONSULTANCY FIRM/SERVICE PROVIDER FOR PROVISION OF HUMAN RESOURCES ON FRAMEWORK CONTRACT**” in accordance with your Request for Proposal dated .....Our attached Financial Proposal is for the sum of[Insert amount(s) in words and figures<sup>1 2</sup>].*

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents: \_\_\_\_\_

Amount and Currency: \_\_\_\_\_

Purpose of Commission or Gratuity: \_\_\_\_\_

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In *full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

FORM FIN-02: SUMMARY OF COSTS

Item	Costs	
	<i>Indicate Foreign Currency</i>	<i>Indicate Local Currency</i>
Total Costs of Financial Proposal <sup>2</sup>		

FORM FIN-03: BREAKDOWN OF COST

LOT-1					
S#	Title of Positions	Maximum number of resources to be retained (a)	Minimum Salary to be paid to each resource per month (b)	Management Cost including all taxes except Income Tax Per Resource Per Month in PKR (c)	Total Cost D= {a*(b+c)}
1	Facility Management Officer	3	110000		
2	Admin & Procurement Officer	1	110000		
3	Helpdesk Reps	11	50000		
4	Receptionist	10	50000		
5	Office Boy / Support Staff	10	40000		
6	Sweeper	11	40000		
Grand Total					
<b>Note:</b> Cost shall be quoted in Pak Rupees; Grand total amount of the bid shall be considered for financial evaluation. The service provider will be required to pay the above-mentioned minimum salary and will ensure minimum wage rate as and when notified by Provincial Government. Income Tax shall be deducted from the Resource salary					

FORM FIN-02 BREAKDOWN OF COST

LOT-2					
S#	Title of Positions	Maximum number of resources to be retained (a)	Minimum Salary to be paid to each resources per month (b)	Management Cost including all taxes except Income Tax Per Resource Per Month in PKR (c)	Total Cost D= {a*(b+c)}
1	Security Guards	27	40000		
Grand Total					
<b>Note:</b> Cost shall be quoted in Pak Rupees; Grand total amount of the bid shall be considered for financial evaluation. The service provider will be required to pay the above-mentioned minimum salary and will ensure minimum wage rate as and when notified by Provincial Government. Income Tax shall be deducted from the Resource salary					

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## SECTION-05: TERMS OF REFERENCE (TORs)

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### **TERM OF REFERENCE (TOR'S) AND SCOPE OF WORK FOR HIRING OF CONSULTANCY FIRMS FOR PROVISION OF HUMAN RESOURCES ON FRAMEWORK CONTRACT**

#### **1: PROJECT BACKGROUND:**

Science, Technology and Information Technology Department (ST&IT Department), Government of Khyber Pakhtunkhwa, is committed to promoting ICT-driven governance and enhancing public service delivery across the province. In line with this vision, the department has launched the project "Establishment of Citizen Facilitation Centers (CFCs) in Khyber Pakhtunkhwa", which aims to transform the traditional mode of public service access into a citizen-centric, transparent, and efficient system.

Under this initiative, a network of modern Citizen Facilitation Centers will be established in all divisional headquarters, including four centers in Peshawar and one in each of the remaining divisions. These centers will be fully equipped with modern IT infrastructure, internet, furniture, and power backup, providing a one-window operation for multiple public services across various government departments.

The ST&IT Department will implement the project through its executing agency in close coordination with respective District Administrations and service delivery departments. The CFCs will offer a range of services from simple information provision to complete transactional support, covering key public sector functions such as issuance of birth, death, and marriage certificates, land record management, driving permits, and tax-related services.

Furthermore, the centers will incorporate commercial ancillary services like photocopying, courier services, and banking, creating a comprehensive service environment for citizens. A centralized CRM-based IT system will monitor all service interactions, maintain service delivery records, and support data-driven governance, ultimately improving accountability and increasing citizen satisfaction.

To ensure operational sustainability, the ST&IT Department plans to explore models such as third-party outsourcing. The overarching objective is to minimize the cost of service delivery, reduce citizen inconvenience, and create an efficient, transparent, and technology-enabled interface between the government and the public.

This initiative reflects the ST&IT Department's strategic commitment to digital transformation and efficient governance through inclusive, accessible, and technology-led public service delivery mechanisms in Khyber Pakhtunkhwa.

For the execution of the above-mentioned project, ST&IT Department intends to sign a framework agreement with the best evaluated firm/ Service Provider for provision of skilled IT human resources on need basis under the framework contract

#### **2: SCOPE OF WORK:**

The scope of the work will include, but is not limited to the following:

- 2.1. Framework agreements will be established with the best evaluated bidders. Upon the need for HR resources, Manager (Administration, Finance & Procurement), CFC-KP Project will request selected firms to submit at least three (03) CVs for the required positions in one-week time. An evaluation process will follow, where candidates will be assessed by a committee comprising of Project Director, Manager (Administration, Finance & Procurement), Manager Technical and Concerned FMO, based on their education, experience, and performance in interviews. The resource(s) will then be selected, and a service order will be issued to the respective firm for the provision of the best evaluated resource(s).
- 2.2. Upon request, the selected firms must submit at least three (03) CVs of the resources fulfilling the minimum qualification and experience criteria as mentioned in the table 2.1 below.
- 2.3. If at any time and at its sole discretion, CFC-KP determines that the performance of the provided resources is not satisfactory or unavailable due to unforeseen situation, Manager (Administration, Finance & Procurement), CFC-KP Project will notify the firm in writing and respective firm shall immediately withdraw such resource and the CFC-KP will inform the firm to provide CVs for the subject vacant position within a week time and after formal interview, the selected service provider shall provide the resources within one (01) week time.
- 2.4. The selected service providers shall provide the following human resources on need basis for a period of one year under the framework contract, extendable to another year up to a maximum of three years, as per the following minimum eligibility criteria.

**Table 2.1.**

<b>S · N o</b>	<b>Title of Positions</b>		<b>Max No. to be retained</b>	<b>Minimum Eligibility Criteria</b>
1	Facility Management Officer	<b>CFC Centres Positions</b>	3	Minimum 16 Years of Education with a Degree in Management/ ICT or related. At least 03 years of relevant experience

4	Helpdesk Reps		11	Minimum 14 Years of Education (BS/B.A or equivalent) with at least 02 years of relevant experience
6	Receptionist		10	Minimum 14 Years of Education with a Degree in Social Science/ Management or equivalent with with at least 02 years of relevant experience
7	Support staff		10	Primary Pass
8	Security Guards		27	Middle Pass Age: 30-50 Years Preferably Retd Armed Forces Guard.
9	Sweeper		11	Primary Pass
3	Admin & Procurement Officer	<b>PMU Positions Peshawar</b>	1	Minimum 16 years of education with a Degree in Management or relevant field. At least 05 years of relevant post-qualification experience in a public or private sector organization.

- 2.5. Apart from mentioned centers, the selected services providers shall be bound to provide resources for any other current or future centers of the CFC-KP project if the positions/titles/nomenclature of the resources remain the same as mentioned in the above table.
- 2.6. CFC-KP may depute services of skilled HR at its discretion in any station of the project.
- 2.7. The provision of services under this contract shall be demand driven and at the sole discretion of CFC-KP. The number of resources to be hired may increase or decrease as per requirement keeping in view the availability of budget and provision of resources in the PC-I.



- 2.8. The resources will be required for the seven divisional headquarters of KP however they can be placed in the following district.
1. Swat
  2. DI Khan
  3. Bannu
  4. Abbottabad
  5. Mardan
  6. Peshawar
  7. Kohat
- 2.9. For duty purpose, month will be calculated as per timing observed at CFC-KP offices within one calendar month which is Monday to Friday 09:00 am to 05:00 pm.
- 2.10. Two casual leaves will be allowed per month and medical leaves will be allowed as per medical report, duly sanctioned by the concerned immediate supervisor. If the medical leave goes beyond one week, then the firm shall provide replacement of the same resource.
- 2.11. Attendance of the deputed resources and leaves will be approved by CFC-KP during the time of their service engagement with CFC-KP Project. It is made clear that the deputed resources shall not be considered/deemed to be in employment of CFC-KP and they shall have no claim against CFC-KP, any liability arising in this respect shall solely lie on the service provider. Furthermore, the deputed resources shall be the personnel/employees of the Service Provider for all intents and purposes of the law of the land.
- 2.12. A resource once hired shall be retained by the CFC-KP for at-least one-month period, unless the services of the resource is not satisfactory, in which case, services may be dispensed with before the one-month period.
- 2.13. The unit cost per month set forth in the contract shall be locked for a period of one year (01) year and the service provider shall be bound to provide the required resources within this per unit cost and the 05% increment on the total amount shall be made in second year and so on subject to the availability of such budget in the PC-1.
- 2.14. The CFC-KP will provide the resource with any licenses for software, necessary for carrying out their duties with CFC-KP, but the firm shall be responsible for their safety & security, & shall also be held liable to pay in case of any damage, loss, or theft.
- 2.15. The firm will be sole responsible to obtain security clearance from law enforcement agencies. However, after the selection of the candidate, the Service Provider will provide the **Police Clearance Certificate** (from local police

station) and Medical Certificate of each selected candidate within fourteen (14) days.

- 2.16. Any software customization, development, innovation, upgradation performed by the technical resources engaged under this contract will be the sole property of CFC-KP with the clear guidelines of the confidentiality of the contents and platform.
- 2.17. The CFC-KP shall deduct all applicable taxes, duties and other charges at the rate prescribed under the laws of Pakistan, from all payments made for services rendered by Service Provider.
- 2.18. The Service Provider will ensure that the provided HR will keep the confidentiality of all the projects, code, and initiatives performed under this agreement and shall not use any of the above information for any other purpose apart from the stated project. For this purpose, an NDA shall be signed between the CFC-KP and the selected resource where applicable.
- 2.19. No TA/DA will be admissible if a resource is assigned from one location or district to another.
- 2.20. Any hardware or equipment shall be provided only to selected resources, subject to the availability of such items in the approved PC-1. The equipment will be issued to the selected resource through the consultancy firm, which shall be responsible for ensuring its safe custody and return to CFC-KP upon contract expiry or resource replacement.
- 2.21. The firm shall share the HR policies of the firm and contract agreement of the concerned employees, with CFC-KP.
- 2.22. It shall be the responsibility of the firm to provide necessary training and capacity building to these employees from time to time as where and when required.
- 2.23. The solutions developed, content drafted, any products or material created, data generated by the deputed employees shall be the sole propriety of the CFC-KP, the consultant will not claim any such data or material for marketing or presentation purposes.
- 2.24. The deputed resource will sign an NDA with CFC-KP and the Service Provider, for non-disclosing of CFC-KP's digital assets with the firm or any other party.
- 2.25. In Case of Security Guards, the service provider will provide Uniform, Shoes, Rain coat, Whistle, Torch, Automatic/Semi-automatic weapon with 2 magazines, 30 rounds each Magazine/12 bore with 10 rounds to each security guard. The company shall be responsible for their weapon safety.
- 2.26. OTHER TERMS AND CONDITIONS:

- a. The Service Provider shall always comply with the provisions of Labor and other laws which are applicable to Service Provider as an independent establishment and has no relation with CFC-KP or CFC-KP 's Management. The Service Provider shall be solely and exclusively responsible to discharge obligation in respect of statutory benefits, Employees Old Age Benefits, Workers Welfare Fund, or any other taxes/contributions payable under the prevalent laws and payment or compensation to his personnel whether such benefits, payment or compensation are enforced at present or which may be introduced subsequently by the Government. It is clearly understood that CFC-KP or CFC-KP 's Management shall not be liable to pay any sum of facility other than the agreed rates herein for various services, on execution of this Agreement.
- b. The selected Service Provider shall at his own cost will ensure to provide health and life insurance coverage for the deputed human resources as well as full and adequate protection against all the claims of its personnel in respect of health, death, injuries, or disabilities.
- c. The Service Provider shall, at all times during the currency of this Agreement as well as thereafter, keep CFC-KP indemnified against all third party or labor claims in respect of any of the employees deputed by the Service Provider for provision of the services under this Agreement.
- d. If the CFC-KP or CFC-KP 's management suffer any loss or incur any liability for any cost, charges, claims, damages, fees, and penalties because of the Service Provider non-compliance with the labor laws the Service Provider hereby undertakes to reimburse, indemnify of all such charges mentioned herein above.
- e. The Service Provider personnel shall be the employees of the Service Provider and nothing herein nor any act done pursuant hereto be whom-so-ever shall constitute the relationship of the employer and employees between CFC-KP and the Service Provider personnel. The Service Provider shall all times indemnify and keep harmless the CFC-KP or CFC-KP's Management against all damages and compensations payable or paid against all claims and all others matters connected with or arising out of this agreement or incidental hereto.
- f. The service provider shall undertake to indemnify the CFC-KP of any loss caused/ occurred by or resulting from the negligence of its personnel directly, the firm shall indemnify the CFC-KP up to the extent of actual loss assessed by the joint Inquiry Committee comprising of representatives of the Service Provider and the CFC-KP. The Inquiry Committee shall be constituted by the CFC-KP. The decision of CFC-KP Management in the respect of any case shall be final and binding upon the Service Provider.
- g. After expiry of one year, the contract may be renewed on mutual consent (agreed terms & conditions) of both CFC-KP and Service Provider, subject to the satisfactory performance, for each extended year. Moreover, on renewal of the contract, the service provider will submit renewed performance security in form of Demand Draft or Bank Guarantee at the rate of PKR 2.5 Million.

### 3: DELIVERABLES:

The selected bidder shall be bound for provision of human resources as per need, as & when required and as per agreed monthly rates during the contract time period.

### 4: DURATION OF THE SERVICE:

The Service Provider once appointed shall provide the required HR for a period of one (01) year which may be extended on mutually agreed terms & conditions for another year maximum upto three years, subject to satisfactory performance by the service provider, availability of funds with CFC-KP Project and principal approval by the competent authority. Annual increase **at the rate 5%** for each extended year shall be given against firm's invoice, subject to availability of fund and authority approval.

### 5: EVALUATION CRITERIA

Under the KPPRA Rules 2014 amended from time to time for Quality & Cost Based Selection (QCBS) procedure all bidders are required to submit their technical proposals and financial proposals. Separate evaluation will be conducted for each LOT, and the bids will be assessed independently based on the specific requirements of the respective LOT.

**Method of Selection:** Quality & Cost Based Selection (QCBS) System

The evaluation process will follow three stages:

1. **Mandatory Evaluation:** In the first stage, all proposals will be evaluated against the Mandatory Evaluation Criteria. Firms who fail to meet these mandatory requirements will be disqualified and shall be considered as non-responsive proposals.
2. **Technical Evaluation:** In the second stage, the proposals of those who passed the Mandatory Evaluation will be assessed based on the Technical Evaluation Criteria. The evaluation committee shall evaluate the Technical Proposals based on their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified above. Each responsive Proposal will be given a technical score (St). Bidders scoring 70% or more in technical evaluation will be considered technically qualified.

The Technical Score, St will then be obtained by the following formula:

$$St = (So * W1 / A1) + (So * W2 / A2) + (So * W3 / A3)$$

St = Technical Score

So = Score obtained against A1, A2, A3, respectively

Where, A1, A2 and A3 are the total component scores against Profile, Experience and Financial Strength respectively.

3. **Financial Evaluation:** Financial proposals of those participated firms who failed to secure minimum qualifying marks in the technical evaluation shall be returned un-opened. The firms that qualified the technical evaluation will be considered as selected for financial evaluation. The QCBS at 70% Technical and 30% financial will be used for final evaluation. The best evaluated bid will be selected for that particular LOT. The firms qualifying minimum 70% score in technical evaluation will be eligible for opening the financial proposals.

Thirty (30%) weightage will be given to Financial Proposals of the Firms. The formula for financial scoring is that the lowest bidder gets 30 points and for the other bidders (Quoted bid of the bidder, divided by lowest bid, multiplied by 30).

Value quoted by lowest bidder = A

Value quoted by second lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 30

Financial scoring of the second lowest bidder will be =  $(A/B) \times 30$

Financial scoring of the third lowest bidder will be =  $(A/C) \times 30$

**Total Score & Award of Contract:** After Technical and Financial Evaluation, the contract shall be awarded to the firm which declared as best evaluated bid for that particular LOT.

Total score will be calculated as follows:

$(\text{Technical Score (70\%)} + \text{Financial Score}) = \text{Total Score}$

Points obtained in the detailed technical evaluation will be carried forward & prorated. Contract will be awarded to the Firm with maximum accumulative score (Technical Score + Financial Score).

After selection of service providers and signing of contract, when human resources are required, a request for the submission of 03 CVs will be sent to the selected firms. The submitted CVs will be reviewed and interviews will be conducted with the proposed resources. The best candidate will be selected based on their qualifications, experience, and interview performance. A Service Order will subsequently be issued to the selected service provider for the provision of the chosen resource(s).

## 5.1: MANDATORY ELIGIBILITY CRITERIA

The consultant firm shall qualify the following mandatory eligibility criteria.

S#	Mandatory Criteria	Documentary Evidence
1	The Service Provider shall be registered as a firm/company with SECP but not later from 31-12-2020	Registration/Incorporation Certificate
2	The Service Provider shall be registered with FBR and KPRA and shall be an active taxpayer	A certificate with Active Status
3	Provision of evidence for registration with EOBI and/or ESSi, will be required for each LOT under the mandatory eligibility criteria. PSEB registration is mandatory under LOT-2.  In case of LOT-3, valid registration with federal / Provincial concerned authority is also mandatory.	A certificate with Active Status
4	Judicial Affidavit on stamp paper declaring "Neither the firms nor its Directors, Stakeholders, as a whole or as a part of the firm have ever been blacklisted/ defaulted by any government agency/ department/organization" and that the undertaking that the information provided by the Service Provider is correct and any misleading or false information found at any stage, during the evaluation stage, or after the contract award may lead to proposal rejection or contract termination.	Affidavit on Judicial Stamp Paper Duly Attested.
5	An affidavit on stamp paper affirming that the Service Provider has the capability to provide the required resources and commits to providing the required CVs and resources as specified in Table. 2.1. Furthermore, the Service Provider agrees to comply with the terms and conditions and adhere to the conditions as outlined in the TORs of this RFP."	Affidavit on Judicial Stamp Paper Duly Attested.

## 5.2: TECHNICAL EVALUATION CRITERIA

Technical proposals will be opened and the firms who score 70% or more in the technical evaluation will be technically successful. Firms who fail to gain a score of 70% in technical evaluation will be disqualified.

Relative Weightage given to the different evaluation criteria are shown in the table below:

Weight	Evaluation Criteria	Weightage
W1	Profile	40%
W2	Experience	40%
W3	Financial Strength	20%

The technical criteria and their details are given below:

### PROFILE (A1):

Profile of each bidder will be evaluated based on the following factors:

Item	Score	Criteria	Documentary Evidence
Years of incorporation /registration (A)	<b>05</b>	<ul style="list-style-type: none"> <li>Below 05 years of registration i.e. recent than 31-12-2020 = 0 marks</li> <li>More than 05 years i.e. beyond 1-1-2021 = 5 Marks</li> </ul>	Registration Certificate
Total number of firm employees (B)	<b>15</b>	<ul style="list-style-type: none"> <li>Below 05 Employees = 0 marks</li> <li>Each employee above 05 will carry one marks. (Max 15 marks)</li> </ul>	Verifiable List of Employees with Designation excluding support staff, email ID and contact number signed & stamped along with payroll & electronic transfer of salaries on monthly basis
HRMIS maintained for the outsourced staff (C)	<b>10</b>	<ul style="list-style-type: none"> <li>HRMIS of less than 50 resources = 0 marks</li> <li>HRMIS of 50-100 resources= 05 marks</li> <li>HRMIS of more than 100 resources= 10 marks</li> </ul>	web based database will be acceptable. URL of the MIS must be mentioned.
ISO Certification (D)	<b>10</b>	<ul style="list-style-type: none"> <li>Any relevant ISO certification. i.e (ISO 9001, ISO 20000, ISO 22327, ISO 27001)</li> </ul>	Certificate copy

<b>Total A1= (A+B+C+D)</b>	<b>40</b>		
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**EXPERIENCE (A2):**

The experience of each firms will be evaluated based on the following factors:

(Note: A project (Work order/Contract/ Completion certificate) once considered in one section, shall be not be considered again for marking in any other section. The Documents must indicate number and nature of resources)

Item	Score	Criteria	Documentary Evidence
No. of Non-Government clients both National and International to whom similar HR of concerned LOT were provided. Contracts with direct HR related outsourcing will only be acceptable(E)	50	Per Contract <ul style="list-style-type: none"> <li>• Below 20 resources = 0 marks.</li> <li>• 21-30 adequate resources = 03Marks</li> <li>• 31-40 adequate resources= 5Marks</li> <li>• 41-50 adequate resources= 7Marks</li> <li>• Above 50 adequate resources = 10Marks</li> </ul> <b>(Max 50 marks)</b>	Verifiable Service Order / Contract/Completion Certificate (Also Provide Emails and Contact Numbers of the clients). The Documents must indicate number and nature of resources
No. of government clients to whom similar HR of concerned LOT were provided. Contracts with direct HR related outsourcing will only be acceptable(F)	50	Per Contract <ul style="list-style-type: none"> <li>• Below 20 resources = 0 marks.</li> <li>• 21-30 adequate resources = 03Marks</li> <li>• 31-40 adequate resources= 5Marks</li> <li>• 41-50 adequate resources= 7Marks</li> <li>• Above 50 adequate resources = 10Marks</li> </ul> <b>(Max 50 marks)</b>	Verifiable Service Order / Contract/Completion Certificate (Also Provide Emails and Contact Numbers of the clients). The Documents must indicate number and nature of resources
<b>Total A2 = (E+F)</b>	<b>100</b>		
<b>Note: Work orders/Contracts will be considered that covers at least 02 nomenclatures as specified under each Lot,</b>			

**FINANCIAL STRENGTH (A3):**

Financial Strength of each bidder will be evaluated based on the following two factors:

Item	Score	Criteria	Documentary Evidence
Average Annual Turnover of last 03 years. (G)	10	<ul style="list-style-type: none"><li>• Turnover less than PKR 30 million = 0 Marks</li><li>• Turnover PKR &gt;30- 50 million = 05 Marks</li><li>• Turnover more than PKR 50 million = 10 Marks</li></ul>	Audited Financial Statement of the last 03 years. Must Provide UDIN
Current Working Capital (H)	10	For LOT-1 & LOT-2 Less than PKR 05 Million = 0 marks 5.1 Million to 10 Million = 05 Marks Above 10 Million = 10 Marks For LOT-3 Less than PKR 2Million = 0 marks 2.1 Million to 5 Million = 05 Marks Above 5.1 Million = 10 Marks	Audited Financial Statement of the last 03 years. Must Provide UDIN
<b>Total A3 = (G+H)</b>	<b>20</b>		

## SCHEDULE OF PAYMENT

### PAYMENT SCHEDULE

All payments will be subject to following conditions:

- a. Monthly payment will be made to the Service Provider against number of resources deputed on actual basis and as per the attendance recorded/tasks verified by CFC-KP and after necessary deductions of absentees. Deduction of unentitled / unauthorized absence will be calculated based on rates provided above divided by calendar days in month.
- b. Payment shall be made after deduction of all applicable taxes etc. as per Government rules on total invoice amount.
- c. Payment towards staff's insurance and EOBI or any other dues that may become applicable shall be paid by the Service Provider at no extra cost to CFC-KP.
- d. All the payments shall be made to the service provider through cross cheque in the Pak Rupees.
- e. Invoice shall be addressed to Project Director CFC who shall process the invoice for payment.
- f. Loss or Damages (if any) caused by the personals of the service provider will be liable to be deducted from the monthly invoice at CFC-KP's discretion.
- g. Poor quality of services, non-compliance of the agreement terms, schedule of work or agreed terms if notified by CFC-KP and no improvement is made by the service provider will also liable to be deducted on CFC-KP discretion.
- h. Monthly salaries to the resources will be paid by the service provider before 5<sup>th</sup> of each month, no matter the service provider receive payment from the PE or not. In case the service provider fails to pay salaries on time, CFC-KP will have the right to deduct 0.5% per month from the service provider monthly invoice as a penalty.

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## SECTION-06: GENERAL CONDITIONS OF THE CONTRACT

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### 1. GENERAL PROVISIONS

#### 1.1. Definitions:

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a. "Applicable Law" means the Khyber Pakhtunkhwa Public Procurement Act, thereunder Rules 2014.
- b. "Procuring Entity PE" means the implementing department which signs the contract i.e. CFC-KP
- c. "Consultant" means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, non-governmental organizations, and individuals.
- d. "Contract" means the Contract signed by the Parties and all the attached documents listed in its Clause-1 and the Appendices.
- e. "Contract Price" means the price to be Paid for the Performance of the Services, in accordance with Clause 6;
- f. "Effective Date" means the date on which this Contract comes into force and effect pursuant to Clause 2.1.
- g. "Foreign Currency" means any currency other than the currency of the PE's country.
- h. "Government" means the Government of Khyber Pakhtunkhwa.
- i. "Local Currency" means Pak Rupees.
- j. "Member" means any of the entities that make up the joint venture/consortium/association, and "Members" means all these entities.
- k. "Party" means the PE or the Consultant, as the case may be, and "Parties" means both of them.
- l. "Personnel" means Persons hired by the Consultant or by any Sub Consultants and assigned to the Performance of the Services or any Part thereof.
- m. "SC" means the Special Conditions of Contract by which the GC may be amended or supplemented.
- n. "Services" means the consulting services to be performed by the Consultant pursuant to this Contract, as described in the Terms of References.
- o. "In writing" means communicated in written form with proof of receipt.

#### 1.2 Law Governing Contract

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable law.

#### 1.3 Language

This Contract is executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

**1.4 Notices**

1.4.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in Person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.

1.4.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.

**1.5 Location**

The Services shall be performed at such locations as are specified in special condition of contract and, where the location of a Particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the PE may approve.

**1.6 Authorized Representative**

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the PE or the Consultant may be taken or executed by the officials specified in the SC.

**1.7 Taxes & Duties**

The Consultant, Sub-Consultants, and their Personnel shall Pay such direct or indirect taxes, duties, fees, and other impositions levied under the Applicable Law as specified in the SC, the amount of which is deemed to have been included in the Contract Price.

**1.8 Fraud & Corruption**

A. If the PE determines that the Consultant and/or its Personnel, sub-contractors, sub-consultants, services providers and suppliers has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, in competing for or in executing the Contract, then the PE may, after giving 14 days' notice to the Consultant, terminate the Consultant's employment under the Contract, and may resort to other remedies including blacklisting/disqualification as provided in KPPR 2014.

Any Personnel of the Consultant who engages in corrupt, fraudulent, collusive, coercive, or obstructive practice during the execution of the Contract, shall be removed in accordance with Sub-Clause 4.2.

**Integrity Pact**

B. If the Consultant or any of his Sub-consultants, agents or servants is found to have violated or involved in violation of the Integrity Pact signed by the Consultant as Appendix-G to this Form of Contract, then the Client shall be entitled to:

a. recover from the Consultant an amount equivalent to ten

times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Consultant or any of his Sub-consultant, agents or servants;

- b. terminate the Contract; and
- c. Recover from the Consultant any loss or damage to the Client as a result of such termination or of any other corrupt business practices of the Consultant or any of his Sub-consultant, agents or servants.

On termination of the Contract under Sub-Para (b) of this Sub Clause, the Consultant shall proceed in accordance with Sub Clause 1.9 A. Payment upon such termination shall be made under Sub-Clause 1.9 A after having deducted the amounts due to the Client under 19 B Sub-Para (a) and (c).

2. **COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT**

**2.1 Effectiveness of Contract**

This Contract shall come into effect on the date the Contract is signed by either Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date.

**2.2 Commencement of Services**

The Consultant shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC.

**2.3 Expiration of Contract**

Unless terminated earlier pursuant to Clause GC 2.6 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.

**2.4 Modifications or Variations**

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 proposals for modification or variation made by the other Party.

**2.5 Force Majeure**

The failure on the Part of the Parties to Perform their obligation under the contract will not be considered a default if such failure is the result of natural calamities, disasters and circumstances beyond the control of the parties.

**2.5.1 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 insofar 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.

### **2.5.2 Extension of Time**

Any period within which a party 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.

### **2.5.3 Payments**

During the period of their inability to Perform the Services as a result of an event of Force Majeure, the Consultant 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.

## **2.6 Termination**

### **2.6.1 By the PE**

The PE may terminate this Contract in case of the occurrence of any of the events specified in Paragraphs (a) through (f) of this Clause GC 2.6.1. In such an occurrence the PE shall give a not less than thirty (30) days' written notice of termination to the Consultant, and sixty (60) days' in the case of the event referred to in (e).

- (a) If the Consultant does not remedy the failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the PE may have subsequently approved in writing.
- (b) If the Consultant becomes insolvent or bankrupt.
- (c) If the Consultant, in the judgment of the PE has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (d) If, as the result of Force Majeure, the Consultant(s) are unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (e) If the PE, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- (f) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.

### **2.6.2 By the Consultant**

The Consultants may terminate this Contract, by not less than thirty (30) days' written notice to the PE, such notice to be given after the occurrence of any of the events specified in Paragraphs (a) through (c) of this Clause GC 2.6.2:

- (a) If the PE fails to pay any money due to the Consultant

pursuant to this Contract without consultants fault.

- (b) Pursuant to Clause GC 7 hereof within forty-five (45) days after receiving written notice from the Consultant that such Payment is overdue.
- (c) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

If the PA fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.

**2.6.3 Payment Upon Termination**

Upon termination of this Contract pursuant to Clauses GC 2.6.1 or GC. 2.6.2, the PE shall make the following Payments to the Consultant:

- (a) Payment pursuant to Clause GC 6 for Services Satisfactorily Performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to Paragraphs (a) through, and (f) of Clause GC 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependent's.

**3. OBLIGATION OF THE CONSULTANT**

**3.2 General**

**3.2.1 Standard of Performance**

The Consultant shall perform the Services and carry out their obligations hereunder 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 Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the PE, and shall at all times support and safeguard the PE's legitimate interests in any dealings with Sub-Consultants or third parties.

**3.3 Conflict of Interests**

The Consultant shall hold the PE's interests Paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

**3.3.1 Consultants not to Benefit from Commissions, Discounts, etc.**

The Payment of the Consultant pursuant to Clause GC 6 shall constitute the Consultant's only Payment in connection with this Contract or the Services, and the Consultant 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 Consultant shall use their best efforts to ensure that the Personnel, any Sub-Consultants, and agents of either of them similarly shall not receive any such additional Payment.



**3.3.2 Prohibition of Conflicting Activities**

The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultants and any entity affiliated with such Sub Consultants, shall be disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Consultant’s Services for the preparation or implementation of the project.

**3.3.3 Prohibition of Conflicting Activities**

The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

**3 . 4 Confidentiality**

Except with the prior written consent of the PE, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

**3 . 5 Consultant’s Actions Requiring PE’s Prior Approval**

The Consultant shall obtain the PE’s prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the Performance of any Part of the Services,
- (b) appointing such members of the Personnel not listed, and
- (c) any other action that may be specified in the SC.

**3 . 6 Reporting Obligations**

- (a) The Consultant shall submit to the PE the reports and documents specified in TOR hereto, in the form, in the numbers and within the time Period set forth in the said TOR.
- (b) Final reports shall be delivered in hard copy in addition to the hard copies specified in said TOR.

**3 . 7 Documents Prepared by the Consultant to be the Property of the PE**

- (a) All plans, drawings, specifications, designs, reports, other documents and software submitted by the Consultant under this Contract shall become and remain the property of the PE, and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the PE, together with a detailed inventory thereof.

**3 . 8 Accounting, Inspection and Auditing**

3.8.1 The Consultant shall keep, and shall cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Contract, in accordance with internationally accepted accounting

principles and in such form and detail as will clearly identify relevant time changes and costs.

- 3.8.2 The Consultant shall Permit, and shall cause its Sub-consultants to Permit, the PE and/or Persons appointed by the PE to inspect its accounts and records relating to the Performance of the Contract and the submission of the Proposal to provide the Services, and to have such accounts and records audited by auditors appointed by the PE if requested by the PE. The Consultant's attention is drawn to Clause 1.9.1 which provides, inter alia, that acts intended to materially impede the exercise of the PE's inspection and audit rights provided for under Clause 3.8 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the PE's prevailing sanctions procedures.).

### **3.9 Professional liability of consultant**

- 3.9.1 The consultant shall be liable for consequence of errors or omissions on its part. The extent of liability of the consultant in no case should be less than consideration of the contract.
- 3.9.2 The consultant shall be held liable for all losses or damages and shortcomings in deliverables etc, suffered by the procuring entity as a result of misconduct or inadequate services in performing the consulting services.
- 3.9.3 In case of poor/unsatisfactory performance or failure to complete any of the deliverables/output, the procuring entity will have the right to forfeit their performance security or deduct the same amount allocated for the said deliverables/output from the contract price and may terminate the contract or shall impose both.

### **3.10 Monitoring and Evaluation**

- 3.10.1 The Consultant shall submit the report along with the attendance to the CFC-KP. The PE shall monitor and evaluate and visit the consultant's business place each month. The Consultant shall facilitate the PE for inspection of the relevant records and the consultant shall produce the relevant records on demand of PE for evaluation.
- 3.10.2 If the consultant failed to provide the relevant records to the PE, the PE shall have the right to terminate the contract and impose a penalty of not less than the consideration of the contract as the case may be.

## **4. CONSULTANT PERSONNEL**

### **4.1 Description of Personnel**

The Consultant shall employ and provide such qualified and Personnel experienced Personnel and Sub-Consultants as required to carry out the Services. The titles, agreed job descriptions, minimum qualifications, and estimated Period of engagement in the carrying out of the Services of the Consultant's Key Personnel are described in Section 3 & TOR. The Key Personnel and Sub-Consultants listed by title as well as by name in proposal are hereby approved by the PE.

### **4.2 Removal and/or Replacement of Personnel**

- (a) Except as the PE may otherwise agree, no changes shall be made in

the Key Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a Person of equivalent or better qualifications.

- (b) If the PE 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 Consultant shall, at the PE's written request specifying the grounds thereof, provide as a replacement a Person with qualifications and experience acceptable to the PE.
- (c) The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

## **5. OBLIGATIONS OF THE PE**

### **5.1 Assistance and Exemptions**

The PE shall use its best efforts to ensure that the Government shall provide the Consultant such assistance and exemptions as specified in the SC.

### **5.2 Change in the Applicable Law Related to Taxes and Duties**

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties, the PE will deduct all the taxes and duties as per prevailing applicable tax laws.

### **5.3 Services and Facilities**

The PE shall make available free of charge to the Consultant the Services and Facilities listed under Appendix F.

## **6. PAYMENTS TO THE CONSULTANT**

### **6.1 Lump-sum Payment**

The total payment due to the Consultant shall not exceed the Contract Price which is an all-inclusive fixed lump-sum covering all costs required to carry out the Services described in TOR and Scope of Services, the Contract Price may only be increased above the amounts stated in Clause If the Parties have agreed to additional Payments in accordance with Clause 2.4.

### **6.2 Contract Price**

The price Payable in Pak Rupees is set forth in the SC.

### **6.3 Payment for Additional Services**

For the purpose of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump sum price shall be provided.

### **6.4 Terms and Conditions of Payment**

Payments will be made to the account of the Consultant and according to the Payment schedule stated in the SC. Unless otherwise stated in the SC, the first payment shall be made against the provision by the Consultant of

an advance payment guarantee for the same amount and shall be valid for the period stated in the SC. Such guarantee shall be in the form set forth in Appendix G hereto, or in such other form, as the PE shall have approved in writing. Any other payment shall be made after the conditions listed in the SC for such Payment have been met, and the Consultant has submitted an invoice to the PE specifying the amount due.

7. **GOOD FAITH**

**7.1** The parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

8. **SETTELMENT OF DISPUTES**

**8.1 Amicable Settlement**

The parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

**8.2 Dispute Resolution**

Any dispute between the parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one party of the other Party's request for such amicable settlement may be submitted by either party for settlement in accordance with the provisions specified in the SC. The

## Section-7 SPECIAL CONDITIONS OF CONTRACT

Ref. No.	Details
1.1	Khyber Pakhtunkhwa Public Procurement Act and Khyber Pakhtunkhwa Public Procurement Rules 2014.
1.3	English Language
1.4	<p>Procuring Entity: ADP Scheme "Establishment of CFCs in Khyber Pakhtunkhwa/210698"/ ST&amp;IT Department</p> <p>Attention: Project Director</p> <p>Consultant: _____</p> <p>Attention: _____</p> <p>_____</p>
1.5	<b>Service Location:</b> Khyber Pakhtunkhwa
1.7	<p>The Authorized Representatives are:</p> <p>For the PE: <u>Manager Administration CFC-KP</u></p> <p>For the Consultant: _____</p>
1.8	All taxes and duties applied by the Government of Pakistan
2.1	<b>Effectiveness of Contract:</b> From the date of signing of the contract
2.2	<b>Date for Commencement of Services:</b> Soon after signing of the contract
2.3	Time Period shall be: One (01) years, starting from the date of signing of the contract and may be extended upon mutual consent of both the parties.
5.1	CFC-KP will provide possible assistance in the execution of the project.
6.1	<i>Successful bidders are required to submit PKR 01 Millions Performance guarantee against the annual contract value in form of CDR or Bank Guarantee valid upto contract period.</i>
6.3	The amount is in Pak Rupees <i>[insert amount]</i> .
6.5	<p>The accounts are:</p> <p>for foreign currency or currencies: <i>[insert account]</i> for local currency: <i>[insert account]</i></p> <p>Payments shall be made according to the schedule mentioned in the TOR.</p>
8.2	Disputes shall be settled by the complaint redressal committee define in KPPRA Act & Rules or through arbitration Act of 1940 or through Grievance Redressal as per KPPRA Rules 2014.

(INTEGRITY PACT)

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

Contract No. \_\_\_\_\_  
Dated: \_\_\_\_\_  
Contract Value: \_\_\_\_\_  
Contract Title: \_\_\_\_\_

[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 the Government of Khyber Pakhtunkhwa (GoKP) or any administrative subdivision or Entity thereof or any other entity owned or controlled by GoKP 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, fees 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 consultation 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 GoKP, 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 GoKP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts 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 rights and remedies available to GoKP under any law, contract or other instrument, be voidable at the option of GoKP.

Notwithstanding any rights and remedies exercised by GoKP in this regard, [name of Supplier] agrees to indemnify GoKP for any loss or damage incurred by it on account of its corrupt business practices and further Pay compensation to GoKP 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 GoKP.

Name of PE Rep: \_\_\_\_\_ Name of Seller/Supplier: \_\_\_\_\_

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Seal: ..... Seal: .....

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**DRAFT CONTRACT FOR LOT-1**

THIS CONTRACT ("Contract") is entered into this *[insert starting date of assignment]*, by and between *[insert PE 's name]* ("the PE") having its principal place of business at *[insert PE 's address]*, and *[insert Consultant's name]* ("the Consultant") having its principal office located at *[insert Consultant's address]*.

WHEREAS, the PE wishes to have the Consultant Performing the services hereinafter referred to, and

WHEREAS, the Consultant is willing to perform these services,

NOW THEREFORE THE PARTIES hereby agree as follows:

**1. Services**

- (i) The Consultant shall perform the services specified in "Terms of Reference and Scope of Services," which is made an integral part of this Contract ("the Services").
- (ii) The Consultant shall provide the reports listed in Annex B, "Consultant's Reporting Obligations," within the time Period listed in such Annex, and the Personnel listed in Annex C, "Cost Estimate of Services, List of Personnel and Schedule of Rates" to Perform the Services.

**2. Duration of Contract**

The Consultant shall complete all the deliverables within a period of one (01) year which may be extended upon mutual consent of both the parties (if needed).

**3. Payment Terms**

- A. Ceiling  
For Services rendered pursuant to Annex A, the PE shall pay the Consultant an amount not to exceed *[insert amount]*. This amount has been established based on the understanding that it includes all the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.
- B. Payment Conditions  
Payment shall be made in *PKR*, no later than 10 days following submission by the Consultant of invoices in duplicate to the coordinator designated.

**4. Project Administration**

- A. Coordinator  
The PE designates Mr./Ms. *[Muhammad Kamran, Manager Administration, Finance & Procurement]* as PE's Coordinator; the coordinator shall be responsible for the coordination of activities under the Contract, for receiving and approving invoices for Payment, and for acceptance of the deliverables by the PE.
- B. Timesheets  
During the course of their work under this Contract the Consultant's employees providing services under this Contract may be required to complete timesheets or any other document used to identify time spent, as instructed by the coordinator.
- C. Records and Accounts  
The Consultant shall keep accurate and systematic records and accounts in respect of the Services, which will clearly identify all charges and expenses. The PE reserves the right to audit, or to nominate a reputable accounting

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firm to audit, the Consultant's records relating to amounts claimed under this Contract during its term and any extension, and for a period of three months thereafter.

**5. Performance Standard:**

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the PE considers unsatisfactory.

**6. Confidentiality:**

The Consultants shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the PE's business or operations without the prior written consent of the PE.

**7. Ownership of Material:**

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultant for the PE under the Contract shall belong to and remain the property of the PE. The Consultant may retain a copy of such documents and software.

**8. Consultant not to be engaged in Certain Activities:**

The Consultant agrees that, during the term of this Contract and after its termination, the Consultants and any entity affiliated with the Consultant, shall be disqualified from providing goods, works or services (other than the Services or any continuation thereof) for any project resulting from or closely related to the Services.

**9. Insurance:**

The Consultant will be responsible for taking out any appropriate insurance coverage for their Personnel and equipment's if required.

**10. Assignment:**

The Consultant shall not assign this Contract or Subcontract any portion thereof it without the PE's prior written consent.

**11. Law Governing Contract and Language:**

Applicable law will be that of Government of Khyber Pakhtunkhwa and the contract language shall be English.

**12. Dispute Resolution:**

Any dispute arising out of this Contract, which cannot be amicably settled between the Parties, shall be referred to adjudication/arbitration in accordance with the



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Arbitration Act of 1940. The seat of arbitration shall be at Peshawar.

**For the PE**

Signature: \_\_\_\_\_

\_\_\_\_\_

Name: \_\_\_\_\_

\_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_

**For the Consultant**

Signature:

Name:

Title:

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**FRAMEWORK CONTRACT FOR PROVISION OF SECURITY GUARD SERVICES**

This provision of Security Guards Contract is made effective this \_\_\_\_ **Day of** \_\_\_\_\_ between **CFC-KP** (hereafter called the PE) of the one part and **(Service Provider)** (hereafter called the Service Provider), having its office located at (Address) (hereafter called the Service Provider) of the other part.

Both CFC-KP and Service Provider may hereinafter be referred to individually as "party" and collectively as "the parties". The parties do hereby recite as follow:

NOW THEREFORE, in consideration of the payments to be made by CFC-KP to the Service Provider, in accordance with provisions set in the Terms and Conditions described in Annexure 'A' attached to this contract, The Service Provider undertakes to provide the required number of security staff to CFC-KP as and when required.

The terms of this contract shall be valid till ONE Year from the date of signing of this contract and may be renewed on the same terms and conditions upon mutual consent of both the parties.

Annexure 'A' attached to this contract is by this reference incorporated into and becomes part of single contract between CFC-KP and Service Provider.

**For the PE**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**For the Consultant**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

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## ANNEXURE-A

### SECTION 1: SCOPE OF SERVICE

a. CFC-KP has hired security guard services from (Service Provider) under framework agreement as the number of guards may increase or decrease from time to time on need basis as deemed necessary.

**b. Guard Standard:**

- i. Retd Armed Forces Guard.
- ii. Education: at least 8th to 10th.
- iii. Experience: Preferably 04 to 05 years of relevant working experience with Government/ Semi- Government/ Bank or Private Sector.
- iv. Age: Guards should be 30-50 years of age.

c. The Service Provider shall provide 24/7/365 security. In case of guard's absence, the Service Provider would be bound to provide immediate replacement from reserved staff.

**d. Documentation:** The Service Provider will provide complete files of every guard that should contain:

- NADRA verified copy of CNIC
- Educational Certificate (preferably Middle to Matric)
- Experience certificate
- 2 Photographs
- Police clearance/Character certificate
- Medical Certificate from Authorized Hospital
- Discharge book

e. Guards will remain vigilant and attentive, and exhibit professionalism while on duty. They will report all abnormalities to CFC-KP office.

f. Each guard will be responsible for ensuring that the post/site is never unmanned. A guard will not exceed his normal working hours as per contract.

g. In case of an emergency, the Service Provider must have adequate available resources and bound to provide back up on demand at desired location(s).

h. Payments will be made on a monthly basis against the services provided to the Service Provider based on approved invoices.

i. Proper Training classes about Discipline, Weapon Handling and guest courtesy will be held by the company after 6 months.

j. The Service Provider shall deploy only such guards who are physically & medically fit, have adequate training of guarding services and such trainings are refreshed at periodic intervals.

k. Service Provider will be fully responsible in case of misconduct caused by the security personnel.

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l. The Service Provider will be responsible to get each guard medically examined by a registered medical practitioner. The company shall also ensure that character certificates of each guard have been verified.

m. Weapons and Accessories: Uniform, Shoes, Rain Coat, Whistle, Torch for Night Guard, Hand Held Metal Detector, Automatic/semi-automatic Weapon with 2 Magazines, 30 Rounds each Magazine/12 Bore (Pump Action) with 10 Rounds. The Security Company shall be responsible for their weapons safety at duty place.

n. Any other scientific solution for enhancing security measures would be considered as an edge.

o. Daily attendance will be marked in the register at the point. Daily attendance sheet shall be verified by Supervisor / Security In charge (if any) & CFC-KP.

p. The Armed Guards will be called "Standing Security Guards" and will remain alert, patrolling and vigilant throughout their duty hours, and any mishap will be the responsibility of the Security Company under all circumstances subject to the completion of all legal proceedings as required by law.

q. The total contract period of the framework agreement shall be for one (01) year which may be extendable for subsequent years on satisfactory performance. 10% increase in rates will be admissible if agreement is extended for next year.

r. The Service Provider will be responsible to introduce a guard to the person in-charge of CFC-KP before deployment as a substitute.

s. The Service Provider shall provide the list of reserve staff out of which replacement of removed/absence/left guards would be made done.

t. Guards in every Shift will come 15 minutes prior to the start of the shift.

u. The agreed rates offered by the Service Provider is be inclusive of overtime charges of Security Guard and cost for uniform with shoes, Raincoat, Whistle, Torch for night guard, appropriate equipment, licensed weapons required for successful provision of required service and all direct and indirect applicable taxes and duties.

v. Service Provider shall ensure to pay deployed security guards at least the minimum wage pay as per prevailing labor laws.

## **SECTION 2: SERVICE AND TERMINATION**

2.1 For provision of extra guards, CFC-KP will provide one-week advance notice.

2.2 CFC-KP has the right to demand additional guards, if required, on same terms and conditions and the Service Provider shall be obliged to provide additional guards in the given time.

2.3 Similarly, if CFC-KP decides to reduce some or all guards, the CFC-KP shall do so by giving one-month notice or pay one month pay of the number of guards being reduced; the Service Provider shall not claim any additional charges. If the Service Provider decide to discontinue its obligations under the contract, they shall do so, by giving one month notice to the CFC-KP. In case Service Provider does not serve advanced notice and wants immediate termination, the CFC-KP shall have the right to retain the Performance Guarantee and/or not to pay the invoice of that month.

2.4 If CFC-KP decides to terminate contract, he is to serve one-month advance notice. In case CFC-KP does not serve advanced notice and wants immediate termination, one month's paid invoice of last month will be paid extra by the CFC-KP.

**SECTION 3: COMPENSATION SCHEDULE**

3.1 Security services will be provided at a fixed cost per month as appended below:

S. No	Description	Unit Price / Guard / Month Including GST & All Other Applicable Taxes
1	Armed Security Guards	

3.2 The Service Provider will issue to CFC-KP invoice by last working day of each month to enable Service Provider to disburse salary to the guard well in time.

3.3 The Service Provider may withdraw its services where as payment of invoice is delayed by 60 days.

3.4 All the taxes and duties etc. shall be deducted as per Government applicable law.

3.5 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 incurred by the Consultant in Performing the Services, then the expenses Payable to the Consultant under this Contract shall be increased or decreased accordingly and corresponding adjustments shall be made to the amounts & will be indicated in the invoice separately.

3.6 Payment towards workers insurance, social security and EOBI or any other dues that may become applicable will be paid by Service Provider at no extra cost to CFC-KP.

3.7 Extra ammunition used by the CFC-KP will be charged from the CFC-KP in the monthly Invoice.

3.8 In case of casualty/death of any guard, liabilities will be borne by the Service Provider.

**SECTION 4: INSPECTION AND DISCIPLINE**

4.1 Terms and Conditions spelled out in this section will be binding on both the parties i.e. CFC-KP and the Service Provider.

4.2 Besides the Service Provider, CFC-KP will exercise supervision of guards and report any misconduct of guards to the Service Provider for prompt remedial measures.

4.3 All inquiries will be joint inquiries to ascertain and apportion blame and responsibilities.

4.4 Guards will remain in Service Provider uniform (duly approved by Government of Pakistan) while on duty.

4.5 The Service Provider will arrange surprise checking of guards, minimum once in 24 hours through duty supervisors.

**SECTION 5: PROFESSIONAL LIABILITY OF SERVICE PROVIDER**

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5.1 The Service Provider will provide telephone and fax number of their office to the CFC-KP. CFC-KP will provide local telephone/fax facilities to Service Provider supervisors/guards to contact Service Provider Regional Office (Operation Room) as and when required.

5.2 The Service Provider shall be responsible for the damages caused to the property, building etc due to security failure or negligence of the security guards.

5.3 The Service Provider shall be liable for consequence of errors or omissions on its part. The extent of liability of the service provider in no case shall exceed the maximum amount paid to the service provider under the contract.

5.4 The Service Provider shall be held liable for all losses or damages and shortcomings etc, suffered by the procuring entity as a result of misconduct or inadequate services in performing the services.

5.5 The Service Provider shall perform all the services/activities as per Annexure-A, in case of poor/unsatisfactory performance, the procuring entity will have the right to forfeit their performance security or deduct the same amount from the monthly invoice and/or may terminate the contract or shall impose both.

5.6 Incase of delay caused by Service Provider during the performance of services within the specified time, the PE may impose penalty @ 0.05% per day of the performance security deposited or may forfeit their performance security or may deduct the same amount allocated from the contract price and/or may terminate the contract.

## **SECTION 6: CURRENCY OF CONTRACT**

6.1 05% increment will be charged annually, at the time of extension of the contract.

6.2 This contract shall continue for one year and shall be renewed subject to satisfactory performance and mutual consent of the both parties automatically on the terms and conditions stated here in (subject to Clause 6.1) unless either party gives written notice of its decision not to review the agreement 30 days before the date of expiry.

6.3 Contract will come into force as specified. Invoice will commence with effect from the date the first group of guard's report for duty.

6.4 Both parties are bound to serve a one-month prior notice to the other party, failure to do so, One month remuneration shall be paid/ deducted from the party as the case may be.

## **SECTION 7: ARBITRATION**

7.1 In the event of any dispute arising between the Service Provider and CFC-KP out of or in relevance to this contract, the Service Provider and CFC-KP shall attempt in the first instance to resolve such disputes through friendly consultation. If the dispute has not been resolved through consultations within sixty (60) days after one party has served written notice on the other party requesting the commencement of such consultations, then the disputes shall be finally settled by arbitration. The dispute shall be referred for arbitration in Khyber Pakhtunkhwa to a sole arbitrator if one can be agreed upon or two arbitrators (one to be appointed by each party) or an umpire (to be appointed by the arbitrators before their entering upon the reference) in accordance with the Arbitration Act 1940 or any amendment thereto or re-enactment thereof for the time being in force.

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The arbitration award shall be final and binding on the parties. The arbitration fee shall be borne by the losing party or as otherwise provided in the arbitration award.

**SECTION 9: GOVERNING LAW**

9.1 This contract shall be governed by and construed in accordance with the laws of Pakistan.

In witness whereof the parties hereto have set their respective hands on the day, month and year.

**For the PE**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**For the Service Provider**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**AFFIDAVIT**

I, [Name of Deponent], son/daughter of [Father’s Name], holding CNIC No. [Deponent’s CNIC Number], resident of [Full Address], [Designation], and authorized representative of [Name of the Firm], do hereby solemnly affirm and declare as under:

- 1. That neither the firm [Name of the Firm], nor its Directors, Stakeholders, whether individually or collectively, have ever been blacklisted or declared to be in default by any government agency, department, or organization, whether federal, provincial, or local, within Pakistan or abroad.
- 2. That all the information provided by the firm in relation to this procurement process is true, accurate, and complete.
- 3. That I fully understand and accept that any misleading or false information found at any stage of the procurement process, whether during evaluation or after the award of the contract, may lead to the immediate rejection of our proposal or the termination of the awarded contract.
- 4. That [Name of Service Provider] possesses the capability and capacity to provide the required resources as per the terms specified in the Request for Proposal (RFP).
- 5. That [Name of Service Provider] undertakes to submit the required CVs and resources as detailed in Table 2.1 of the RFP when asked for submission.
- 6. [Name of Service Provider] further agrees to abide by all terms and conditions stipulated in the Terms of Reference (TORs) of the RFP.
- 7. That this affidavit is submitted in good faith, without any misrepresentation or intent to deceive, and is made for the purposes of confirming [Name of Service Provider]'s full compliance with the requirements set forth in the RFP.

This affidavit is given to satisfy the requirements of the procurement process and is executed under oath and in good faith.

**DEPONENT:**

[Deponent’s Full Name]  
[Designation]  
[Name of the Firm]

**Date:** \_\_\_\_\_

**WITNESSES:**