

Standard Bidding Document

Tender for Provision of Health Insurance & GLI Services (Non-Consultancy Services)

National

Single Stage-Two Envelope



September 10, 2026

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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZEKO))** has reserved Funds for the procurement planned for FY **2026-27**. The **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZEKO))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the “**Tender for Provision of Health Insurance & GHI Services**” with the reference of “**P104938**”
2. The **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZEKO))** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.
3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Quality and Cost Based Selection (QCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, and Instructions issued by the Authority (from time to time).
4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of or Bid Securing Declaration on the prescribed format described.
5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **<https://epads.gov.pk/opportunities/federal/procurements/104938>**.
6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Friday, September 25, 2026 10:30 AM**. E-bids will be opened on the same day at **Friday, September 25, 2026 11:00 AM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0**, may register themselves on <https://vendors.epads.gov.pk/>. A tutorial to explain the registration process is available at

<https://www.youtube.com/watch?v=MNW6T38v7tc>

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

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Instructions to Bidders

A. Introduction

1. Scope of Bids

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

2. Source of Funds

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

3. Fraudulent & Corrupt Practices

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

4. Eligible Bidders

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

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

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

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

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

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

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

4.1.6.1. its professional conduct; or

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

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

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

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

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

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

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

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

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

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

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

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

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

5. Qualification of the Bidder

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

B. Bidding Documents

6. Contents of Standard Bidding Document

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

Section I -Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section VI Bidding Forms

Section VII Fraudulent & Corrupt Practices

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

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

7. Clarifications

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

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

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

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

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

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

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

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

7.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 7.6.1. evaluation & qualification criteria;
- 7.6.2. required scope of work or specifications;
- 7.6.3. all securities requirements;
- 7.6.4. tax requirements;
- 7.6.5. terms and conditions of bidding documents; and
- 7.6.6. change in the ranking of the bidders.

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

8. Amendment of Bidding documents

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

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

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

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

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

C. Preparation of Bids

9. Documents Constituting the Bids

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

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

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

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

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

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

9.1.6. Any other document required in the BDS.

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

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

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

11. Documents Establishing Eligibility and Qualification of the Bidder

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

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

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

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

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

12. Form of Bid

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

13. Bids Prices

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

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

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

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

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

14. Price Adjustment

14.1. Price adjustment shall not be applicable.

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

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

15. Bids Currencies

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

16. Bid Validity Period

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

17. Bid Security or Bid Securing Declaration

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

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

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

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

17.4.1. the expiry of the Bid Security;

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

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

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

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

17.5.1. if a bidder:

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

17.5.1.2. does not accept the correction of errors, or

17.5.2. in the case of a successful bidder fails:

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

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

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

18. Alternative Bids by Bidders

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

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

19. Withdrawal, Substitution, and Modification of Bids

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

20. Format and Signing of Bids

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

EPADS v2.0.

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

D. Submission of Bids

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

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

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

E. Opening and Evaluation of Bids

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

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

23. Opening of Bids

23.1. The Bid Evaluation Committee of the Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who

choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

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

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

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

24. Confidentiality

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

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

25. Preliminary Examination of Bids

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

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

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

25.1.3. is accompanied by the required securities; and

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

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

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

26. Examination of Terms and Conditions, Technical Evaluation

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

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

27. Correction of Errors

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

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

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

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

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

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

28. Conversion to Single Currency

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

29. Evaluation of Bids

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

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

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

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

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

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

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

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

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

30. Determination of Most Advantageous Bids

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

31. Abnormally Low Financial Bids

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

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

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

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

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

32. Rejection of Bids

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

33. Single Responsive Bid

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

34. Arbitration

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

F. Award of Contract

43. Criteria of Award

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

44. Procuring Agency's Right to reject All Bids

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

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

45. Notification of Award

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

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

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

46. Signing of Contract

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

47. Performance Guarantee

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

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

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

48. Corrupt & Fraudulent Practices

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

G. Grievance Redressal & Complaint Review Mechanism

53. Constitution of Grievance Redressal

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

54. GRC Procedure

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

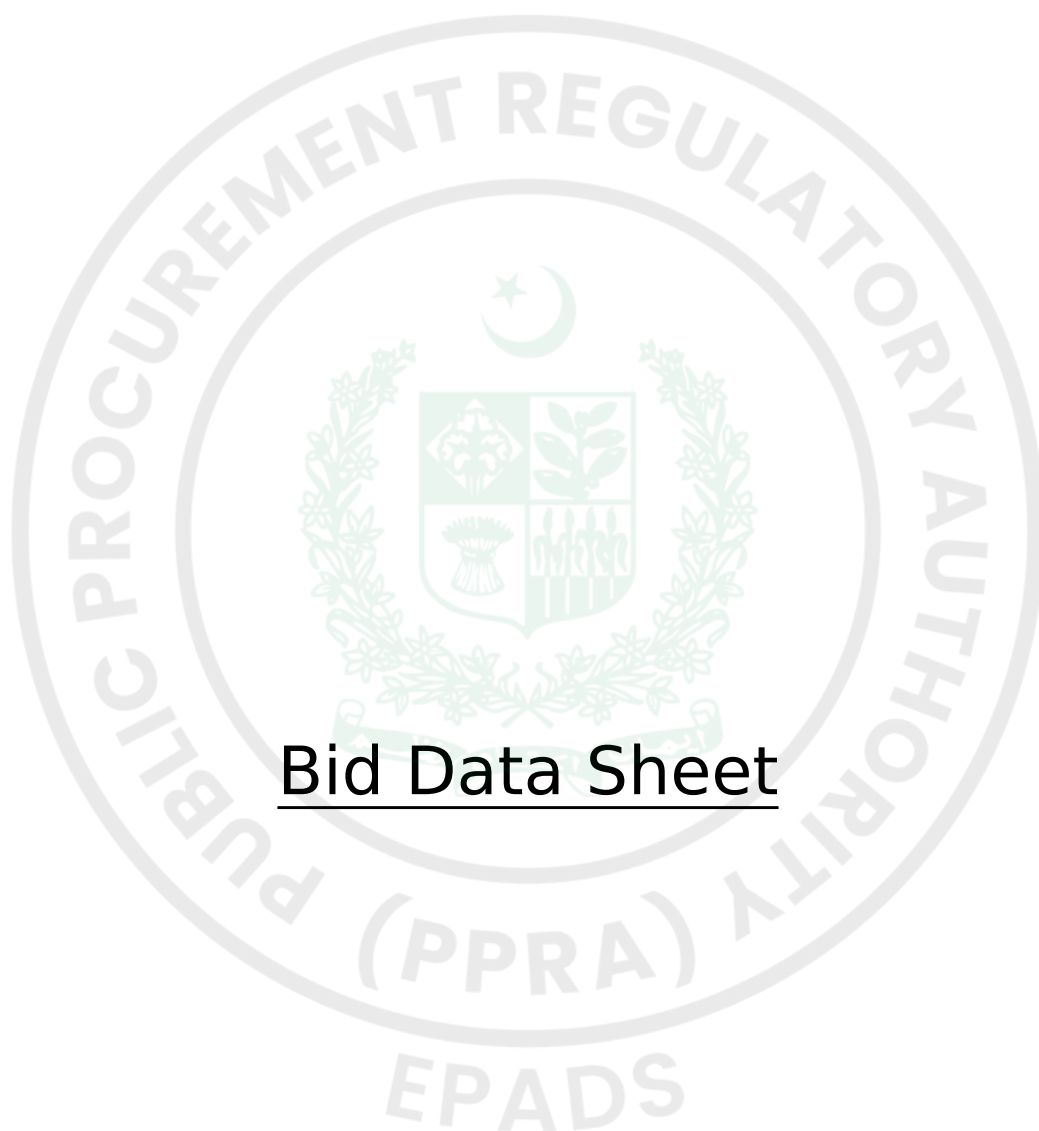
H. Blacklisting/ Debarment

55. Procedure for Blacklisting/Debarment

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

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





Bid Data Sheet

Bids Data Sheet (BDS)

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

BDS Clause Number

ITB Number

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

A. Introduction

BDS Clause Number 1

Name of Procuring Agency: **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO))**

The subject of procurement is: **Tender for Provision of Health Insurance & GLI Services**

Expected commencement date: **Monday, October 12, 2026**

BDS Clause Number 2

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

Name and identification number of the Contract: **P104938**

BDS Clause Number 3

JV/Consortium or Association Allowed: **Yes**

Number of JV/Consortium Members: **2**

B. Bidding Documents

BDS Clause Number 4

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: **Monday, September 21, 2026**

Pre-Bid Meeting: Wednesday, September 16, 2026 11:00 AM

Venue: Room No 209, HAZECO HQ, Gulistan Colony, College Road, Abbottabad.

BDS Clause Number 5

Any addendum, in case issued, shall be published on **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO))** website and on **EPADS v2.0**.

BDS Clause Number 6

List of documents required along with the bid:

1. Letter of Bid - Technical Proposal
2. Company shall attach Certificate of Experience.
3. Company shall provide List of corporate customers.
4. Company shall provide list of Hospitals / Labs / Pharmacies /Clinics on Panel.
5. Company shall provide 24/7 Customer Support Service Center Certificate.
6. Company shall provide dedicated Mobile Application.
7. Sign and stamp of RFP

BDS Clause Number 7

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

see Eligibility Criteria

BDS Clause Number 8

Services and Their related documents:

See section Required Services and Scope of Work

BDS Clause Number 9

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

see section price schedule.

BDS Clause Number 10

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11

The price shall be **Fixed**.

BDS Clause Number 12

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

BDS Clause Number 13

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

BDS Clause Number 14

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**

The Bid Security shall be in the form of:

BDS Clause Number 15

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

BDS Clause Number 16

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

D. Submission of Bids

BDS Clause Number 17

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

HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).

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

The deadline for Bids submission is: **Friday, September 25, 2026 10:30 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 18

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

Day : **Friday**

Date: **Friday, September 25, 2026**

Time : **11:00 AM**

BDS Clause Number 19

Selection technique adopted will be: **Quality and Cost Based Selection (QCBS)**

see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20

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

The Performance Guarantee shall be acceptable in the form of: **Call at Deposit, Bank Guarantee**

21.

51.1

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

G. Review of Procurement Decisions

BDS Clause Number 22

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



Eligibility Criteria

Bidder's Type	Required Registration
Any	FBR (NTN) SECP

Eligibility Criteria	Document
Active National Tax Number (NTN) & Valid and active registration with Pakhtunkhwa Revenue Authority (KPPRA).	Yes
Affidavit on Non-Judicial Stamp Paper (Rs.1200) that the company has not been blacklisted from any Government / Private Institution.	Yes
At least AA+ rated company / Group of Companies by PACRA.	Yes
Valid Registration with Securities & Exchange Commission of Pakistan or Registrar of Firms (whichever is applicable).	Yes
Audited financial reports for last three years.	Yes

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Weightage

Technical Evaluation %	Financial Evaluation %
60	40

Technical Marks	135
Passing Marks	81
Technical Evaluation Criteria	
Yearly Net Premium turnover in Health Business portfolio (for any one of the last three audited years) (Quantitative) (Doc Required)	15
More than Rs.10 billion (15)	
Rs.5 billion to Rs.10 billion (10)	
Less than Rs. 5 billion (5)	

Number of Govt. / Semi Govt / Autonomous Bodies clients in health Insurance in Pakistan (Quantitative)(Doc Required) More than 10 Clients (15) 5 to 10 Clients (10) Less than 5 Clients (5)	15
Number of Clients served each having 5,000 plus lives (Quantitative)(Doc Required) More than 10 Clients (15) 5-10 Clients (10) Less than 5 Clients (5)	15
Number of Panel Hospitals/Clinics in Pakistan (Cashless) (Quantitative)(Doc Required) More than 700 Hospitals (20) 501 to 700 Hospitals (15) 201 to 500 Hospitals (10) Less than 200 Hospitals (5)	20

Number of Panel Hospitals/Clinics in HAZECO Region (Cashless) (Quantitative)(Doc Required) More than 15 Hospital (15) 6-10 Hospitals (10) 5 Hospital (5) Less than 5 (2)	15
Number of Panel Pharmacies in HAZECO Region (Cashless) (Quantitative)(Doc Required) More than 15 Pharmacies (15) 6-10 Pharmacies (10) Less than 5 Pharmacies (5)	15
PACRA/JCR-VIS Rating (Quantitative)(Doc Required) AAA (15) AA++ (10) AA+ (5)	15

Number of Panel Labs in HAZECO Region (Quantitative)(Doc Required)	10
More than 10 Labs (10)	
5-10 Labs (5)	
Less than 5 Labs (2)	
Gate Keeping/Grievances Redressal Mechanism for beneficiaries (Quantitative)(Doc Required)	5
24 x 7 fully functional Pre Auth Centre TAT (Quantitative)(Doc Required)	10
Within 2 hours (10)	
Same Day (5)	
Next Day (2)	

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
Provision of Health Insurance & GLI Services	Address: HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province). Schedule: Initially for 03-Years extendable (with mutual consent) on good performance of service provider. Quantity: 1/job	1/job	7000000 PKR

Related Services :

No



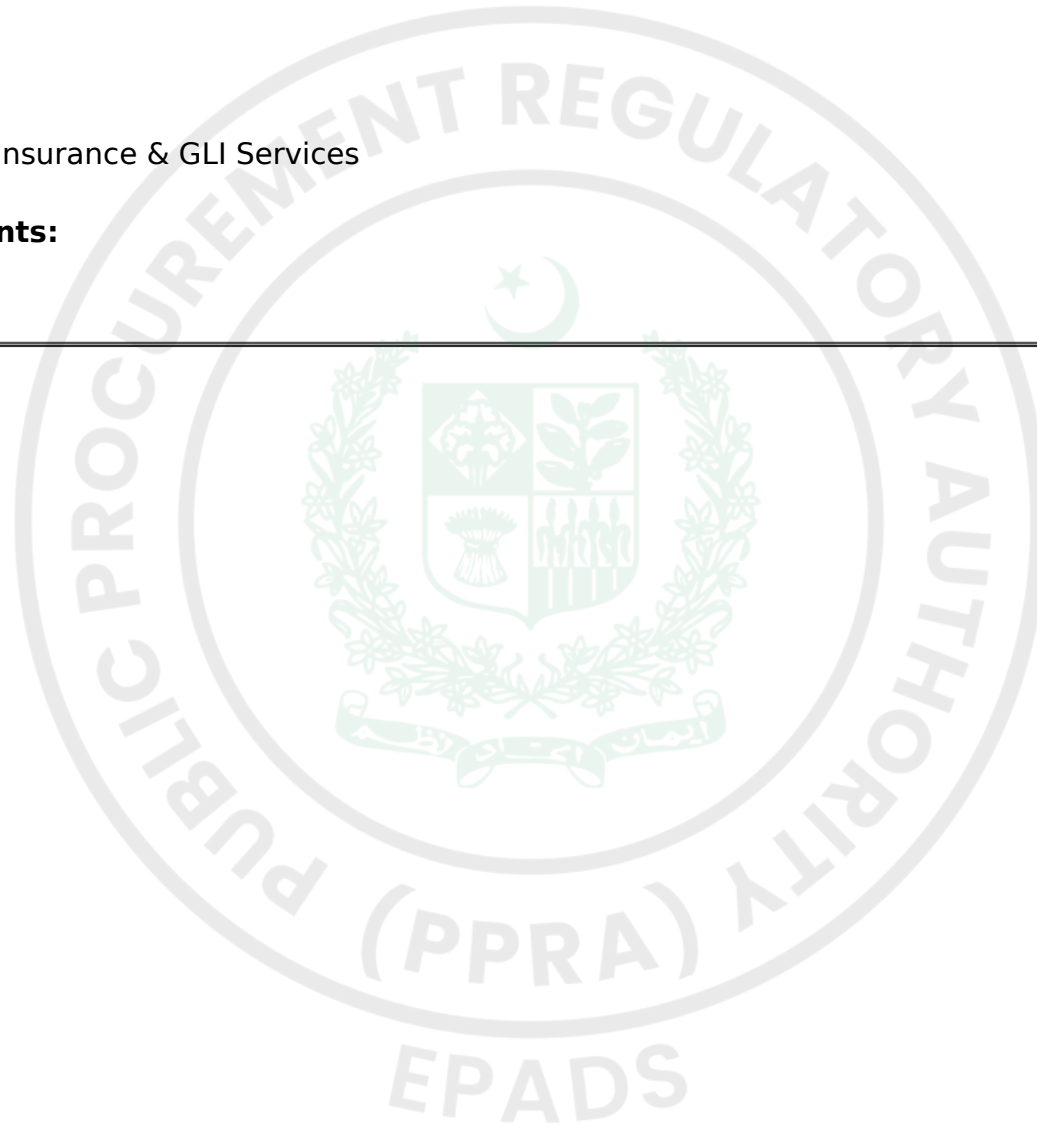
Services Specifications

Positions Without Lots :

Position: Provision of Health Insurance & GLI Services

Specifications / Requirements:

As per TORS



Scope of Work

The Hazara Electric Supply Company (HAZECO) is one of the electricity distribution companies of Pakistan operating Ministry of Energy (Power Division). Its area of operation comprises the districts of Hazara Division, Khyber Pakhtunkhwa Province [Abbottabad](#), [Allai District](#), [Battagram](#), [Haripur](#), [Kolai-Palas](#), [Lower Kohistan](#), [Mansehra](#), [Torgar](#), and [Upper Kohistan](#)). **Complete Company's profile** is available at <https://hazeco.com.pk>

Entitlement of Medical Facility: All kinds of healthcare facilities are covered except cosmetic as well as following are also exclusions / exceptions of healthcare facilities / policy: -

Sr. No.	Description	Hospitalization	OPD
1	Drug abuse, overdose, addiction, alcoholism, or an insured's negligence or criminal act. Insanity, Personality, and psycho-social adjustment disorder.	Not Covered	Not Covered
2	Contraception or hygiene preventive measures devices & aids e.g., insect repellents, IUDs, fitness machines, etc.	Not Covered	Not Covered

3	Personal comfort items, charges for telephone and television, guest meals, or food deliveries other than a regular patient meal.	Not Covered	Not Covered
4	Cosmetic, plastic & reconstructive surgeries, procedures, and scar reduction. *Unless necessitated due to accidental injuries during the immediate post-op period while the insured is covered under the policy.	Not Covered	Not Covered
5	Artificial limbs, supporting equipment & rehabilitation aid equipment like wheelchairs, crutches, frames, walking sticks, etc. * However, in case of on-the-job incapacitation of an employee, this exception shall not be implemented.	Not Covered	Not Covered
6	Cosmetic dental procedures are excluded, unless required due to clinical necessity or a medically diagnosed condition	Not covered	Not Covered
7	Laser vision correction, hearing aids, and cochlear implants.	Not Covered	Not Covered
8	Medication used for cosmetic reasons, dietary products/ supplements, medicated pediatric milk products & all drugs, and surgical equipment unregistered in Pakistan.	Not Covered	Not Covered

9	Speech therapy, occupational therapy, and all admissions for any type of clinical studies or damages from testing of experimental medical advances and new products.	Not Covered	Not Covered
10	Prosthetic implants and Devices e.g. Dental implants, orbital implants, pacemakers, etc.	Not Covered	Not Covered
11	Cosmetic / aesthetic treatment, skin laser treatment, shampoo, sunblock, hair transplant, obesity treatment, energy drinks, protein supplements for body building and physical fitness, sanitation items, weight machines, electrical wheel chairs, sunglasses, experimental treatment regimens, non-standard treatment regimens, mattress, courier charges, oils, etc.	Not Covered	Not Covered

Family means employee's wife/husband, Unmarried Children and Parents

Clinic/Out Patient Department (OPD): Out Patient Department will cover the following: -

1. Doctor Consultation
2. Diagnostic Tests
3. Prescription Medicines
4. Dental Treatment except dental braces & implants

5. Eye Treatment except orbital implants & vision correction procedures

6. Skin Treatment except cosmetic and aesthetic treatment

Dental treatment includes treatment of alveolar (gum and jaw bone) disease, extraction of teeth, treatment for dental caries, gingivitis, pyorrhea and filling (temporary or permanent) of dental cavities including root canal treatment and scaling but does not include crowning of teeth and provision of dentures.

Eye treatment includes treatment of conjunctival, corneal and retinal disorders, cataract surgery, and glaucoma treatment. It also includes treatment for eye infections, styes, conjunctivitis, and removal of foreign bodies from the eye but does not include provision of spectacles, contact lenses and cosmetic eye procedures.

Skin treatment includes treatment of dermatitis, eczema, psoriasis and fungal or bacterial skin infections. It also includes treatment for burns, wounds, allergic skin reactions and minor dermatological surgical procedures but does not include cosmetic dermatology, hair transplant and skin whitening or beautification treatments.

Hospitalization IPD:

Hospitalization will cover admission to hospital for treatment of all diseases / emergency/ maternity cases. Hospitalization will include but not limited to daily room charges, operation theater charges, surgeon fee, anesthetist fee, consultation fee, medicine and drugs, diagnostic test, blood and sugar supplies, all lab tests and other miscellaneous charges.

It will also include Day Care Surgeries & treatments, dialysis, Chemotherapy, Radiotherapy, Lithotripsy, MRI, CT scan, Angiography, Cardiac surgeries & treatment, Cataract & Endoscopy, treatment of fractures & Lacerated wounds; local road ambulance. For emergencies only; Emergency dental treatment due to accidental injuries (within 48 hours for pain relief only). Emergency room treatment for accidental emergencies.

Terms of Reference:

HAZECO intends to provide **Health Insurance Services** through '**AA+**' and above rated Health Insurance Company to its employees and their families as per detailed guidelines given below:

1. Insurance company will provide OPD and Hospitalization Facility to approximately 1733 Nos. HAZECO employees consisting approx. 9906 Nos. family members. The tentative detail of serving employees and their families is as under: -

Plan	Employee	Spouse	Children	Parents	Total Members
A (C-Level)	4	4	9	7	23
B (BPS: 20 & Eq. Comp. Grade)	2	2	2	2	8
C (BPS: 19 & Eq. Comp. Grade)	7	6	15	12	40
D (BPS: 17-18 & Eq. Comp. Grade)	108	100	229	184	621
F (BPS: 11-16 & Eq. Comp. Grade)	707	629	1499	1202	4037
G (BPS: 7-10 & Eq. Comp. Grade)	867	771	1838	1474	4951
H (BPS: 1-6 & Eq. Comp. Grade)	40	36	85	68	228
TOTAL	1,733	1,548	3,676	2,949	9,906

Note: The above data is based on estimates and actual number of employees / dependent members may increase or decrease.

1. The number of employees / dependent family members may increase or decrease. Due to the birth, new induction, retirement, death, resignation etc.
2. The premium will cover all the ages starting from birth.
3. Insurance company will provide OPD facility for purchase of medicines / consultation / investigations / Lab Tests to HAZECO employees within panel Hospital/Pharmacy/Clinic up-to the limit given in OPD chart (Expect Chronic Patients).
4. There will be no reimbursement of medical charges for OPD or IPD other than Chronic Patients.
5. Medical committee of the HAZECO will declare the patient as “Chronic” keeping in view of disease and patient’s condition. The insurance company will provide 2 or more doctors to be part of medical committee. The Insurance company will maintain a list of Chronic patients. The reimbursement of medical claims will be made to the chronic patients as per actual expenditures.
6. Chronic patients must submit medical committee proceedings to claim any recurring medicines (up to 1-month duration at a time). Employees are strongly encouraged to get a clinical review after every 6 months. Prescriptions will be considered valid for 6 months only from the date of issuance for recurring medicines, after 6 months new prescription will be required.
7. OPD pool will be maintained by HAZECO with Insurance Company for OPD services. The Insurance Company will claim/deduct actual OPD charges i.e. payments made to the hospitals for their services, after mandatory verification. Admin / Service charges be claimed after 3 months. The Insurance Company must submit detail of each month of actual payments made to hospitals. Excess prescription of lab tests / medicines (over the allowed limit) be controlled by the Insurance Company and HAZECO is not bound to pay for such cases.
8. Insurance company will provide Hospitalization and OPD facility up to the limit as mentioned against each category: -

Categories for IPD	Basic Coverage (Per Family)	Maternity (Norman)	Maternity (Complicated)	Room Limit
A (C-Level)	2,000,000	150,000	200,000	30,000
B (BPS: 20 & Eq. Comp. Grade)	1,500,000	125,000	175,000	25,000
C (BPS: 19 & Eq. Comp. Grade)	1,000,000	100,000	150,000	20,000
D (BPS: 17-18 & Eq. Comp. Grade)	800,000	100,000	150,000	15,000
F (BPS: 11-16 & Eq. Comp. Grade)	350,000	50,000	80,000	5,000
G (BPS: 7-10 & Eq. Comp. Grade)	300,000	50,000	80,000	5,000

H (BPS: 1-6 & Eq. Comp. Grade)	250,000	50,000	80,000	5,000
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Categories for OPD	Employee	Total	OPD Cover Per Family per Annum	
A (C-Level)	4	23	250,000	
B (BPS: 20 & Eq. Comp. Grade)	2	8	200,000	
C (BPS: 19 & Eq. Comp. Grade)	6	39	150,000	
D (BPS: 17-18 & Eq. Comp. Grade)	107	621	120,000	
E (BPS: 11-16 & Eq. Comp. Grade)	707	4036	54,000	
F (BPS: 7-10 & Eq. Comp. Grade)	867	4951	36,000	
G (BPS: 1-6 & Eq. Comp. Grade)	40	228	30,000	

TOTAL	1,733	9,906		
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1. The cost of Hospitalization exceeding the above limit / package shall be borne and paid by the employee at the of treatment at hospital.

2. All Pre / Post Hospitalization Diagnostic Tests, Consultations & Medicines (within 30 days before / after hospitalization) are covered in hospitalization.

1. The Insurance Company will provide cashless indoor / outdoor treatment in all panel hospitals/ Clinics.

2. Insurance Company will constitute Medical Board for the HAZECO. For initial recruitment

3. Insurance Company shall provide a detail of Medical Boards stationed at Abbottabad for initial recruitment. The policy / rules pertaining to Medical Boards will be provided by HAZECO to Insurance Company.

4. Congenital Birth Defects, medicines, consultation and investigation for Hepatitis B & C shall also be covered for all insured members under the policy.

5. The successful bidder will nominate its 'Insurance Coordinator' exclusively at the disposal of HAZECO.

Group Life Insurance (GLI)

In addition to the Group Health Insurance coverage, HAZECO intends to procure Group Life Insurance (GLI) coverage for its employees under this RFP. GLI provides a lump-sum sum assured to the nominee(s)/legal heirs of an employee in the event of death (natural or accidental) during the policy period, categorized as per the employee's grade/category as detailed below.

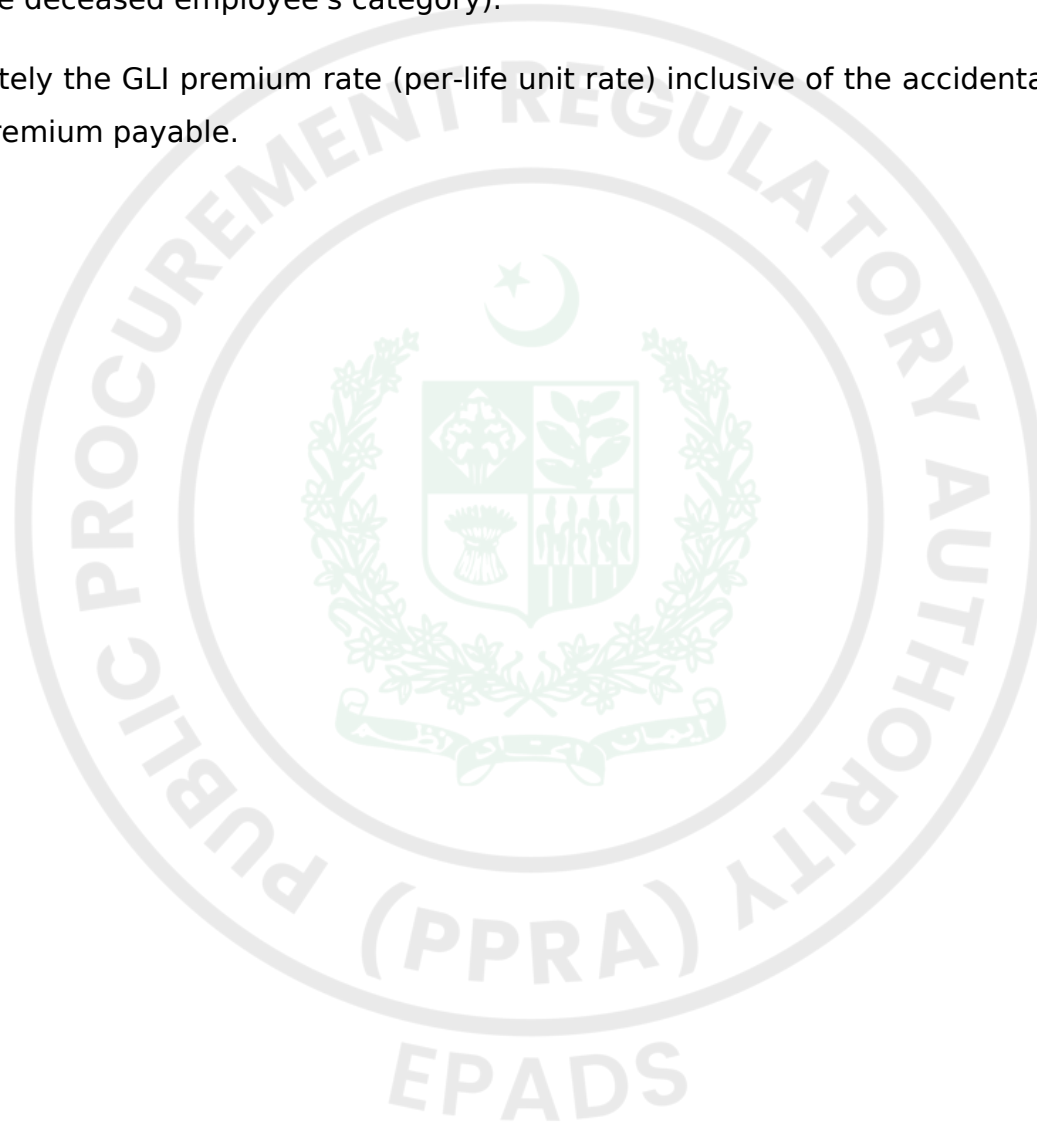
Category-wise Sum Assured

Category	Life Coverage (Individual) Rs.	Lives Covered	Total Sum Assured Rs.
A: C-Suite	10,000,000	4	40,000,000
B: BPS-20 & Eq. Comp. Grade	8,000,000	2	16,000,000
C: BPS-19 & Eq. Comp. Grade	7,000,000	6	42,000,000
D: BPS-18 & Eq. Comp. Grade	6,000,000	26	156,000,000
E: BPS-17 & Eq. Comp. Grade	5,000,000	81	405,000,000
F: BPS 1-16 & Eq. Comp. Grade	4,000,000	1,614	6,456,000,000
TOTAL		1,733	7,115,000,000

Requirement:

1. Bidders are required to quote GLI premium/rates strictly as per the category-wise insured limits (Sum Assured) given in the table above.

2. In addition to the natural death coverage as per the above sum assured, the policy must also provide Accidental Death Coverage equal to two (02) times the individual life coverage (i.e. in case of accidental death, the nominee(s) shall be paid 2x the Sum Assured applicable to the deceased employee's category).
3. Bidders shall quote separately the GLI premium rate (per-life unit rate) inclusive of the accidental death benefit, category-wise, along with the total annual premium payable.



Price Schedule

For Individual Positions

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

For Lots

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





General Conditions of Contract

A. General

1. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

1.1.12. “Government” means the Government of Pakistan;

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

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

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

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

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

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

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

2. Applicable Law

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

3. Language

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

4. Notices

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

5. Location

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

6. Authorized Representatives / Authority of Member in charge

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

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

7. Effectiveness of Contract

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

8. Commencement of Services

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

9. Program schedule

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

10. Starting Date/Expiration Date

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

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

11. Entire Agreement

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

12. Modification

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

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

13. Force Majeure

13.1. Definition

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

13.2. No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. Extension of Time

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

13.4. Payments

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

14. Termination

14.1. By the Procuring Agency

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

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

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

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

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

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

14.2. By the Contractor

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

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

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

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

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

C. Obligations of the Contractor

15. General

15.1. Standard of Performance

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

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

15.2. Law Applicable to Services

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

16. Conflict of Interests

16.1. Contractor Not to Benefit from Commissions and Discounts

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

16.2. Contractor and Affiliates Not to be Otherwise Interested in Project

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- 16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- 16.3.3. after the termination of this Contract, such other activities as may be specified in the SCC.

17. Insurance to be Taken Out by the Contractor

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

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

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

- 18.1.1. appointing such members of the Personnel not provided by the Contractor;
- 18.1.2. changing the Program of activities; and
- 18.1.3. any other action that may be specified in the SCC.

19. Reporting Obligations

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

20. Liquidated Damages

20.1. Payments of Liquidated Damages

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

20.2. Correction for Over-payment

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

20.3. Lack of performance penalty

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

21. Performance Guarantee

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

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

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

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

22. Sustainable Procurement

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

D. Contractor's Personnel

23. Description of Personnel

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

24. Removal and / or Replacement of Personnel

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

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

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

E. Obligations of the Procuring Agency

25. Change in the Applicable Law

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

26. Services and Facilities

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

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

F. Payments to the Contractor

27. Contract Price

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

28. Terms and Conditions of Payment

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

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

29. Quality Control Identifying Defects

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

30. Correction of Defects, and Lack of Performance Penalty

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

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

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

31. Settlement of Disputes Amicable Settlement

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

32. Dispute Settlement

32.1. Arbitration

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

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



Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

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

Number of GC Clause

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

Definitions

The Procuring Agency is: Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO)), Manager Supply Chain Management HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).

The Supplier is:

The title of the subject procurement is: Tender for Provision of Health Insurance & GLI Services

Number of GC Clause 2

Applicable/Governing Law:

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

Number of GC Clause 3

Language:

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

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO)), Manager Supply Chain Management
HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).
+92-370-371-0055
manager.scm@hazeco.com.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder's Representative(s)

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

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO)), Manager Supply Chain Management
HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).
+92-370-371-0055
manager.scm@hazeco.com.pk

For the Bidder:

Name:

Designation:

Address:

Number of GC Clause 7

Effectiveness of the contract

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

Number of GC Clause 8

Commencement of Contract:

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

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be

Number of GC Clause 14

Termination

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

Number of GC Clause 16

Conflict of Interest:

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

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.06% to 10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:

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

Number of GC Clause 27

Currency of Payment:

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

Number of GC Clause F

Payment terms:

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

Number of GC Clause F

Identifying Defects:

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

Delivery & Documents

(i) Payment of premium to the Insurance Company will be made on quarterly basis on submission of invoice in triplicate.

(ii) All payments will be made as per applicable tax laws. All payments, as agreed, shall be, less any Government taxes which the Company is required to deduct by law.

(iii) The payments shall be made in Pak rupees.

Number of GC Clause F 5 & 6

Following is the guidance for Dispute Resolution

- i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.
- ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
- iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.
- iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.
- v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

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

Arbitrator's fee:

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

Appointing Authority for Arbitrator:

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

Rules of procedure for arbitration proceedings:

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

Place of Arbitration and Award:

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



Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.: **P104938**

To: **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO)), Manager Supply Chain Management HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).**

We, the undersigned, declare that:

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

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

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

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

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



Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the ____ day of _____ 20____ between **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO)), Manager Supply Chain Management HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).**

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

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Tender for Provision of Health Insurance & GLI Services (P104938)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

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

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

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

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

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

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

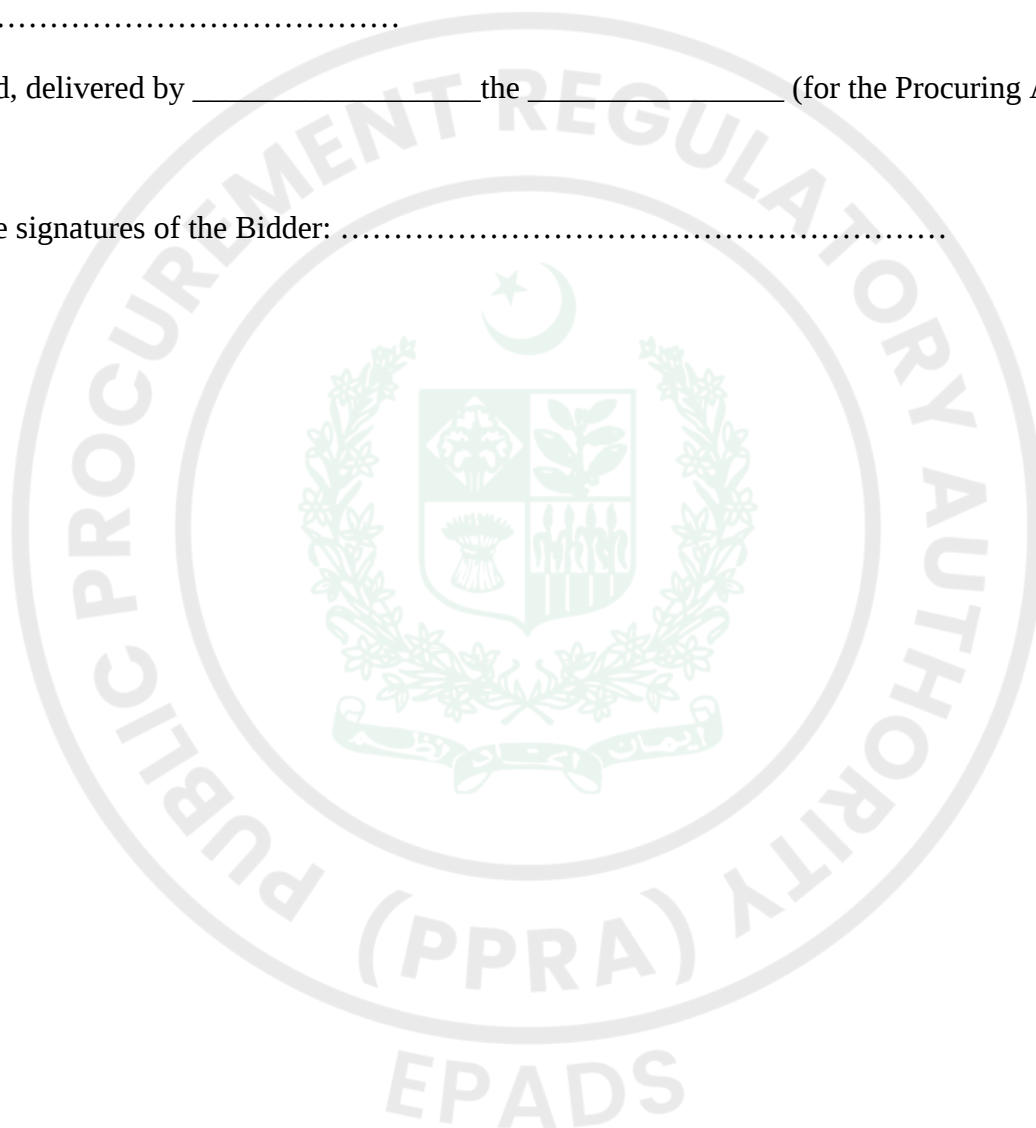
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

.....

Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder:





Integrity Pact

Integrity Pact

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

Contract

Number: Contract

Value: Contract Title:

Dated:

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

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

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

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

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



Performance Guarantee Form

Performance Guarantee Form

To: **Hazara Electric Supply Company (Hazara Electric Supply Company (HAZECO)), Manager Supply Chain Management HAZECO HQ, Gulistan Colony, College Road, Abbottabad., Abbottabad, Abbottabad (District), Hazara Division (Division), Khyber Pakhtunkhwa (KP) (Province).**

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

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

AND WHEREAS we have agreed to give the Bidders guarantee:

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

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

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]





Annexure

Technical Proposal forms

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Technical Proposal forms** (page number: 82)

Form of Bank Guarantee

Technical Submission (Vendor)

See Form Under Additional Forms and Documents: **Form of Bank Guarantee** (page number: 86)

Financial Proposal Forms

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Financial Proposal Forms** (page number: 89)

TORs Scope of work Forms

The document must be signed and stamped

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **TORs Scope of work Forms** (page number: 91)



Procurement Forms

Past Experience and Completed Contracts

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 110)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 111)

Current Contracts and Their Progress

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 113)

Financial Capacity and Net Worth Evaluation Form

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 114)

Average Annual Turnover

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 116)





Additional Forms and Documents

TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Manager (SCM),
HAZECO HQ,
Abbottabad.
Email: Manager.scm@hazeco.com.pk

Sir,

We, the undersigned, offer to provide the services for **[Health Insurance & GLI]** in accordance with your Request for Proposal dated [Advertisement Date]. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We hereby declare that all the information and statements made in this proposal are true and we accept that any misinterpretation contained in this proposal may lead to our disqualification. If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate and our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

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

We remain, Yours sincerely,

Authorized Signature:

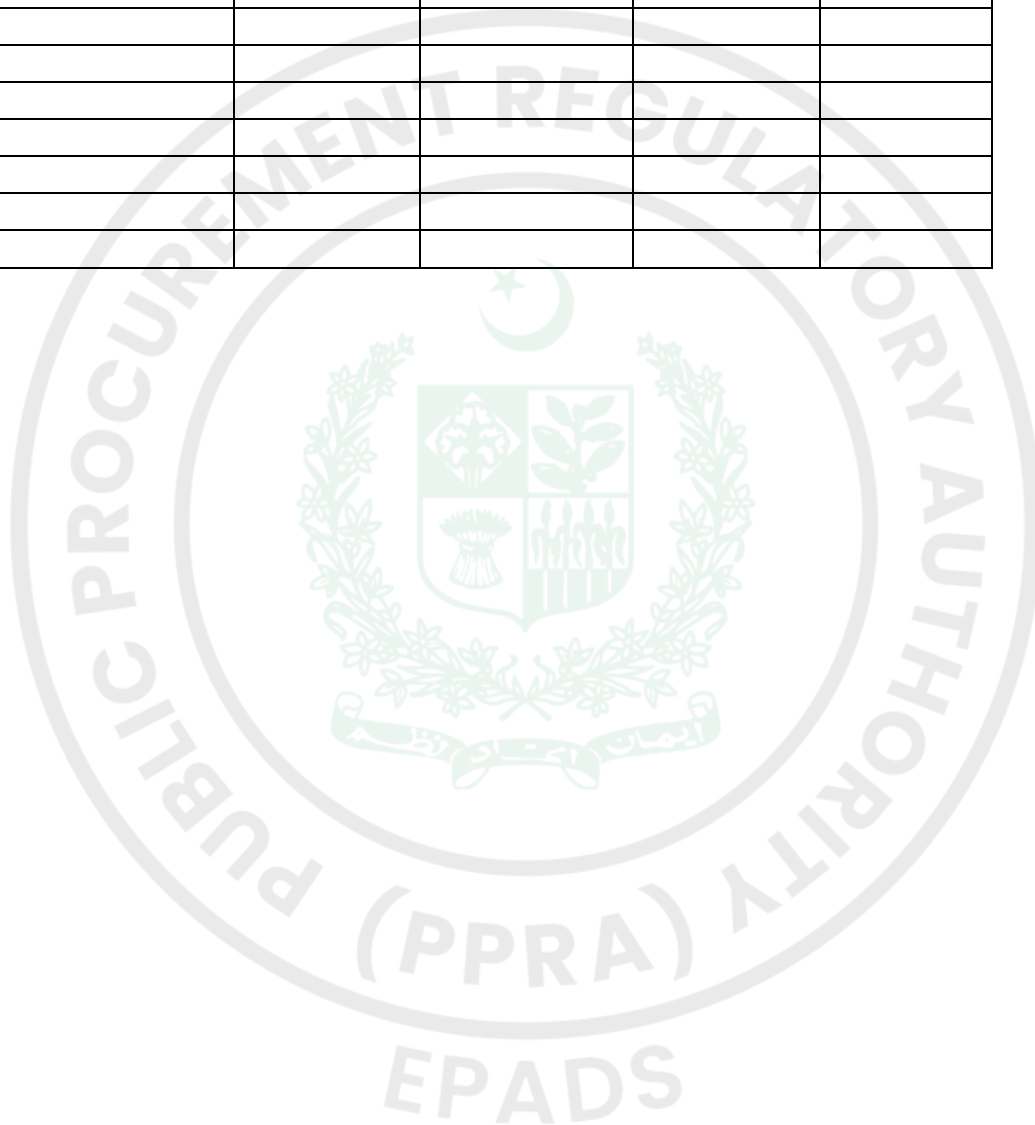
Name and Title of Signatory:

Name of Firm:

Address:

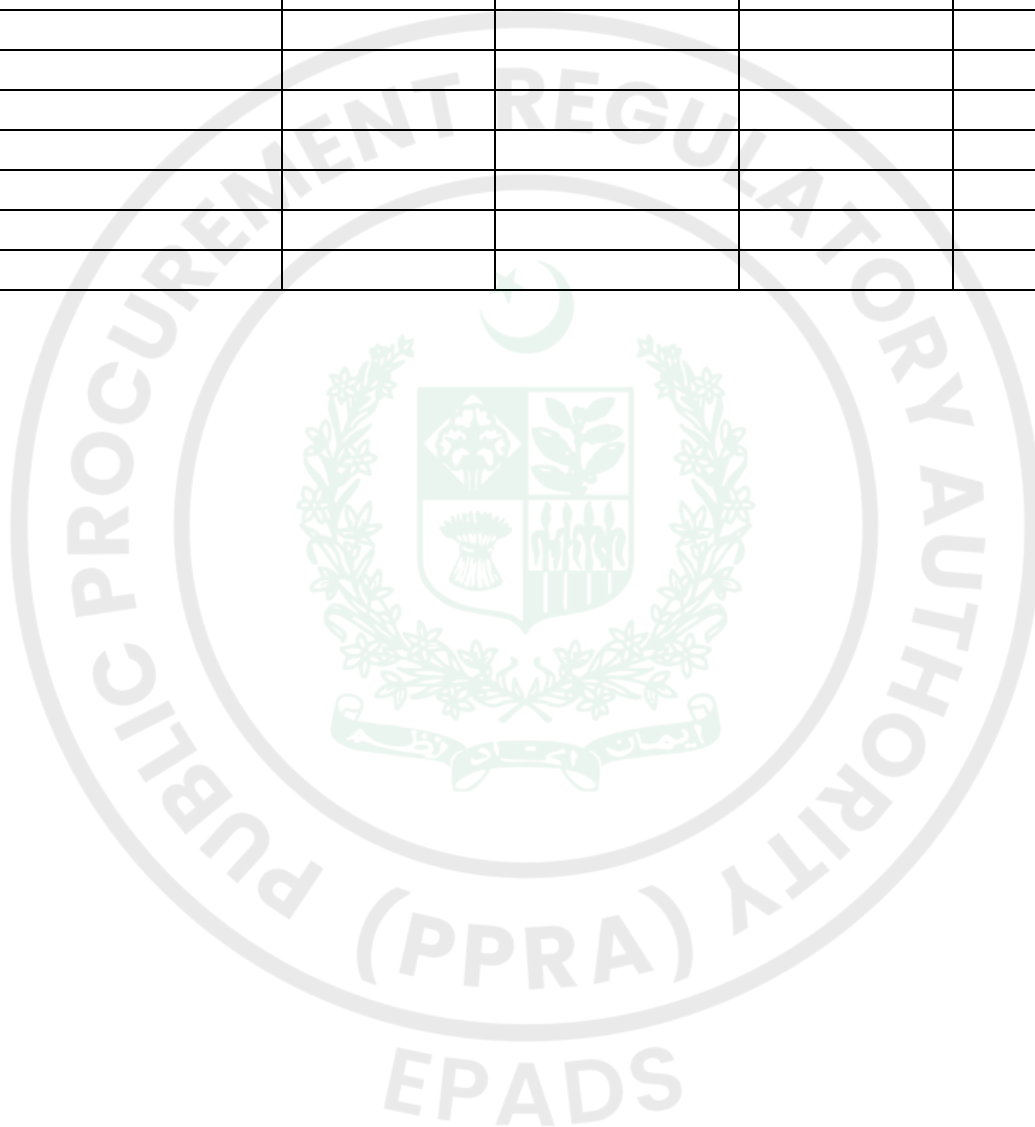
Number of Panel Hospital/Clinic/Lab/Pharmacy in HAZECO Region

Sr. No.	Name of Hospital	Address	Name of Contact Person	Contact No.	E-mail



Number of Panel Hospital/Clinic/Lab/Pharmacy in Pakistan

Sr. No.	Name of Hospital	Address	Name of Contact Person	Contact No.	E-mail



Number of Panel Hospitals Containing Burn Units

[illegible]

FORM OF BANK GUARANTEE

To,

Manager SCM,
HAZECO HQ,
College Road,
Abbottabad.

Health Insurance& GLI Coverage

Gentlemen,

In accordance with the T&C of the above-mentioned RFP, *[name and address of Insurance Company]* shall deposit with HAZECO a bank guarantee to guarantee their proper and faithful performance under the said provisions of the Contract in an equal to 10% of contract amount.

We, the *[bank or financial institution]*, as instructed by the *[name of Insurance Company]*, agree unconditionally and irrevocably to guarantee as primary obligor and not as Surety merely, the payment to HAZECO on its first demand without whatsoever right of objection on our part and without consulting the *[name of Insurance Company]*, in the amount not exceeding Rs. _____ (Rupees _____ Only).

We further agree that no change or addition to or other modification of the terms of the Contract which may be made between HAZECO and the *[name of Insurance Company]*, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall remain valid and in full effect from the date of the first payment under the Contract to *[name of Insurance Company]*, until 150 days after the expiry of the contract term as given in contract.

Yours truly,

Signature and Seal

Name of Bank/Financial Institution

Address

Date

Undertaking of Bid Guarantee

We, _____, (Name of Bidder) undertake that the Bid Security meeting the requirements stipulated has been enclosed with Financial Proposal.

Signature and seal of the Bidder



Appendix-II

Sr. No.	Employee Name	CNIC No.	Patient Name	Visit		Hospital Name	Diagnoses	OPD Charges			Total
				No	Date			Consultation	Lab Test	Medicines	



Financial Proposal Submission Form

[Location, Date]

To:

Manager (SCM),
HAZECO HQ College Road
Abbottabad.
Email: manager.scm@hazeco.com.pk

Sir,

We, the undersigned, offer to provide services for [Health Insurance & GLI] in accordance with your Request for Proposal dated [Date of Advertisement] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of applicable Sales Tax on Services as per Khyber Pakhtunkhwa Revenue Authority (KPRA) Laws.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract Agreement negotiations, up to expiration of the validity period of the Proposal, i.e., [Date]

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

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

A. (FINANCIAL PROPOSAL): (IPD PREMIUM AND OPD SERVICE COST)

i. All Bids should be quoted in Pak rupees. **(Separate For all 7 Categories)**

1. Summary of Premium Cost for Hospitalization	Amount
A. Employee and families of Serving Employees to be covered:	
B. Annual Premium per person	Rs. _____
Total Annual Premium (A x B)	Rs. _____

OPD SERVICE COST	5% _____ OF ACTUAL AMOUNT PAID TO HOSPITALS
-------------------------	---

1. INTRODUCTION

The Hazara Electric Supply Company (HAZECO) is one of the electricity distribution companies of Pakistan operating Ministry of Energy (Power Division). Its area of operation comprises the districts of Hazara Division, Khyber Pakhtunkhwa Province ([Abbottabad](#), [Allai District^{\[4\]}](#), [Battagram](#), [Haripur](#), [Kolai-Palas](#), [Lower Kohistan](#), [Mansehra](#), [Torghar](#), and [Upper Kohistan](#)). Complete Company's profile is available at

<https://hazeco.com.pk>

Entitlement of Medical Facility: All kinds of healthcare facilities are covered except cosmetic as well as following are also exclusions / exceptions of healthcare facilities / policy: -

Sr. No.	Description	Hospitalization	OPD
1	Drug abuse, overdose, addiction, alcoholism, or an insured's negligence or criminal act. Insanity, Personality, and psycho-social adjustment disorder.	Not Covered	Not Covered
2	Contraception or hygiene preventive measures devices & aids e.g., insect repellents, IUDs, fitness machines, etc.	Not Covered	Not Covered
3	Personal comfort items, charges for telephone and television, guest meals, or food deliveries other than a regular patient meal.	Not Covered	Not Covered
4	Cosmetic, plastic & reconstructive surgeries, procedures, and scar reduction. *Unless necessitated due to accidental injuries during the immediate post-op period while the insured is covered under the policy.	Not Covered	Not Covered
5	Artificial limbs, supporting equipment & rehabilitation aid equipment like wheelchairs, crutches, frames, walking sticks, etc. * However, in case of on-the-job incapacitation of an employee, this exception shall not be implemented.	Not Covered	Not Covered
6	Cosmetic dental procedures are excluded, unless required due to clinical necessity or a medically diagnosed condition	Not covered	Not Covered
7	Laser vision correction, hearing aids, and cochlear implants.	Not Covered	Not Covered
8	Medication used for cosmetic reasons, dietary products/ supplements, medicated pediatric milk products & all drugs, and surgical equipment unregistered in Pakistan.	Not Covered	Not Covered
9	Speech therapy, occupational therapy, and all admissions for any type of clinical studies or damages from testing of experimental medical advances and new products.	Not Covered	Not Covered
10	Prosthetic implants and Devices e.g. Dental implants, orbital implants, pacemakers, etc.	Not Covered	Not Covered

Sr. No.	Description	Hospitalization	OPD
11	Cosmetic / aesthetic treatment, skin laser treatment, shampoo, sunblock, hair transplant, obesity treatment, energy drinks, protein supplements for body building and physical fitness, sanitation items, weight machines, electrical wheel chairs, sunglasses, experimental treatment regimens, non-standard treatment regimens, mattress, courier charges, oils, etc.	Not Covered	Not Covered

Family means employee's wife/husband, Unmarried Children and Parents.

Clinic/Out Patient Department (OPD): Out Patient Department will cover the following: -

- a. Doctor Consultation
- b. Diagnostic Tests
- c. Prescription Medicines
- d. Dental Treatment except dental braces & implants
- e. Eye Treatment except orbital implants & vision correction procedures
- f. Skin Treatment except cosmetic and aesthetic treatment

Dental treatment includes treatment of alveolar (gum and jaw bone) disease, extraction of teeth, treatment for dental caries, gingivitis, pyorrhea and filling (temporary or permanent) of dental cavities including root canal treatment and scaling but does not include crowning of teeth and provision of dentures.

Eye treatment includes treatment of conjunctival, corneal and retinal disorders, cataract surgery, and glaucoma treatment. It also includes treatment for eye infections, styes, conjunctivitis, and removal of foreign bodies from the eye but does not include provision of spectacles, contact lenses and cosmetic eye procedures.

Skin treatment includes treatment of dermatitis, eczema, psoriasis and fungal or bacterial skin infections. It also includes treatment for burns, wounds, allergic skin reactions and minor dermatological surgical procedures but does not include cosmetic dermatology, hair transplant and skin whitening or beautification treatments.

Hospitalization IPD:

Hospitalization will cover admission to hospital for treatment of all diseases / emergency/ maternity cases. Hospitalization will include but not limited to daily room charges, operation theater charges, surgeon fee, anesthetist fee, consultation fee, medicine and drugs, diagnostic test, blood and sugar supplies, all lab tests and other miscellaneous charges.

It will also include Day Care Surgeries & treatments, dialysis, Chemotherapy, Radiotherapy, Lithotripsy, MRI, CT scan, Angiography, Cardiac surgeries & treatment, Cataract & Endoscopy, treatment of fractures & Lacerated wounds; local road ambulance. For emergencies only; Emergency dental treatment due to accidental injuries (within 48 hours for pain relief only). Emergency room treatment for accidental emergencies.

2. TERMS OF REFERENCE:

HAZECO intends to provide Health Insurance Services through 'AA+' and above rated Health Insurance Company to its employees and their families as per detailed guidelines given below:

- a. Insurance company will provide OPD and Hospitalization Facility to approximately 1733 Nos. HAZECO employees consisting approx. 9906 Nos. family members. The tentative detail of serving employees and their families is as under: -

Plan	Employee	Spouse	Children	Parents	Total Members
A (C-Level)	4	4	9	7	23
B (BPS: 20 & Eq. Comp. Grade)	2	2	2	2	8
C (BPS: 19 & Eq. Comp. Grade)	7	6	15	12	40
D (BPS: 17-18 & Eq. Comp. Grade)	108	100	229	184	621
F (BPS: 11-16 & Eq. Comp. Grade)	707	629	1499	1202	4037
G (BPS: 7-10 & Eq. Comp. Grade)	867	771	1838	1474	4951
H (BPS: 1-6 & Eq. Comp. Grade)	40	36	85	68	228
TOTAL	1,733	1,548	3,676	2,949	9,906

Note: The above data is based on estimates and actual number of employees / dependent members may increase or decrease.

- b. The number of employees / dependent family members may increase or decrease. Due to the birth, new induction, retirement, death, resignation etc.
- c. The premium will cover all the ages starting from birth.
- d. Insurance company will provide OPD facility for purchase of medicines / consultation / investigations / Lab Tests to HAZECO employees within panel Hospital/Pharmacy/Clinic up-to the limit given in OPD chart (Except Chronic Patients).
- e. There will be no reimbursement of medical charges for OPD or IPD other than Chronic Patients or without recommendation of the panel/board.
- f. Medical committee of the HAZECO will declare the patient as "Chronic" keeping in view of disease and patient's condition. The insurance company will provide 2 or more doctors to be part of medical committee. The Insurance company will maintain a list of Chronic patients. The reimbursement of medical claims will be made to the chronic patients as per actual expenditures.
- g. Chronic patients must submit medical committee proceedings to claim any recurring medicines (up to 1-month duration at a time). Employees are strongly encouraged to get a clinical review after every 6 months. Prescriptions will be considered valid for 6 months only from the date of issuance for recurring medicines, after 6 months new prescription will be required.
- h. OPD pool will be maintained by HAZECO with Insurance Company for OPD services. The Insurance Company will claim/deduct actual OPD charges i.e. payments made to the hospitals for their services, after mandatory verification. Admin / Service charges be claimed after 3 months. The Insurance Company must submit detail of each month of actual payments made to hospitals. Excess prescription of lab tests / medicines (over the allowed limit) be controlled by the Insurance Company and HAZECO is not bound to pay for such cases.
- i. Insurance company will provide Hospitalization and OPD facility up to the limit as mentioned against each category: -

Categories for IPD	Basic Coverage (Per Family)	Maternity	Maternity	Room Limit
		(Normal)	(C-Section/ complicated)	
A (C-Level)	2,000,000	150,000	200,000	30,000
B (BPS: 20 & Eq. Comp. Grade)	1,500,000	125,000	175,000	25,000
C (BPS: 19 & Eq. Comp. Grade)	1,000,000	100,000	150,000	20,000
D (BPS: 17-18 & Eq. Comp. Grade)	800,000	100,000	150,000	15,000
F (BPS: 11-16 & Eq. Comp. Grade)	350,000	50,000	80,000	5,000
G (BPS: 7-10 & Eq. Comp. Grade)	300,000	50,000	80,000	5,000
H (BPS: 1-6 & Eq. Comp. Grade)	250,000	50,000	80,000	5,000

Categories for OPD	Employee	Total	OPD Cover Per Family per Annum)
A (C-Level)	4	23	250,000
B (BPS: 20 & Eq. Comp. Grade)	2	8	200,000
C (BPS: 19 & Eq. Comp. Grade)	6	39	150,000
D (BPS: 17-18 & Eq. Comp. Grade)	107	621	120,000
E (BPS: 11-16 & Eq. Comp. Grade)	707	4036	54,000
F (BPS: 7-10 & Eq. Comp. Grade)	867	4951	36,000
G (BPS: 1-6 & Eq. Comp. Grade)	40	228	30,000
TOTAL	1,733	9,906	

- j. The cost of Hospitalization exceeding the above limit / package shall be borne and paid by the employee at the treatment in hospital.
- k. All Pre / Post Hospitalization Diagnostic Tests, Consultations & Medicines (within 30 days before / after hospitalization) are covered in hospitalization.
- l. The Insurance Company will provide cashless indoor / outdoor treatment in all panel hospitals/ Clinics.
- m. Insurance Company will constitute Medical Board for the HAZECO.
 - i. For initial recruitment
- n. Insurance Company shall provide details of Medical Boards stationed at Abbottabad for initial recruitment. The policy / rules pertaining to Medical Boards will be provided by HAZECO to Insurance Company.
- o. Congenital Birth Defects, medicines, consultation and investigation for Hepatitis B & C shall also be covered for all insured members under the policy.
- p. The successful bidder will nominate its 'Insurance Coordinator' exclusively at the disposal of HAZECO.
- q. Chronic diseases (OPD and IPD) all insured and covered without prescribed limits and shall not be debited from provided IPD or OPD limit.

Group Life Insurance (GLI)

In addition to the Group Health Insurance coverage, HAZECO intends to procure Group Life Insurance (GLI) coverage for its employees under this RFP. GLI provides a lump-sum sum assured to the nominee(s)/legal heirs of an employee in the event of death (natural or accidental) during the policy period, categorized as per the employee's grade/category as detailed below.

Category-wise Sum Assured

Category	Life Coverage (Individual) Rs.	Lives Covered	Total Sum Assured Rs.
A: C-Suite	10,000,000	4	40,000,000
B: BPS-20 & Eq. Comp. Grade	8,000,000	2	16,000,000
C: BPS-19 & Eq. Comp. Grade	7,000,000	6	42,000,000
D: BPS-18 & Eq. Comp. Grade	6,000,000	26	156,000,000
E: BPS-17 & Eq. Comp. Grade	5,000,000	81	405,000,000
F: BPS 1-16 & Eq. Comp. Grade	4,000,000	1,614	6,456,000,000
TOTAL		1,733	7,345,000,000

Requirement:

1. GLI includes Accidental death, Natural death, Accidental disability benefit, Natural disability benefit and Terminal illness benefit.
2. Bidders are required to quote GLI premium/rates strictly as per the category-wise insured limits (Sum Assured) given in the table above.
3. In addition to the natural death coverage as per the above sum assured, the policy must also provide Accidental Death Coverage equal to two (02) times the individual life coverage (i.e. in case of accidental death, the nominee(s) shall be paid 2x the Sum Assured applicable to the deceased employee's category).
4. Bidders shall quote separately the GLI premium rate (per-life unit rate) inclusive of the accidental death benefit, category-wise, along with the total annual premium payable.

3. PROPOSED METHODOLOGY AND STANDARD INSTRUCTIONS:

- a. Sealed Proposals (as per Single stage two envelope procedure) are invited from Health Insurance Companies for provision of Healthcare and Group Life Insurance for HAZECO employees and their dependent family members through a contract agreement.
- b. Proposal shall be submitted in English language.
- c. The proposals shall be comprehensive, clear and elaborate. The proposals shall be prepared without any interlineations or overwriting.
- d. All pages of all documents submitted should be duly stamped and initialed by authorized representative of the applicant firm.
- e. **Technical Proposal**
 - i. Each technical proposal shall be submitted as two printed copies (one marked as ORIGINAL, the other as COPY) and one soft copy on a USB (MS Word compatible file format). The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL"
 - ii. The Technical Proposal shall not include any financial information. Technical Proposal containing financial information i.e. cost of their Financial Proposal or any information related to the financial proposal's costing which may provide idea of the financial proposal's cost, shall be rejected.
 - iii. Undertaking of bid Security shall be attached with Technical Proposal (**Appendix-I**).
- f. **Financial Proposal**
 - i. Financial Proposal shall be separately placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL".
 - ii. Organization should express all amounts in Pak Rupees.
 - iii. Bid Security shall be placed in the envelope of Financial Proposal.
 - iv. Financial Proposal shall be prepared keeping in view all the heads of account which shall be used for delivery of services corresponding to the Technical Proposal as considered appropriate by the organization. However, the attached Forms (**Financial-I**) is mandatory.
 - v. 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. *"Any document / paper not in the respective sealed envelopes for Technical and Financial Proposals will not be considered for Evaluation"*
- g. The envelope containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. The outer envelope shall be marked as **"Tender for Provision of Health Insurance Services"** and will be delivered on the following address on or before 25th September 2026 **by 10:30 hrs: -**
"Office of Manager (SCM), HAZECO HQ, College. Road, Abbottabad"
- h. Applicants may request in writing, for clarification of any of the provisions of this RFP up till 07 (seven) calendar days before the submission date. All queries may be sent to Manager.scm@hazeco.com.pk. Responses to queries will be emailed to the concerned email address.
- i. Technical Proposals shall be opened on 25th September **at 11:00 hrs** in presence of all applicants who choose to be present.
- j. Financial proposals shall be opened if firms securing minimum 60% qualifying score in technical proposals.
- k. HAZECO reserves the right to reject all bids without assigning any reason and as per clause 33 (1) of PPRA Rules 2004.

- l.** The costs of preparing the proposal and of negotiating any subsequent funding, including visit charges for discussion with the Company are not reimbursable.
- m.** Any proposal received by the Client after the deadline for submission shall returned unopened.
- n.** The bidders have to obtain minimum threshold of technical evaluation i.e. 60% as per-qualification for opening of financial bid.
- o.** LOI will be issued to the lowest financial bidder and 100% weightage will be given to financial proposal.
- p.** After acceptance of LOI by the successful bidder, contract will be awarded accordingly.



4. **EVALUATION CRITERIA:****A. (TECHNICAL PROPOSAL)**

Sr. #	Scoring Criteria	Points	Maximum Scoring	Score Obtained	Documents Required
i.	Yearly Net Premium turnover in Health Business portfolio (for any one of the last three audited years)		15		Audited Financial Statement / Audit Reports of last three years from well reputed chartered accountant firm
	More than Rs.10 billion	15			
	Rs.5 billion to Rs.10 billion	10			
	Less than Rs. 5 billion	5			
ii.	Number of Govt. / Semi Govt / Autonomous Bodies clients in health Insurance in Pakistan		15		Copy of contract agreements
	More than 10 Clients	15			
	5 to 10 Clients	10			
	Less than 5 Clients	5			
iii.	Number of Clients served each having 5,000 plus lives		15		Copy of contract agreements showing number of employees insured against health insurance
	More than 10 Clients	15			
	5-10 Clients	10			
	Less than 5 Clients	5			
iv.	Number of Panel Hospitals/Clinics in Pakistan (Cashless)		20		List of Hospitals on Insurance companies Panel with detail of contact number, email & address for verification as per Performa attached
	More than 700 Hospitals	20			
	501 to 700 Hospitals	15			
	201 to 500 Hospitals	10			
	Less than 200 Hospitals	5			
v.	Number of Panel Hospitals/Clinics in HAZECO Region (Cashless)		15		List of Hospitals on Insurance companies Panel with detail of contact number, email & address for verification as per Performa attached
	More than 15 Hospitals	15			
	6-10Hospitals	10			
	5 Hospital	5			
	Less than 5	2			
vi.	Number of Panel Pharmacies in HAZECO Region (Cashless)		15		List of pharmacies on Insurance companies Panel with detail of contact number, email & address for verification as per Performa attached
	More than 15 Pharmacies	15			
	6-10 Pharmacies	10			
	Less than 5 Pharmacies	5			
vi.	PACRA/JCR-VIS Rating		15		Attached Rating certificate
	AAA	15			

	AA++	10			
	AA+	5			
vii.	Number of Panel Labs in HAZECO Region				List of Labs on Insurance companies Panel with detail of contact number, email & address for verification as per Performa attached
	More than 10 Labs	10			
	5-10 Labs	5			
	Less than 5 Labs	2	10		
viii	Gate Keeping/Grievances Redressal Mechanism for beneficiaries	5	5		Elaborate the mechanism for pre-admission screening of beneficiaries, admission procedure, measure to prevent treatment abuse and unnecessary admission to hospital, measures to ensure appropriate treatment
ix.	24 x 7 fully functional Pre Auth Centre TAT				Company's TAT certificate on letter head
	Within 2 hours	10			
	Same Day	5			
	Next day	2			
	Total		135		

B. (FINANCIAL PROPOSAL): (IPD PREMIUM AND OPD SERVICE COST)

- i. All Bids should be quoted in Pak rupees. **(Separate For all 7 Categories)**

1. Summary of Premium Cost for Hospitalization	Amount
A. Employee and families of Serving Employees to be covered:	
B. Annual Premium per person	Rs. _____
Total Annual Premium (A x B)	Rs. _____

OPD SERVICE COST	5% _____ OF ACTUAL AMOUNT PAID TO HOSPITALS
-------------------------	---

PERFORMANCE GUARANTEE

The selected Insurance Company shall submit performance guarantee equal to 10% of contract amount in favor of Hazara Electric Supply Company issued by any Scheduled Bank of Pakistan which will be valid until 180 days after the expiry of the contract term and will be forfeited in case of unsatisfactory services assessed through Standing Medical Committee constituted for the said purpose and ban will be imposed upon the service provider for its participation in future HAZECO tendering for provision of any type of services.

PAYMENT

- (i) Payment of premium to the Insurance Company will be made on quarterly basis on submission of invoice in triplicate.
- (ii) All payments will be made as per applicable tax laws. All payments, as agreed, shall be, less any Government taxes which the Company is required to deduct by law.
- (iii) The payments shall be made in Pak rupees.

Certification:

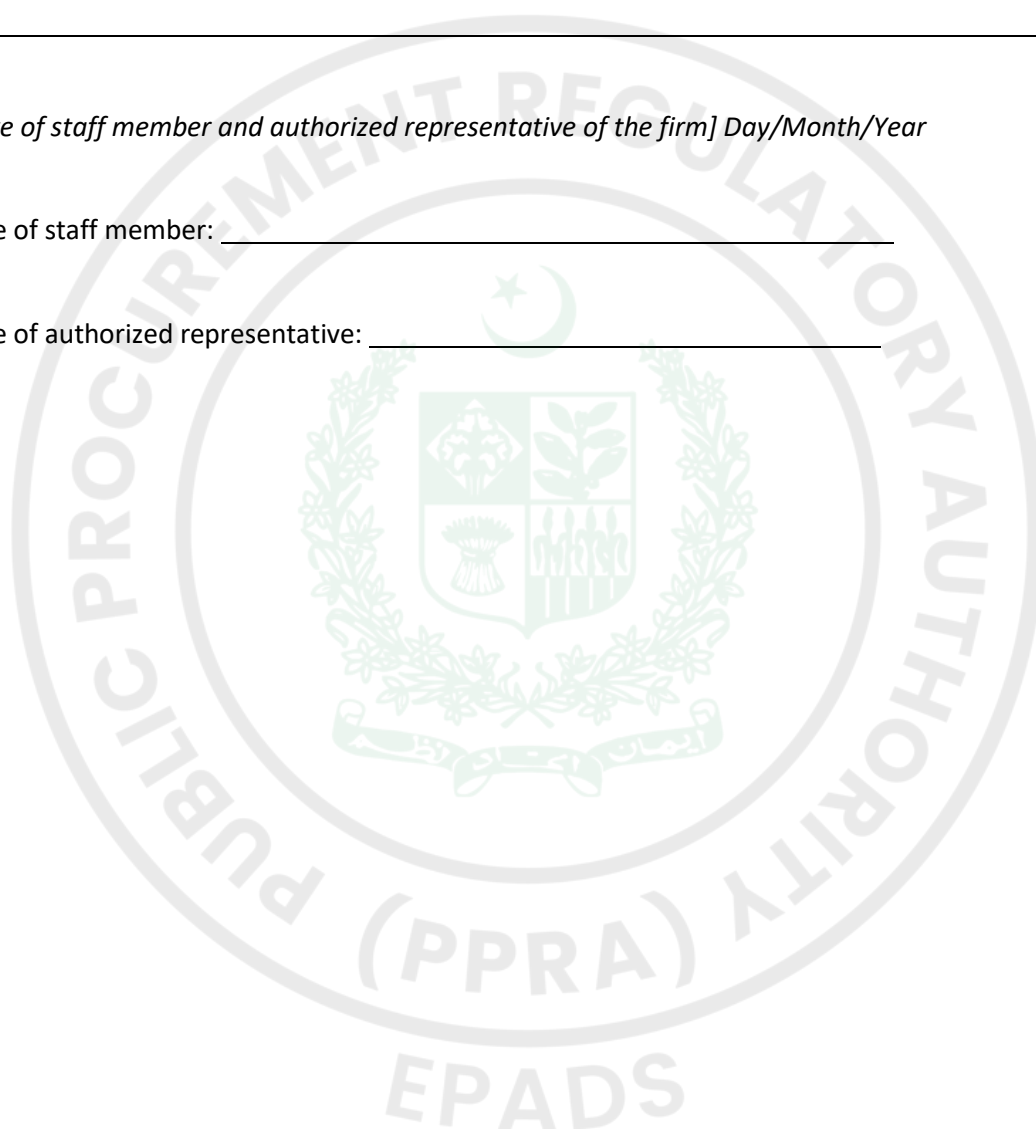
I, the undersigned, certify that to the best of my knowledge and belief, these data correctly described by me, regarding my qualifications, and my experience.

Date: _____

[Signature of staff member and authorized representative of the firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____



Tech-I

TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Manager (SCM),
HAZECO HQ,
Abbottabad.
Email: Manager.scm@hazeco.com.pk

Sir,

We, the undersigned, offer to provide the services for **[Health Insurance & GLI]** in accordance with your Request for Proposal dated [Advertisement Date]. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We hereby declare that all the information and statements made in this proposal are true and we accept that any misinterpretation contained in this proposal may lead to our disqualification. If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate and our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

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

We remain, Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

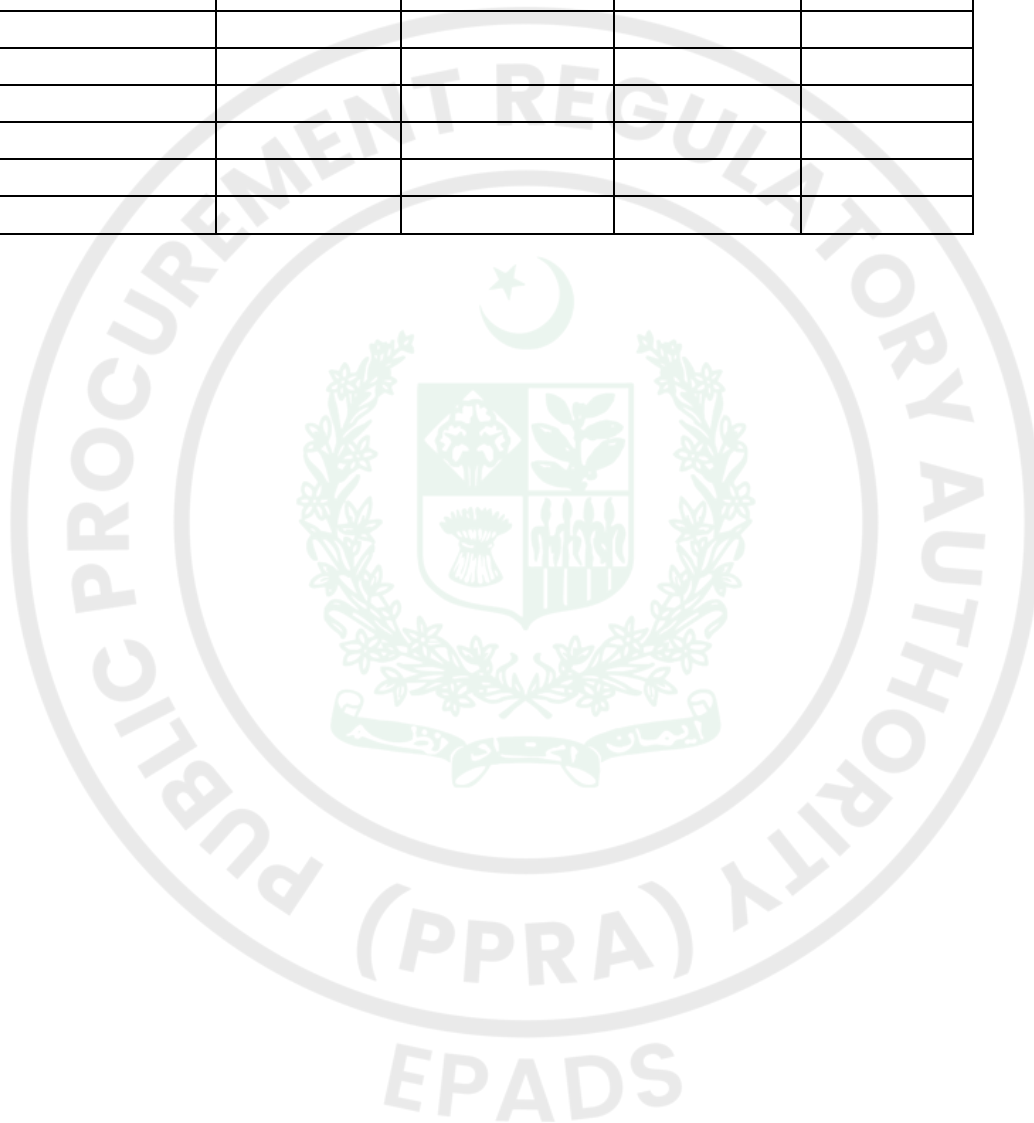
Name of Firm:

Address:

Tech-II

Number of Panel Hospital/Clinic/Lab/Pharmacy in HAZECO Region

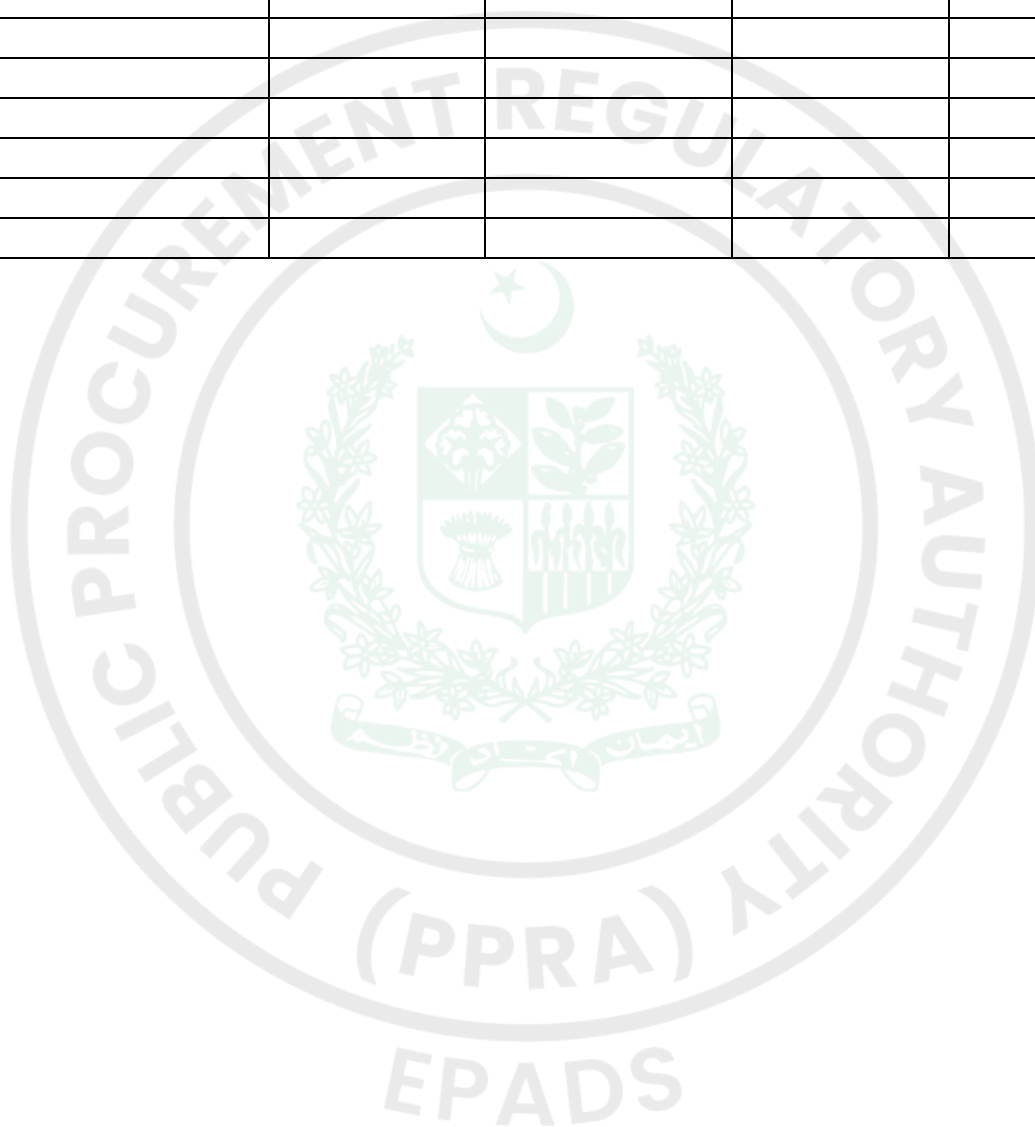
Sr. No.	Name of Hospital	Address	Name of Contact Person	Contact No.	E-mail



Tech-III

Number of Panel Hospital/Clinic/Lab/Pharmacy in Pakistan

Sr. No.	Name of Hospital	Address	Name of Contact Person	Contact No.	E-mail



Tech-IV

Number of Panel Hospitals Containing Burn Units

[illegible]

F-1

Financial Proposal Submission Form

[Location, Date]

To:

Manager (SCM),
HAZECO HQ College Road
Abbottabad.
Email: manager.scm@hazeco.com.pk

Sir,

We, the undersigned, offer to provide services for [Health Insurance & GLI] in accordance with your Request for Proposal dated [Date of Advertisement] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of applicable Sales Tax on Services as per Khyber Pakhtunkhwa Revenue Authority (KPRA) Laws.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract Agreement negotiations, up to expiration of the validity period of the Proposal, i.e., [Date]

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

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Annex: B**FORM OF BANK GUARANTEE**

To,

Manager SCM,
HAZECO HQ,
College Road,
Abbottabad.

Health Insurance& GLI Coverage

Gentlemen,

In accordance with the T&C of the above-mentioned RFP, *[name and address of Insurance Company]* shall deposit with HAZECO a bank guarantee to guarantee their proper and faithful performance under the said provisions of the Contract in an equal to 10% of contract amount.

We, the *[bank or financial institution]*, as instructed by the *[name of Insurance Company]*, agree unconditionally and irrevocably to guarantee as primary obligor and not as Surety merely, the payment to HAZECO on its first demand without whatsoever right of objection on our part and without consulting the *[name of Insurance Company]*, in the amount not exceeding Rs. _____ (Rupees _____ Only).

We further agree that no change or addition to or other modification of the terms of the Contract which may be made between HAZECO and the *[name of Insurance Company]*, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall remain valid and in full effect from the date of the first payment under the Contract to *[name of Insurance Company]*, until 150 days after the expiry of the contract term as given in contract.

Yours truly,

Signature and Seal

Name of Bank/Financial Institution

Address

Date

Appendix-I**Undertaking of Bid Guarantee**

We, _____, (Name of Bidder) undertake that the Bid Security meeting the requirements stipulated has been enclosed with Financial Proposal.

Signature and seal of the Bidder



Appendix-II

Sr. No.	Employee Name	CNIC No.	Patient Name	Visit		Hospital Name	Diagnoses	OPD Charges			Total
				No	Date			Consultation	Lab Test	Medicines	



Past Experience / Contracts

Contracts over <i>[insert amount]</i> during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination



Historical Contract Non-Performance, and Pending Litigation and Litigation History

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

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

☐ Not debarred due to deviation from commitment of Bid Securing Declaration- ☐ Not debarred due to non-performance			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and PKR equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), US\$ PKR Equivalent (exchange rate)

<i>[insert year]</i>	<i>[insert amount]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Status of dispute: <i>[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</i>	<i>[insert amount]</i>
☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4. ☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), PKR Equivalent (exchange rate)
<i>[insert year]</i>	<i>[insert percentage]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Court/ arbitral award decision: <i>[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]</i>	<i>[insert amount]</i>

Current Contract Commitments / Works in Progress

Bidders and each member to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Current Contract Commitments					
No.	Name of Contract	Employer's Contact Address, Tel, Fax	Value of Outstanding Work [Current Eq. PKR]	Estimated Completion Date	Average Monthly Invoicing Over Last Six Months [Eq. PKR/month]
1					
2					
3					
4					
5					

Financial Situation and Performance

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

Applicant's Name: [insert full name]

Date: [insert day, month, year]

Joint Venture Member Name: [insert full name]

IFP No. and title: [insert IFP number and title]

Page [insert page number] of [insert total number] pages

1. Financial data

Type of Financial information in (currency)	Historic information for previous [insert number] years, [insert in words] (amount in currency, currency, exchange rate*, PKR equivalent)				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- ☐ Attached are copies of financial statements¹ for the *[number]* years required above; and complying with the requirements.

¹ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

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

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

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

* Refer ITA for date and source of exchange rate.

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